

**ESCAMBIA COUNTY FLORIDA
REQUEST FOR PROPOSAL
PROPOSER'S CHECKLIST
ECAT MANAGEMENT CONTRACT
SPECIFICATION PD 16-17.014**

- **HOW TO SUBMIT YOUR PROPOSAL**

PLEASE REVIEW THIS DOCUMENT CAREFULLY. OFFERS THAT ARE ACCEPTED BY THE COUNTY ARE BINDING CONTRACTS. **INCOMPLETE PROPOSALS ARE NOT ACCEPTABLE.** ALL DOCUMENTS AND SUBMITTALS SHALL BE RECEIVED BY THE OFFICE OF PURCHASING ON OR BEFORE DATE AND HOUR FOR SPECIFIED FOR RECEIPT. LATE BIDS WILL BE RETURNED UNOPENED.

THE FOLLOWING DOCUMENTS SHALL BE RETURNED WITH PROPOSAL:

- SOLICITATION, OFFER AND AWARD FORM WITH ORIGINAL SIGNATURE AND ONE (1) CD OR FLASH DRIVE CONTAINING THE ENTIRE PROPOSAL
- COST PROPOSAL FORM WITH ORIGINAL SIGNATURE

THE FOLLOWING DOCUMENTS SHOULD BE RETURNED WITH PROPOSAL

- ATTACH CURRENT DUN & BRADSTREET FINANCIAL REPORT INCLUSIVE OF DUN & BRADSTREET RATING OR OTHER EVIDENCE OF FINANCIAL STABILITY
- SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(A), FLORIDA STATUTES, ON ENTITY CRIMES
- DRUG-FREE WORKPLACE FORM
- INFORMATION SHEET FOR TRANSACTIONS AND CONVEYANCES CORPORATE IDENTIFICATION
- CERTIFICATE OF AUTHORITY TO DO BUSINESS FROM THE STATE OF FLORIDA OCCUPATIONAL LICENSE
- FLORIDA DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION – LICENSE(S), CERTIFICATION(S) AND/OR REGISTRATION(S)
- CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES ON FEDERAL CONTRACTS
- CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION FROM FEDERAL AID PROJECTS
- BEFORE YOU SUBMIT, HAVE YOU:

PLACED YOUR PROPOSALS WITH ALL REQUIRED SUBMITTAL ITEMS IN A SEALED ENVELOPE CLEARLY MARKED FOR SPECIFICATION NUMBER, PROJECT NAME, NAME OF PROPOSER, AND DUE DATE AND TIME OF PROPOSAL RECEIPT?

- THE FOLLOWING SUBMITTALS ARE REQUIRED UPON NOTICE OF AWARD:

CERTIFICATE OF INSURANCE

**THIS FORM IS FOR YOUR CONVENIENCE TO ASSIST IN FILLING OUT YOUR
PROPOSALS ONLY.
DO NOT RETURN WITH YOUR SUBMITTAL**

**ESCAMBIA COUNTY
FLORIDA**

REQUEST FOR PROPOSERS

ECAT MANAGEMENT CONTRACT

SPECIFICATION NUMBER PD 16-17.014

PROPOSALS WILL BE RECEIVED UNTIL: 3:00 p.m., CST, WEDNESDAY, MARCH 8, 2017

**Office of Purchasing, Room 11.101
213 Palafox Place, Pensacola, FL 32502
Matt Langley Bell III Building
Post Office Box 1591
Pensacola, FL 32591-1591**

**A MANDATORY PRE-SOLICITATION CONFERENCE IS SCHEDULED FOR WEDNESDAY, FEBRUARY 22, 2017 AT 10:00 AM CST IN THE OFFICE OF PURCHASING, 213 PALAFOX PLACE, PENSACOLA, FLORIDA 32502 CONFERENCE ROOM 11.407
ALL PROPOSERS MUST ATTEND**

Board of County Commissioners

Douglas B. Underhill, Chairman
Gary Bergosh, Vice Chairman
Steven Barry
Lumon J. May
Grover Robinson, IV

Procurement Assistance:

Claudia Simmons
Purchasing Manager
Office of Purchasing
2nd Floor, Matt Langley Bell, III Building
213 Palafox Place
Pensacola, FL 32502
Tel: (850) 595-4987
Fax: (850) 595-4807
Email: casimmon@myescambia.com
Website: www.myescambia.com

Technical Assistance:

Donald A. Christian III
Engineering Technician
Transportation and Traffic
3363 West Park Place
Pensacola, FL 32505
Tel: (850) 595-3404
Fax: (850) 595-3405
Email: dachrist@co.escambia.fl.us

SPECIAL ACCOMMODATIONS:

Any person requiring special accommodations to attend or participate, pursuant to the Americans with Disabilities Act, should call the Office of Purchasing, (850) 595-4980 at least five (5) working days prior to the solicitation opening. If you are hearing or speech impaired, please contact the Office of Purchasing at (850) 595-4684 (TTY).

NOTICE

It is the specific legislative intent of the Board of County Commissioners that NO CONTRACT under this solicitation shall be formed between Escambia County and the awardee vendor until such time as the contract is executed by the last party to the transaction.

ECAT MANAGEMENT CONTRACT

SPECIFICATION NUMBER PD 16-17.014

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Forms marked with a (Double Asterisk) should be returned with Offer.**

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SIGN AND RETURN THIS FORM WITH YOUR PROPOSALS**

SOLICITATION, OFFER AND AWARD FORM

ESCAMBIA COUNTY FLORIDA

SUBMIT OFFERS TO:

Claudia Simmons

Request for Proposal

Purchasing Manager

Office of Purchasing, 2nd Floor, Room 11.101

213 Palafox Place, Pensacola, FL 32502

Post Office Box 1591, Pensacola, FL 32591-1591

Phone No: (850) 595-4987 Fax No: (850) 595-4807

ECAT MANAGEMENT CONTRACT

SOLICITATION NUMBER: PD 16-17.014

SOLICITATION

MAILING DATE: Wednesday, February 15, 2017

PRE-PROPOSALS CONFERENCE: **MANDATORY** 10:00 am CST, Wednesday, February 22, 2017

OFFERS WILL BE RECEIVED UNTIL: 3:00pm, CDT, Wednesday, March 8, 2017 and may not be withdrawn within 90 days after such date and time.

POSTING OF SOLICITATION TABULATIONS

Solicitation tabulations with recommended awards will be posted for review by interested parties at the County Office of Purchasing and will remain posted for a period of two (2) business days. Failure to file a protest in writing within two (2) business days after posting of the solicitation tabulation shall constitute a waiver of any protest relating to this solicitation. All protests must be filed with the Office of Purchasing. They will be handled according to the Escambia County Purchasing Ordinance.

OFFER (SHALL BE COMPLETED BY OFFEROR)

FEDERAL EMPLOYER IDENTIFICATION NUMBER OR S.S. NUMBER: _____

TERMS OF PAYMENT: _____

DELIVERY DATE WILL BE _____ DAYS AFTER RECEIPT OF PURCHASE ORDER.

VENDOR NAME: _____

REASON FOR NO OFFER: _____

ADDRESS: _____

CITY, ST. & ZIP: _____

PHONE NO.: (____) _____

BOND ATTACHED \$ _____ N/A _____

TOLL FREE NO.: (____) _____

FAX NO.: (____) _____

I certify that this offer is made without prior understanding, agreement, or connection, with any Corporation, firm or person submitting an offer for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the offeror and that the offeror is in compliance with all requirements of the solicitation, including but not limited to certification requirements. In submitting an offer to Escambia County Florida, the offeror agrees that if the offer is accepted, the offeror will convey, sell, assign or transfer to Escambia County Florida all rights title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by Escambia County Florida. At the County's discretion such assignment shall be made and become effective at the time the County tenders final payment to

NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER

(TYPED OR PRINTED)

**

SIGNATURE OF PERSON AUTHORIZED TO SIGN OFFER
(MANUAL)

****Failure to execute this Form binding the bidder/proposer's offer shall result in this bid/proposal being rejected as non-responsive.**

AWARD

Upon certification of award the contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing. The terms and conditions of this solicitation and the Proposals of the awarded contractor is incorporated by reference herein and made a part of this contract.

CONTRACTOR

ESCAMBIA COUNTY FLORIDA

Name and Title of Signer (Type or Print)

Name and Title of Signer (Type or Print)

Name of Contractor

By

County Administrator

Date

By

Signature of Person Authorized to Sign

Date

WITNESS

Date

ATTEST:

Corporate Secretary

Date

WITNESS

Date

[CORPORATE SEAL]

ATTEST:

Witness

Date

Awarded Date

ATTEST:

Effective

Date

Escambia County Cost Proposal Form for ECAT Proposals
PD 16-17.014 ECAT Management Contract

Year 1 Amount	Year 2 Amount	Year 3 Amount
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1 Proposed Base, Fixed Management Fee

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Amount at Risk for the Following Performance Measures reported Quarterly

	MEASURE	REQUIREMENT	PENALTY	Year 1 Amount Deducted	Year 2 Amount Deducted	Year 3 Amount Deducted
2	Actual Service Hours*	99.6% of Schedule Service Hours	If LESS than 99%			
3	Operator, Service and Mechanic Overtime Pay	Less than 6%	If EXCEEDS 10%			
4	Customer Satisfaction	Avg. 4/5 cumulative on Survey approved by ECAT	If LESS than 4/5			
5	Customer Complaint Tracking and Response	Reported quarterly; response within 2 business days	If EXCEEDS (2) days on (4) occasions in the reporting cycle			

Total At-Risk (Sum of lines 2, 3, 4, 5)

All disincentives will be netted and billed against all incentives and management fees along with the following month's recurring management fee invoice.

Incentive Amount for the Following Performance Measures reported Annually

	TYPE	GOAL	MEASURE	Year 1 * Sharing %	Year 2 Sharing %	Year 3 Sharing %
6	Advertising Revenue	\$310,000	Exceeded			
7	Gas Tax Reliance	Current 100%; Reduce 5% each year	Reduced 5%			

* Sharing % will be the share of the exceeded goal to be given as incentive to the Contractor Annually.

If an Incentive is paid; at least 50% of the bonus will be equally distributed to the Contractor's employees serving Escambia County.

Annually is the FY October to September

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(a),
FLORIDA STATUTES, ON ENTITY CRIMES**

1. This sworn statement is submitted to _____
(print name of the public entity)
- by _____
(print individual's name and title)
- for _____
(print name of entity submitting sworn statement)

whose business address is

and (if applicable) its Federal Employer Identification Number (FEIN) is:

(If the entity has no FEIN, include the Social Security Number of the Individual signing this sworn statement: _____)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposals or contract for goods or services to be provided to any public entity or an agency or political subdivision or any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

- c. I understand that a "person" as defined in Paragraph 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into binding contract and which bids or applies to Proposals on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
- d. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(indicate which statement applies.)**

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

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

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. **(attach a copy of the final order)**

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

(signature)

Sworn to and subscribed before me this _____ day of _____, 20_____

Personally known _____

OR produced identification _____

Notary Public - State of _____

My commission expires _____

(Type of identification)

(Printed typed or stamped commissioned name of notary public)

Drug-Free Workplace Form

The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that _____ 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, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under Proposals copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 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 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 Paragraphs 1 through 5.

Check one:

_____ As the person authorized to sign this statement, I certify that this firm complies fully with above requirements.

_____ As the person authorized to sign this statement, this firm **does not** comply fully with the above requirements.

Offeror's Signature

Date

**Information Sheet
for Transactions and Conveyances
Corporation Identification**

The following information will be provided to the Escambia County Legal Department for incorporation in legal documents. It is, therefore, vital all information is accurate and complete. Please be certain all spelling, capitalization, etc. is exactly as registered with the state or federal government.

Is this a Florida Corporation (Please Circle One)
Yes or No

If not a Florida Corporation,

In what state was it created: _____
Name as spelled in that State: _____

What kind of corporation is it: "For Profit" or "Not for Profit"

Is it in good standing: Yes or No

**Authorized to transact business
in Florida:** Yes or No

State of Florida Department of State Certificate of Authority Document No.: _____

Does it use a registered fictitious name: Yes or No

Names of Officers:

President: _____ Secretary: _____
Vice President: _____ Treasurer: _____
Director: _____ Director: _____
Other: _____ Other: _____

Name of Corporation (As used in Florida):

(Spelled exactly as it is registered with the state or federal government)

Corporate Address:

Post Office Box: _____
City, State Zip: _____
Street Address: _____
City, State, Zip: _____

(Please provide post office box and street address for mail and/or express delivery; also for recorded instruments involving land)

(Please continue and complete page 2)

Corporate Identification

Federal Identification Number: _____

(For all instruments to be recorded, taxpayer's identification is needed)

Contact person for company: _____ E-mail: _____

Telephone Number: _____ Facsimile Number: _____

Name of individual who will sign the instrument on behalf of the company:

(Upon Certification of Award, Contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing)

(Spelled exactly as it would appear on the instrument)

Title of the individual named above who will sign on behalf of the company:

END

(850) 488-9000

Verified by: _____ Date: _____

ESCAMBIA COUNTY , FLORIDA GENERAL TERMS and CONDITIONS

The following General Terms and Conditions are incorporated by reference and have the same legal effect as if printed in its entirety.

A full textual copy of these conditions may be obtained by visiting the Office of Purchasing Home Page (see Proposals Information), by telephoning the Office of Purchasing at (850) 595-4980 or by Fax at (850)595-4805.

NOTE: Any and all Special Terms and Conditions and specifications referenced within the solicitation which vary from these General Terms and Conditions shall have precedence. Submission of the Bidder/Proposal Solicitation, Offer and Award Form and Bid/Proposal Form(s) in accordance with these General Terms and Conditions and Special Terms and Conditions constitutes an offer from the offeror. If any or all parts of the offer are accepted by Escambia County Florida, an authorized representative of the county shall affix his signature hereto, and this shall then constitute a written agreement between parties. The conditions incorporated herein become a part of the written agreement between the parties.

ProposalsInformation See Home Page URL: <http://www.myescambia.com>

Click on **ON-LINE SOLICITATIONS**

1. **Sealed Solicitations**
2. **Execution of Solicitation**
3. **No Offer**
4. **Solicitation Opening**
5. **Prices, Terms and Payment**
 - 5.01 **Taxes**
 - 5.02 **Discounts**
 - 5.03 **Mistakes**
 - 5.04 **Condition and Packaging**
 - 5.05 **Safety Standards**
 - 5.06 **Invoicing and Payment**
 - 5.07 **Annual Appropriations**
6. **Additional Terms and Conditions**
7. **Manufacturers' Name and Approved Equivalents**
8. **Interpretations/Disputes**
9. **Conflict of Interest**
 - 9.01 **County Procedure on Acceptance of Gifts**
 - 9.02 **Contractors Required to Disclose any Gift Giving**
 - 9.03 **Gratuities**
10. **Awards**
11. **Nonconformance to Contract Conditions**
12. **Inspection, Acceptance and Title**
13. **Governmental Restrictions**
14. **Legal Requirements**
15. **Patents and Royalties**
16. **Price Adjustments**
17. **Cancellation**
18. **Abnormal Quantities**
19. **Advertising**
20. **Assignment**
21. **Liability**
22. **Facilities**
23. **Distribution of Certification of Contract**

ESCAMBIA COUNTY , FLORIDA GENERAL TERMS and CONDITIONS

The following General Terms and Conditions are incorporated by reference (continued).

- 24. **The Successful Bidder(s) must Provide**
- 25. **Addition/deletion of Items**
- 26. **Ordering Instructions**
- 27. **Public Records**
- 28. **Delivery**
- 29. **Samples**
- 30. **Additional Quantities**
- 31. **Service and Warranty**
- 32. **Default**
- 33. **Equal Employment Opportunity**
- 34. **Florida Preference**
- 35. **Contractor Personnel**
- 36. **Award**
- 37. **Uniform Commercial Code**
- 38. **Contractual Agreement**
- 39. **Payment Terms/Discounts**
- 40. **Improper Invoice; Resolution of Disputes**
- 41. **Public Entity Crimes**
- 42. **Suspended and Debarred Vendors**
- 43. **Drug-Free Workplace Form**
- 44. **Information Sheet for Transactions and Conveyances**
- 45. **Copies**
- 46. **License and Certifications** - For access to Certification/Registration Form for doing Business in Florida go to the Department of State, Division of Corporations,
URL:<http://ccfcorp.dos.state.fl.us/corpweb/inquiry/search.html>
- 47. **Execution of Contract**
- 48. **Purchase Order**
- 49. **No Contingent Fees**
- 50. **Solicitation Expenses**
- 51. **On-Line Auction Services**

SPECIAL TERMS AND CONDITIONS

The Board of County Commissioners, Escambia County, Florida, invites your company to submit a sealed offer on the item(s) as listed in this solicitation request.

All terms and conditions below are a part of this request, and no offer will be accepted unless all these conditions have been complied with. The County reserves the right to waive informalities in any offer; to reject any or all offers, in whole or in part, and/or to accept the offer(s) that in its judgment is from the lowest and most responsible and responsive offeror(s).

Instructions to Offerors

1. General Information

All offers to be considered shall be in the possession of the Office of Purchasing prior to the time of the solicitation closing. Offers may be mailed to 213 Palafox Place, Room 11.101, Pensacola, Florida 32502 or delivered to the Office of Purchasing, 2nd floor, Room 11.101, Matt Langley Bell, III Bldg., 213 Palafox Place, Pensacola, Florida 32502, in a sealed envelope clearly marked:

Specification Number PD 16-17.014, "ECAT MANAGEMENT CONTRACT", Name of Submitting Firm, Time and Date due.

Note: If you are using a courier service; Federal Express, Airborne, UPS, etc., you must mark airbill and envelope or box with Specification Number and Project Name.

Regardless of the method of delivery, each offeror shall be responsible for his offer(s) being delivered on time as the County assumes no responsibility for same. Offers offered or received after the time set for solicitation closing will be rejected and returned unopened to the offeror(s).

The following policy will apply to all methods of source selection:

Conduct of Participants

After the issuance of any solicitation, all bidders/proposers/protestors or individuals acting on their behalf are hereby prohibited from **lobbying** as defined herein or otherwise attempting to persuade or influence any elected County officials, their agents or employees or any member of the relevant selection committee at any time during the **blackout period** as defined herein; provided, however, nothing herein shall prohibit bidders/proposers/protestors or individuals acting on their behalf from communicating with the purchasing staff concerning a pending solicitation unless otherwise provided for in the solicitation or unless otherwise directed by the purchasing manager.

Definitions

Blackout period means the period between the time the bids/proposals for invitations for Proposals or the request for proposal, or qualifications, or information, or requests for letters of interest, or the invitation to negotiate, as applicable, are received at the Escambia County Office of Purchasing and the time the Board awards the contract and any resulting Proposal protest is resolved or the solicitation is otherwise canceled.

Lobbying means the attempt to influence the thinking of elected County officials, their agents or employees or any member of the relevant Selection Committee for or against a specific cause related to a pending solicitation for goods or services, in person, by mail, by facsimile, by telephone, by electronic mail, or by any other means of communication.

Sanctions

The Board may impose any one or more of the following sanctions on a nonemployee for violations of the policy set forth herein:

- (a) Rejection/disqualification of submittal
- (b) Termination of contracts; or
- (c) Suspension or debarment as provided in Sec. 46-102 of the Escambia County Code of Ordinances.

This policy is not intended to alter the procedure for Protested Solicitations and Awards as set forth in the Sec. 46-101 of the Escambia County Code of Ordinances.

SCOPE OF WORK SUMMARY

Escambia County, FL, Pensacola, FL (referred hereafter as the County) is requesting PROPOSALS from qualified firms for management of the County's public transportation system, the Escambia County Area Transit (ECAT). The management of ECAT is guided by policies, objectives and service standards sanctioned by Escambia and the City of Pensacola.

2. **Procurement Questions**

Procurement questions may be directed to Claudia Simmons, Purchasing Manager, (850) 595-4987.. Technical questions may be directed to Don A. Christian, III (850) 595-3404, Fax (850) 595-3405. Written questions no later than Friday, February 24, 2017

3. **Proposal Forms**

This Solicitation contains a Solicitation, Offer and Award Form and a Cost Proposal Form which shall be submitted in a sealed envelope with the entire proposal including the cost proposal with Original signatures in indelible ink signed in the proper spaces and (1) one CD or Flash Drive containing the entire proposal.

4. **Payment**

Partial payments in the full amount for the value of items received and accepted may be requested by the submission of a properly executed **original** invoice, with supporting documents if required. Payment for accepted equipment/supplies/services will be accomplished by submission of an **original** invoice, in duplicate, to:

Clerk of the Circuit Court
Attention: Accounts Payable
221 Palafox Place
Pensacola, FL 32502

5. **Emergency Services**

The contractor resulting from this solicitation is for services that are required during **EMERGENCY** situations such as hurricanes, major fires, etc. Time is of the essence during these situations and the vendor awarded this contract should be able to be contacted at any time, day or night. The Proposal Form provides for the emergency information to be supplied. Please be sure to include **all** this information when returning your bid.

Contract Information

NOTICE

It is the specific legislative intent of the Board of County Commissioners that NO CONTRACT under this solicitation shall be formed between Escambia County and the awardee vendor until such time as the contract is executed by the last party to the transaction.

6. **Contract Term/Renewal/Termination**

- A. The contract resulting from this Solicitation shall commence effective upon execution by both parties and extend for a period ending on June 30, 2019.

Renewal of the contract shall be subject to appropriation of funds by the Board of County Commissioners.

- B. The initiation County department(s) shall issue release (purchase) orders against the term contract on an "as needed" basis.
- C. The contract may be canceled by the awarded vendor, for good cause, upon ninety (90) days prior written notice.
- D. The County retains the right to terminate the contract, with or without good cause, upon thirty (30) days prior written notice.
- E. In the event of termination by either party as provided herein, the awarded vendor shall be paid for services performed through the date of termination.

7. **Contract Term/Renewal**

The contract resulting from this solicitation shall commence effective upon execution by both parties and extend for a period ending on June 30, 2019. . The County may unilaterally renew for an additional six (6) months extension may also be unilaterally exercised at the County's discretion.

8. **Option to Extend the Term of the Contract**

The County may unilaterally extend the term of this contract by written notice to the contractor at least sixty (60) days before the expiration of any contract term. The exercise of the option shall be for the period specified and for the prices listed on the bid/proposal form. All other terms and conditions of the contract shall apply to the option periods.

9. **Interim Extension of Performance**

After all options have been exercised, and it is determined that interim performance is required to

allow for the solicitation and award of a new contract, the County may unilaterally extend the contract for a maximum period of six months. Pricing, delivery and all other terms and conditions of the contract shall apply during this period.

10. **Purchasing Agreements with other Government Agencies**

The submission of any offer in response to this Solicitation constitutes an offer made under the same terms and conditions, for the same contract price, to other governmental agencies within Escambia, Santa Rosa Counties, unless otherwise stipulated by the offeror on the bid form.

Each governmental agency desiring to accept these offers, and make an award thereof, shall do so independently of any other governmental agency. Each agency shall be responsible for its own purchases and each shall be liable only for materials ordered and received by it, and no agency assumes any liability by virtue of this solicitation.

11. **Changes - Service Contracts**

The County may at any time by issuance of an executed change order make changes within the general scope of the contract in any of the following areas:

- A. Description of services to be performed.
- B. Time of performance (i.e., hours of the day, days of the week, etc.).
- C. Place of performance of the services.

If additional work or other changes are required in the areas described above, an offer will be requested from the contractor. Upon negotiation of the offer, execution and receipt of the change order, the contractor shall commence performance of the work as specified.

The contractor shall not commence the performance of additional work or other changes not covered by this contract without an executed change order issued by the office of purchasing. If the contractor performs additional work beyond the specific requirements of this contract without an executed change order, it shall be at his own risk. The County assumes no responsibility for any additional costs for work not specifically authorized by an executed change order.

12. **Termination**

- A. The contract may be canceled by the contractor, for good cause, upon ninety (90) days prior written notice.
- B. The County retains the right to terminate the contract, with or without good cause, upon thirty (30) days prior written notice.
- C. In the event of termination by either party as provided herein, the awarded vendor shall be paid for services performed through the date of termination.

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13. **Ordering**

The County will issue release (purchase) orders against the contract on an annual basis for the

Operation of Para Transit Services.

14. **Licenses, Certifications, Registrations**

The offeror shall meet the license, certification, registration and any other requirements of the State, County, City and/or any other agency of authority with jurisdiction in such matters as necessary to perform the contractual services requested in this solicitation.

Copies of such licenses, certifications, registrations and any other requirements should be provided with the proposal submission; and, the offeror shall provide follow-up evidence that as the contractor they maintain such credentials throughout the period of agreement.

15. **Term of Offer**

An offer shall constitute an irrevocable offer for a period of ninety (90) days from the solicitation opening date or until the date of award, whichever is earlier, without forfeiting Proposal bond or check. In the event that an award is not made by the county within ninety (90) days from the solicitation opening date, the offeror may withdraw his offer or provide a written extension of his offer.

16. **Termination**

The Contract Administrator shall notify the Office of Purchasing of unsatisfactory performance and/or deficiencies in service that remain unresolved or recurring. The Office of Purchasing shall notify the contractor, in writing, of such unresolved or recurring deficiencies within five (5) working days of notification by the Contract Administrator.

Upon the third such written notification of unsatisfactory performance and/or deficiencies to the contractor by the Office of Purchasing within a four (4) month period; or the sixth such notification within any contract term, shall result in issuance of written notice of immediate contract termination to the contractor by the Office of Purchasing. Such termination may also result in suspension or debarment of the contractor.

17. **Termination (Public Records Request)**

If the contractor refuses to allow public access to all documents, papers, letters, or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received by the contractor in conjunction with this agreement then the county may, without prejudice to any right or remedy and after giving the contractor and his surety, if any, seven (7) days written notice,

during which period contractor still fails to allow access, terminate the employment of the contractor and take possession of the site and of all materials, equipment, tools, construction equipment and machinery thereon, owned by the contractor, and may finish the project by whatever method it may deem expedient. In such case, the contractor shall not be entitled to receive any further payment until the project is finished. Reasonable terminal expenses incurred by the county may be deducted from any payments left owing the contractor (excluding monies owed the contractor for subcontract work.)

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Insurance Requirements

Standard Insurance Requirements and Certificates

This offer contains an extensive insurance requirement. Offerors are encouraged to review these requirements with their insurance agents before submitting offers.

It is not necessary to have this level of insurance in effect at the time of submitting the offer.

A letter from the offeror's insurance carrier will be required as evidence that the offeror will be able to obtain the levels of insurance as required by the contract and indicated on the Sample Certificate of Insurance should your firm be awarded the contract.

County Insurance Required

The contractor shall procure and maintain the following described insurance, except for coverages specifically waived by the County. Such policies shall be from insurers with a minimum financial size of VII according to the latest edition of the AM Best Rating Guide. An A or better Best Rating is "preferred"; however, other ratings if "Secure Best Ratings" may be considered. Such policies shall provide coverages for any or all claims which may arise out of, or result from, the services, work and operations carried out pursuant to and under the requirements of the contract documents, whether such services, work and operations be by the contractor, its employees, or by subcontractor(s), or anyone employed by or under the supervision of any of them, or for whose acts any of them may be legally liable.

The contractor shall require, and shall be responsible for assuring throughout the time the agreement is in effect, that any and all of its subcontractors obtain and maintain until the completion of that subcontractor's work, such of the insurance coverages described herein as are required by law to be provided on behalf of their employees and others.

The required insurance shall be obtained and written for not less than the limits of liability specified hereinafter, or as required by law, whichever is greater.

These insurance requirements shall not limit the liability of the contractor.

The County does not represent these types or amounts of insurance to be sufficient or adequate to protect the contractor's interests or liabilities, but are merely minimums.

Except for workers compensation and professional liability, the contractor's insurance policies shall be endorsed to name Escambia County as an additional insured to the extent of its interests arising from this agreement, contract or lease.

The contractor waives its right of recovery against the County, to the extent permitted by its insurance policies.

The contractor's deductibles/self-insured retentions shall be disclosed to the County and may be disapproved by the County. They shall be reduced or eliminated at the option of the County. The contractor is responsible for the amount of any deductible or self-insured retention.

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Insurance required of the contractor or any other insurance of the contractor shall be considered primary, and insurance of the county, if any, shall be considered excess, as may be applicable to claims obligations which arise out of this agreement, contract or lease.

Workers Compensation Coverage

The contractor shall purchase and maintain workers compensation insurance for all

workers compensation obligations imposed by state law and with employers liability limits of at least \$100,000 each accident and \$100,000 each employee/\$500,000 policy limit for disease, or a valid certificate of exemption issued by the state of Florida, or an affidavit in accordance with the provisions of Florida Workers Compensation law.

Contractor shall also purchase any other coverages required by law for the benefit of employees.

General, Automobile and Excess or Umbrella Liability Coverage

The contractor shall purchase and maintain coverage on forms no more restrictive than the latest editions of the commercial general liability and business auto policies of the insurance services office.

Minimum limits of \$1,000,000 per occurrence for all liability must be provided, with excess or umbrella insurance making up the difference, if any, between the policy limits of underlying policies (including employers liability required in the workers compensation coverage section) and the total amount of coverage required.

General Liability Coverage - Occurrence Form Required

Coverage A shall include bodily injury and property damage liability for premises, operations, products and completed operations, independent contractors, contractual liability covering this agreement, contract or lease, broad form property damage coverages, and property damage resulting from explosion, collapse or underground (x,c,u) exposures.

Coverage B shall include personal injury.

Coverage C, medical payments, is not required.

The contractor is required to continue to purchase products and completed operations coverage, at least to satisfy this agreement, contract or lease, for a minimum of three years beyond the County's acceptance of renovation or construction projects.

Business Auto Liability Coverage

Business auto liability coverage is to include bodily injury and property damage arising out of ownership, maintenance or use of any auto, including owned, nonowned and hired automobiles and employee nonownership use.

Excess or Umbrella Liability Coverage

Umbrella liability insurance is preferred, but an excess liability equivalent may be allowed. Whichever type of coverage is provided, it shall not be more restrictive than the underlying insurance policy coverages. Umbrella coverage shall drop down to provide coverage where the underlying limits are exhausted.

Evidence/Certificates of Insurance

Required insurance shall be documented in certificates of insurance. If and when required

by the County, certificates of insurance shall be accompanied by documentation that is acceptable to the County establishing that the insurance agent and/or agency issuing the certificate of insurance has been duly authorized, in writing, to do so by and on behalf of each insurance company underwriting the insurance coverage(s) indicated on each certificate of insurance.

New certificates of insurance are to be provided to the County at least 30 days prior to coverage renewals. Failure of the contractor to provide the County with such renewal certificates may be considered justification for the County to terminate this agreement, contract or lease.

Professional Liability/Malpractice/Errors and Omissions Insurance

The contractor shall purchase and maintain professional liability or malpractice or errors and omissions insurance with minimum limits of \$1,000,000 per occurrence. If a claims made form of coverage is provided, the retroactive date of coverage shall be not later than the inception date of claims made coverage, unless the prior policy was extended indefinitely to cover prior acts. Coverage shall be extended beyond the policy year either by a supplemental extended reporting period of as great duration as available, and with no less coverage and with reinstated aggregate limits, or by requiring that any new policy provide a retroactive date no later than the inception date of claims made coverage.

Certificates should contain the following additional information:

1. Indicate that Escambia County is an additional insured on the general liability policy.
2. Include a reference to the project and the Office of Purchasing number.
3. Disclose any self-insured retentions in excess of \$1,000.
4. Designate Escambia County as the certificate holder as follows:
Escambia County
Attention: Joe Pillitary
Office of Purchasing, Room 11.101
P.O. Box 1591
Pensacola, FL 32591-1591
Fax (850) 595-4807
5. Indicate that the County shall be notified at least 30 days in advance of cancellation.

Receipt of certificates or other documentation of insurance or policies or copies of policies by the county, or by any of its representatives, which indicate less coverage than required does not constitute a waiver of the contractor's obligation to fulfill the insurance requirements herein.

If requested by the County, the contractor shall furnish complete copies of the contractor's insurance policies, forms and endorsements, and/or such additional information with respect to its insurance as may be requested.

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For commercial general liability coverage the contractor shall, at the option of the County, provide an indication of the amount of claims payments or reserves chargeable to the aggregate amount of liability coverage.

Indemnification

Contractor agrees to save harmless, indemnify, and defend County and Architect/Engineer and

their agents, officers and employees from any and all claims, losses, penalties, interest, demands, judgments, and costs of suit, including attorneys' fees and paralegals' fees, for any expense, damage or liability incurred by any of them, whether for personal injury, death, property damage, direct or consequential damages, or economic loss, including environmental impairment, arising directly or indirectly on account of or in connection with the Work done by Contractor under this Agreement or by any person, firm or corporation to whom any portion of the Work is subcontracted by Contractor or resulting from the use by Contractor, or by any one for whom Contractor is legally liable, of any materials, tools, machinery or other property of County. County and Contractor agree the first \$100.00 of the Contract Amount paid by County to Contractor shall be given as separate consideration for this indemnification, and any other indemnification of County by Contractor provided for within the Contract Documents, the sufficiency of such separate consideration being acknowledged by Contractor by Contractor's acceptance and execution of the Agreement. The Contractor's obligation shall not be limited by, or in any way to, any insurance coverage or by any provision in or exclusion or omission from any policy of insurance. The Contractor agrees to pay on behalf of Escambia County, as well as provide a legal defense for the County, both of which will be done only if and when requested by the County, for all claims made. Such payment on the behalf of the County shall be in addition to any and all other legal remedies available to the County and shall not be considered to be the County's exclusive remedy.

REQUEST FOR PROPOSAL
PD16-17.014
ECAT MANAGEMENT CONTRACT

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PART A SUMMARY

Escambia County, FL, Pensacola, FL (referred hereafter as the County) is requesting Proposals from qualified firms for management of the County's public transportation system, the Escambia County Area Transit (ECAT). The management of ECAT is guided by policies, objectives and service standards sanctioned by Escambia and the City of Pensacola.

SYSTEM DESCRIPTION

The management company operates from a County-owned facility located at 1515 West Fairfield, Pensacola, Florida using a fleet of County owned vehicles. All office equipment, furniture, parts inventory and maintenance equipment required for the day-to-day transit operation are provided by the County.

Any firm selected to manage ECAT must abide by the terms and conditions of all current and subsequent agreements entered into by Escambia County pursuant to 49 U.S. C. 5333 (b) (formerly known as Section 13(c)) of the Federal Transit Act. The firm also must operate the services under the labor agreement negotiated between Veolia and the Amalgamated Transit Union Local 1395, which represents the hourly paid drivers and maintenance employees.

ECAT operates a fixed route system. The fixed route system has 27 peak hour buses, which operate on 16 routes Monday through Friday from 5:00am until 7:00pm, and a reduced service on all routes on Saturday. No Sunday service is provided. The active fleet includes 43 standard diesel powered buses and seven (7) diesel replica trolley buses.

Under contract with the Santa Rosa Island Authority (SRIA) ECAT operates a free Pensacola Beach Trolley Shuttle Service 10:00 a.m. - Midnight, Friday, Saturday and Sunday from May thru Labor Day. Under a separate contract with The University of West Florida, ECAT operates The University of West Florida Trolley Service on two (2) routes, 7:00 a.m. - 9:30 p.m. Monday thru Friday. Reduced service is provided on Saturday. Service schedules are adjusted for the academic calendar.

These services are provided by the Community Transportation Coordinator (CTC), designated by the Florida-Alabama TPO are not included in this contract.

Current ECAT staff consists of one hundred nine (109) employees; including sixty (60) drivers, (53 fixed route/7 trolley), thirty-two (32) maintenance employees and seventeen (17) general and administrative employees. The operating budget for ECAT for FY 10-11) (October 1, 2010 - September 30, 2011) is \$ 8,806,000 with operating revenues estimated at \$1,478,000.

Bus fares are \$1.75 and transfers are Free. Seven (7) and Thirty (30) day passes, and 20 Ride Tickets are available. Half price fares are available for the elderly and disabled, and a reduced fare

is provided for students. All fixed route buses are equipped with GENFARE electronic fareboxes and security cameras.

In addition to the buses, vans and trucks assigned to ECAT, ECAT also operates a County vehicle maintenance facility, which provides both scheduled and unscheduled maintenance on the County's fleet of non-transit vehicles including all types of fire apparatus, ambulances, trucks, automobiles and vans. The budget for this service is included in the budget information provided above.

PART I GENERAL INFORMATION

1-1 PURPOSE

The Board of County Commissioners of Escambia County is seeking the Professional Services of a qualified contractor to manage the County Public Transportation system defined as “fixed route”.

1-2 OBJECTIVE

The Primary objective of The RFP is the selection of the most qualified and experienced Contractor for the ECAT Management Contract that is most advantageous to the County.

1-3 ISSUING OFFICER

The project Director shall be Jack R. Brown County Administrator. The liaison officer shall be Colby Brown, PE, Program Director, Traffic and Transportation Division. The contracting agency shall be the Escambia County Board of Commissioners, c/o the Office of Purchasing, P.O. Box 1591, Pensacola, Florida, 32591-1591.

1-4 CONTRACT CONSIDERATION

It is expected that the contract shall be based on the solicitation after negotiation.

1-5 REJECTION

The right is reserved by the Board of County Commissioners to accept or reject any or all proposals or to waive any informality, existing in any proposal, or to accept the proposal which best serves the interest and intent of this project and is from the most responsive and responsible proposer.

1-6 MANDATORY PRE-SOLICITATION CONFERENCE

A MANDATORY Pre-Solicitation Conference will be held at the Office of Purchasing, 213 Palafox Place, 2nd Floor, Conference room 11.407 on Wednesday, February 22, 2017 at 10:00 am CST

All Proposers are REQUIRED TO ATTEND.

1-7 ADDENDA

Any changes made in the Request for Proposal shall be brought to the attention of all of those who have provided the proper notices of interest in performing the services.

1-8 SCHEDULE

The following schedule may be adhered to in so far as practical in all actions related to this procurement and is subject to change.

- A. Mailing date of proposals...**Wednesday, February 15, 2017**
- B. **Mandatory Pre-Solicitation Conference Wednesday, February 22, 2017**
- C. Receipt of proposals.....**Wednesday, March 8, 2017**
- D. Review of proposals.....**March 10, 2017**
- E. Board of County Commissioners
 Review.....**Thursday, March 16, 2017**
- F. Contract effective date.....**TBD**

1-9 PROPOSAL CONTENT AND SIGNATURE

One original of the proposal shall be required having been signed by a company official with the power to bind the company in its proposal, and (1) one CD or Flash Drive containing the complete proposal shall be completely responsive to the RFP for consideration.

1-10 NEGOTIATIONS

The contents of the proposal of the successful firm shall become a basis for contractual negotiations.

1-11 RECOMMENDED PROPOSAL PREPARATION GUIDELINES

All contractors shall provide a straight forward and concise description of their ability to meet the RFP requirements. There shall be avoidance of fancy bindings and promotional material within. The proposal shall clearly show the technical approach to include work tasks, estimated time phasing and the proposed approach rational. The County discourages overly lengthy or costly proposals and may reject overly lengthy proposals.

1-12 PRIME CONTRACT RESPONSIBILITIES

The selected contractor shall be required to assume responsibility for all services

offered in his proposal. The selected contractor shall be the sole point of contact with regard to contractual matters including payments of any and all changes resulting from the contract.

1-13 DISCLOSURE

All information submitted in response to this RFP shall become a matter of public record, subject to Florida Statutes regarding public disclosure.

1-14 DELAYS

The Project Director reserves the right to delay scheduled due dates if it is to the advantage of the project.

1-15 WORK PLAN CONTROL

Control of the work plan to be developed under the RFP shall remain totally with the Escambia County Board of Commissioners.

1-16 METHOD OF PAYMENT

Payment schedule and basis of payment shall be negotiated.

PART II INFORMATION REQUIRED FROM CONTRACTORS

ALL PROPOSALS SHALL INCLUDE THE FOLLOWING: TECHNICAL AND COST PROPOSAL

2-1 PROPOSAL FORMAT AND CONTENT

Instructions to proposers: Proposals must contain each of the below enumerated documents, each fully completed, signed, and notarized as required. Proposals submitted which do not include the following items may be deemed non-responsive and may not be considered for contract award.

1. Table of Contents

The table of contents should outline in sequential order the major areas of the proposal, and all pages of the proposal, including the enclosures, must be clearly and consecutively numbered, and must correspond to the table of contents.

2. Technical Proposals

The technical proposal is a narrative which addresses the scope of work, the proposed approach to the work, the schedule of the work, and any other information called for by the RFP which the proposer deems relevant.

3. Cost Proposal

The Cost proposal is a presentation of the proposer's total offering price, including the estimated cost for providing each component of the required goods or services and the completion of the Cost Proposal Form containing "at-risk" cost factors must be included to be considered responsive.

4. Qualifications

The response to the minimum qualification requirements contained below is a list of the minimum qualification requirements prescribed for the RFP. Proposers must provide documentation which demonstrates their ability to satisfy all of the minimum qualification requirements. Proposers who do not meet the minimum qualification requirements or who fail to provide supporting documentation will not be considered for award. If a prescribed format or required documentation for the response to minimum qualification requirements is stated below, proposers must use said format and supply said documentation.

A. QUALIFICATIONS/STATEMENT OF QUALIFICATIONS

Include a description of all experience Transit Management in Florida, qualifications including any minimum qualifications, financial stability, recent references of the proposer's performance on contracts of similar scope and size required. A specific format may be required of the proposers. Experience may be included as the number of years, level of technical knowledge, educational degrees and certifications required. Financial stability may be determined by requesting the proposer's most recent financial statement, certified audit, balance sheet, or evidence of bonding capacity.

The County discourages overly lengthy and costly proposals, however, in order for the County to evaluate proposals fairly and completely, proposers should follow the format set out herein and provide all of the information requested.

2-2 INTRODUCTION

Proposals shall include the complete name and address of their firm and the name, mailing address, and telephone number of the person the County should contact regarding the proposal.

Proposals shall confirm that the firm will comply with all of the provisions in this RFP; and, if applicable, provide notice that the firm qualifies as a County proposer. Proposals shall be signed by a company officer empowered to bind the company. A proposer's failure to include these items in their proposals may cause their proposal to be determined to be non-responsive and the proposal may be rejected.

2-3 UNDERSTANDING OF THE PROJECT

Proposers shall provide a comprehensive narrative statement that illustrates their understanding of the requirements of the project and the project schedule.

2-4 METHODOLOGY USED FOR THE PROJECT

Proposers shall provide a comprehensive narrative statement that sets out the methodology they intend to employ and that illustrates how their methodology will serve to accomplish the work and meet the County's project schedule.

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2-5 MANAGEMENT PLAN FOR THE PROJECT

Proposers shall provide a comprehensive narrative statement that sets out the management plan they intend to follow and illustrates how their plan will serve to accomplish the work and meet the County's project schedule.

2-6 EXPERIENCE AND QUALIFICATIONS

Provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Provide a narrative description of the organization of the project team.

Provide a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed;

- [a] title,
- [b] resume,
- [c] location(s) where work will be performed,
- [d] itemize the total cost and the number of estimated hours for each individual named above.

Provide reference names and phone numbers for similar projects your firm has completed

2-7 COST PROPOSAL

Proposer's cost proposals shall include all direct and indirect costs associated with the performance of this contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit and be provided on a cost per trip basis. This RFP contains a specific cost proposal form that shall be completed to meet the minimum requirements of a responsive proposal.

PART III **CRITERIA FOR SELECTION**

EVALUATION CRITERIA:

1. Experience and Qualifications – Total 50 points

Provide records of experience as Fixed Route Service or Operator

0 to 5 years = 5 points

5-10 years = 10 points

Over 10 = 15 points

Provide the following information on as much as (5) Contracts as examples: 4 per example/
20 points

(a) Volume/Trips per day or Ridership, On Time Service (TDP)

(b) Marketing and Amenities

(c) Complaint Resolution: Discuss the tools and tracking and provide current results
and standards

(d) Budget: Have you required Budget Increases?

Provide General Info on the Following: 15 points total

(a) Understanding of Florida Subcontracted Transportation Provided Agreement

(b) Organizational Structure

(c) Management Team Resume' for Each Member

2. Cost – Total 50 points

Base Management Fee Proposal- 50 points

PART IV **SCOPE OF WORK/SPECIFICATIONS/REQUIREMENTS**

Exhibit “A”



Escambia County Board of County Commissioners **Mass Transit Scope of Services**

Firms submitting qualifications should be capable of performing the following management services:

- Short-range transit planning
 - Equipment selection and maintenance of all assigned vehicles
 - Utilization of computerized Fleet Maintenance Management Program ensuring standardized accounting for parts, labor and inventory
 - Building utilization and maintenance
 - Security, vehicles and facilities
 - Routes and schedules
 - Fare analysis
 - Budgeting & financial management
 - Safety and selected types of insurance
 - Employee selection and training
 - Employee relations
 - Labor negotiations
 - Marketing and public relations
 - Preparation of specifications for capital equipment
 - Administration of Escambia County Complementary ADA Paratransit Service and Transportation Disadvantaged Program
 - Other functions reasonably required in day-to-day Escambia
- County Area Transit (ECAT) operations
 - All grants activities including application, administration, reporting and close-out in accordance with all FTA procedures. The same functions are required for Florida Department of Transportation (FDOT) funding programs. Management company staff is required to be aware of and follow all federal and state procedures required of grantees (EEO, DBE, Title VI, NTDB, etc)
 - Computer hardware and software selection, procurement and maintenance
 - Preparation of FTA reports, compliance, and related programs
 - Preparation of FDOT reports, compliance and related programs
 - Capital and operating procurement, including compliance with FTA regulations
 - Environmental compliance

VEHICLE MAINTENANCE SERVICES

- Maintenance of all assigned vehicles including fire department vehicles, ambulances, emergency support vehicles and other miscellaneous vehicles
- All preventive and non-scheduled maintenance services, including capability for 24/7 emergency service
- Preparation of specifications and recommendations for replacement of all capital equipment

PD 16-17.014 Exhibit “A”

- Employee selection and training, including Emergency Vehicle Technician (EVT) certification
- Budgeting & financial management. Keep accounts (including inventory) separate from all mass transit accounts to avoid co-mingling of federal or state funding and maintenance fees.
- Utilize federal fully allocated costs procedures to determine hourly labor charge for non-transit vehicle maintenance services.
- Benefits to the Contractor's employees shall be comparable to the benefits provided to Escambia County Board of County Commissioner's employees.

Escambia County will provide:

1. Short-range and long-range transit planning
2. Grant Administration
3. Purchasing
4. Insurance

Performance Standards

In order to ensure a high standard of performance, services provided by Contractor are to be operated in a manner that maximizes productivity without negatively impacting service quality for Escambia County/ECAT (hereinafter referred to as “ECAT”). To ensure quality and a high level of customer satisfaction, all performance standards shall be reviewed on an ongoing basis.

All performance measures must be tracked and reported without possible manual manipulation. The Contractor may chose any needed software to attain this goal. The software is not provided by Escambia County.

The Following Performance Measures reported Quarterly

MEASURE	REQUIREMENT
Actual Service Hours*	99.6% of Schedule Service Hours
Operator, Service and Mechanic Overtime Pay	Less than 6%
Customer Satisfaction	Avg. 4/5 cumulative on Survey approved by ECAT
Customer Complaint Tracking and Response	Reported quarterly; response within 2 business days

*Actual service hours include service provided as scheduled, utilizing the scheduled type of vehicle as set forth by ECAT.

Incentive Amount for the Following Performance Measures reported Annually

TYPE	GOAL
Advertising Revenue	\$310,000
Gas Tax Reliance	Current 100%; Reduce 5% each year

PD 16-17.014 Exhibit “A”

Please complete the Attached Contractor Proposal Form to indicate the proposed risk the contractor will place on each Performance Measure. All incentives will be determined on annual basis. All disincentives will be netted and billed against all incentives and management fees quarterly along with the following month's recurring management fee invoice.

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY
AND VOLUNTARY EXCLUSION FOR FEDERAL AID CONTRACTS**
(Compliance with 49CFR, Section 29.510)
(Appendix B Certification]

It is certified that neither the below identified firm nor its principals are presently suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Name of Consultant:

By: _____ Date: _____
Authorized Signature

Title: _____

Instructions for Certification

1. By signing and submitting this certification with the proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted. If at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms 'covered transaction', 'debarred', 'suspended', 'ineligible', 'lower tier covered transaction', 'participant', 'person', 'primary covered transaction', 'principal', 'proposal', and 'voluntarily excluded', as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the person to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Appendix B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant are not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.

(a) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions, as defined in 49 CFR §29.110(a), by any Federal department or agency;

(b) has within a three-year period preceding this certification been convicted of or had a civil judgment rendered against him or her for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State or local government transaction or public contract; violation of Federal or State antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;

(c) is presently indicted for or otherwise criminally or civilly charged by a Federal, State or local governmental entity with commission of any of the offenses enumerated in paragraph 9(b) of this certification; and

(d) has within a three-year period preceding this certification had one or more Federal, State or local government public transactions terminated for cause or default.

10. I(We), certify that I(We), shall not knowingly enter into any transaction with any subcontractor, material supplier, or vendor who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract by any Federal Agency unless authorized by the Department.

Where I am unable to declare or certify as to any of the statements contained in the above stated paragraphs numbered (1) through (10), I have provided an explanation in the "Exceptions" portion below or by attached separate sheet.

EXCEPTIONS:

(Any exception listed above will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception noted, indicate to whom it applies, initiating agency and dates of agency action. Providing false information may result in criminal prosecution and/or administrative sanctions.)

I declare under penalty of perjury that the foregoing is true and correct.

CONTRACTOR: (Seal)

BY: _____
NAME AND TITLE PRINTED

WITNESS: _____

BY: _____
SIGNATURE

WITNESS: _____

Executed on this _____ day of _____, _____

**FAILURE TO FULLY COMPLETE AND EXECUTE THIS DOCUMENT
MAY RESULT IN THE BID BEING DECLARED NONRESPONSIVE**

**CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES
ON FEDERAL-AID CONTRACTS
(Compliance with 49CFR, Section 20.100 (b))**

The prospective participant certifies, by signing this certification, that to the best of his or her knowledge and belief:

(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 any federal 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 federal 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 of Lobbying Activities", in accordance with its instructions. (Standard Form-LLL can be obtained from the Florida Department of Transportation's Professional Services Administrator or Procurement Office.)

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 Section 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.

The prospective participant also agrees by submitting his or her proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

Name of Consultant:

By: _____ Date: _____ Authorized Signature

Title: _____

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.)

1. Type of Federal Action: <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance		2. Status of Federal Action: <input type="checkbox"/> a. bid/offer/application b. initial award c. post-award		3. Report Type: <input type="checkbox"/> a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____	
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: Congressional District, if known: 4c			5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:		
6. Federal Department/Agency:			7. Federal Program Name/Description: CFDA Number, if applicable: _____		
8. Federal Action Number, if known:			9. Award Amount, if known: \$		
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):			b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):		
11. 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: _____		
Federal Use Only:				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 followup 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.

BOARD OF COUNTY COMMISSIONERS
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TELEPHONE (850) 595-4980
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(850) 595-4805
<http://www.myscambia.com/solicitations>



CLAUDIA SIMMONS
Purchasing Manager

February 24, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 1:

Re: ECAT Management Contract
Specification Number PD 16-17.014

Bidders:

This Addendum #1 for the following:

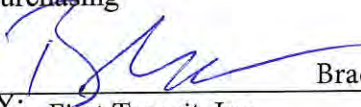
- This addendum is to distribute the labor agreements provided by First Transit for ECAT Management Contract requested at the Mandatory Pre-Solicitation Conference on February 22, 2017

This Addendum Number 1 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons

Claudia Simmons, Manager
Office of Purchasing

SIGNED:  Bradley A. Thomas, President
COMPANY: First Transit, Inc
CS/lk

Addendum 1
16-17.014

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CLAUDIA SIMMONS
Purchasing Manager



March 3, 2017

To: All Known Prospective Proposers

ADDENDUM NUMBER 2:

Re: ECAT Management Contract
Specification Number: PD 16-17.014

Proposers:

We recently sent you a Request for Proposal on the above mentioned specification.

This Addendum #2 provides for Revisions to (Solicitation pages 21 & 22) as follows:

PART A SUMMARY

Escambia County, FL, Pensacola, FL (referred hereafter as the County) is requesting Proposals from qualified firms for management of the County's public transportation system, the Escambia County Area Transit (ECAT). The management of ECAT is guided by policies, objectives and service standards sanctioned by Escambia and the City of Pensacola.

SYSTEM DESCRIPTION

The management company operates from a County-owned facility located at 1515 West Fairfield, Pensacola, Florida using a fleet of County owned vehicles. All office equipment, furniture, parts inventory and maintenance equipment required for the day-to-day transit operation are provided by the County.

Any firm selected to manage ECAT must abide by the terms and conditions of all current and subsequent agreements entered into by Escambia County pursuant to 49 U.S. C. 5333 (b) (formerly known as Section 13(c)) of the Federal Transit Act. The firm also must operate the services under the labor agreement negotiated between Veolia First Transit, Inc. and the Amalgamated Transit Union Local 1395, which represents the hourly paid drivers and maintenance employees.

ECAT operates a fixed route system. The fixed route system has: ~~27 peak hour buses, which operate on 16 routes Monday through Friday from 5:00am until 7:00pm, and a reduced service on all routes on Saturday. No Sunday service is provided. The active fleet~~

~~includes 43 standard diesel-powered buses and seven (7) diesel replica trolley buses.~~

- 22 Routes
- 1 Special Route that runs to NAS, Corry Station and the Beach Jumper on Sundays
- 2 Routes for UWF provided by 4 trolleys
- Peak Hours
 - 33 peak hour buses Monday through Friday from 5:00am until 7:00pm
 - 18 peak hour buses Saturday from 5:00am until 7:00pm every two hours
 - 3 peak hour buses Sunday, 2 commuter routes from 10:00am until 10:00pm

~~Under contract with the Santa Rosa Island Authority (SRIA) ECAT operates a free Pensacola Beach Trolley Shuttle Service 10:00 a.m. – Midnight, Friday, Saturday and Sunday from May thru Labor Day. Under a separate contract with The University of West Florida, ECAT operates The University of West Florida Trolley Service on two (2) routes, 7:00 a.m. – 9:30 p.m. Monday thru Friday. Reduced service is provided on Saturday. Service schedules are adjusted for the academic calendar.~~

These services are provided by the Community Transportation Coordinator (CTC), designated by the Florida-Alabama TPO are not included in this contract.

Current ECAT staff consists of ~~one hundred nine (109) employees; including sixty (60) drivers, (53 fixed route/7 trolley), thirty-two (32) maintenance employees and seventeen (17) general and administrative employees.~~

- Management Team, = 3
- Operational and Administrative Staff 26 (NON- ATU) = 26
- 13 U /5 NU Maintenance = 18
- (ATU 66 full time Drivers 7 par time ATU = 73
- Part-time trolley Drivers 10 / = 10
- Full time Customer service 4/ one in the Union = 4
- Total = 134

The operating budget for ECAT for FY 10-11) (October 1, 2010 – September 30, 2011) is \$ ~~8,806,000 with operating revenues estimated at \$1,478,000~~ 2015/2016 is \$10,823,043.

~~Bus fares are \$1.75 and transfers are Free. Seven (7) and Thirty (30) day passes, and 20 Ride Tickets are available. Half price fares are available for the elderly and disabled, and a reduced fare is provided for students. All fixed route buses are equipped with GENFARE electronic fareboxes and security cameras.~~

The base fare of \$1.75 applies to all riders other than the reduced fares. Base fare also includes reduced-fare passengers not able to produce valid identification upon request. All cash fares include one transfer upon request. Exact bus fare is not required. The fare box accepts U.S. currency: \$1, \$5, \$10, \$20, and coins (see Change Cards).

Students and/or children with a height equal to or shorter than the top of the fare box ride free.

For a chart of the fare schedule, please visit www.goecat.com.


In addition to the buses, vans and trucks assigned to ECAT, ECAT also operates a County vehicle maintenance facility, which provides both scheduled and unscheduled maintenance on the County's fleet of non-transit vehicles including all types of ~~fire apparatus, ambulances,~~ trucks, automobiles and vans. The budget for this service is included in the budget information provided above.

This Addendum Number 2 is furnished to all known prospective Proposers. Please sign and return one copy of this Addendum, with original signature, with your proposal as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,



Paul Nobles, CPPO, CPPB, FCCM, FCN
Senior Purchasing Coordinator

SIGNED:  Bradley A. Thomas, President

COMPANY: First Transit, Inc.

PRN



First Transit, Inc.
600 Vine Street, Suite 1400
Cincinnati, OH 45202
Phone: 513-241-2200
Fax: 513-684-8852

March 6, 2017

Office of Purchasing, Room 11.101
213 Palafox Place
Pensacola, FL 32502
Matt Langley Bel III Building
Attn: Claudia Simmons

Re: Specification No. PD16-17.014, Escambia County, ECAT Management Contract

Dear Ms. Simmons,

First Transit is pleased to have the opportunity to participate in Escambia County's current procurement for the ECAT Management Contract. As your partner in the provision of these services since 2012, no one understands this operation, your expectations and our shared customers like First Transit. If selected to continue as your management firm, we will provide the high quality transportation management services you have come to expect from us at a fair price. Although we are proud of the accomplishments our partnership has seen, we will work continuously to improve our service delivery to the County and our shared customers.

With more than 60 years of transportation operations and management experience, we stand on our record of performance and commitment to safety and quality. First Transit understands the unique and complex nature of the ECAT operation. First Transit is experienced in the successful management and operation of fixed route operations in various communities throughout North America and the United Kingdom, with extensive experience in the State of Florida.

Escambia County's fixed route services, through the management provided by First Transit, will continue to offer high-quality, safe and reliable transportation to its ridership while economically and efficiently providing value to the County.

Escambia County will benefit from the selection of First Transit and our enhanced services:

- A truly seamless transition with no disruption in service to Escambia County or the ECAT ridership

- Knowledgeable, experienced Escambia leadership team who knows the service, the community and our shared customers, led by our experienced General Manager, Mike Crittenden
- Expertise of region and corporate support staff in important aspects like maintenance, technology, HR, labor relations, grants, etc.
- Our comprehensive safety programs and training processes provide professional training for operators that will lead to delivery of safe, customer-oriented services
- The power of our national network of managers and transportation professionals, providing instant information sharing on a variety of transit matters
- Our company's recognition for safety and quality operations awarded by APTA and the National Safety Council

We acknowledge the receipt of the following:

- Addendum 1, issued February 24, 2017
- Addendum 2, issued March 3, 2017

We are extremely excited about the possibility of strengthening our partnership with Escambia County with a new contract for these important transportation management services. Should you have questions concerning any aspect of our proposal or wish to schedule a meeting to discuss the ability of First Transit and our management team to continue to successfully manage for fixed route services, please feel free to contact Vasti Amaro, Director of Business Development, at (513) 256-2372, vasti.amaro@firstgroup.com. We look forward to discussing our proposal with you.

Sincerely,



Bradley A. Thomas

President

First Transit, Inc.

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CLAUDIA SIMMONS
Purchasing Manager

February 24, 2017

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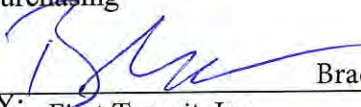
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Office of Purchasing

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CS/lk

Addendum 1
16-17.014

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CLAUDIA SIMMONS
Purchasing Manager



March 3, 2017

To: All Known Prospective Proposers

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Senior Purchasing Coordinator

SIGNED:  Bradley A. Thomas, President

COMPANY: First Transit, Inc.

PRN



TABLE OF CONTENTS

////////////////////////////////////



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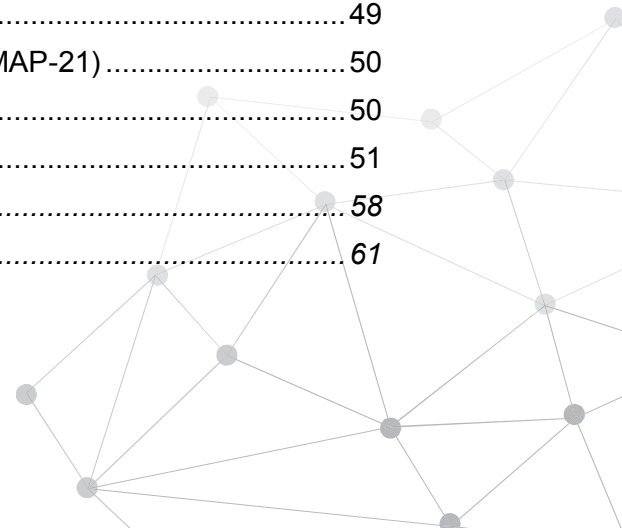
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<i>D’Lea Cohen, Finance Manager</i>	<i>91</i>
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Required Forms

Attachments

1. Reference Letters
2. Florida Business License
3. Key Personnel Resumes
4. Corporate Support Bios
5. Insurance Certificate
6. Dunn and Bradstreet Report
7. Drug & Alcohol Policy
8. Bid Bond Letter

Under Separate Cover – Confidential Financial Statements







SECTION 2

Technical Proposal

SECTION 2
TECHNICAL PROPOSAL



SECTION 2

TECHNICAL PROPOSAL

2. Technical Proposal

The technical proposal is a narrative which addresses the scope of work, the proposed approach to the work, the schedule of the work, and any other information called for by the RFP which the proposer deems relevant.

First Transit and Escambia County – A Progressive Partnership

As a company, First Transit's history, shared with Escambia County since 2012, has been one of growth, innovation, and quality service achievement. We are extremely proud of the progressive partnership we have developed with Escambia County and the accomplishments we have seen together in the management of ECAT.



Together, our vision has always been focused on providing top quality service that keeps our customers at the heart of everything we do. When we create an atmosphere that provides each individual, whether customer, employee or the general public, the respect and dignity they deserve, we achieve this vision.

Our Escambia County location is a model operation for First Transit – achieving outstanding accomplishments in reliability, safety, and customer service that serves as an example of success to other First Transit locations. Our partnership has adapted and grown with the changing needs of our ridership and the transportation system. Together, we will continue to achieve our shared goals for the system's success.

As the successful provider of these management services, we have unique insight into the passengers' preferences, the

6

Years of collaborative partnership between First Transit and Escambia County



County's expectations and goals, a familiarity with the geographic location and potential service challenges. Our First Transit leadership team brings a depth of experience and understanding of these services that none of our competitors can touch.

First Transit is poised to continue our outstanding partnership with you as you look to the future of ECAT services. **We celebrate our past successes with the County as we continue to plan for more success in the future.**

Our Accomplishments

Nothing is more important to our qualifications to provide Escambia County Transit Management services than our proven experience for the County. First Transit is proud of the many accomplishments we have seen as your transportation provider, just a few of which include:

- Worked collaboratively with the County to achieve the highest rated Triennial Review on record for Escambia County
- Implemented First Transit policy and incentives for ASE Blue Seal certification, resulting in Blue Seal Shop Certification
 - within months of contract inception, as well as increase in Blue Seal Certified Techs
 - We are proud that the maintenance shop for Escambia County fixed route services, led by Maintenance Manager Ken Vierling, is both ASE Blue Seal Certified and Silver LEAN certified
- Ongoing efforts between the Management Staff and the ATU 1395 to work together to promote a healthy, inclusive work environment
- Incorporation of additional services, including (3) Pensacola Beach Trolley and Express Trolley for UWF campus
- Our contributions that assisted in the County receiving marketing awards including "Best of the Best" recognitions from the Florida Public Transit



Association at their annual conference in 2015, including the “Fall in Love with ECAT” campaign

- First Transit staff from the Escambia County location participated in the Safety Summit presented by the Florida Public Transit Association, in partnership with the Center for Urban Transportation Research, leading workshops

Looking Ahead

Although we are proud of our performance in the provision of Escambia County Transit Management services, we will always strive for continual improvement, working very hard to exceed your expectations and goals for this service. In the new contract period, we will continue to provide the safe, customer-focused, high quality transportation services you have come to expect from us, with meaningful enhancements to continue to improve our service delivery. We will also continue looking forward with new technologies, methods and initiatives to take transit services to the next level. This includes:

- Continuing to work directly with Escambia County on increasing ridership opportunities, including provisions for the addition of service to accommodate the new Pensacola Beach Ferry
- Commitment to further improve all bus stop shelters, including the addition of USB charging ports and solar lights at all locations
- Further enhance our marketing relationship with ECAT, leveraging First Transit talent and Corporate Purchasing Agreements to increase advertisement revenue
- Implementation of the paperless shop initiative at our Escambia County Maintenance Shop, equipping all technicians with tablets to increase access to valuable information, streamline the communication process and to promote sustainability

Addressing the Scope of Work

As the current successful management firm for fixed route services in Escambia County, we clearly understand the requirements as described in the Scope of Work. As demonstrated throughout our proposal, we will continue to provide all oversight and tools to see that ECAT provides the safest, most customer-focused and most reliable services possible for the passengers in Escambia County. For more information on our understanding of the project, including the approach and schedule of work, please see Section 2-3 Project Understanding. For more information on our operations and



management plan, please see Sections 2-4 Methodology of the Project and 2-5 Management Plan for the Project.





SECTION 3

Cost Proposal



SECTION 3
COST PROPOSAL

SECTION 3

COST PROPOSAL

3. Cost Proposal

The Cost proposal is a presentation of the proposer's total offering price, including the estimated cost for providing each component of the required goods or services and the completion of the Cost Proposal Form containing "at-risk" cost factors must be included to be considered responsive.

Please refer to our **Cost Proposal** found on the subsequent pages of this proposal section.

Subcontractors

First Transit is planning to continue to utilize a subcontractor for janitorial services, American Facility Services, as over the new contract term. We have budgeted \$6,900 for these services in the first year.

Assumptions

If it is Escambia County's desire that the contractor pay for all expenses and then charge back the County as a pass-thru expense, First Transit will add a 4.0% overhead fee for all of First Transit-provided services (i.e. medical insurance, vehicle insurance, worker's compensation).

First Transit assumes that Escambia County will provide all fuel for the ECAT service.



Escambia County Cost Proposal Form for ECAT Proposals
PD 16-17.014 ECAT Management Contract

Year 1 Amount	Year 2 Amount	Year 3 Amount
\$425,597	\$435,565	\$445,806

1 Proposed Base, Fixed Management Fee

Amount at Risk for the Following Performance Measures reported Quarterly

	MEASURE	REQUIREMENT	PENALTY	Year 1 Amount Deducted	Year 2 Amount Deducted	Year 3 Amount Deducted
2	Actual Service Hours*	99.6% of Schedule Service Hours	if LESS than 99%	\$1,000	\$1,000	\$1,000
3	Operator, Service and Mechanic Overtime Pay	Less than 6%	if EXCEEDS 10%	\$1,000	\$1,000	\$1,000
4	Customer Satisfaction	Avg. 4/5 cumulative on Survey approved by ECAT	if LESS than 4/5	\$1,000	\$1,000	\$1,000
5	Customer Complaint Tracking and Response	Reported quarterly; response within 2 business days	if EXCEEDS (2) days on (4) occasions in the reporting cycle	\$1,000	\$1,000	\$1,000

Total At-Risk (sum of lines 2, 3, 4, 5)

All disincentives will be netted and billed against all incentives and management fees along with the following month's recurring management fee invoice.

Incentive Amount for the Following Performance Measures reported Annually

	TYPE	GOAL	MEASURE	Year 1 * Sharing %	Year 2 * Sharing %	Year 3 * Sharing %
6	Advertising Revenue	\$310,000	Exceeded	20%	20%	20%
7	Gas Tax Reliance	Current 100%; Reduce 5% each year	Reduced 5%	10%	10%	10%

* Sharing % will be the share of the exceeded goal to be giving as incentive to the Contractor Annually.
If an Incentive is paid; at least 50% of the bonus will be equally distributed to the Contractor's employees serving Escambia County.
Annually is the FY October to September



SECTION 4

Qualification



SECTION 4
QUALIFICATIONS

SECTION 4

QUALIFICATIONS

4. Qualifications

The response to the minimum qualification requirements contained below is a list of the minimum qualification requirements prescribed for the RFP. Proposers must provide documentation which demonstrates their ability to satisfy all of the minimum qualification requirements. Proposers who do not meet the minimum qualification requirements or who fail to provide supporting documentation will not be considered for award. If a prescribed format or required documentation for the response to minimum qualification requirements is stated below, proposers must use said format and supply said documentation.

Leveraging our Company-Wide Qualifications to Benefit Escambia County

In addition to our extensive experience with Escambia County identified in Section 2: Technical Proposal and our specific qualifications related to fixed route services and Florida transportation clients in Section A. Qualifications/Statement of Qualifications, we offer the following as demonstration of our expertise, as included throughout this section:

- **Company Introduction** – Escambia County will continue to benefit from First Transit's more than 60 years in the transportation industry and the financial stability of a world-wide transportation leader
- **First Transit's History** – Our company's history demonstrates the growth of First Transit our commitment to continual improvement service quality
- **Our Vision and Values** – In line with Escambia County's vision and values, these concepts have built the foundation upon which First Transit provides unmatched service to our clients and passengers
- **Experience Overview** – First Transit's experience proves our ability to provide safe, reliable, high quality fixed route management services

Company Introduction

First Transit, Inc. supplies precision, efficiency, innovation, and all-around expertise to both public and private transportation systems. For over 60 years, First Transit has had hands-on experience with nearly every facet of transportation operations, maintenance, and administration. As the nation's leading provider of public transportation contracting and management services, we know transit.



Headquartered in Cincinnati, Ohio, First Transit operates in 320 locations, carrying approximately 350 million passengers annually throughout the United States in 39 states, Puerto Rico, U.S. Virgin Islands, India, Panama and four Canadian provinces. Each day, our managers address the complexities in today's challenging political, economic, social, and operational environments.



First Transit's business practices are designed to offer our customers exceptional customer service, an award-winning safety program, and the highest satisfaction that comes from quality throughout our operations.

By leveraging the unique talents of the professionals in each business unit across the breadth of the company, First Transit participates on assignments of all types, sizes and scopes. Applied in many operating environments, our varied skills include:

- Traditional fixed route and ADA paratransit services under management contracts or turnkey operational contracts
- ADA call centers services and brokerage services for human service transportation
- Flexible Route
- Rural and Urban Transit Systems
- University Transportation Services
- Airport Shuttle Services
- Maintenance and facilities management
- Alternative fuel operations, including electric, hybrid, and compressed gas powered coaches

First Transit's History

Our firm's growth is a direct result of the willingness to embrace change and the desire to build partnerships to achieve common goals.

Founded in 1955 as American Transportation Enterprises, First Transit has had several acquisitions and name iterations. In 1999, the firm was acquired by FirstGroup, plc, our

UK-based parent company, and became First Transit (242 contracts and over 11,200 transit vehicles in the US).

FirstGroup is the largest international surface transportation group in the world – with strengths across all five divisions. Sister companies include First Student (54,000 school buses in North America), First Vehicle Services (manages and maintains nearly 38,000 vehicles in North America), Greyhound (20 million passengers annually), UK Bus (1/5 of all local bus service in the UK), and UK Rail (the UK's largest rail operator).

Our name has changed periodically, but our forward-thinking corporate culture of developing our people, leveraging our expertise, and sharing our best practices has always been - and continues to be - steadfast.



With a long and proud tradition in the world of public transportation, First Transit stands behind our promise of superior level of service, performance, and support that is second to none in our industry.

Our Vision and Values

Our Vision: Provide solutions for an increasingly congested world, keeping people moving and communities prospering.

With the world's population now exceeding seven billion and more people living closer together, the problems of congestion multiply and the need for creative transport solutions increases. At the same time, customers expect higher levels of service with greater efficiencies. First Transit is up to the challenge.



First Transit understands transportation systems are the lifeblood of communities — and we work in partnership with customers to help our communities thrive. FirstGroup has grown to become the leading transport operator in the UK and North America. Every day on both sides of the Atlantic, we are relied on to connect communities, making it easier for millions of people to live their lives.



Every one of our 117,000 employees works hard to deliver vitally important services for our passengers. Each year 2.5 billion passengers rely on FirstGroup to get to work, education, to visit family and friends, and much more. Our services open up opportunities and experiences and help to create strong, vibrant and sustainable local economies. Our goal is to be the organization to solve the problems of our increasingly congested world and to help people, communities and society to prosper.

At First Transit, we achieve this through employees holding strong to our five core values and exemplifying these values every day. We demonstrate our **commitment to our customers**, with over 95% on-time performance as a company. Our **dedication to safety** is displayed as we begin every meeting with a safety message. We

set the highest standards for ourselves and each other, demonstrated by having more ASE Certified maintenance shops than any other competitor. We **support each other** with regional management teams standing ready to aid local managers with daily challenges. We **hold each other accountable** for our performance with our Dashboard application, displaying performance data at a glance.

Our Values

Committed to our customers - we keep our customers at the heart of everything we do.

Dedicated to safety - always front of mind, safety is our way of life.

Supportive of each other - we trust each other to deliver and work to help one another succeed.

Accountable for performance - every decision matters, we do the right thing to achieve our goals.



Setting the highest standards - we want to be the best, continually seeking a better way to do things.

Experience Overview

With 320 contracts in 39 states, Puerto Rico, India, Panama and four Canadian provinces, First Transit **sets the standard for excellence** in transportation. Global in scale and local in approach, we carry approximately 350 million passengers across more than 390 million miles annually. First Transit has approximately 16,000 employees and operates 11,200 buses/vehicles. We are a market leader in each of our core business segments:

- Fixed route
- Paratransit
- Shuttle (University, Airport, Commercial)
- Transportation Call Centers



Each and every day for more than 60 years, First Transit managers and employees deliver safe, high quality, cost effective service in challenging political, economic, social, and operating environments. With the **best safety record in the industry, the highest customer service standards and the best training available**, First Transit offers our customers the optimal solution for their transportation needs.

With innovative technologies like **Paperless Shops** to increase the efficiency and accuracy of our maintenance workflow and reporting and our proprietary **Info-Suite Applications** to optimize operational parameters, we keep our customers on the cutting edge of the transportation industry. By working with our partners to introduce new fleets, powered by alternative fuels when possible and endorsing

.19 AFR

First Transit leads the way in safety, with an NTD accident frequency rating of only .19 per 100,000 miles in 2015-16.



the latest in clean engine technology, First Transit achieved a 6.7% reduction carbon emissions.

Proven Performance

Although the sheer number of our contracts is impressive, what is really important is the quality of service First Transit has brought to each and every one of our locations, the strong relationships with our clients and the improved transportation services for our shared customers.

LONGEVITY

Nothing illustrates First Transit's strength as a transportation provider like the number of customers who choose to stay with First Transit, renewing contracts with us over and over again. When First Transit makes a promise to our customers, we stand by it. Many of our clients have been with First Transit for decades.

In FY 2015-16, 96% of our current customers chose to renew/extend contracts with First Transit when they expired.

91%

In our FY2015-2016 customer satisfaction survey, 91% of our customers agreed that First Transit "is a company I can trust."



AWARDS AND RECOGNITIONS

First Transit is proud of the innovative, high quality transportation services we provide our clients and of the many awards and recognitions we have received over the years. Our complete list is far too long to include here, but below we highlight just a few of our recent recognitions:

FirstGroup America **has over 74 ASE Blue Seal of Excellence Certified Shops**, more than all of our competitors combined. We have achieved this prestigious certification for many of our facilities within two years or less after taking over the service.

- Tri Delta Transit, Eastern Contra Costa Transit Authority was named the **best system of its size in North America** (four million and under passenger category) by the American Public Transportation Association (APTA) in 2014.
- Many of our systems have received recognition as the **best system of its size** from their respective state associations, including Sun Metro in El Paso, TX and Metro Mobility in Minneapolis, MN in 2014.
- Many of our managers, region and corporate support personnel were named as the **“Top 40 Under 40”** by Mass Transit Magazine.
- First Transit received the **Confirmit ACE Award for Excellence in Customer Service** and was ranked **Gold in Business** in the Community’s Corporate Responsibility Index in 2013.
- We received the **2015 Arizona Department of Environmental Quality’s Voluntary Environmental Stewardship Program –Platinum Level Award** in recognition of our excellent history of environmental compliance and exceeding the minimum industry standards and legal environmental requirements.

A Trusted Partner

“Our relationship with First Transit can be best described as a partnership. We operate in close communication with First Transit, who understands our goals, needs, priorities and focus on the customer and has internalized our values into their own.”

Ronnie Siriani, NJ TRANSIT



Additional Qualifications Information

As required by the RFP, our Statement of Qualifications, including our specific experience in fixed route operations and in the State of Florida, is included in Section A. Qualifications/Statement of Qualifications





SECTION A

Qualifications / Statement of Qualifications



SECTION A
STATEMENT OF
QUALIFICATIONS

SECTION A

QUALIFICATIONS/STATEMENT OF QUALIFICATIONS

A. Qualifications/Statement of Qualifications

Include a description of all experience Transit Management in Florida, qualifications including any minimum qualifications, financial stability, recent references of the proposer's performance on contracts of similar scope and size required. A specific format may be required of the proposers. Experience may be included as the number of years, level of technical knowledge, educational degrees and certifications required. Financial stability may be determined by requesting the proposer's most recent financial statement, certified audit, balance sheet, or evidence of bonding capacity.

Nothing is more important to our qualifications here than our proven experience with Escambia County. We are proud of our partnership that began in 2012 as the management firm for ECAT. First Transit has proven to be a high quality, trusted partner of the County in the management of fixed route services.

Our partnership with Escambia County, including accomplishments we have achieved together, was highlighted in Section 2. Technical Proposal. Our company's long history was discussed in Section 4. Qualifications. Our nation-wide fixed route experience and our satisfied clients throughout the State of Florida is included on the following pages.



Leveraging our Related Experience and Qualifications to Benefit Escambia County

In addition to our extensive experience with in Escambia County and our accomplishments in collaboration with you, the following aspects of our nation-wide experience and qualifications (including those specifically in the State of Florida) will continue to benefit Escambia County and our ECAT passengers, as described throughout this section:

- **Fixed Route Experience** – Our nation-wide fixed route expertise allows us to derive best practices and procedures that benefit Escambia County
- **Transit Management Experience** – Our experience managing transit operations for our clients includes over 50 contracts, with client relationships spanning nearly four decades



- **Florida Experience** – Our experience includes over a decade of providing high quality transportation services in the State of Florida
- **Understanding of Florida Subcontracted Transportation Provided Agreement** – First Transit has proven understanding of Florida-specific approaches to service, rules, regulations and funding sources that provides benefits to Escambia County
- **Financial Stability** – First Transit's position as a financially stable world-wide transportation leader with strengths across multiple divisions, provides assurances to the County
- **Fixed Route References** – First Transit has provided references of similar fixed route clients, including Community Transit in Snohomish, WA, Denver Regional Transportation District (RTD), Johnson County, KS, Houston Metro and Phoenix, AZ.

Fixed Route Experience

First Transit operates safe, reliable and cost-effective fixed route operations throughout North America. Our fixed route contracts include traditional fixed route, deviated, shuttle (universities, airports and private companies) and Bus Rapid Transit (BRT) services, as well as transit management and multimodal contracts.

We have successfully operated fixed route projects since our inception in 1955.

The majority of our 320 locations are either predominantly fixed route or include a fixed route component. Our turnkey packages are customized for each specific client, providing a comprehensive, solution-specific approach.

First Transit has brought improvements in safety, training and customer service initiatives, as well as operational efficiencies and an improved customer/contractor relationship to our fixed route locations across North America.

Denver RTD

History of Success

First Transit has been providing fixed route services for the Denver Regional Transportation District since 1988, and is currently operating under three separate contracts that include 310 vehicles and 816 employees.

First Transit's RTD operations maintain an On Time Performance of between 83.7 and 98.1 percent (across multiple areas).

All three locations regularly exceed the RTD performance goal for miles between road calls, as well as other RTD standards.

The client consistently praises First Transit for their professionalism and superior performance, pointing out First Transit's "commitment to quality service" and the strength of our knowledgeable local team and region and corporate support systems.



CASE STUDY

“First Transit has been an efficient and cost effective operator with a history of strong performance, accountability and customer satisfaction.”

- Joy Munkers, Community Transit, Everett, WA (First Transit fixed route customer since 1997)

First Transit has extensive fixed route operating experience ranging from systems with just a few vehicles up to hundreds of buses. A sample list of some of our current fixed route customers is provided below:

Account Name	Customer Since	Total Fleet Size
City of Phoenix (AZ)	2007	153
City of Plymouth (MN)	1989	79
Delaware Transit Corporation	1997	13
Denver Regional Transportation District (CO)	2004	325
Eastern Contra Costa Transit Authority (Antioch, CA)	1986	54
Johnson County, Kansas	1992	108
Metropolitan Transit Authority of Harris County, Houston METRO (TX)	1991	213
Pioneer Valley Transit Authority (Springfield, MA)	2001	250
Potomac & Rappahannock Transportation Commission (Woodbridge, VA)	2003	162
Snohomish County Area Public Transportation (Community Transit)	1997	123
SouthWest Transit (Eden Prairie, MN)	1985	60
State of Connecticut, Department of Transportation, CTTRANSIT	1979	417



Transit Management Experience

First Transit's Transit Management Services Division provides resident teams to manage public transit systems and ADA call centers in **over 50 locations** throughout the United States. Our transit management customers are located in 27 different states and range in size from systems operating five vehicles to 400 vehicles.

Transit management services assure our customers of local control and accountability, maximized cost efficiency, management continuity, minimum staff overhead costs, and professional experience and quality. Finding, developing and retaining talented local management can be a difficult task. First Transit provides outstanding management leaders to transportation systems throughout the United States, using a unique five-part approach that has been tested and proven effective since 1969.

“First Transit is a safety, customer service and solution focused company that goes above and beyond to ensure top quality transportation.”

- Southeast Regional Transit Authority Customer Feedback

A list of just a few of our Transit Management customers is included below.

System Name	Location	Service Type	No. of Employees	No. of Vehicles	Customer Since
CT TRANSIT	Stamford, CT	Fixed Route	927	412	1979
Southeastern Regional Transit Authority	New Bedford-Fall River, MA	Fixed Route, Paratransit, National Park Service	137	86	2011
Merrimack Valley Regional Transit Authority	Haverhill, MA	Fixed Route, Paratransit & Commuter	111	69	1983

Pioneer Valley Transit Authority	Springfield & Northampton, MA	Paratransit (maintenance only) & Fixed Route	272	155	2001
Greater Roanoke Transit Company	Roanoke, VA	Fixed Route & Paratransit	108	59	1974
Alexandria DASH	Alexandria, VA	Fixed Route	172	62	1984
Durham Area Transit Authority	Durham, NC	Fixed Route	156	60	2010
Sun Metro	El Paso, TX	Fixed Route	668	159	2006
City of Sioux Falls	Sioux Falls, SD	Fixed Route & Paratransit	105	53	1996
Denton County Transportation Authority	Denton, TX	Fixed Route & Paratransit	120	69	2006
Arlington Co., VA	Arlington, VA	Planning, Capital Projects	5	145	2003
Safe Ride Services	Albuquerque, NM	Call Center	200	N/A	1997

Understanding of Florida Subcontracted Transportation Provided Agreement

With our extensive experience in Florida, we manage and provide services as the Community Transportation Coordinator (CTC) in several of our locations. We understand the Transportation Disadvantaged program and its mission to coordinate human services transportation and the mandate under the Florida Commission for the Transportation Disadvantaged.

One of the key components of the program is the maximization of all available funding sources. Our experience provides Florida agencies with the assurance of expert account management, making sure trips are charged to the proper funding source. Additionally,



we understand the importance of service availability and capacity for the un-met needs. We have experience with industry scheduling software to assist staff with improved productivity and proper billing of agencies for the trips which qualify under the Transportation Disadvantaged Program.

Florida Experience

First Transit and our sister company, First Vehicle Services, currently operate in over 20 Florida locations (see map to the right), maintaining over 10,000 vehicles and employing over 1,300 employees in the state. We have been authorized to do business in the state since 1972.

We have been providing fixed route services in the State of Florida for 25 years. Our Miami-Dade County Aviation Department Shuttle has been in operation since 1997 and our Point Management, Inc's Kings Point Retirement Community Trolley operation in Boynton Beach, has been in operation since 1992.

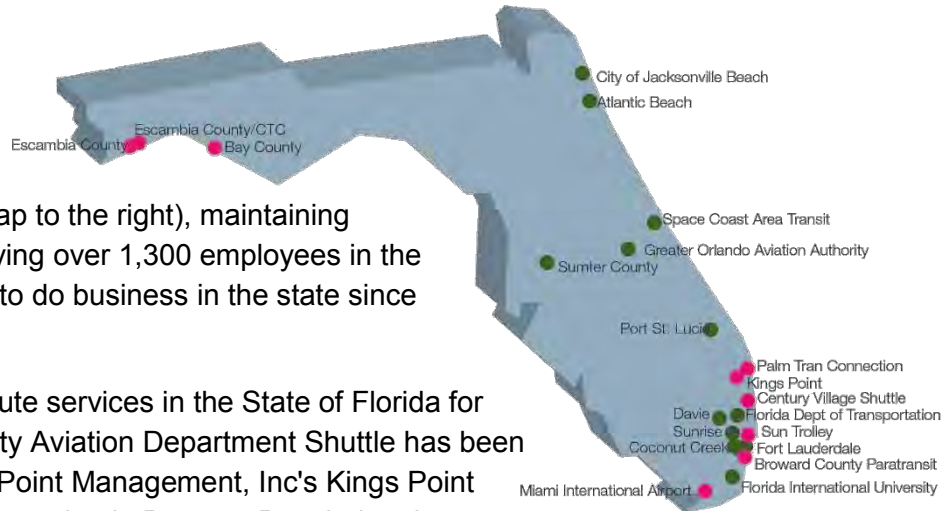
First Transit **has become a provider of choice** in the Florida transportation market by being a partner in providing responsive, customer-oriented services. Since 2014, our region management team has been responsible for the seamless transition of five contracts in Florida, ensuring we meet the needs of our clients and our passengers and providing minimal disruption to services. Our successes in transitioning services have included:

- Providing additional regional and corporate support during the Palm Tran transition that led to a reduction in customer complaints
- Improvements in on-time performance, maintenance, and safety in our Bay County TPO startup

At any given time, we can mobilize personnel from any of our Florida locations to support the Escambia County operation in the event of an emergency or time of need.

Financial Stability

First Transit benefits financially from being part of an international transportation giant – FirstGroup plc. FirstGroup plc. operates five divisions that have similar core skills and



expertise, diversified by geography, customer base, and mix of contract-backed and passenger revenue. This diverse business model further increases the stability of our corporation, ensuring Escambia County that you will have a financially stable operator throughout this contract term and beyond.



FirstGroup plc is the leading transport operator in the UK and North America. With revenues of more than £6.9 billion per year and approximately 120,000 employees, we transport more than 2.5 billion passengers every year.

Our objective is to create long term value for the County and other local community stakeholders through sustainable, integrated transport services that are safe, reliable, and meet the needs of our passengers and communities.

The expansive size of our parent company, FirstGroup America – the North American division of FirstGroup plc, ensures that our ECAT operation will be based on financial strength and stability, which smaller transit contractors cannot provide.

First Transit's key characteristics for financial stability are as follows:

- A market leader in highly a fragmented \$22bn US transit marketplace – approximately 30% is outsourced
- Established credentials and proven track record in successful transit service across all operating divisions including fixed route, paratransit, demand response, shuttle, university, call center, and rail
- More than 320 transit locations across core business segments

The scale of our activities means that our core skills are employing and training professional, dedicated employees. We are **Committed to our Customers** and their safety; procuring, deploying and maintaining a wide variety of vehicle fleets and other physical assets. Our financial strength and stability enables us to stand behind our ECAT proposal and keep our commitments to you, our client.

We strive to improve the ECAT performance by sharing best practices across our businesses to provide high quality services that are safe, reliable, and meet the needs of ECAT customers.



First Transit maintains a strong financial position that creates value to Escambia County. We reinvest in our people, our operations, and the communities we serve.

Financial Statements

Included **under separate cover** are our most recent years' audited financial statements for First Transit's parent company, FirstGroup America. There are no stand-alone audited financial statements for First Transit as it is a wholly owned subsidiary of FirstGroup and included as part of the FirstGroup America annual audit.

These financial statements demonstrate that we possess substantial financial capacity and stability to fulfill our obligations under the terms of this RFP.

Further financial information is available on the web site www.firstgroupplc.com.

Fixed Route References

Bay County, Florida

First Transit's Bay County services are a mix of Demand Response/Paratransit and Fixed Route services. First Transit has operated the demand response contract since June of 2014 and the fixed route contract since July of 2014.

First Transit is proud of our performance for Bay County. Current on time performance is 98%. Productivity runs at 2.5 per hour. Complaints average only two-to-three per month for both services, fixed and demand response. We take all feedback seriously, analyzing for trends and addressing our customers concerns quickly and comprehensively.

Work Performed	Fixed Route and Demand Response/Paratransit and
Current Status	Active since 2014
Fleet Size	44 Vehicles
Work Force Size	72 Employees
Contact:	Angela Bradley Transit Systems Administrator 850-248-2689 abradley@baycountyfl.gov

Customer satisfaction is very high, as evidenced by the reference letter included as an **Attachment**.

Demand Response service includes 26 vehicles that supports 500 plus trips a day. Operations run Monday through Saturday. Bay Town trolley operates six days a week with eight routes that services 2,500 riders a day. The trolley operates 18 vehicles, 10 at peak service. The trolley has 298 stops and 26 bus shelters we maintain as part of the contract.

There are 72 First Transit employees in Bay County, including Maintenance, Staff and drivers.

Our Bay County operation has many similarities to ECAT, including the provision of safe, reliable fixed route transportation and nearby geographic location.

Community Transit - Snohomish County, WA

Snohomish County has contracted with First Transit since 1997, the most recent contract being a five-year contract with five one-year options beginning in 2012. The fixed route operation includes 123 vehicles and 219 employees. The Community Transit service offers efficient and streamlined local and commuter service throughout Snohomish County and Seattle, WA.

Community Transit's annual ridership is approximately 4,880,578. First Transit ensures that the County's goal of providing safe, friendly and reliable transportation is realized every day. First Transit supplies the support vehicles, computer systems, parts inventory and tire lease management for the contract.



Contact:

Wade Mahala, Manager of Contracted Services
2300 Kasch Park Road
Everette, WA 98204
Phone: 425-438-7182
Email: wade.mahala@commstrans.org

"First Transit is very helpful and easy to work with. I have a great deal of trust that what needs to happen will happen." - Community Transit Customer Feedback

Year	On-Time Performance	Complaints per 100,000 Passengers	Miles Between Road Calls	Preventable Accidents per 100,000 miles	PM On Time
2016	87.08%	17.65	24,224	0.38	99.04%
2015	89.42%	18	26,194	0.37	97.30%
2014	89.93%	16.07	29,820	0.31	99.9%



Denver Regional Transit District, Group 23

First Transit has been operating RTD's Group 23 fixed route service since 2007. One of three divisions currently operated by First Transit, Group 23 has 336 employees and 129 vehicles. Annual ridership for Group 23 is approximately 6,855,715.

First Transit operates the entire fleet maintenance



program, including major performance replacements and repairs. First Transit exemplifies RTD's commitment to superior service, with superior maintenance and dependability a high

quality level of service that RTD ridership has come to expect.

***"Service is competitively priced, the local team is extremely easy to work with, provide input and effort to continually improve service, and can be counted on to do a good job."* – Denver RTD Customer Feedback**

Contact Information:

Carolyn Conover, Senior Manager of Contracted Services

1560 Broadway, Suite 1075, DPB-101
Denver, CO 80202

Phone: 303-299-2551

Email: Carolyn.conover@rtd-denver.com

Year	On-Time Performance	Complaints per 100,000 Passengers	Miles Between Road Calls	Preventable Accidents per 100,000 miles	PM On Time
2016	99.1%	52.5	41,201	0.26	100 %
2015	88.4%	54	37,360	0.26	100 %
2014	87.0%	51.95	37,207	.36	100 %

City of Phoenix, AZ

First Transit has operated the fixed route contract for the City of Phoenix since 2007. The 375-employee operation has a fleet of 153 vehicles. First Transit partners with Valley Metro to deliver on their vision of enabling people in Maricopa County to travel with ease using safe, accessible, efficient, dependable and integrated public transportation services.

Our long-term commitment to the City of Phoenix has allowed our management team and dedicated employees to understand the City's expectations and goals. Under First Transit's leadership, the location has received multiple safety awards and a perfect FTA



Drug and Alcohol Compliance audit, we well as ISO 14001 certification – the benchmark for environmental standards – for the West facility.

“Management team conveys commitment, provides quick responses, and is always professional. Operations managers are responsive and open to suggestions from passengers.” – City of Phoenix Customer Feedback

Year	On-Time Performance	Complaints per 100,000 Passengers	Miles Between Road Calls	Preventable Accidents per 100,000 miles	PM On Time
2016	97.53%	16.7	9,133	0.04	99.75%
2015	96.50%	19.76	10,594	0.31	100.00%
2014	97.19%	25.18	22,912	0.19	100.00%

Customer Contact Information:

Jim Campion, Contracts Specialist
 405 North 79th Avenue
 Phoenix, AZ 85043
 Phone: 602-534-8289
 Email: jim.campion@phoenix.gov

Johnson County Transit



First Transit partners with Johnson County Transit to provide fixed route and paratransit operations for the citizens of Johnson County, Kansas. In our daily operation, we focus on the County's goals to provide a safe, convenient, reliable and service-oriented transportation system. These goals have guided our long-term partnership and proven track record of success since 1992.



Under this contract, we provide operations for The JO (Commuter Express), The JO-Special Edition and the Sheltered Workshop Industrial Fixed Transit (SWIFT). We also provide maintenance services for their transit fleet.

Over the past five years, **we have exceeded the County's OTP goal of 95%**. Transporting our passengers safely is our top priority. For example, **First Transit had 100% of our Preventive Maintenance Inspections performed on time over the past three years** at our Johnson County operations.

Contact:
Jameson Auten, VP of
Regional Service Delivery
(816) 346-0886
1200 E 18th Street
Kansas City, MO 64108
jauten@kcata.org

Year	On-Time Performance	Complaints per 100,000 Passengers	Miles Between Road Calls	Preventable Accidents per 100,000 miles	PM On Time
2016	98%	25	137,531	7	100%
2015	98%	21	20,197.61	10	100%
2014	97.5%	50	12,416.69	13	99%

First Transit goes above and beyond normal expectations. During our tenure as Johnson County's transportation provider, we have been proactive in continuously improving service quality:

- DriveCam installation for OTP improvements and safer, more efficient operations
- Introduction of the DriveCam fuel efficiency program
- The introduction of the "bus on shoulder" on the commuter runs – with no incidents
- Effective integration of supplemental taxi service for improved efficiencies
- Coordination with the County to implement new service strategies, including the opening of the Mission Transit Center and numerous Park and Ride centers

Budget Increases

As our relationship with Escambia County has shown, we honor our contractual commitments. However, on occasion First Transit has approached other clients regarding RFPs containing faulty data that had been utilized to develop pricing for a bid. In these cases, we were normally able to arrive at a resolution equitable to both parties.

In instances where there were significant changes to the scope of work or other substantial changes to contract terms or details of service delivery, First Transit and our clients have negotiated equitable rate adjustments on occasion.



SECTION 2-2

Introduction



SECTION 2-2

INTRODUCTION

2-2 Introduction

Proposals shall include the complete name and address of their firm and the name, mailing address, and telephone number of the person the County should contact regarding the proposal.

Organization	First Transit, Inc. 600 Vine Street, Suite 1400 Cincinnati, OH 45202		
Services	Transit Contracting, Transit Management, Transit Consulting		
Contact	Vasti Amaro Director of Business Development 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 [p] 513.256.2372 [f] 513.684.8852 [e] Vasti.Amaro@firstgroup.com	Sharad Agarwal SVP Business Development 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 [p] 310.213.8503 [e] Sharad.Agarwal@firstgroup.com	
Form of Business	Corporation	Incorporation	Delaware in 1969
Number of Employees	Employs more than 19,000 people; Manages 4,000 employees		
Federal I.D. Number	23 – 1716119		
US DOT#	1002211	Motor Carrier	MC – 576222
Officers	Bradley A. Thomas, President James Tippen, SVP of Finance Michael L. Petrucci, SVP, General Council & Secretary	Barbara Telek, Treasurer Brian Beechem, Asst. Secretary Christa McAndrew, Asst. Secretary Nancy Eliason, Asst. Secretary	



Regional Location Contact	David Van Fossen 600 Vine Street, Suite 1400 Cincinnati, OH 45202 [p] 281.932.7015 [e] David.VanFossen@firstgroup.com
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Compliance with RFP Provisions

Proposals shall confirm that the firm will comply with all of the provisions in this RFP; and, if applicable, provide notice that the firm qualifies as a County proposer. Proposals shall be signed by a company officer empowered to bind the company. A proposer’s failure to include these items in their proposals may cause their proposal to be determined to be non-responsive and the proposal may be rejected.

First Transit will comply with all of the provisions in this RFP. As the current provider of these services, First Transit clearly qualifies as a County proposer, exceeding all minimum qualifications. Our State of Florida business license has been included as an **Attachment**. We are happy to provide any further documentation evidencing this fact, if required by the County.

First Transit’s proposal has been signed and sealed by Mr. Bradley Thomas, who is President of First Transit, Inc. and an authorized company officer empowered to bind the company.





SECTION 2-3

Understanding of the Project

SECTION 2-3
UNDERSTANDING OF THE
PROJECT



UNDERSTANDING OF THE PROJECT

2-3 Understanding of the Project

Proposers shall provide a comprehensive narrative statement that illustrates their understanding of the requirements of the project and the project schedule.

As the successful incumbent provider of Transit Management services for ECAT, no one understands this project or your expectations for innovative, efficient management services better than First Transit. We will provide full management services of your fixed route service, including operations, maintenance and finance to the Escambia County operation.

We know that the County’s objective for the current procurement is to select the most qualified and experienced contractor to manage ECAT fixed route services. As a leading provider of both fixed route and transit management services nation-wide with proven experience in Escambia, we have demonstrated throughout this proposal, and with our daily service delivery, that we are the best choice. In addition to the high level of service we provide, through our commitment and this proposal, we have also and will continue to provide value, efficiency and a fair price to the County.



Scope of Services Understanding

As your incumbent management firm of ECAT services, First Transit has full understanding of all requirements as described in the RFP. The chart below briefly describes our experience and capabilities in all required aspects of system management.

Escambia County Qualification Requirements in RFP	First Transit’s Evidence of Exceeding Requirements
Short-range transit planning	First Transit provides short-range transit planning and guidance services for many of our 320 clients nation-wide, including financial planning, transportation goals and plans, resource allocation.



Equipment Selection and Maintenance of All Vehicles	First Transit has a well-earned reputation for maintenance excellence throughout the transportation industry. Our guidelines for successful maintenance, including our focus on preventative maintenance and the use of only factory-authorized parts, as well as the expertise of our maintenance staff and support personnel and the large number of First Transit ASE Blue Seal Shops.
Utilization of computerized Fleet Maintenance Management Program, ensuring standardized accounting for parts, labor and inventory	<p>First Transit utilizes our proprietary FirstBase Software, powered by Infor, for vehicle maintenance files, reporting and task supervision. We also have extensive experience with other Maintenance Information Systems required by our clients. First Base monitors multiple aspects of the maintenance operation, including:</p> <ul style="list-style-type: none">• Preventive maintenance• Repairs• Parts inventory• Technician productivity• Vendors for outside repair• Fuel and oil consumption and efficiency• Overhead costs• Training Records• Data validation checks at data input• Status reporting• Completed work orders• Work orders in progress• Delays and reasons for delays• Tailored reporting• Exception reports
Building Utilization and Maintenance	First Transit is a good steward of the resources provided for our use by our clients, including, in many cases, facility space. Our facility maintenance program includes the use of preventative maintenance, warranty coverage when applicable and detailed cleaning schedules that exceed our clients' requirements.
Routes and Schedules	First Transit provides runcutting services, including the development of and advice on routes and scheduling, for most of our fixed route customers. This often includes the use of runcutting software, including Optibus and many other systems.
Fare Analysis	With best practices derived from our nation-wide locations provided substantial expertise on which to assist our clients with fare analysis, offer suggestions and information on industry-wide trends.
Budgeting & Financial Management	In addition to staffing a full time Financial Manager, First Transit also offers Escambia County the network and support expertise to ensure responsible fiscal management for the ECAT system. First

	Transit staff will continue to offer assistance with budgeting, accounting and other fiscal matters.
Safety and selected types of insurance	FirstGroup America, Inc. provides an insurance program for the entire group of subsidiary companies, including First Transit. The program includes a primary or base policy provided by Arthur J Gallagher Risk Management Services, Inc. (AJG) and excess coverage from several carriers. We have included an insurance certificate as an Attachment to this proposal.
Employee Selection and Training	First Transit currently employs over 19,000 employees across North America, in 300+ locations. In order to hire and maintain qualified candidates throughout our organization we have developed and implemented industry-leading training programs and standardized selection criteria for all employees. Please refer to Section 2.5 of this proposal for greater detail on our hiring and training standards.
Employee Relations	First Transit believes in creating a positive workplace for employees by the accessibility of our management team, promotional opportunities and providing comprehensive compensation packages. We also regularly hold special events and programs to show our employees that we appreciate them.
Labor Negotiations	With more than 60 years' experience providing public and private transit services, we have successfully managed both union and non-union operations, establishing excellent working relationships with many unions, including ATU 1395. Our experience in the collective bargaining process has helped negotiate fair contracts for company, employees, and clients. While our positions have at times been firm, we have developed positive, professional relationships based on mutual respect and fair negotiations.
Marketing and Public Relations	First Transit General Manager, Mike Crittenden has worked in partnership with Marketing Manager Tonya Ellis and Escambia County to develop innovative marketing campaigns throughout First Transit's ECAT operation. These efforts have included the ECAT Harmony campaign, This is ECAT campaign and the ECAT Military Veteran Tribute Bus.
Preparation of Specifications for Capital Equipment	As one of the largest purchasers of capital equipment for transportation agencies in the nation, First Transit has the ability to assist with preparation of specifications to properly procure this equipment. We are often able to help our clients save money with



	our Corporate Purchasing Agreements, leveraging FirstGroup's buying power.
Administration of Escambia County Complementary ADA Paratransit Services and Transportation Disadvantaged Program	First Transit has successfully operated the Escambia County Paratransit operations since 2014 and have submitted a concurrent proposal to continual to operate the County's paratransit operations. Nation-wide, ee have been providing paratransit services since 1985 with more than 50 paratransit clients across North America. We have a thorough understanding of ADA regulations and the Transportation Disadvantaged Program.
Other functions reasonably required in day-to-day Escambia County Area Transit (ECAT) operations	As your successful current management firm for ECAT, we take provide in the services we provide you. The expertise of our management team lead by General Manager Mike Crittenden, and the support from region and corporate teams.
All grants activities including application, administration, reporting and close-out in accordance with all FTA procedures. The same functions are required for the Florida Department of Transportation (FDOT) funding programs. Management company staff is required to be aware of and follow all federal and state procedures required of grantees (EEO, DBE, Title VI, NTDB, etc.)	In addition to the full-time Grant Manager position in place within the ECAT operation, First Transit also offers a corporate support team for grant activities, as detailed in Section 2-4 of this proposal. We have extensive knowledge of the funding sources available and will provide expertise to ensure proactive support in all grant activities.
Computer hardware and software selection, procurement and maintenance	First Transit has a team of technology experts on our corporate staff who can provide support on product selection, procurement and maintenance.
Preparation of all FTA reports, compliance and related programs	Escambia County will continue to be fully supported in all FTA, state, and local reporting requirements and during all reviews. We also have the expertise to prepare National Transit Database reports, as well as provide data for FTA Triennial Review, Drug

	and Alcohol Reviews, Procurement Reviews, and Financial Management Oversight Reviews.
Preparation of FDOT reports, compliance and related programs	First Transit will continue to provide support in FDOT reports, compliance and related programs. As a leading transportation supplier in the State of Florida, we have the expertise to assist with all FDOT requirements.
Capital and operating procurement, including compliance with FTA regulations	First Transit regularly assists our clients with the processes of procuring capital and operating resources. We have a complete understanding of FTA regulations related to compliance.
Environmental compliance	<p>It is First Transit policy to maintain compliance with all federal, state, and local environmental regulations and reporting requirements. As a responsible corporate citizen, we are obligated by the EPCRA to inform the community of any hazardous materials stored at our facilities and potential risks if they are released into the environment.</p> <p>We require that all our facilities meet the reporting and planning requirements established by the EPCRA. Within the current ECAT operation, Mike Crittenden, General Manager, annually updates the facility material inventory, which is maintained in EiOS. The general manager notifies Strata Environmental if any materials planned to be stored at our facilities in excess of the reporting thresholds.</p>

Project Schedule - Implementation Plan

As the successful incumbent provider for these important transportation management services, First Transit is the only contractor who can provide a truly seamless transition to a new contract. The County, ECAT and its riders will continue to see the high quality service they have come to expect from us without any disruptions.

First Transit maintains a full staff on-site at Escambia County, which is led by the General Manager, Mike Crittenden. To ensure a smooth transition into the next contract, Mike and RVP Dave Van Fossen will meet with the County to ensure that all required program plans are delivered on-time for the new contract. Upon contract award, Mike, Dave and SVP Tim McCann will meet with the County to finalize the transition plan, including confirming:



- Key personnel
- Timelines for completion of audits
- Roles and responsibilities
- Hiring as needed
- Compliance with all milestones

We will also establish a schedule for weekly (or more frequent) meetings to monitor progress and resolve any issues and concerns throughout the transition period. As the current operator of the ECAT services, we foresee no concern in the continuation of our operation, and the transition of services to the new contract.

Transition and Start-up Activities

As the current provider, First Transit's transition activities focus on a review of our service with the new contract term. Milestones for our transition include items such as reviewing our current policies and procedures, auditing our operations, and setting goals and objectives for continuous improvement in the future. Based upon the information provided in the RFP, as well as our long-term experience with and understanding of the services to be provided, we have included a schedule for the transition of the new contract.

Task	Begin Date	End Date
Transitional Timeline and Scope of Service Review		
Statement of understanding of service standards, contract negotiations with Escambia County	3/13/17	3/13/17
Notice of Intent to Award	3/15/17	3/15/17
Board award by Escambia County and authorization to execute contract	3/16/17	3/16/17
Contracted approved and signed by Escambia County and First Transit	3/17/17	3/17/17
Notice to Proceed issued to First Transit	3/17/17	3/17/17
Scope of Service Implementation – With Escambia County Review		

Review current union labor work rules, policies with Escambia County	3/20/17	3/23/18
Labor Negotiations, Recruitment, Training and Staffing Requirements		
Review current drug and physical examination locations	3/20/17	3/21/17
Review current First Transit background check process with the Escambia County	3/22/17	3/23/17
Provide detailed training schedule to Escambia County for all employees for new aspects of the contract, service changes, refresher training	4/5/17	4/5/17
Vehicle Maintenance and Revenue/Non-Revenue Fleet, Equipment		
Review assigned vehicle records, parts inventory, equipment, tools with Escambia County staff	4/10/17	4/15/17
Fleet Inspections for new contract baseline conditions determination	4/17/17	4/19/17
Review training and update ASE certification of all technicians	4/21/17	4/21/17
Fare Collection		
Review all current program processes, fares, control and security with Escambia County staff	4/24/17	4/25/17
Driver Scheduling		
Analyze scheduling processes and practices with Escambia County and suggest any revisions	5/1/17	5/15/17
Service Start		
Follow-up meetings with Escambia County on any open issues	Ongoing	
Successfully initiate service under new contract		

Additionally, as the project progresses to the new contract, a task-by-task transition plan for key items will be developed and produced, reflecting the updated status of key



decisions, coordination with Escambia County, fleet and equipment needs, and any contract changes. First Transit foresees no problems in the transition to a new contract within human resources, accounting, safety/security, labor relations, facility management, asset management and administration.

With our dedication to excellent employee relations and our partnership with the Amalgamated Transit Union Local 1395, as well as our commitment to maintaining the compensation packages in place for all current and future employees, First Transit offers assurance that the workforce will transition to the new contract without issue.





SECTION 2-4

Methodology Used for the Project



SECTION 2-4
METHODOLOGY

SECTION 2-4

METHODOLOGY OF THE PROJECT

2-4 Methodology Used for the Project

Proposers shall provide a comprehensive narrative statement that sets out the methodology they intend to employ and that illustrates how their methodology will serve to accomplish the work and meet the County's project schedule.

First Transit is proud of the transit management services we have provided for the ECAT system. We will continue to work in collaboration with the county to exceed the expectations of our passengers and provide the safest, most reliable and most customer-focused transportation possible.



To achieve this, First Transit will continue to provide:

- **An Excellent Local Leadership and Management Team** – Mike Crittenden, on-site General Manager, serving Escambia County on-site with a 100% commitment, as well as a dedicated key management team
- **Industry Leading Regional Support** – Tim McCann, Senior Vice President, Dave Van Fossen, Region Vice President and Region Director of Operations, Shannon Borst, coordinating the management of the system to ensure your satisfaction
- **Customer Service Focus** – A customer support staff composed of seasoned safety, training, IT, fleet maintenance, and fixed route operations professionals to provide ongoing assistance to enhance system efficiency and effectiveness

The First Transit team will continue to work in cooperation with Escambia County and strive each day to exceed the expectations of our passengers, the community, and Escambia County staff.



THROUGHOUT THIS SECTION:

Ensuring Operational Success through the Right Methodology

Elements of our project methodology, as described throughout the rest of this section, that will lead to continued success in our service delivery for Escambia County
Escambia County fixed route management services include:

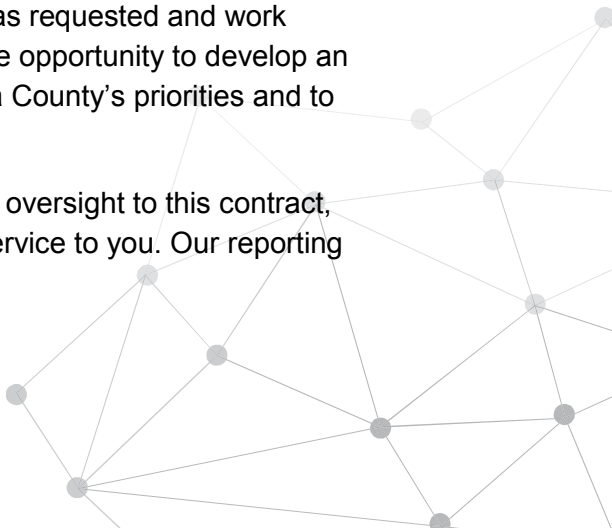
- **Transparent Partnership with Escambia County** – *Success is achieved when we work together collaboratively to achieve shared goals*
- **Operations Management** – *General Manager Mike Crittenden and his leadership team will continue to work collaboratively with the County, with the support of First Transit's Region and Corporate experts*
- **Marketing Assistance** – *First Transit will continue to provide marketing support as requested from the County*
- **Financial Management** – *First Transit will provide financial support to include budgeting, accounting and fiscal oversight*
- **Grant Writing Experience** – *First Transit's experience with ensure the County receives funding from all available sources*
- **Community/Stakeholder Satisfaction** – *First Transit will continue to ensure the satisfaction of the Escambia County community and other stakeholders, in our management services*
- **Knowledge of Public Transit Operations** – *First Transit will continue to share best practices from our operation of 320 locations nation-wide to benefit Escambia County*

Transparent Partnership with Escambia County

In our relationship with customers, First Transit quite simply is committed to full and timely reporting of all relevant information regarding operations, labor issues, performance metrics, response to complaints, service delivery, and any other issues to ensure that Escambia County staff is fully informed.

In partnership with the County, First Transit will manage all services with complete transparency. We will make all information available to you as requested and work together to see ECAT grow and strengthen. We welcome the opportunity to develop an annual agenda of goals and objectives to address Escambia County's priorities and to report progress in achieving those goals on a monthly basis.

We understand that ECAT wishes to administer and provide oversight to this contract, and will do everything in our power to facilitate successful service to you. Our reporting



and quality control procedures will equip First Transit and Escambia County with the information needed to successfully monitor this contract, our successes, and where improvements are possible.

Frequent and regular communications with customers on both a formal and informal basis is fundamental to First Transit's business philosophy. Our General Manager, Mike Crittenden will continue with regular operations meetings with County staff to provide updates, discuss concerns, and plan continued success.

First Transit will continue to provide reports as required by the County, providing basic information on key metrics such as ridership, miles of service, service reliability, and passenger complaints. We fully support your service initiatives and strive to exceed your standards for key performance indicators on a daily basis and report our progress to you continually.

Operations Management

Our operations approach **will continue to focus on operational transparency and collaboration with the County and improving the customer experience while achieving greater cost efficiency.** The approach starts with the diligent management of our senior staff, led by our on-site General Manager, Mike Crittenden. He is responsible for closely monitoring the daily key performance indicators that reflect service quality and efficiency. Areas of focus include missed or excessively late trips, on-time performance, productivity, road calls, accidents/incidents, and complaints. Service performance outside acceptable parameters will be analyzed to determine what processes must be implemented to improve performance.



Our General Manager will continue to meet regularly with Escambia County/ CTC staff to review performance. As discussed above, during these meetings, areas for improvement will be identified and real action plans developed. However, action plans are only as good as the implementation that follows. Mike does not mistake action



plans for results. Only follow-through on the actions identified, and achieving the desired results, is acceptable.

Additionally, these meetings allow for the coordination and communication that is so critical to the success of transportation operations. First Transit stands ready to apply additional resources to meet any challenge. Mike and his team will continue to be supported by region and corporate experts who will ensure your satisfaction with our services.

Marketing Assistance

First Transit is proud of our contributions to the marketing achievements of Escambia County. General Manager Mike Crittenden works directly with Marketing Director Tonya Ellis to develop and implement innovative and rider focused marketing plans. The Marketing and Community Relations Department provides information to passengers, customers, visitors and the public via many mediums including press releases, radio ads, website and other media outlets.



The efforts and accomplishments of ECAT's Marketing Department were recognized with four separate awards at the 2015 Florida Public Transportation Association (FPTA) marketing awards, including being named "Best of the Best".

First Transit hopes to continue its partnership with Escambia County, and will continue to focus on the Community Relations and Marketing aspects of the ECAT operation. Understanding that the ultimate goal is to increase ridership, we will focus on increasing brand awareness and enhancing public image of ECAT, improving customer experience and ease of use for ECAT, as well as working directly in the community to strengthen customer relationships.

Financial Management

Financial management and budgeting includes reporting and analyses of all financial and operating data for the Escambia County location. D'Lea Cohen, Finance Manager, working cooperatively with the County, is responsible for business and financial forecasts to understand operating expenses, suggest and develop financial efficiencies, and stay within budget.

Our onsite Finance Manager utilizes First Transit accounting systems, such as Hyperion and JD Edwards to oversee and maintain budgets, forecasting, payroll, and accounts payable and receivable for the county. Additionally, First Transit offers the resources and expertise of our Regional and Corporate Staff to assist when needed, leveraging our knowledge and best practices developed through our over 300 transit contracts in North America.

Grant Writing Experience

First Transit operates 320 locations on behalf of our customers, including services for Departments of Transportation (DOTs), universities, federal agencies, municipal organizations and private companies. Each of these successful operations is built on three cornerstones: **Safety, Quality, and Cost Savings**. First Transit's business practices are designed to offer our customers substantial cost savings, award-winning safety records, and the highest satisfaction that comes from quality throughout our operations.

The vast majority of First Transit's contracts involve the operation and/or management of public transportation systems receiving federal funding that are subject to Federal Transit Administration (FTA) reporting requirements including Uniform System of Accounts requirements and National Transit Database (NTD) reporting. For these contracts, First Transit gathers and maintains information in compliance with the Uniform System of Account and submits the information to our clients to enable submittal of NTD reports to the FTA along with the other required reporting areas.

First Transit's involvement in Federal Transit Administration Funding encompasses numerous transit systems, receiving grants including:

- Section 5303 – Metropolitan Planning
- Section 5307 – Urbanized Area Formula Program
- Section 5309 – Major Capital Investments
- Section 5310 – Transportation for Elderly Person and Persons with Disabilities



- Section 5311 – Formula Grants for Other than Urbanized Areas
- Section 5316 – Job Access Reverse Commute
- Section 5317 – New Freedom
- ARRA – American Recovery & Reinvestment Act
- TIGER – Transportation Investment Generating Economic Recovery
- TIGGER – Transit Investments for Greenhouse Gas and Energy Reduction Program

In addition, First Transit locations successfully compete for grant funds from other federal agencies to supplement the FTA funds and further enhance the systems. These include but are not limited to:

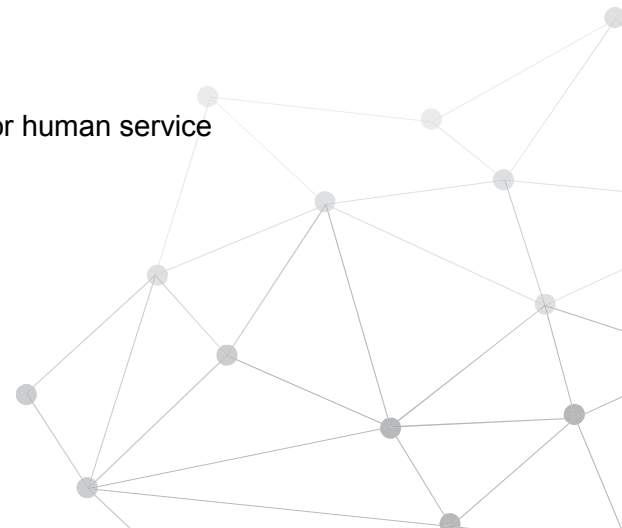
- Department of Energy Grants
- HUD Grants

Transit systems contracted to First Transit also participate in funding programs specific to the state in which they operate, such as the states of Florida, Texas, North Carolina, South Carolina, and Tennessee, among others.

Additionally, First Transit currently employs a full time Grant Manager in the Escambia County operation. Through the utilization of this position and corporate resources, First Transit will continue to work on decreasing ECAT reliance on funding from gas tax.

First Transit has hands-on experience with every facet of public transportation operations, maintenance and administration. Each and every day, First Transit managers deal with the complexities of operating in today's challenging political, economic, social and operating environments. Our skills are varied, being applied in many operating environments including:

- Traditional fixed route and paratransit services under management or turnkey contracts
- Rural and Urban Transit Systems
- Federally funded operations
- Federal, State and Locally funded Grant operations
- University Services
- Airport Shuttle Services
- ADA call centers services and brokerage services for human service transportation
- Light rail transit operations
- Maintenance and facilities management



- Alternative fuel operations including electric, hybrid and compressed gas powered coaches
- Management of Systems
- ITS systems

Community/ Stakeholder Satisfaction

At First Transit, we believe that when we enter into an agreement with a federally or publicly funded transit agency, such as Escambia County, we also enter into a relationship with the communities and stakeholders the agency serves. This is an important role to play and must be treated as seriously as the contractual relationship.

In order for the partnership between Escambia County and First Transit to continue to succeed, the community must be satisfied with First Transit as a responsible corporate citizen, and stakeholders must have confidence in First Transit as a steward of their best interests.

To accomplish these levels of satisfaction, we employ the cornerstones of our Customer First philosophy.

- **Performance** – Stakeholders and community leaders have placed their trust in Escambia County. In turn, Escambia County has placed your trust in us by selecting First Transit. We earn that trust every day by performing, delivering safe, high quality, cost effective service.
- **Communication** – For community leaders and other Escambia County stakeholders to be satisfied with First Transit as a contractor, we make ourselves available to them, to share ideas, listen to concerns, and discuss community needs. Communication is as important at this level as it is at the passenger and transit agency levels of customer satisfaction. We make it a priority to become a valued member of the community, so that community leaders know who we are and are comfortable approaching us.
- **Value** – We do not perceive ourselves merely as a contractor or employer. We believe it is critical to contribute back to the community, by actively supporting





public transportation and participating in endeavors that are important to Escambia County. We do this on a national and regional level by actively participating in APTA and other programs that build support for public transportation.

- **Community Relationships** – The final ingredient to satisfying the community and Escambia County stakeholders is to build and sustain a relationship with community leaders that foster growth and best-in-class public transportation services. Our senior managers and corporate support staff assist our General Manager in making sure that he has the tools and resources needed to maintain a positive image in the community, for First Transit as well as Escambia County.

Knowledge of Public Transit Operations and Regulations

First Transit is very familiar with the challenges of Public Transit, and with Escambia County expectations, operations methods, and customers. Our experience is focused on providing efficient and effective operations. Depending on our customers' contractual specifications and requirements, First Transit provides a wide variety of related services for our transit operations customers across the country, including management, operations, reservations, scheduling, dispatch, and vehicle maintenance.

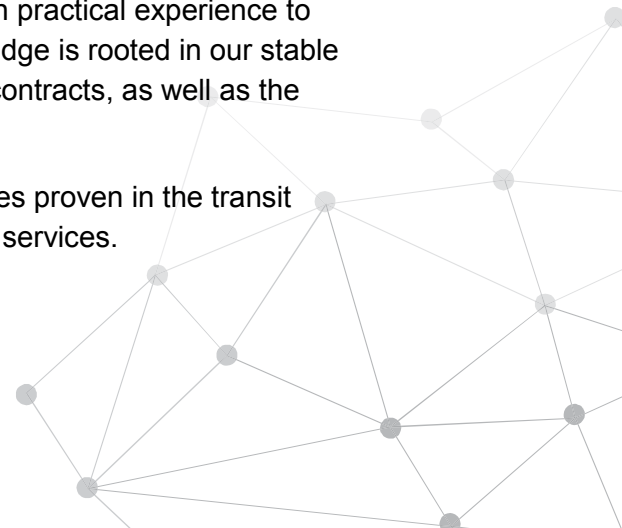


We will focus our attention on operating the best transit system possible in the Escambia County service area, and on providing reliable maintenance and a dedicated staff.

First Transit has demonstrated our ability to perform these duties through our expertise as a regional transportation services contractor as well as at our other contracting locations across the United States.

First Transit is a comprehensive transit service provider with practical experience to meet nearly every transit related need. Our depth of knowledge is rooted in our stable workforce and the longevity of many of our managers and contracts, as well as the knowledge base of our sister companies.

Our proposal offers a professional relationship with strategies proven in the transit industry, providing Escambia County with the best possible services.





SECTION 2-5

Management Plan for the Project



SECTION 2-5
MANAGEMENT PLAN

SECTION 2-5

MANAGEMENT PLAN FOR THE PROJECT

2-5 Management Plan for the Project

Proposers shall provide a comprehensive narrative statement that sets out the management plan they intend to follow and illustrates how their plan will serve to accomplish the work and meet the County's project schedule.

First Transit implements a multi-faceted management approach at each location to support successful operations for our customers. For our partnership with Escambia County, the five parts will consist of the following:

- **Mike Crittenden, General Manager** serving ECAT on-site for successful performance and operational transparency
- **David Van Fossen, Region Vice President (RVP)** overseeing our management of the system to ensure customer satisfaction
- **Regional Customer Support Staff**, composed of seasoned professionals, enhancing system efficiency and effectiveness
- **Value-Added Services** implemented in coordination with ECAT, improving passenger satisfaction, cost-containment, and reporting of transit information for efficient operations
- **A Nationwide Transit Network** of First Transit customers and staff to share information and experiences, incorporate operational best practices, and provide continuous improvement for ECAT service

First Transit takes great pride in offering more than just experienced managers to our customers. We offer a comprehensive package that includes expertise from across the country. In addition to our resident transit professionals to manage the ECAT system, First Transit's team will draw upon an unparalleled nationwide transit network, a rich and diverse collection of experience, to support the success of daily operations.

As required by the RFP, detail on the qualifications and experience of First Transit's local management team, as well as our region and support systems is included in Section 2-6 Experience and Qualifications.



THROUGHOUT THIS SECTION:

Ensuring Operational Success through the Right Management Plan

Elements of our management plan, as described throughout the rest of this section, that will lead to continued success in our management services for Escambia fixed route services includes:

- **Project Staffing** – Our three key leadership positions provide expert local management for ECAT
- **First Transit's Safety Culture** - At First Transit, we believe that “If you cannot do it safely, don't do it!” and ensure a safety-first approach throughout Escambia County operations
- **Recruiting, Retention and Hiring**- First Transit's recruitment and retention efforts include a computerized applicant tracking system, job fairs and employee appreciation events
- **Maintenance Excellence** - A high quality maintenance program begins with a focus on preventative maintenance; our program will continue to extend the life of the ECAT fleet
- **Customer Service** – Customer Service will remain a top priority for Escambia County fixed route services

Project Staffing

As the current successful incumbent provider of the County's fixed route management services, we have an unmatched understanding of the staffing levels needed to provide these management services at the high level you expect. The chart below outlines our proposed staffing levels for key managers, based on our experience and the information provided in this RFP.

Position	FT/PT	Year One Pay Scale
General Manager	1 FT	\$99,643 Annual
Maintenance Manager	1 FT	\$91,552 Annual
Finance Manager	1 FT	\$70,999 Annual

First Transit's Safety Culture

Safety is not simply found in a set of policies and procedures. Safety comes from conditioning proper thought processes and behaviors, preparing for situations, and knowing how to respond in ways that protect the well-being of our employees, those with whom we work, and those we serve.

First Transit's Safety Program encourages all First Transit employees to replace risky behaviors and thought processes that jeopardize safety in the workplace. Through the program, we are striving to build a cultural identity that is focused on:

- Rewarding improvements in both individual and team performances
- Encouraging group safety awareness activities
- Recognizing and rewarding personal safety longevity

If you cannot do it safely, don't do it!

This is First Transit's core philosophy. Safety is at front of mind at all times.

From management to operations, safety is the number one value of every First Transit employee. Our program was initiated to minimize risky behavior for the greater good of each person and our entire team. No priority or perceived priority should be pursued without following safety standards.

We emphasize this safety culture in our employee recruiting, selection, orientation, training, education, and management support. Our drivers, mechanics, and other employees are expected to look out for the safety of the passengers we transport each day. That same protection is given to our coworkers, those that depend on each of us to do our jobs without shortcuts that can cause injuries. Safety is continually stressed and reinforced throughout our day-to-day operations, in our employee reviews, and at every management and employee meeting.

As just one example of our safety culture in place for Escambia County, First Transit staff from the County participated in the Safety Summit presented by the Florida Public Transit Association, in partnership with the Center for Urban Transportation Research, and leading workshops on safety-related topics.



Be Safe – Safety Leadership Program

The Be Safe Safety Leadership training program focuses on positive reinforcement to build safe operational and maintenance practices. To do that, we improve the knowledge, foresight, awareness, judgment, and skills of our employees to encourage preventive approaches to safety. All Escambia County managers and supervisors have attended this training and are incorporating it into their approach.



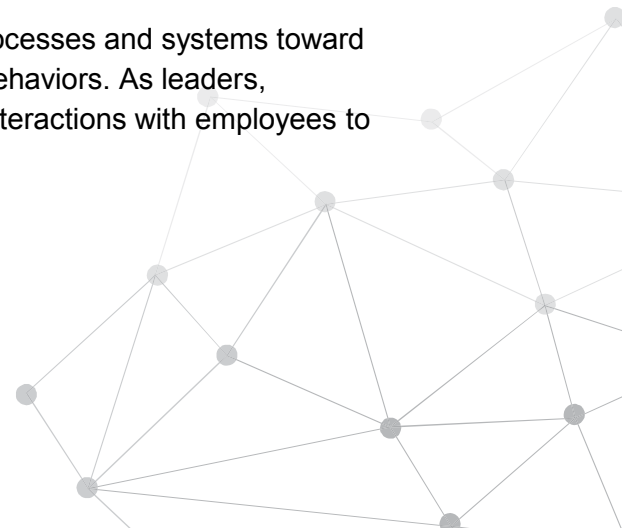
The Be Safe Program is incorporated into manager and supervisor training through hands on, interactive training by certified Performance Management Consultants, further supported by additional elearning modules. The training helps managers identify how their own everyday behaviors, and those of their team to influence safe behaviors and overall safety for the clients and communities we serve.

Led by location managers and supervisors, Be Safe encourages safety conversations to promote employee accountability to achieve safety. As frontline leaders, the managers and supervisors implement skills-based training to shape, promote, and maintain positive safety behaviors. Be Safe reinforces our group-wide safety goal of Zero – this means zero accidents, zero injuries, and zero fatalities.

The Be Safe Program ensures our employees:

- Understand the behavioral causes of safe and at-risk behavior and how to create the optimal conditions for safety
- Develop proactive safety practices, measure performance, and improve safety behaviors
- Are confident in their skills to have consistent and quality safety conversations
- Uphold a measurable three-point framework for safety conversations – plan, touch-point, review
- Use the insight and data from safety conversations to make and influence better safety decisions

First Transit focuses beyond simply changing our safety processes and systems toward fundamentally changing our day-to-day safety habits and behaviors. As leaders, managers play a critical part in this process through daily interactions with employees to encourage, reinforce and influence good safety behaviors.



Be Safe Accident and Incident Prevention

ACTIVE CARING

Active Caring makes sure that injury prevention drives our day-to-day management activities. It is based on remembering at all times that “If you cannot do it safely, don’t do it.” Active Caring is gaining the courage to have safety conversations, performing safety tours, risk assessing for your sake and others, and taking a “brother’s keeper” approach to safety by encouraging others to adhere to safety principles at work, just as they do at home.

PERFORMANCE MANAGEMENT

Performance Management requires our managers to take an active role in helping achieve our goal of zero collisions and zero lost-time injuries. Safety must drive the decision-making and guidance provided by our managers. Our managers are the force that puts our safety policies, procedures, laws and regulations into practice, and they are responsible for measuring the performance of our staff against our goals.

Although we will always continue to evaluate our safety performance via Key Performance Indicators, performance management is a more proactive way of modifying unsafe or potentially unsafe employee behaviors before accidents or incidents occur. We are increasing developing new methods to measure and identify indicators of potential behavior issues we proactive behavior modifications can take place.

CONTINUOUS IMPROVEMENT

Continuous Improvement is critical for reaching our zero goal. Safety is not a one-time occurrence. It is part of our culture and everything we do today, tomorrow, and every day we come to work. Our safety standards and best practices are continually updated with input from industry safety experts, fellow industry leaders, and our front line employees. We analyze safety trends to identify corrective patterns, then incorporate changes to improve our overall performance. First Transit leverages its vast experience nation-wide and the experience of our sister companies across the globe to develop best practices in safety, identify trends and develop action plans.



Moving Ahead for Progress in the 21st Century Act (MAP-21)

First Transit has already put MAP-21 in action and incorporated Safety Management Systems (SMS) principles into our culture. We have and will continue to be ahead of the game in terms of local, state and federal regulations and FTA requirements regarding safety programs and procedures. Our SMS and System Safety and Security Plan combine established systems safety engineering principles with advanced organizational management techniques. Our SMS supports continuous improvement in safety performance through a positive safety culture founded on four basic principles:

- Safety policy
- Safety risk management
- Safety assurance
- Safety Management Systems (SMS)
 - Encourages managers and employees to work together to identify hazards and act in concert before system failures occur. (Our Injury Prevention Database)
 - Everyone is held accountable making sure we deliver positive safety results.
 - Is about making the system safer for everyone. (If you cannot do it safely, don't do it!)
 - We empower our employees to assess their own safety risks and prioritize the risks.
 - Our safety principles and practices are already in place, integrating human factors and human performance management into existing maintenance, training, and hazard management processes.

We take pride in our approach-involving and share our knowledge among the public, transportation agencies, state agencies, and the FTA.

First to Zero

When safe behavior becomes instinctive, quality of life improves, working conditions are more favorable, and collisions and injuries are reduced. As part of our extreme focus on safety in the workplace, we have initiated a **First to Zero goal**, which means we will strive to **achieve zero collisions and zero lost-time injuries**.

As we strive to reach First to Zero, we will build on the accomplishments we have already achieved. Our key safety actions for the current year include:



- Expanding the usage of Smith System driver safety training across all businesses
- Implementing campaigns designed to prevent passenger injuries related to slips, trips, and falls
- Championing the National Safety Council's campaigns around teen driving, distracted driving, and safe communities
- Implementing actions to prevent injury when handling passengers, wheel chairs, baggage and freight
- Provide training on dispute resolution to preventing assaults by difficult passengers

First Transit's System Safety and Security Plan

Our System Safety and Security Plan (SSSP) is based upon federal safety regulations and describes the standards in place for driver and maintenance employee hiring, training, vehicle safety, and record keeping. Our SSSP is divided into six core areas of focus:

- | | |
|--|---|
| 1. Employee selection | 4. Safety maintenance |
| 2. Employee training | 5. Security awareness |
| 3. Substance abuse testing and education | 6. Accident and safety data acquisition |

Below is a broader description of each SSSP Core.

CORE 1 – EMPLOYEE SELECTION

Working for First Transit requires a sense of commitment and dedication to safety that is not found in other companies. We insist that our employees be committed to safety, reliability and customer service. To ensure this happens, we use predictive data and a thorough evaluation process when selecting new employees. We require a safe driving record, past employment verification, a criminal background check, motor vehicle record review, employment eligibility verification, and a drug screen.

CORE 2 – EMPLOYEE TRAINING

In support of our security plan, our training programs are focused on safety and security. Below is a brief overview of the kinds of training we provide our employees.



Training	Description
Driver Training	The new driver education and training process provides learning opportunities in two areas of focus – classroom (knowledge-based) and behind the wheel (skills-based). All training is taught by First Transit’s certified instructors. Classroom and behind-the-wheel (BTW) training for new drivers includes programs based on TSI and Smith System modules.
Certified Instructor Program	<p>We combine our own instructor certification program with the Transportation Safety Institute’s (TSI) certification program to create a standard training initiative that is built on industry-leading quality and excellence. Our certified trainers provide competency-based job-related training.</p> <p>All TSI-certified instructors are registered with the Department of Transportation (DOT), which provides unmatched training regulation and compliance. In addition, our instructors also are certified by the highly reputable Smith System Driver Improvement Institute.</p>
Ongoing In-Service Training	<p>We provide ongoing in-service training to help our drivers keep their skills up to date. Drivers participate in mandated annual safety meetings and periodic safety awareness campaigns that provide detailed instruction on defensive driving techniques and other safety-related issues.</p> <p>Both regularly scheduled and random road observation checks evaluate our drivers’ compliance with policies and procedures and rate their overall proficiency. In addition, every driver is required to undergo a ride-along evaluation once every 12 months with a certified trainer.</p>
Collision Retraining	Drivers involved in collisions are required to take part in our collision-retraining program. Certified instructors lead the two-hour classroom and behind-the-wheel retraining course that focus on identifying root causes and contributing factors when collisions occur. Once causes or contributing factors are determined, we retrain drivers to correct issues such as improper backing or improper mirror use.
Safety Training	Every module in our driver training programs have an underlying theme of safety. Training modules such as Vehicle Familiarity, Vehicle Maneuvering, Service Area Familiarization, Passenger Assistance Training, and Defensive Driving are specifically designed to provide drivers with the knowledge they need to operate revenue vehicles safely.



Training	Description
Safety Re-training	<p>Mandatory monthly safety meetings for the ECAT service will include topics of local importance and will reinforce the important position that safety occupies on the job.</p> <p>All drivers receive routine and continuous in-service training on the safe operation of revenue vehicles. Additionally, drivers and dispatchers receive annual refresher training on safe operations.</p> <p>This process will also include identification of “high interest” drivers and appropriate behavior modification efforts to proactively improve safety habits.</p>
Safety Discipline	<p>We have strict operating regulations regarding safety and injury-prevention measures. We focus disciplinary action on the incident, not the severity of the outcome. Any employee who demonstrates a disregard for safety is held accountable for his or her actions, since unsafe performance can result in an escalation of risk. Repeated violations will result in termination.</p>

SAFETY TRAINING PARTNERS

We have partnered with many of the organizations that drive industry-wide instructional standards and programs to help develop our own safety training needs. We rely on their experience, research, and continual program updates to help us stay on the leading edge of employee training.





National Safety Council

The National Safety Council's (NSC) mission is to save lives by preventing injuries and deaths at work, in homes and communities, and on the roads, through leadership, research, education and advocacy.

Working with NSC, we have adopted the following initiatives to help achieve our own injury prevention goals:

- NSC membership and training
- Participation in the NSC Congress & Expo panels and technical sessions
- Participation in NSC's Safe Communities America program
- Involvement in symposiums and advisory roles
- Planned meeting on teen driving initiatives
- Development of FirstGroup's 2008 Cell Phone Policy (total ban)

Smith System Driver Improvement Institute

Our preferred driver-training program incorporates the Smith System of Defensive Driving program. The focus of this class is hands-on, behind-the-wheel learning in actual driving environments. Smith System classroom training includes:

- Common factors that cause collisions
- Smith System's Five Keys to Space Cushion Driving
- The 5 Keys plan to avoid backing collisions
- Use of important traffic information to gain an advantage
- Isolate and insulate the vehicle in traffic
- Forecast the probable activities of other drivers
- Reduce fuel consumption
- Reduce vehicle maintenance costs

Prestigious Safety Recognition

The NSC selected FirstGroup as the recipient of the 2009 Green Cross for Safety Medal. To this day, FirstGroup is the only ground transportation company to receive this important award recognizing companies committed to improving safety and health in the workplace and the community.



Transportation Safety Institute

We use the Transportation Safety Institute's (TSI) professional modules for our TSI instructor-training program, and for our training on customer service with regard to passenger assistance and ADA issues. All TSI-certified instructors are registered with the DOT.

National Transit Institute

Our passenger, facility, and vehicle security programs are based on industry-leading security standards, including:

- Public Transportation System Security and Emergency Preparedness Planning Guide (published by the US Department of Transportation)
- Transit Security Handbook
- Transit Security Procedures Guide
- National Transit Institute's pocket handouts
- Employee Guide to Workplace Violence – Prevention, Response, and Recovery
- Employee Guide to System Security – Observe and Report

NTI's Multimodal Transportation Planning courses support the following standards:

- Transportation Equity Act for the 21st Century
- Intermodal Surface Transportation Efficiency Act of 1991
- Clean Air Act Amendments of 1990
- SAFETEA-LU, and their regulations and support of the good practice of multimodal transportation planning

CORE 3 – SUBSTANCE ABUSE TESTING AND EDUCATION

First Transit, the Federal Transit Administration (FTA), and the US Congress have determined that alcohol abuse and illegal drug use pose specific dangers to the safety and welfare of the nation. Furthermore, the FTA has specifically stated that the use of alcohol and illegal drugs significantly affects the performance of individuals involved in the mass transportation industry. Because of the risks to employees, passengers, and the community at large, it is our policy – and that of the FTA – that safety-sensitive employees be free from the influence of drugs and alcohol.



CORE 4 – SAFETY MAINTENANCE

All maintenance personnel are trained in shop safety, OSHA standards, vehicle maintenance, driving techniques, and safe driving. Employees are continually evaluated and tested throughout the training program. Those who do not demonstrate the required level of proficiency are provided additional training or are removed from training.

We audit our training procedures to verify that all policies are enforced to prevent incidents, collisions and injuries. Safety audits include government level auditors from FTA, OSHA, DOT, and third-party auditors. We also provide our own internal corporate auditors and local on-site safety auditors. From First Transit's director level and above, each auditor is responsible to do a spot check safety tour at least 12 times a year at any given location.



CORE 5 – SECURITY AWARENESS

We are keenly aware of security threats that exist in our current culture. Our management and staff are trained to closely scrutinize the security of our buildings, facilities, and vehicles at all times, promptly reporting of any inconsistencies or identifiable threats.

Protecting our facilities takes more than fences, security cameras, and proper lighting. Our approach to protecting our facilities includes an overall sense of awareness on the part of our employees. Our staff is responsible for securing all facilities and maintaining a heightened sense of awareness at all times.

All visitors, vendors, and suppliers who enter our facilities should be carefully scrutinized. Although we want to maintain a reasonable level of trust in those who do business with us, our employees recognize that any person who enters a facility on a temporary basis has the potential to be a security risk.

CORE 6 – ACCIDENT AND SAFETY DATA ACQUISITION

Our regard for the safety of our passengers and staff is paramount. Any injury, collision, or incident involving a First Transit driver will be investigated to determine cause and responsibility. Investigations are performed in any situation when a vehicle is damaged, a vehicle leaves the traveled roadway, or a passenger or driver is injured.

If a driver is involved in a preventable injury or collision, he or she is placed on administrative leave pending the outcome of the investigation. All investigations are conducted by unbiased management personnel. At the conclusion of the investigation, appropriate action is taken, which may include a written warning, retraining, a

Transit Authority of River City (TARC) – Louisville KY

Safety Wins with Campaigns

CHALLENGE: When First Transit took over the TARC contract from a competitor, the safety statistics were surprising, to say the least. With 80% incumbent drivers, First Transit took on the challenge of improving safety as quickly as possible.

OUTCOME: Through focused retraining and numerous safety campaigns, the TARC location saw a 60% reduction in accidents and incidents over a five-month period from the previous year.

Our TARC location received First Transit's company-wide Safety Award for their dedication and incredible improvement in such a short time.

CASE STUDY





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suspension, or termination. If a settlement is necessary, we coordinate the efforts of insurance companies, maintenance personnel, and our management to ensure that we reach a prompt, equitable agreement that protects the interest of First Transit and our clients.

Recruiting, Retention and Hiring

At First Transit, we look at our company as more than just a provider of transit services. We're a community resource. Our passengers rely on us to safely transport them to school, work, and to the many other destinations that are part of their daily lives. Our employees are key to provided safe, reliable services. We will continue to ensure that we retain our valuable employees and recruit and hire high quality personnel when needed.

As the incumbent contractor, First Transit already has a trained and talented workforce in place. Upon contract award, First Transit's management team will ensure our staff are made aware of any changes to current contract terms. Our management team will also perform a review of driver files to ensure training and licensure is up to date.

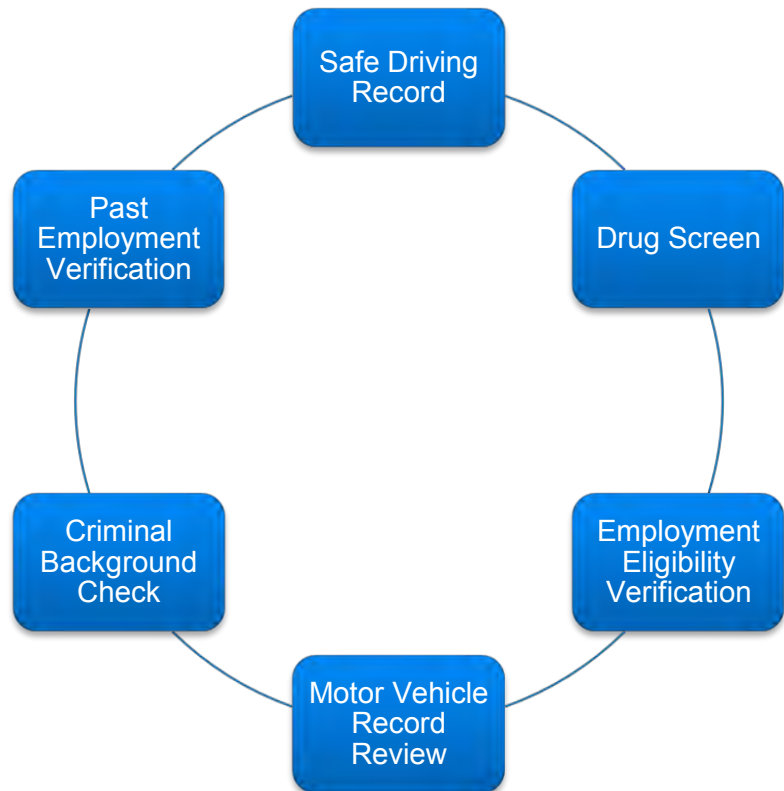
The stability of the workforce and minimization of turnover are key to First Transit's successful contract operation for the County. Our retention efforts include sustaining a positive work environment through approachable management staff, the potential for promotion from within and employee appreciation events.



In addition to maintaining current First Transit / ECAT employees, we also work with many national transit organizations to identify best practices and effective ways to recruit drivers and technicians. We'll work with local and state employment agencies, workforce development agencies, multi-cultural organizations, Veteran Affairs and military outplacement programs to find dedicated, hard-working people who want to be valued members of the First Transit team.

Working for First Transit requires a sense of commitment, attention, and diligence that is not found in other companies. **That's because we're in the business of transporting people – individuals and families that trust us to provide a consistently safe experience every time they take a seat on one of our vehicles.** We insist that our employees be committed to safety, reliability and customer service. To ensure this happens, we require a safe driving record, past employment verification, a criminal background check, motor vehicle record review, employment eligibility verification, and a drug screen.

Our recruitment efforts to find high quality employees includes:





- The use of eArcu, a new online recruiting tool to generate interest in applying for work at First Transit and successfully track candidates throughout the hiring process
- Ongoing assistance and support from Regional Field Recruiters and a centralized Talent Acquisition team to ensure the candidate experience is positive, effective, and efficient
- Strategic search methods are used to “source” qualified candidates from multiple resume databases
- Create & enhance partnerships with tech/vocational schools and other local community schools to improve our branding through networking, campus visits, and career events
- Continuous efforts in analyzing wage surveys and local market trends to ensure we are offering competitive opportunities to qualified candidates
- Yard signs and sandwich boards strategically located throughout the community
- Distribution of flyers during neighborhood events, such as parades, flea markets, farmer’s markets, and sporting events, as well as at local businesses, churches, libraries, police and fire stations and community centers
- Niche-specific online job boards
- Our own intranet (First Bulletin)
- Local publications including, but not limited to, the classifieds in the local paper, free-to-the-public papers, and community newspapers and bulletins
- Postcards or letters mailed to local households

RECRUIT MILITARY®

CONNECTING VETERANS TO CAREERS

First Transit has partnered with RecruitMilitary to support the employment of current active military and veterans. RecruitMilitary is a full-service military-to civilian recruitment firm that connects job seekers who have military backgrounds with employers. Their hiring services are free to men and women of all ranks/rates and all branches of the service who are transitioning from active duty to civilian life, veterans who already have civilian work experience, members of the National Guard and Reserves, and military spouses and other family members.

Through this partnership, First Transit attends multiple job hiring events, and has access to a database of over 700,000 current active military and veterans to provide new employment opportunities to this skilled workforce. Additionally, our field managers and recruitment teams have completed hours of training to expand our employment marketing, improve recruitment of military applicants, and retain some of America’s experienced veterans.

- Radio advertisements and promotions
- Local networks and cable television advertisements
- On-site, local and regional job fairs
- Billboards

Training Excellence with First Transit

First Transit's industry-leading training program is one of the primary cornerstones of our success in the transportation industry. The training we provide for our drivers ensures safe, customer-focused service day-in and day-out across our 320 locations. With comprehensive, up-to-date content and certified, experienced trainers teaching all training, First Transit provides a program that is unmatched by any of our competitors. We recognize that the training we provide has a profound impact on every aspect of service delivery – including safety, customer service, overall quality and efficiency and will continue to work diligently to see that our drivers and employees receive the tools to succeed.

Proven Results

“As a direct result of the quality training invested into each member of their (First Transit's) staff, we have seen excellent safety records in the past year.”

- *Robin Chiarelli, Client,
SunTrolley, Fort
Lauderdale, FL*



As a testament to our success, our new locations often see significant improvements in their safety records after First Transit institutes our comprehensive training program.

The Right Content

First Transit ensures we have up-to-date material and content in place through the following measures:

- First Transit is the only private contractor to use official US Department of Transportation (USDOT) training manuals for core training of its drivers.
- Throughout our training modules, we provide an emphasis on safety and customer-service
- Evaluation and constant revision to our curriculum takes place through the collaboration of experts on our local, region and corporate teams
- We ensure that new technology is incorporated into our training program, allowing our employees to get the most out of the tools available

The Best Preparation

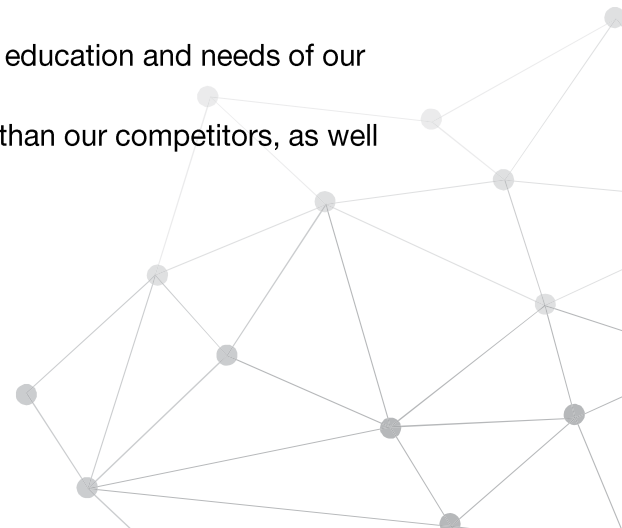
"Of all of my driving jobs, First Transit's training program is the most extensive. It really prepares you to get out on the road."

- *First Transit Driver,
NJTransit, New Jersey*

The Right Delivery

Our comprehensive training program is delivered by experienced, trained and certified professionals in a manner proven to achieve results. The following highlights of our training delivery ensure that our programs are effective:

- First Transit's Transportation Safety Institute-certified instructors are capable, experienced, registered with the Department of Transportation (DOT) and certified by the highly reputable Smith System Driver Improvement Institute
- We are the only transportation provider providing truly one-on-one behind the wheel training, making sure each driver receives the customized feedback and support to be truly ready to get behind the wheel
- Our Training Programs are customized to the skills, education and needs of our trainees
- First Transit provides more standard training hours than our competitors, as well as more refresher and follow-up training



- We evaluate an employee's learning and retention through written quizzes, driving tests, and customer service skills evaluations, all of which must be passed to qualify to operate a vehicle

Driver Training Program

All new drivers receive a **minimum of 80 hours of training** including training in all First Transit -ECAT routes, vehicle maneuvering, passenger assistance techniques and customer service, regulatory issues, workplace violence, system security, blood borne pathogens, hazardous materials, and ADA requirements. Under the FTA MAP 21 guidelines, we have added a course in Distracted Driving and Fatigue Awareness for drivers.

Driver Training Program	Hours
Classroom Training	20.00
Behind the Wheel	24.00
Cadet-in-Revenue	10.00
Route Familiarity Training as Required by County	26.00
Total	80.00

The curriculum for our training program features:

- First Transit / TSI Classroom Training Manual
- First Transit specific DVDs
- Participant Guides
- Minimum Standards
- Skills Assessments
- First Transit Injury Prevention
- Facilitator Guides
- Behind the Wheel Manual
- Written Tests
- Proficiency Workbook

Not only are our on-site trainers and managers overseeing the training and progress, but our regional management staff also accesses this information for quality control and oversight purposes. Our instructors have access to our Safety Resource Center that includes all policies and procedures for employee training and management.

CLASSROOM TRAINING

The following minimum classroom instruction is provided:



Classroom Training	DVD / Video	Hours
First Transit - Introduction, Company Policy and Procedures	Welcome to FT	1.00
Bus Operations		0.50
TSI - First Transit Defensive Driving / Smith System Curbing Transit Employee Distracted Driving	Smith System Certified Trainer Critical Point Out of Harm's Way	5.00
NTI - Security Awareness	Warning Signs video & Tri-fold Pamphlet	1.00
The Operator Drug and Alcohol Awareness Program TSI - Fatigue Sleep Apnea Awareness Injury Prevention and Risk Assessment Back Safety FT - Basics of Safety Safe Work Methods	Basics of Safety Safe Work Methods DVD	4.00
Customer Service Mobility Device Securement	DVD - A.C.C.E.S.S. Matters QRT Safe and Secure Ten Commandments	5.00
TSI - Emergency Procedures	TSI - Emergency Procedures	1.00
FT - Map Reading / Use / Scheduling		1.00
FT - Communication Use & Operation		0.50
Hazard Communication	Global Harmonization Blood Borne	1.00
Total Hours of Classroom		20.00

BEHIND-THE-WHEEL TRAINING

In-class instruction is only part of our comprehensive training program. To familiarize new drivers with actual on-road situations and hazards, all drivers complete First Transit Behind-the-Wheel Training. This involves closed-course instruction, controlled course instruction, and road work training.

- **Closed course instruction** trains drivers in complete vehicle maneuverability in a secure area. This training uses simulated obstacles and road situations that replicate the ECAT service area.
- **Controlled course work** allows the driver to become more familiar with handling the vehicle in a controlled area. The course is designed specific to the service area, on two lane roads with minimal obstacles, and is less than 35 mph. Drivers learn the challenges of routes and service area characteristics, and develop skills to anticipate and manage actual driving situations.
- **Advanced road-work** training is conducted on a one-on-one basis with qualified trainers. No passengers are on-board during road-work training, while the new operator becomes familiar with service area routes. Drivers are credited **ONLY** for the time they are actually operating the vehicle during road-work instruction.
- **Route Familiarization Training**, as required by Escambia County, ensures that drivers are familiar with all ECAT routes

Behind-the-Wheel training courses include the following modules:

Behind-the-Wheel (BTW)	Hours
Closed Course (Group Work)	
Vehicle Orientation – Pre-Trip Inspection; Seat Adjustment; Mirror Adjustment; Braking, Accelerating and Transmission; Wheelchair Securement	10.00
Reference Points – Lane Position; Right Side / Left Side; Backing Point; Forward Stop; Pivot Points; Turning Points	
Vehicle Control – Straight in Lane; Left Turn; Right Turn; Lane Changing - Moving Right or Left	
Controlled Course	
Smith System; Intersections; Service Stops; Backing	4.00
Advanced Road Work	
Smith System Commentary Driving; Roadways; Expressway / Highway Driving; Intersections; Service Stops	9.00
Final Evaluation	1.00
Cadet Training	10.00
County-Required Route Familiarization Training	26.00



Behind-the-Wheel (BTW)	Hours
Total Behind-the-Wheel Training	60.00

DRIVER EVALUATION

The safety of our passengers is our number one priority — one that simply cannot be compromised. After completing behind-the-wheel training, drivers demonstrate that they have mastered required skills by successfully completing a thorough final evaluation before progressing to cadet training. We do not allow a new hire to operate a vehicle with revenue passengers until this phase of training is completed satisfactorily.

Each driver must pass the Final Evaluation in order to receive certification as a First Transit driver – a mandate over and above established State and USDOT requirements.

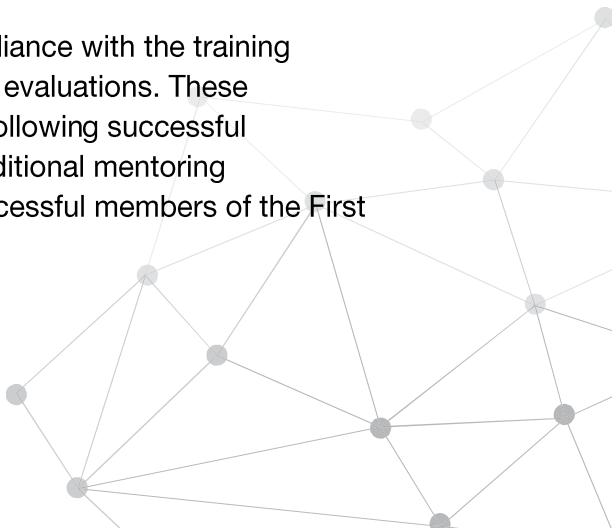
CADET-IN-REVENUE SERVICE TRAINING

The final step in new-driver training – and the transition from instruction to real-world experience – is our Cadet-in-Revenue Service Training. Each new driver, or cadet, is coupled with a certified cadet trainer, who is typically a mentor or senior operator. This one-on-one evaluation includes in-service training hours on actual transit routes.

Cadets demonstrate their ability to drive safely, provide excellent customer service, and assist persons with disabilities and mobility devices. Cadet trainers conduct a final evaluation after the Cadet-in-Revenue modules are completed. Only cadets who successfully pass this final stage of training are qualified to be assigned manifests or routes.

POST-TRAINING EVALUATIONS

To monitor driver performance and ensure continued compliance with the training principles, all new operators undergo three (3) post-training evaluations. These evaluations are completed 30 days, 60 days, and 90 days following successful completion of the training program. Evaluations provide additional mentoring opportunities for new drivers and additional support as successful members of the First



Transit team. Operators who need additional training will be referred to and assessed by the Safety Department.

Technician Training

First Transit places significant emphasis on ensuring all maintenance personnel participate in our industry leading training program. First Transit requires each technician to participate in at least 40 hours of skills enhancement training each year. The training program is customized to the individual, based upon their current skill set, as well as the Escambia County fleet specifications and contractual obligations. Enhancing the abilities of technicians is the foundation on which First Transit's approach to maintenance is built; and reflects the dedication to improved fleet reliability. A highly trained technician performs higher quality repairs in a more efficient manner, resulting in a better maintained fleet with less down time.

First Transit reinforces the dedication to training with full participation in the Automotive Service Excellence (ASE) Certification program. These Certifications are widely recognized as a vital part of a technician's development; reflective of a dedication to quality. Therefore, not only are maintenance personnel offered access to training and testing for these certifications at no cost, but ASE Premium Pay is awarded for each successful ASE Certification.

VIRTUAL TRAINING FOR TECHNICIANS



First Transit has partnered with **Cengage Learning/Delmar** – a leading provider of innovative teaching and learning solutions worldwide – to create an interactive learning experience for our technicians. This program offers completely customized training for all technicians through a three-step process: **Assessment**, **Training**, and **Certification**.

Assessment

Training begins with a comprehensive online skills assessment that allows technicians and managers to objectively baseline knowledge in specific areas. Each assessment measures an individual's competency to a detailed level of theory, application, and diagnostic ability in a number of technical areas. First Transit has found this to be an integral step towards improving a technician's specific skill set and achieving personal training goals.



Training

After the initial assessment, technicians are assigned to training modules based on their identified needs. Each self-paced module contains critical content that is reinforced through interactive graphics and animations. The training is available at any time, so technicians can work through the materials at their convenience.

Each course contains an average of 8.5 hours of training materials and can be completed in either English or Spanish.

Certification

Each section within the module is completed with final review questions; and each module is concluded with an end of course review and exam. Each exam is designed to confirm comprehension of the required materials. These tests are in a very easy-to-use format that combines helpful remediation while addressing the unique needs of the technician by clearly



demonstrating text-based theory for enhanced learning and retention. Also available are a variety of study options that include practice questions, sample ASE-style tests, and a timed test duplicating the actual ASE Exam.

MANAGER TOOLS – VIRTUAL TRAINING SYSTEM

Managers may log into the system at any time to access numerous reports that identify technician activity within the training program. Managers can produce a Course Usage Report to track of hours dedicated to the training curriculum. Managers utilize this information to encourage technicians to continue progressing through their customized training program. Managers can also run a Class Detail Report, which shows the number of times each technician has taken a practice test, their score, and the overall score of the training class.



OTHER MAINTENANCE TRAINING

On-Staff Trainers

First Transit employs six full-time travelling maintenance trainers who are highly experienced in all aspects of vehicle maintenance. These persons will visit the maintenance personnel to facilitate additional training for the team.

Vendor Training

First Transit has developed solid relationships with many OEM and component manufacturers to give training classes on their products.

Our Maintenance Manager, Safety and Training Manager, along with the Region Director of Maintenance, will monitor the progress of the staff and provide training supplements in the form of additional training materials or face-to-face training as needed.

Management Training

STAFF CROSS TRAINING

The successful management of transit operations requires flexibility. Depending on external and internal influences, our General Manager must have the ability to adjust staff positions to adapt to day-to-day circumstances. That is why all lead/ supervisory staff is cross-trained to meet the needs of each department in the event of sickness, vacations, peak times, and unforeseen circumstances.

FIRST TRANSIT UNIVERSITY

From senior executive to new employee, everyone at First Transit is considered to be a tremendous asset to our overall success. To lead this group of valued employees, we continually build and nurture a high-performing management team that is dedicated, focused, and well-trained in providing the guidance needed to properly serve our clients and communities.

First Transit University (FTU) creates a company culture of continued learning where employees expand their individual capacity to deliver results,





where innovative thinking is encouraged, and where the collective experiences of our staff are harnessed and shared across the group. To deliver on this mission, FTU conducts the following management training modules for continuous development and improvement of our leadership teams.

- **Frontline Manager Training** – Designed for new and prospective Contract Managers, this program offers training in all functional areas of the position, such as accounting, finance, human resources, safety, and maintenance. There is also an emphasis on team building and team roles and responsibilities regarding safety, customer satisfaction, public perception, and overall quality assurance
- **Managers' Meeting** – We bring our region General Managers, select Assistant General Managers, and Region Vice Presidents together for a conference that includes operational, technical and leadership training. Sessions generally focus on issues facing the transit community, including safety, passenger relations, customer satisfaction, labor relations, environmental compliance, preventive maintenance, ADA compliance, and other federal regulations
- **Technical Training** – Our managers are encouraged to take advantage of technical training opportunities. For maintenance employees, this includes on- and off-site training offered through vendors and vehicle parts manufacturers such as wheelchair lifts, air conditioning systems, engines, and brake systems

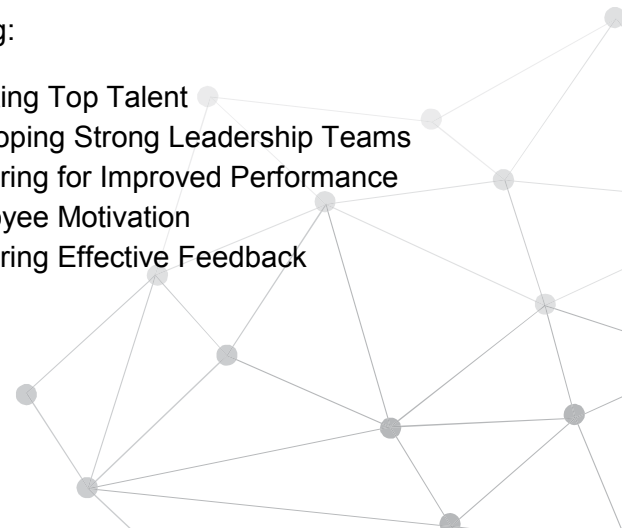
ELEARNING COURSES

First Transit continues to make the best use of technology to support our managers by giving them the most recent training tools at their disposal. Most recently, FTU has added electronic learning resources, enhancing leadership development opportunities for First Transit's most valued resource – our employees.

First Transit Managers and Supervisors have access to our leadership development curriculum via eLearning. The eLearning courses include subject matter on coaching, discipline, providing feedback, motivating employees, delegation, diversity in the workplace, and building a productive team.

Monthly links to leadership courses will include the following:

- Business Ethics
- Leadership
- Valuing Diversity in the Workplace
- Conducting Performance Reviews
- Communicating Persuasively
- Selecting Top Talent
- Developing Strong Leadership Teams
- Mentoring for Improved Performance
- Employee Motivation
- Delivering Effective Feedback



- Delegation
- Job Candidate Interviewing
- Change Management

Upon completion of these courses, each First Transit Manager and Supervisor will finish almost 20 hours of leadership training.

In addition, FTU is developing additional coursework through an electronic Learning Management System (LMS), specialized to the most innovative and cutting edge practices in the transit industry. Customized training allows First Transit to capitalize on the expertise of our most stellar managers across the nation by allowing the development of transit-specific curriculum. This keeps First Transit's values of safety and customer service on the forefront of all learning.

First Transit Managers and Supervisors will have access to education at their own pace, and allow repetition of courses as needed to brush up on skills. The FTU Learning Management System became accessible to all Managers and Supervisors in mid-August of 2013. It will be continuously improved through ongoing curriculum development.

Because business changes and evolves, management solutions must keep pace through continual improvements and modifications. FTU is committed to improving the effectiveness of our management team with future programs such as executive training and development sessions, monthly training webinars, self-lead training programs, tuition reimbursement benefits, and mentor programs.

Maintenance Excellence

First Transit is proud of our maintenance program for Escambia County. Our dedication to preserving the County's investment in the fleet is evidenced in our commitment to preventative maintenance. First Transit completes 100% of our preventative maintenance on time at the Escambia County shop. Our maintenance shop in Escambia is ASE Blue Seal Certified, a testament to the quality of maintenance we provide and the investment we make in properly training our technicians.

Our guidelines for successful maintenance are as follows:

- We make **every repair in accordance with original equipment manufacturer (OEM) standards**. This is the most cost-effective and efficient approach to assuring proper vehicle operation.



- **Preventive maintenance is a priority.** This continuous process improves the manner in which we can diagnose and address issues before they become more costly and detrimental to our level of service.
- **The use of well-trained and skilled technicians** leads to accurate problem diagnosis, reduced repair costs, and increased vehicle availability.
- **Complete and accurate maintenance records** allow us to make rational, logical decisions regarding our fleet vehicles and equipment.
- We **empower each employee with quality control responsibilities.** This improves employee morale and productivity, increases their quality of work, reduces the occurrence of repeat repairs, and maximizes fleet vehicles and equipment availability.
- **Clearly stated performance standards** establish shared quality expectations and serve as a guide for management oversight.
- **Tracking inventory by individual part and repair** improves inventory management and historically based stock levels.

Together, **FirstGroup America is responsible for the safe operating condition and asset lives of over 110,000 vehicles and equipment**, making our industry-leading company an exceptional partner for the maintenance of the Escambia County fleet.

Nationwide, First Transit manages and operates 11,200 vehicles, with direct maintenance performed on 8,700 vehicles. Our First Vehicle Services division directly maintains over 38,000 pieces of equipment ranging from buses, emergency response vehicles (fire apparatus, police cars, ambulances, etc.) and sedans to sanitation trucks, construction equipment, specialized equipment, and small equipment. Our First Student and Greyhound divisions directly maintain another 53,000 buses ranging from over the road coaches to small buses and small vans.

Paperless Shop

First Transit's Maintenance Department for Escambia County will become a "Paperless Shop". Our mechanics will utilize tablet computers to improve communication and provide a comprehensive overview of vehicle



repair history. This reduces costs and improves the effectiveness of the program, ensuring all elements of the maintenance program are in constant communication. Tablet usage facilitates accurate documentation and saves time. In addition, the paperless shop initiatives are in line with First Transit and Escambia County's environmental sustainability efforts.

Tablets will allow the technicians to document preventive maintenance inspections, record various maintenance functions and work orders from anywhere in the shop. Technicians will be able to check vehicle history, repeat repairs, roadcall reports and open defects on the tablets. All vehicle wiring schematics, service manuals and service bulletins will be available instantly to the technicians on the tablets. Each technician will have their work assignments set on the devices.

The tablets will allow the technicians to be more productive and efficient. If technicians are working more efficiently, they will be able to spend more time on the actual maintenance of the fleet, and not spent so much time on paperwork. They will also have the capability to work smarter - having work history, wiring schematics and repair manuals at their fingertips at all times. **First Transit has successfully implemented tablet utilization at more than 40 location shops** including our Maintenance Departments in San Diego, CA, Pasadena, CA and Tempe, AZ.

Preventive Maintenance Program

The backbone of First Transit's commitment to exceptional maintenance is our strong Preventive Maintenance (PM) Program.



Our comprehensive PM program will protect your capital investment in the fleet, keep the fleet operational and available, and provide a high level of reliability and safety for your ridership.

Good maintenance management decisions are based on accurate and reliable information. To ensure accurate and reliable data, we use a computer-based equipment management system that is designed to enhance equipment management capability. Firstbase is a system focused on properly structured information to improve the quality and productivity of equipment services.



The following design characteristics of Firstbase make it especially responsive to the needs of both First Transit and Escambia County. It is a fully integrated system that will simultaneously track and monitor the following:

- Preventive maintenance
- Parts inventory
- Vendors for outside repair
- Overhead costs
- Data validation checks at data input
- Repairs
- Technician productivity
- Fuel and oil consumption and efficiency
- Personnel and time sheet records
- Status reporting



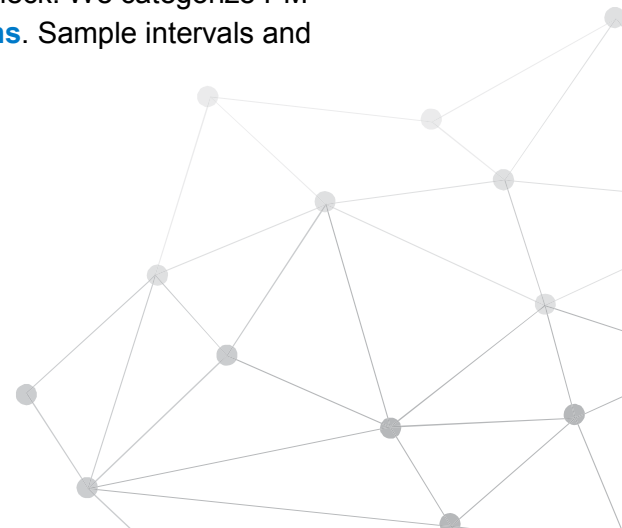
Firstbase provides well-structured management information to facilitate decision-making, to support decisions with proper data, and to demonstrate positive results.

Preventive Maintenance Inspection

Every First Transit vehicle undergoes thorough PM inspections to remain in top condition. Systems are inspected for wear and tear and any necessary adjustments are made in accordance with OEM specifications.

Our computer systems log vehicle miles, which is the basis for all PM inspections. The frequency of these inspections can be customized to meet Escambia County's requirements. Our Quality Control program monitors each vehicle's service goals using **Statistical Process Controls**, monitoring the statistics of our preventive maintenance program to achieve continuous improvement and maintenance excellence.

The level and complexity of each PM inspection depends on the type of equipment and the number of miles operated since the last maintenance check. We categorize PM inspections into three designations: **A, B, and C inspections**. Sample intervals and procedures are reflected in the following table:



PM Inspection

Inspection	Interval	Details
A	6,000 miles	Engine service, including engine oil, filter change, and comprehensive vehicle inspection
B	24,000 miles	A-inspection plus transmission fluid changes and additional checks
C	48,000 miles	A- and B-inspections plus a comprehensive vehicle inspection of all systems, including wheelchair, A/C and a fire risk assessment

First Transit's ECAT maintenance operation currently completes 100% of Preventative Maintenance on time

Our Maintenance Manager oversees the PM inspection process, developing weekly schedules to take vehicles out of service for maintenance. Our Maintenance Manager also ensures that the fleet is adequately staffed and outfitted to provide uninterrupted service to our passengers and clients.

The PM Process

The Maintenance Manager assigns the vehicle to a trained, qualified technician for inspection.

Inspections are documented on an itemized PM inspection form and a repair work order form. This includes the date, life miles, and description of the work performed, list of the repairs made, discrepancy sheet, parts used, mechanic's name, and time spent on repairs.

All work is performed to OEM specifications and in accordance with the Federal Motor Carrier Safety Regulations Handbook.

Upon completion of work, the Maintenance Manager reviews the inspection check sheet and spot checks the vehicle. If any issues are identified, they are corrected before the vehicle is returned to revenue service.



Daily Inspection Program

Every driver's daily routine includes a pre-trip inspection designed to identify safety issues and items in need of immediate attention. This can include air leaks, fluid leaks, burned-out light bulbs, graffiti, and body damage. The driver notes any defects on the Driver Vehicle Inspection Report (DVIR), which immediately alerts maintenance personnel of pressing issues.

The Operations/ Safety Manager will collect all DVIRs during PM pull-ins. Each vehicle is visually inspected and the DVIR is reviewed for any follow-up repairs. If necessary, the driver places the vehicle out of service until proper repairs can be made.

Driver inspections include:

- Radiator coolant level
- Tires (visual check for cuts, worn tread, penetrations or obvious low pressure)
- Brakes (operation of hand brake, foot brake and brake lights)
- Lift/ramp full cycle
- Headlights, sidelights, tail lights and direction indicators
- Horn
- Windshield wipers and washers
- Passenger doors
- Interior lights
- Interior cleanliness and seat condition
- Fire extinguishers
- Passenger communication bells or buzzers
- Directional signals and flashers
- Seat belts
- Air conditioner/heater/defroster
- Steering
- Radio
- Body's exterior, interior and associated equipment and supplies
- Transmission and engine operation
- Wheels and lugs
- Vehicle cleanliness

AIR-CONDITIONING AND HEATING SYSTEMS

Our extensive PM program includes specific climate control system procedures, which meet or exceed manufacturer recommendations.



Every PM inspection includes several checks to the climate control system. Furthermore, the entire system undergoes detailed inspection and cleaning to ensure optimum performance prior to peak air conditioning and heating seasons. Air-conditioning repairs are made in accordance with all applicable regulations, including those outlined in the Clean Air Act of 1990. This includes the use of certified mechanics, an approved Freon recovery system, and the tracking of refrigerant used for each repair.

BRAKE SYSTEMS

Brake system inspections and repairs are made during scheduled PM. Any defects or other safety-related system issues are corrected and tested prior to the vehicle being placed back into service. Our policies require the use of OEM quality parts and repair practices to maintain our brake systems.

TIRES

Only brand tires and retreads are used on our vehicles. The brand names of choice include Michelin, Bridgestone, and Bandag.

Our tire maintenance plan includes:

- Daily pre-trip and post-trip inspections by drivers, documented in the DVIR
- Daily inspection at the fuel island by the utility personnel, documented on the fuel log
- PM inspections, documented on the task list for the inspection
- Tire mounting and dismounting, wheel inspection, and wheel and tire installation on vehicles, as necessary
- In-shop tire and wheel installation, as necessary
- Tire tread depth inspections
- Quality Control review to ensure compliance with our tire maintenance policies

WHEEL CHAIR RAMPS AND LIFTS

For the safety of our passengers, it is critically important to make sure wheel chair ramps and lifts are functioning properly at all times. During PM inspections, technicians lube the lift and perform a comprehensive inspection of the entire system, including the platform, sensors, barrier, securement devices, and controls. Technicians pay particular attention for structural deficiencies and hydraulic leaks. Most importantly, all lifts and ramps are cycled daily before vehicles enter service. Drivers are required to promptly report lift malfunctions, and vehicles are removed from service until proper function is restored.



FLUID REPLACEMENT AND LUBRICATION

All lubrication, oil, and filter change intervals are performed in accordance with OEM and Escambia County specifications. Additionally, we regularly check engine oil, transmission fluid, coolant, and differential fluid levels.

RADIOS AND COMMUNICATIONS SYSTEMS/SURVEILLANCE SYSTEMS

All communications and security systems are checked during pre-trip inspections. Any unit not working is reported immediately and the vehicle is taken out of service.

Defective units under warranty are repaired by a manufacturer-approved shop to adhere to warranty requirements. Items not under warranty are repaired by qualified employees or vendors.

Follow-Up Repairs

After the PM inspection is complete, any necessary follow-up repairs are assigned to specialized technicians. Only after final follow-up repairs are made will vehicles be released into revenue service.

Electronic Preventive Maintenance

The electronic preventive maintenance (EPM) inspection is a series of reports that each location generates every quarter. The EPM provides a basic policy for maintenance managers and gives them a framework to spot trends, cost savings, and efficiencies in their organization. When used correctly, the system will provide benefits, such as:

- Improved customer service
- Development of a proactive environment
- Increased productivity and efficiency
- Decreased frequency of repairs between PM inspections
- Organization of our work effort
- Proper inventory levels
- Reduce road calls

EPM reports are saved by the maintenance manager, and action plans are developed to correct any actionable trends. An audit by the region staff reviews action plans and compares them to previous two EPM action plans to verify that all changes were effective.



Unscheduled Maintenance Repairs and Services

Corrective or unscheduled maintenance is most often a result of:

- Road calls
- Electronic Driver Vehicle Inspection Report (DVIR)
- Accidents

While some unscheduled maintenance will always be needed, we take appropriate steps to minimize the impact on our fleet availability, service levels, and budgets. Thorough training of drivers and mechanics, along with our PM Program, helps us address potential issues early, when repairs are more manageable and have less long-term impact.

ROAD CALL AVOIDANCE

A significant number of road calls can be minimized with proper training and appropriate policies and procedures. Our maintenance department has developed driver tutorials to provide guidance on mechanical issues that can occur on the road. Our dispatchers also use these procedures to assist drivers and to determine if road calls can be avoided.

ROAD CALL PROCEDURES

Our general manager or on-duty dispatchers make appropriate decisions regarding the response to mechanical breakdowns and accidents. Any vehicle that breaks down while carrying passengers is immediately replaced with a new vehicle delivered by a stand-by driver. Passengers WILL NOT be delayed while a technician attempts to correct a problem.

Any vehicle that breaks down while deadheading into service is immediately replaced, and a spare vehicle is sent to cover scheduled stops that may be impacted, which eliminates late arrivals.

Emergency road service is available during all operating shifts. Depending on availability, a technician is sent to repair an inoperable vehicle, or the vehicle is towed back to the garage for service.

In the event of any road call, an incident report is filed with all pertinent vehicle information, condition assessment, actions taken, time and signatures of those involved. The road call report becomes a permanent part of the vehicle history file.



MINIMIZING DOWNTIME

Breakdowns and accidents happen, despite our best efforts to keep the fleet in optimal operating condition. To minimize downtime in these situations, our staff works quickly to identify root causes of breakdowns and make repairs efficiently. By understanding the origin of the problem, our technicians can spend less time diagnosing issues and more time making repairs. For our passengers, this means that downtime is kept to a minimum.

All road calls are entered into our KPI maintenance report. This information is used to identify trends, repeat failures, systematic issues, problematic vehicles, and drivers in need of retraining. KPI maintenance reports and road call reports from all First Transit locations are reviewed on a monthly basis to track similarities and address problem areas as necessary.

Maintenance Reporting Forms, Schedules, and Procedures

To properly manage our maintenance efforts, we have established performance standards that measure our ability to provide safe, dependable, clean, and timely service.



The performance standards data we collect is continually assessed to identify successful operating methods and areas where improvements can be made.

By reviewing our reliability data, maintenance managers can identify trends in defects that can be addressed with preventive maintenance campaigns. This gives us the ability to correct problems before they escalate into larger, more costly repairs, which improves our overall financial performance.

Our maintenance objectives are as follows:

- **Missed trips** – Our ongoing standard is simple – no missed trips. This requires policies and procedures to monitor service delays and, if necessary, replace vehicles so drivers can complete all trips on time.
- **Revenue miles between road calls** – A road call is defined as any disruption of service caused by a mechanical malfunction, which results in the dispatch of a maintenance vehicle to correct, repair or remove the vehicle. Miles between road

calls is maximized by conducting thorough driver inspections and timely preventive maintenance.

- **Major repair work** – Scheduling standards require repairs to be completed no later than seven working days from the time they are identified. In addition, major repair work is to be completed ten working days from the time heavy repair work is scheduled.
- **Preventive maintenance** – All A, B, and C inspections are performed within mileage tolerances.
- **Vehicle Cleaning** – We comply with all vehicle cleaning intervals.

Administrative personnel prepare, enter, and analyze data. They are also responsible for generating final reports. Performance areas that are analyzed and managed include:

- Task scheduling for preventive maintenance
- Fuel management
- Warranty and road call management
- Parts inventory

Customer Service

At First Transit, customer service is in everything we do. It's engrained in the way we interact with passengers, how we respond to their feedback, how we maintain and operate our vehicles, how we handle our day-to-day responsibilities, and how we serve you, our client.

Our corporate culture drives us to provide the best customer service in the fixed route, shuttle, and paratransit industries. To achieve this, we train our staff to identify with customers' needs and expectations. Furthermore, everyone in our company is empowered to do whatever it takes to exceed ridership expectations. Everyone has an opportunity to positively impact a customer. That's the First Transit way.



Meeting expectations is what's expected of us. But we strive to exceed those expectations: Exceptional customer service every day and in every customer interaction.

At the core of our customer service commitment are behavioral standards that come from our comprehensive training programs and our service-oriented culture.



- **Professional Attitude** – Wear specified uniforms that are clean and maintained. Be well groomed and ready to work at designated times and positions. Be calm, energetic, pleasant and polite. Smile, make eye contact, and be committed to excellence.
- **Superior Customer Service** – Go out of your way to meet customer needs, providing personalized service when appropriate. Work as an effective team member with an enthusiastic attitude. Be able to take direction with minimal supervision.
- **Effective Communication** – Speak clearly and in a friendly tone of voice. Ask questions to clarify customers' understanding, and assist any special needs passengers. Seek bilingual assistance when necessary. Be an active listener and demonstrate attentiveness and sincerity.
- **Problem Solving** – Handle and resolve difficult situations promptly. Be discrete, apologize to the customer or driver, and suggest solutions. Remain calm and notify a supervisor when necessary to keep a situation from escalating. Be a proactive problem solver and anticipate potential issues.

And we extend to our riders a set of customer rights that we are committed to delivering every day.

- The customer receives prompt, friendly, courteous service and accurate information.
- The customer receives a smile and thank you.
- The customer is treated with respect, dignity, care and compassion.
- The customer has the right to depart with minimal waiting time.
- The customer will be kept informed during service delays and handled with extra care in these circumstances.
- The customer will receive prompt answers to his or her questions.



Proactive Customer Response Action Plan

The vast majority of our customer comments are received from telephone calls, written communications, personal contact and surveys. The objective of our Customer Response Action Plan is to respond quickly to satisfactorily resolve each complaint based on its merits.

Each complaint received from our customer service staff will be investigated and responded to within two (2) working days. Critical complaints will be investigated and responded to within 24 hours. The opinion of the passenger will be considered carefully when evaluating and resolving problems or disputes.

ACCEPTANCE OF CUSTOMER COMMENTS

Responding to customer comments is a collaborative process. First Transit will work with Escambia County staff to respond to customer comments using the guidelines below:

- First Transit personnel receives customer comments from the client or customer
- The Customer Comment Form is completed, including date, time, employee name, employee description, and a brief summary of the comment
- To the extent possible, the comment will include the exact statements of the customer
- Upon acceptance, the comment is date-stamped and an investigation is initiated

CUSTOMER FEEDBACK

Providing our riders with safe, comfortable, on-time service is the reason we are in business. So when our customers provide input, we make it a point to listen. All input – whether a suggestion, complaint, or commendation – is taken seriously, given proper attention, and is followed up on quickly to help improve the way in which we serve our riders and our communities.

COMPLAINT RESOLUTION

Our goal is to resolve most customer concerns quickly and fairly. Almost all complaints are resolved within 24 hours of the initial call. However, more serious concerns warrant a more in-depth investigation that may require a meeting with the complainant.

When customer complaints are received, we initiate the following procedures to facilitate a fair and thorough resolution:



Complaint Resolution Process

General Manager's Involvement	The General Manager's role in complaint resolution is twofold. First, the GM is responsible for the timely resolution of all complaints and serves as a liaison between our operations and the community. Second, the GM serves as a customer advocate during the process.
Initial Investigation	The Operations Manager reviews pertinent manifest data, then interviews dispatchers, road supervisors, the vehicle operator, maintenance technicians, or other staff, as needed. Information is recorded and the root cause(s) of the complaint is determined.
Complainant Meeting	If necessary or requested, the GM arranges a meeting with the complainant to review all pertinent information. Results of the meeting are documented and a resolution is agreed upon at this time.
Additional Investigation	Based on the complainant meeting or facts that emerge from witness statements, the GM may initiate additional fact-finding efforts to resolve the complaint. Vehicle maintenance records and the driver's personnel file are reviewed and all information is used in developing a resolution.
Exploration of Remedy	If a passenger complaint is the result of a preventable action on the part of an employee, the GM is responsible for the appropriate re-training or disciplinary action. The complainant and ECAT staff are made aware of any remedies put into effect.
Discussion in Weekly Staff Meeting	The GM reviews the proposed resolution with all appropriate First Transit staff to ensure compliance with all service policies and procedures.
Resolution	Resolution occurs when the GM has determined that the cause of the problem is understood, the appropriate employees have taken action to prevent the problem from recurring, and the passenger is satisfied that the complaint is resolved. Escambia County receives documentation regarding the final resolution.
Re-training	If a complaint is determined to be the result of a preventable action on the part of an employee, the appropriate re-training takes place. Concerns involving route operations are addressed and documented by our Road Supervisors. Concerns involving safety are addressed and documented by our Safety Department. Concerns relating to vehicle maintenance are



Complaint Resolution Process	
	addressed and documented by our Maintenance Manager. In every instance, we attempt to make re-training a positive and productive experience for the employee. This creates a learning environment and ultimately increases the level of satisfactory employee performance in the future.
Evaluation	Complaints are reviewed, resolutions are discussed, and possible trends are evaluated at regular staff meetings. This helps us avoid the development of systemic problems in the future, and ensures that successful solutions adhere to First Transit and ECAT policies and procedures.





SECTION 2-6

Experience and Qualifications



SECTION 2-6
EXPERIENCE AND
QUALIFICATIONS

SECTION 2-6

EXPERIENCE AND QUALIFICATIONS

2-6 Experience and Qualifications

Provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Provide a narrative description of the organization of the project team.

Provide a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed;

[a] title,

[b] resume,

[c] location(s) where work will be performed,

[d] itemize the total cost and the number of estimated hours for each individual named above.

Provide reference names and phone numbers for similar projects your firm has completed

Demonstrating the Experience and Qualifications of First Transit's Team for ECAT Services

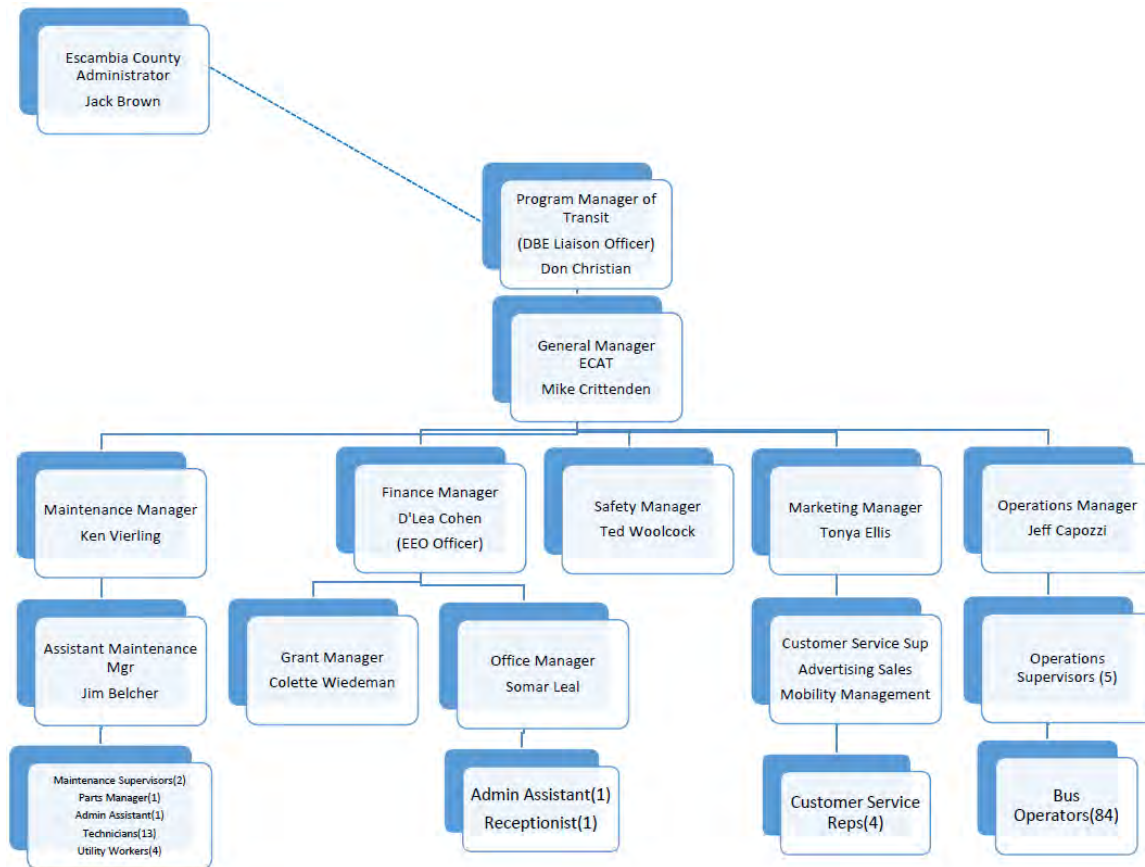
Throughout this section, as required by the RFP, First Transit demonstrates how having experienced, knowledgeable staff in place, supported by the proactive support of region and corporate experts, will lead to continued success for the County's Fixed Route operation:

- **Organization Chart** – First Transit's proven organizational structure, as well as our clearly defined lines of responsibility, will continue to ensure the accountability of our staff
- **Personnel Rooster** – Each key manager has an important role to play in our success
- **Escambia Local Management Team** – Experienced staff lead by General Manager Mike Crittenden will provide motivating leadership for our team
- **East Region Customer Support** – Proactive, consistent support from region and corporate experts to provide additional depth, led by Region Vice President Dave Van Fossen
- **Corporate Support** – Experts in important aspects of fixed route operations, including safety, human resources, maintenance and technology, will continue to support the Escambia operation



- **Location Where Work is Performed** – First Transit's will continue to manage these services from the County-provided location
- **References** – Our references included in Section A. Qualifications/Statement of Qualifications provide examples of First Transit's quality service

Organizational Chart



Personnel Roster – Key Management

Position	Responsibilities
General Manager (1FT)	<p>Complete oversight of operations, maintenance, safety and administrative duties</p> <p>Primary liaison with customer</p> <p>Provide leadership and support for all project personnel</p> <p>Maintain strong safety culture and encourage continuous improvement</p>
Maintenance Manager (1 FT)	<p>Oversee exceptional quality and efficiency of maintenance</p> <p>Schedule and administer fleet maintenance, coordinating vehicle availability with dispatch and operations</p> <p>Assist in troubleshooting equipment issues</p> <p>Ensures proper training of maintenance technicians</p>
Finance Manager (1 FT)	<p>Responsible for all financials matters related to the operation of ECAT</p> <p>Oversee finance management, budgeting, accounting and reporting</p> <p>Oversee the Grants Manager and Office Manager positions</p>

All of the above key managers will be 100% dedicated to the ECAT operation, working a minimum of 40 hours weekly. Please refer to Section 2-5 of this proposal for proposed salary of each management position.

Escambia Local Management Team

The key to any successful operation is an experienced, motivated, and high-performing management team. Our management team brings proven knowledge of the transit industry, experience leading successful organizations, and the energy and passion for



delivering efficient operations. Additionally, a representative from the management team will always be on call to respond to Escambia County concerns or emergencies, ensuring proactive and responsive service 24 hours a day.

Resumes for our key personnel have been included as an **Attachment**.

Mike Crittenden, General Manager



Mike Crittenden Accomplishments Relevant to Escambia County

- ☑ 20 years Transit Management experience
- ☑ Extensive experience in large scale fixed route transit operations
- ☑ Obtained continual increase in OTP for Escambia County Fixed Route Services

First Transit is pleased to propose Mike Crittenden continue as General Manager for ECAT operations. Mike has nearly 20 years management experience in the transit industry as a General Manager and Operations Manager. Mike has effectively lead the ECAT operation for the last three years. His proven experience leading this operation makes Mike the best choice to continue to service as general manager for the ECAT service.

Mike is a results-driven and effective manager, as proven by his accomplishments within Escambia County:

- Worked collaboratively with Escambia County to achieve highest Triennial Review in history of ECAT service
- Successfully implemented additional service, including three new Pensacola Beach Trolleys

Mike will continue to perform all on-site management duties on your behalf, and with complete decision-making authority regarding the operation of transit services. He will be scheduled to work a minimum of 40 hours per week, and will not be assigned partial responsibility for any other transportation operation while serving in the capacity of General Manager.

Ken Vierling, Maintenance Manager



Ken Vierling Accomplishments Relevant to Escambia County

- ☑ Over 20 years experience in fleet maintenance
- ☑ Achieved and maintained 100% PMI rate within Escambia County Operation
- ☑ Shop has ASE Blue Seal Certification and Silver LEAN certification under Ken's leadership

First Transit is pleased to propose Ken Vierling continue as maintenance manager for ECAT operations. Ken has worked in Maintenance Management for over 20 years, the past five of those being within the Escambia County operation. Ken is an exceptional candidate for the for the service, and was instrumental in achieving Blue Seal certification for the Escambia County shop within only months of his start.

Ken will continue to provide general maintenance management oversight for Escambia County. He will be responsible for all ECAT fleet maintenance, repair, and cleaning activities, along with personnel management, safety and security oversight, and suggestions for continuous process improvements.

D'Lea Cohen, Finance Manager



D'Lea Cohen Accomplishments Relevant to Escambia County

- ☑ Over five years of experience in financial management, including payroll and accounting
- ☑ Certified CPA candidate, and member of FICPA (Florida Institute of CPA's)

First Transit is pleased to propose D'Lea Cohen remain as finance manager for ECAT operations. In her tenure within the ECAT operation, D'Lea proved instrumental in



securing additional FDOT Grants for the operation as well as 5307 funds to purchase additional vehicles.

D'Lea will oversee finance management, budgeting, accounting and reporting. She will also continue to oversee the Grants Manager and Office Manager positions.

Commitment of Key Staff

Our key staff are 100% committed to the Escambia County project. Details on their salaries, as well as the wages of all proposed staff, are included as part Section 3. Cost Proposal.

East Regional Customer Support Staff

Tim McCann, Senior Vice President



Tim began his career with First Transit in 1997, holding various positions in operations, business development, and IT before working his way up to the position of Region Vice President. He has Bachelor of Arts degrees in economics and policy studies from Syracuse University, and has completed Transportation Leadership Development Training. Tim works closely with General Managers to ensure the efficiency of personnel, effectiveness of communication, and a high level of morale within the operational area. His region includes numerous University shuttles, airport shuttles, fixed route

systems, and paratransit operations. He brings valuable experience from previous positions as a project manager, and is committed to exceeding your expectations regarding service quality, passenger growth, and responsiveness to stakeholders' needs.



Dave Van Fossen, Region Vice President

Dave has more than 25 years' experience in transit management, including safety and training, maintenance, labor relations and operations. He earned a Bachelor of Science Degree from the University of Alabama in Business Administration and a Master's Degree from Alabama A&M in Community Planning. As Region Vice President, he will make certain all management and staff clearly understand ECAT goals and are compliant with the contract. Dave will also develop the management team and supervise the operation through regular site visits, conference calls, reports, and annual budget reviews. His diverse background and experience give him a unique perspective in assisting the day to day operations on the locations he oversees.



Shannon Borst, Director of Operations



Recently promoted to Director of Operations for our East Region, Shannon Borst has been in transportation management for 12 years. Shannon will provide consistent support for the ECAT operation. Among her many accomplishments as District Manager, Shannon implemented monthly regional safety meetings with all general managers and safety managers to improve safety awareness and internal communication.

Shannon's previous positions range from operations manager, safety manager and general manager. Before becoming district manager of the Chicago-area, she served as general manager of the 32-vehicle, 60-employee Pace paratransit system in McHenry, Illinois. While there, she was responsible for FTA Safety and Security audits, which resulted in a very successful audit with zero findings.



Paul Meredith, Director of Safety

Paul has over 25 years of transportation management experience in the area of regulatory compliance, training and program development. He has also managed compliance operations dealing with state and federal regulations, including OSHA, EPA, and drug and alcohol testing programs. Paul's primary responsibility is the management and coordination of safety compliance for the region. He conducts regular on-site safety audits to check for compliance with state and federal regulations, and with the First Transit Occupational Safety and Health Program. In addition, he coordinates the development of training programs and curriculum for our operating locations.



Wayne Johnson, Director of Maintenance



Wayne has more than 27 years of maintenance experience and more than 18 years of maintenance management experience spanning both school and transit bus operations. His education includes the completion of the U.S. Army Heavy Wheeled Vehicle Repair course and Vehicle Recovery School, and Heavy Duty Diesel Truck Technology at Dakota County Technical College in Minnesota.

Wayne provides oversight of regional maintenance functions, carefully monitoring maintenance standards, repair efficiencies, and maintenance training programs. He has hands-on experience implementing and managing maintenance quality control programs, and performing equipment inspection of transitioning vehicles. Wayne is headquartered in Cincinnati, OH.



Danny Guerdon, Human Resources Manager

Danny has been in the transportation industry since 1991. Danny first joined Vancom Inc., a seven-(7) state, South Holland, IL, based company, as Director of Risk Management for the Corporate Insurance Program. He then transitioned into Human Resources with an emphasis on employee relations, management and employee development.



Mr. Guerdon came to Laidlaw as a result of the Laidlaw acquisition of Vancom Transportation in 1997. Danny subsequently joined First Transit as a result of the Laidlaw acquisition. Mr. Guerdon has a Bachelor of Arts degree from Indiana University and a Masters in Business Administration from Loyola University in Chicago, Illinois.

Mr. Guerdon is currently the Region Human Resources Manager responsible for supporting the company's southern states and his responsibilities include employee training, labor relations, employee relations and staff training and development.

Jennifer Green, Senior Director of Finance



As Senior Director of Finance, Jennifer provides management reporting and analyses of all financial and operating data for our East Region locations. She is responsible for business and financial forecasts for the division and each of its locations. Jennifer also prepares financial and business updates, progress and variance reports, and other ad hoc reports for management evaluation. Jennifer received her Bachelors of Science Degree from Indiana University of Pennsylvania, with double majors in Accounting and Finance. Jennifer also

has a MBA from SUNY Binghamton with a concentration in Finance.



Corporate Support

First Transit provides our local management teams with expert support by both regional and corporate staff. Escambia County's management and regional staff are provided corporate oversight with all operations and maintenance functions by the following support staff.

Staff

First Transit's corporate support team, led by President Bradley Thomas, provides corporate oversight in all areas of our operations, including safety, maintenance, and finance. This layer of additional support for our locations allows our local management teams to focus on the day-to-day tasks of overseeing the ECAT operations while our experienced corporate team provides knowledgeable and experienced support with important background projects, such as tax documents, labor negotiations, and the continual improvement of our operations that our customers come to expect from First Transit.

Our corporate support is comprised of professionals who not only are leaders in their functional areas, but many of whom developed their understanding in transit operations backgrounds. **Together, our corporate support team offers Escambia County over 100 years of transit-industry experience.** Biographies for our corporate support team have been included in the **Attachments** to this proposal.

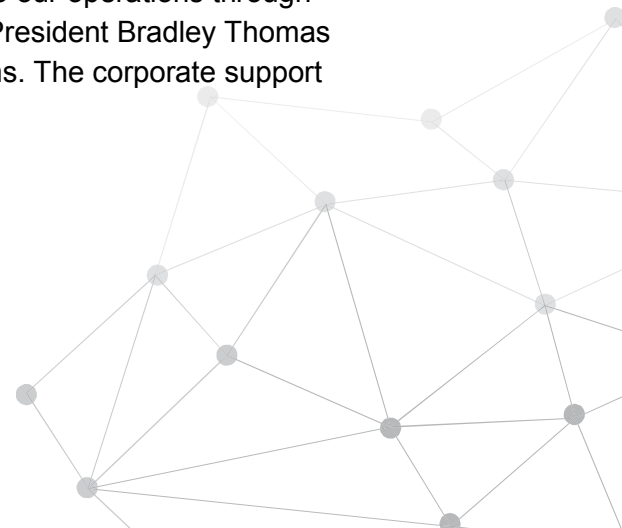
Support Functions

Our corporate support team provides higher-level support to our operations through implementing best practices across their functional areas. President Bradley Thomas oversees the initiatives and directives of the corporate teams. The corporate support team provides the following support:

Accessible Leadership

"When I think of the culture of First Transit, the first word that comes to my mind is 'accessible.' I know that I can always call any staff member, be it the top leader or otherwise, and the individual will exhibit a level of responsiveness unmatched by any other company in this business."

- Robin Chiarelli, Sun Trolley, Fort Lauderdale, FL



Functional Area	Corporate Support for the Local Management Team
Maintenance	Managing our maintenance quality assurance programs Implementing innovative methods to improve efficiency and bring accountability to our clients Provide technical assistance, training, and best-practice information to ECAT maintenance operations Environmental compliance, audits, and monitoring
Safety	Developing, recommending, and implementing safety policies and procedures for the organization Ensuring compliance with safety practices Establishing First Transit's safety targets and setting the plans to achieve them Corporate Communications support in emergency situations
Human Resources	Facilitating human resources strategy Developing workforce planning models and HR metrics Guiding employee relations, diversity and career development Employee benefits
Finance	Performing budget analysis, forecasting and strategic planning Accounts payable/receivable
Labor Relations	Developing, recommending, and directing a positive, pro-active corporate labor policy Representing First Transit all labor relations matters, arbitrations, National Labor Relations Board cases, and collective bargaining
Legal	Ensuring policies and procedures comply with local, state, and federal requirements and guidelines Overseeing contract matters, labor and employment, OSHA compliance, FTA regulatory compliance, risk management and public procurement.
Innovation	Providing guidance on industry best practices to implement at locations

AREAS OF EXPERTISE

First Transit's corporate support extends to leveraging the best practices and talents among all of FirstGroup's divisions, including First Student, Greyhound, First Rail, and First Vehicle Services. Our strategy is to develop and share our global expertise for the



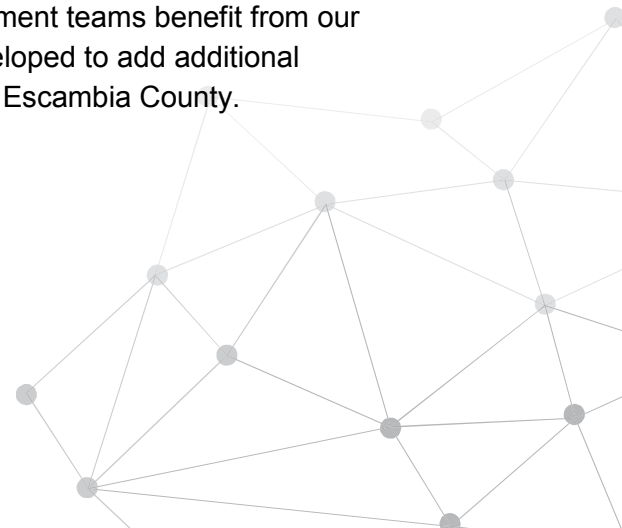
benefit of Escambia County. Our four Areas of Expertise (AoEs) were created to demonstrate this strategy on a large scale:

- **Employee Engagement:** Employee Engagement is a key area of concentration for us and that includes recruitment, training and communication. We work proactively with our managers on employee retention, engaging managers on understanding our employees are our best assets and providing them with the tools and best practices for retaining valuable employees.
- **Community Engagement:** First Transit provides our managers with the tools and training they need to grow and sustain trusting community relationships. We encourage our management teams to be involved in the communities in which we serve.
- **Consumer Engagement:** The Consumer Engagement AoE team focuses on engaging our current clients to ensure we are consistently offering innovation, service improvement ideas, and cost efficiencies.
- **Disciplined Operations:** Through standardization and optimization, Disciplined Operations strives to ensure the delivery of timely service to our customers every day, on every route. Disciplined Operations achieves its objective by evaluating and improving the processes that support service delivery and by providing our local management teams with training, best practice awareness, tools to facilitate root cause analysis of delays, mentoring sessions with region leaders, improvement planning, and centralized reporting capabilities.

Each AoE is led by a team of representatives from across the organization who identify and capture best practices among our FirstGroup locations, developing the means to share and deploy it to our management teams at our locations. These four AoEs are designed to provide our clients with management teams who are engaged with the community, our clients, and our employees to provide overall positive impacts to service throughout the life of the contract.

IT SUPPORT

First Transit offers a robust support system for all technologies and systems implemented on the ECAT services. Our locations management teams benefit from our corporate support as well as the partnerships we have developed to add additional layers of support for maintaining the technology systems at Escambia County.



Proactive Monitoring

First Transit's corporate teams set up internal structures for the systems at our locations. When issues arise, the IT team is immediately alerted and assigned to resolve issues. This level of proactive monitoring allows First Transit's IT team to work with local IT teams to resolve issues before they affect service.

Corporate IT Support

First Transit offers corporate support teams who monitor, support, and troubleshoot issues for each of our operating locations. Our IT Corporate Support teams use the ITIL Process Model for service management, which focuses on aligning IT services with the needs of business. Our IT support offers three layers of incident management:

Level	Support
Level 1: Help Desk	<p>First Transit's help desk provides customer-facing support to troubleshoot common problems (password resets, etc.)</p> <p>The Help Desk will route more technical problems to Level 2 for additional support</p>
Level 2: Application	<p>Subject Matter Experts (SMEs) and suppliers examine more complex issues to develop responses and solutions</p> <p>SMEs and Suppliers may work with Level 3 to craft solutions</p>
Level 3: Development	<p>Our developers work through system bugs and issues to maintain the efficiencies of the systems</p> <p>Developers communicate solutions to Level 2 and Level 1</p>



Location Where Work is Performed

First Transit will continue to operate from the County-owned facility located at 1515 West Fairfield, Pensacola, First Transit will continue to take the best possible care of all County resources provided for these services.



References

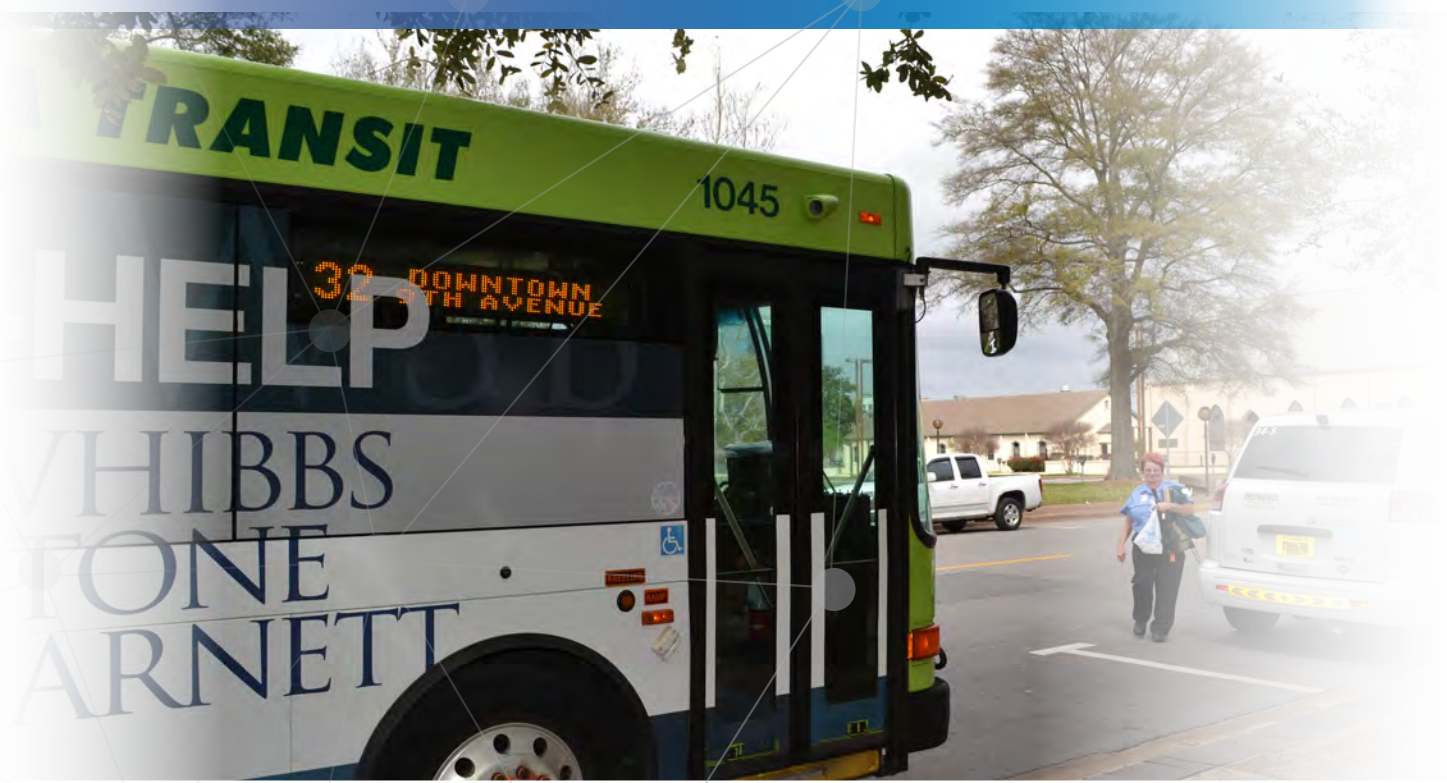
Detailed reference information, including contact details, on five similar projects was included in Section A. Qualifications/Qualification Statement.





SECTION 2-7

Cost Proposal



SECTION 2-7

COST PROPOSAL

2-7 Cost Proposal

Proposer's cost proposals shall include all direct and indirect costs associated with the performance of this contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit and be provided on a cost per trip basis.

First Transit's pricing information was included in Section 3. Cost Proposal



REQUIRED FORMS

REQUIRED FORMS



SIGN AND RETURN THIS FORM WITH YOUR PROPOSALS**

SOLICITATION, OFFER AND AWARD FORM

ESCAMBIA COUNTY FLORIDA

SUBMIT OFFERS TO:

Claudia Simmons

Request for Proposal

Purchasing Manager

Office of Purchasing, 2nd Floor, Room 11.101

213 Palafox Place, Pensacola, FL 32502

Post Office Box 1591, Pensacola, FL 32591-1591

Phone No: (850) 595-4987 Fax No: (850) 595-4807

ECAT MANAGEMENT CONTRACT

SOLICITATION NUMBER: PD 16-17.014

SOLICITATION

MAILING DATE: Wednesday, February 15, 2017

PRE-PROPOSALS CONFERENCE: **MANDATORY** 10:00 am CST, Wednesday, February 22, 2017

OFFERS WILL BE RECEIVED UNTIL: 3:00pm, CDT, Wednesday, March 8, 2017 and may not be withdrawn within 90 days after such date and time.

POSTING OF SOLICITATION TABULATIONS

Solicitation tabulations with recommended awards will be posted for review by interested parties at the County Office of Purchasing and will remain posted for a period of two (2) business days. Failure to file a protest in writing within two (2) business days after posting of the solicitation tabulation shall constitute a waiver of any protest relating to this solicitation. All protests must be filed with the Office of Purchasing. They will be handled according to the Escambia County Purchasing Ordinance.

OFFER (SHALL BE COMPLETED BY OFFEROR)

FEDERAL EMPLOYER IDENTIFICATION NUMBER OR S.S. NUMBER:

23-1716119

TERMS OF PAYMENT:

TBD

DELIVERY DATE WILL BE TBD DAYS AFTER RECEIPT OF PURCHASE ORDER

VENDOR NAME: First Transit, Inc.

REASON FOR NO OFFER:

ADDRESS: 600 Vine Street

CITY, ST. & ZIP: Cincinnati OH 45202

PHONE NO.: (513) 241-2200

TOLL FREE NO.: (866) 244-6383

FAX NO.: (513) 684-8852

BOND ATTACHED \$ N/A X

I certify that this offer is made without prior understanding, agreement, or connection, with any Corporation, firm or person submitting an offer for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the offeror and that the offeror is in compliance with all requirements of the solicitation, including but not limited to certification requirements. In submitting an offer to Escambia County Florida, the offeror agrees that if the offer is accepted, the offeror will convey, sell, assign or transfer to Escambia County Florida all rights title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by Escambia County Florida. At the County's discretion such assignment shall be made and become effective at the time the County tenders final payment to

Bradley A. Thomas, President

NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER

(TYPED OR PRINTED)

**

SIGNATURE OF PERSON AUTHORIZED TO SIGN OFFER
(MANUAL)

****Failure to execute this Form binding the bidder/proposer's offer shall result in this bid/proposal being rejected as non-responsive.**

AWARD

Upon certification of award the contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing. The terms and conditions of this solicitation and the Proposals of the awarded contractor is incorporated by reference herein and made a part of this contract.

CONTRACTOR

Name and Title of Signer (Type or Print)

Name of Contractor

By

Signature of Person Authorized to Sign

Date

ATTEST:

Corporate Secretary

Date

[CORPORATE SEAL]

ATTEST:

Witness

Date

ATTEST:

ESCAMBIA COUNTY FLORIDA

Name and Title of Signer (Type or Print)

By

County Administrator

Date

WITNESS

Date

WITNESS

Date

Awarded Date

Effective Date

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(a),
FLORIDA STATUTES, ON ENTITY CRIMES**

1. This sworn statement is submitted to Escambia County
(print name of the public entity)

by Bradley A. Thomas, President
(print individual's name and title)

for First Transit, Inc.
(print name of entity submitting sworn statement)

whose business address is

600 Vine Street,
Cincinnati OH 45202

and (if applicable) its Federal Employer Identification Number (FEIN) is:
23-1716119

(If the entity has no FEIN, include the Social Security Number of the Individual signing this sworn statement: _____)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposals or contract for goods or services to be provided to any public entity or an agency or political subdivision or any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

c. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into binding contract and which bids or applies to Proposals on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

d. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (**indicate which statement applies.**)

X Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

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

 The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (**attach a copy of the final order**)

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


(signature)

Sworn to an subscribed before me this 10th day of March, 20 17

Personally known X Gayla S. Maxwell

OR produced identification Notary Public - State of Ohio

 My commission expires 3-12-19

(Type of identification)

(Printed typed or stamped commissioned name of notary public)


Drug-Free Workplace Form

The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that
First Transit, 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, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under Proposals copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 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 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 Paragraphs 1 through 5.

Check one:

- X As the person authorized to sign this statement, I certify that this firm complies fully with above requirements.
- As the person authorized to sign this statement, this firm **does not** comply fully with the above requirements.


Bradley A. Thomas, President
Offeror's Signature

March 6, 2017

Date

**Information Sheet
for Transactions and Conveyances
Corporation Identification**

The following information will be provided to the Escambia County Legal Department for incorporation in legal documents. It is, therefore, vital all information is accurate and complete. Please be certain all spelling, capitalization, etc. is exactly as registered with the state or federal government.

Is this a Florida Corporation (Please Circle One) Yes or No

If not a Florida Corporation,

In what state was it created: Deleware
Name as spelled in that State: First Transit, Inc

What kind of corporation is it: "For Profit" or "Not for Profit"

Is it in good standing: Yes or No

Authorized to transact business in Florida: Yes or No

State of Florida Department of State Certificate of Authority Document No.: 828834

Does it use a registered fictitious name: Yes or No

Names of Officers:

President: Bradley A. Thomas Secretary: Michael L. Petrucci
Vice President: James R. Tippen Treasurer: Barbara Telek
Director: Brian Beechem (Asst. Secretary) Director: Christa McAndrew (Asst. Secretary)
Other: Nancy Eliason (Asst. Secretary) Other: _____

Name of Corporation (As used in Florida):

First Transit, Inc
(Spelled exactly as it is registered with the state or federal government)

Corporate Address:

Post Office Box: n/a
City, State Zip: _____
Street Address: 600 Vine Street, Suite 1400
City, State, Zip: Cincinnati, OH 45202

(Please provide post office box and street address for mail and/or express delivery; also for recorded instruments involving land)

(Please continue and complete page 2)

Corporate Identification

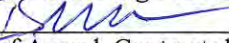
Federal Identification Number: 23-1716119

(For all instruments to be recorded, taxpayer's identification is needed)

Contact person for company: Vasti Amaro E-mail: vasti.amaro@firstgroup.com

Telephone Number: 513-256-2372 Facsimile Number: 513-684-8852

Name of individual who will sign the instrument on behalf of the company:

Bradley A. Thomas 

(Upon Certification of Award, Contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing)

(Spelled exactly as it would appear on the instrument)

Title of the individual named above who will sign on behalf of the company:

President

END

(850) 488-9000

Verified by: Gayla Maxwell

Date: 3-16-17

GAYLA S. MAXWELL
Notary Public, State of Ohio
My Commission Expires 03-12-2019

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY
AND VOLUNTARY EXCLUSION FOR FEDERAL AID CONTRACTS**
(Compliance with 49CFR, Section 29.510)
(Appendix B Certification]

It is certified that neither the below identified firm nor its principals are presently suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Name of Consultant:

By:  Date: March 6, 2017
Authorized Signature

Title: Bradley A. Thomas, President

Instructions for Certification

1. By signing and submitting this certification with the proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted, if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms 'covered transaction', 'debarred', 'suspended', 'ineligible', 'lower tier covered transaction', 'participant', 'person', 'primary covered transaction', 'principal', 'proposal', and 'voluntarily excluded', as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the person to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Appendix B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant are not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.

(a) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions, as defined in 49 CFR §29.110(a), by any Federal department or agency;

(b) has within a three-year period preceding this certification been convicted of or had a civil judgment rendered against him or her for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State or local government transaction or public contract; violation of Federal or State antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;

(c) is presently indicted for or otherwise criminally or civilly charged by a Federal, State or local governmental entity with commission of any of the offenses enumerated in paragraph 9(b) of this certification; and

(d) has within a three-year period preceding this certification had one or more Federal, State or local government public transactions terminated for cause or default.

10. I(We), certify that I(We), shall not knowingly enter into any transaction with any subcontractor, material supplier, or vendor who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract by any Federal Agency unless authorized by the Department.

Where I am unable to declare or certify as to any of the statements contained in the above stated paragraphs numbered (1) through (10), I have provided an explanation in the "Exceptions" portion below or by attached separate sheet.

EXCEPTIONS:

(Any exception listed above will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception noted, indicate to whom it applies, initiating agency and dates of agency action. Providing false information may result in criminal prosecution and/or administrative sanctions.)

I declare under penalty of perjury that the foregoing is true and correct.

CONTRACTOR: (Seal)

BY: Bradley A. Thomas, President
NAME AND TITLE PRINTED

BY: 
SIGNATURE

WITNESS: 
Stella Maxwell

WITNESS: 
Madan Jit

Executed on this 6th day of March, 2017

FAILURE TO FULLY COMPLETE AND EXECUTE THIS DOCUMENT
MAY RESULT IN THE BID BEING DECLARED NONRESPONSIVE

**CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES
ON FEDERAL-AID CONTRACTS
(Compliance with 49CFR, Section 20.100 (b))**

The prospective participant certifies, by signing this certification, that to the best of his or her knowledge and belief:


(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 any federal 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 federal 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 of Lobbying Activities", in accordance with its instructions. (Standard Form-LLL can be obtained from the Florida Department of Transportation's Professional Services Administrator or Procurement Office.)

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 Section 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.

The prospective participant also agrees by submitting his or her proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

Name of Consultant:

By:  Date: March 6, 2017 Authorized Signature

Title: Bradley A. Thomas, President

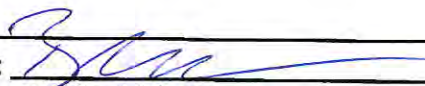
DISCLOSURE OF LOBBYING ACTIVITIES

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.)

1. Type of Federal Action: <input checked="" 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		2. Status of Federal Action: <input checked="" type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award		3. Report Type: <input checked="" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____	
4. Name and Address of Reporting Entity: <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: First Transit, Inc. 600 Vine Street Cincinnati OH 45202 Congressional District, if known: 4c			5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:		
6. Federal Department/Agency: N/A			7. Federal Program Name/Description: N/A (please see note below) CFDA Number, if applicable: _____		
8. Federal Action Number, if known: N/A			9. Award Amount, if known: \$		
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI): N/A			b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):		
11. 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: Bradley A. Thomas Title: President Telephone No.: 513-241-2200 Date: March 6, 2017		
Federal Use Only:				Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)	

*Note: This form is being completed in relation to Solicitation No. 16-17.014 issued by the Escambia County Purchasing Department for the Management of ECAT Services.

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 followup 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.



ATTACHMENTS

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ATTACHMENTS





ATTACHMENT 1



Palm Tran

Administrative Offices

3201 Electronics Way
West Palm Beach, FL 33407-4618
(561) 841-4200
FAX: (561) 841-4291

Palm Tran Connection

50 South Military Trail
Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838
FAX: (561) 514-8365
www.palmtran.org



**Palm Beach County
Board of County
Commissioners**

Shelley Vana, Mayor
Mary Lou Berger, Vice Mayor

Hal R. Valeche
Paulette Burdick
Steven L. Abrams
Melissa McKinlay
Priscilla A. Taylor

County Administrator

Robert Weisman

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

May 4, 2015

To Whom It May Concern:

It is my pleasure to provide a reference for the service we have received from First Transit. As a new partner with First Transit, implementing services in February 2015, I am pleased with the level of service and communication we receive from the local and region team. From transition and startup of the service to inclusion of subcontractors and DBE vendors, First Transit has delivered on their promises and improved service delivery in the short time we have worked with them.

In transitioning from a single provider to a multi-provider system, First Transit's cooperation and communication have been instrumental to the transition of the service from the previous operator. First Transit's additional region management support during transition has ensured quality and efficiency in the areas of safety, maintenance, recruiting and operations. The local First Transit Management team's commitment to customer service and the improvements in dispatch services have reduced customer complaints. First Transit has also proven their partnership with the community through their partnership with local DBE vendors.

I am confident in First Transit's understanding and ability to provide a smooth transition of services and provide a partnership with the community. We have already seen improvements in our paratransit services over the past few months, and we look forward to the future of our relationship with First Transit. Please contact me should you have any questions.

Sincerely,

A handwritten signature in blue ink, reading "Shannon R. LaRocque".

Shannon R. LaRocque, P.E.
Assistant County Administrator

Interim Executive Director, Palm Tran, Inc.



On behalf of



March 26, 2015

To Whom It May Concern:

As a partner with First Transit since July 2014 I am happy to submit this letter in recommendation of their services on behalf of Bay County, Florida. First Transit provides demand response services and a fixed route trolley service for Bay County. This contract includes data and assistance with reports for Transportation Disadvantage Commission, FTA, and FDOT and the local governing TPO Board.

We also have noticed a difference in the maintenance of the vehicles, on time performance, safety, and passenger satisfaction. An open line of communication regarding operations and maintenance has been key in the noticeable positive changes within the systems.

First Transit is a partner I can trust. The local management team provides transparency in their operations and has been responsive to our needs since implementing our contract.

I appreciate the support First Transit has provided to us and to our ridership, and I look forward to our continued partnership with First Transit and the good things to come.

Sincerely,

Angela Bradley,

Transit Systems Administrator



ATTACHMENT 2

State of Florida

Department of State

I certify from the records of this office that FIRST TRANSIT, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on October 13, 1972.

The document number of this corporation is 828834.

I further certify that said corporation has paid all fees due this office through December 31, 2016, that its most recent annual report/uniform business report was filed on April 1, 2016, and that its status is active.

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

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-sixth day of
September, 2016*



Ken Datzner
Secretary of State

Tracking Number: CU9558252879

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

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



ATTACHMENT 3

EXPERIENCE

First Transit

2014 – Present

General Manager

Pensacola, FL

- Manages fixed route, seasonal beach service and university shuttles for the Escambia County Area Transit System consisting of 110 employees and an \$11M annual operating budget.
- Responsible for all grant activities including application, administration, reporting and close-out in accordance with Federal Transit Administration (FTA) and Florida Department of Transportation (FDOT) procedures.
- Perform all federal and state procedures required of Grantees (EEO, DBE, Title VI, NTD, etc.).
- Prepare the monthly forecast along with all analysis and variance explanation. Verify the accuracy of the billing and the collection of the billing.
- Advised the County Administrator and County Commission on transportation issues. Negotiate inter-local agreements with social service and other agencies for the provision of specialized and paratransit services.
- Serve on the Local Emergency Planning Agency responsible for all transportation-related activities during disaster-related emergencies requiring evacuation.

Birmingham Jefferson County Transit Authority

2013 – 2014

Director of Operations

Birmingham, AL

- Provided departmental-level management and leadership for fixed route and paratransit service delivery for the BJCTA.
 - Administered a \$15 million dollar operating budget for a work force consisting of 188 Vehicle Operators, and 22 Operations Supervisors.
 - Developed and manage program policies and procedures to ensure compliance with Federal, state and local operating guidelines.
 - Provided oversight for Safety&Security, Risk Management and Employee Training programs.
-

Demetrus “Mike” Crittenden

General Manager

First Transit

2005 – 2012	Region Director of Operations / General Manager	Jacksonville, FL
	<ul style="list-style-type: none">• Responsible for overseeing day to day operations of assigned locations.• Managed Community Shuttle and Paratransit service delivery for the Jacksonville, Florida Transportation Authority (JTA).• Served as customer liaison for 15 Transit Contracting locations in the Southeastern US.• Reviewed various operational and financial reports to identify problem areas. Developed action plans to remedy problems.• Provided technical assistance and operational advice to location managers	

Destiny Transportation Group

2004 – 2005	Regional Vice President	Albany, GA
	<ul style="list-style-type: none">• Provided for the safe and efficient delivery of specialized and public transportation services in five Southwest Georgia counties.• Responsible for new business initiatives, employee development and community outreach, budgeting and fiscal results.• Developed and implemented current standard operation procedures and organizational structure. Ensure compliance with all federal, state and local reporting requirements.	

Jacksonville Transit Authority

2003 – 2004	Vice President	Jacksonville, FL
	<ul style="list-style-type: none">• Administered a \$23 million dollar operating budget and a work force consisting of 365 Vehicle Operators, 110 Maintenance Personnel, and Supervisory Staff.• Administered collective bargaining agreements and oversaw activities of the dispatching and supervisory workforce.• Completed the Spectator Transportation Plan for the 2005 Super Bowl.• Implemented new operator and maintenance training program.• Oversaw the modernization of the downtown transfer station and associated passenger amenities.	

First Transit

2001 – 2003	General Manager	Albany, GA
-------------	------------------------	------------

Demetrus “Mike” Crittenden

General Manager

- Lead strategic planning efforts for the development of a multi-modal transportation center.
- Prepared an updated safety and security system.
- Designed a mentoring program to provide assistance to disadvantaged business enterprise (DBE) firms, including implementing a partnership with a local DBE firm to provide marketing, training and paratransit service provision.

CUTR – Center for Urban Transportation Research

1996 – 2000

Senior Research Associate

Tampa, FL

- Served as project manager for various public transportation projects totaling almost \$2 million.
- Managed a statewide vehicle procurement program and a statewide maintenance training program.
- Implemented a program to study the impact of maintenance training on Florida’s public transportation providers.
- Moderated sessions on such topics as utilizing capital assistance funds for preventive maintenance programs, vehicle procurement, and innovative training strategies.

EDUCATION

Alabama State University

Montgomery, AL

Bachelor of Science, Criminal Justice

USAF Technical Training Center

Transportation and Logistics Management Certificate

AWARDS

National Training Institute

Innovations in Training Award

Federal Transit Administration

Certificate of Appreciation

EXPERIENCE

First Transit

- 2012 – Present **Maintenance Manager** Pensacola, FL
- Manages maintenance for 80+ bus fleet, as well as various county vehicles, and 25+ employees
 - Implements and supervises vehicle preventive & reactive maintenance
 - Performs quality control inspections, ensuring property compliance with various environmental and code regulations
 - Maintains various vehicle, property and warehouse records
 - Conducts performance reviews and apply discipline as warranted by company policy
 - Leads regular training sessions in both technical and safety related topics
 - Submits daily, weekly, monthly, and yearly reports for various aspects of the maintenance operation

First Student

- 2007 – 2010 **Region Maintenance Manager** Boston, MA
- Oversaw 4 maintenance locations for the City of Boston Public School System
 - Managed an 800+ bus fleet, including 5 locations
 - Managed 80+ employees, in fields of bus and building maintenance

American Medical Response

- 1998 – 2007 **Fleet Maintenance Director** Boston, MA
- Oversaw 40+ offices in 24 states
 - Supervised, hired and managed performance for 75+ staff
 - Oversaw fleet maintenance, fleet purchasing, parts inventory and control
 - Ensured all vehicles in fleet met safety standards and maintenance requirements
 - Supervised office services such as mail, office furniture, HVAC, moves, construction and managed space allocation
-

Steven “Ken” Vierling

Maintenance Manager

AFFILIATIONS

ASE

Master Certified

Emergency Vehicle Technician Certification Commission

Member – Test Validation Committee

CERTIFICATIONS

- DOT National Standard Curriculum Emergency Vehicle Operator Course.
 - AMR World Class Safety Leadership Training.
 - FEMA IS-100 Introduction to the Incident Command System.
 - FEMA IS-200 ICS for Single resources and Initial Action Incidents.
 - FEMA IS-300 Intermediate ICS for Expanding Incidents
 - FEMA IS-G400 Advanced Incident Command System Command and General Staff: Complex Incidents
 - FEMA IS-700 National Incident Management System (NIMS) an Introduction.
 - FEMA Is-800 National Response Plan (NRP) an Introduction.
 - Development Dimensions International (DDI) Training; IM Essentials / Resolving Conflict / Valuing Differences / Leading Change / Coaching for Improvement / Building an Environment of Trust.
 - 2 Mitchell Technical Information Certificates; Electrical Troubleshooting and Chrysler Motors FBC/EFI System Diagnostics.
 - Standard Motor Products Technical Information Certificate - Ford Drivability.
 - 2 Wagner Products Training Certificates; Brake Systems- Maintenance and Upkeep, ABS System Diagnostics and Repair
-

EXPERIENCE

First Transit

2016–Present

Finance Manager

Pensacola, FL

- Oversight and maintenance of Budgets, Forecasting, Payroll, Accounts Payable and Receivable using accounting systems such as JDE and Hyperion
- Lead the monthly close as well as maintenance of all accounting ledgers including monthly review of all account reconciliations and journal entries
- Preparation of financial reports, including Profit and Loss Statement, and accruals
- Compose variance analysis of actual results and forecasts/budgets

2015 – 2016

Accountant

Deerfield Beach, FL

- Manage the finances and payroll for a startup contract in the transportation industry
- Analyze and implement solutions to develop and enhance processes in finance and operations
- Accountable for Budgets, Forecasting, Payroll, Accounts Payable and Receivable using accounting systems such as JDE and Hyperion
- Responsible for the monthly close and review of all account reconciliations and journal entries
- Provide timely explanations of variances between actual results and forecasts/budgets
- Ensured compliance within our location's operations

Environmental Data Resources

2012 – 2014

Payroll / HR Coordinator

Milford, CT

- Managed a \$20 million dollar, Multi-state payroll and benefits operation for the Human Resources Department
 - Coordinate 401K and Payroll audits in accordance with Sarbanes–Oxley
 - Review, prepare and input payroll data into Kronos and Ceridian
 - Ensure payroll calculations, deductions and withholdings are correct
 - Plan administrator and Accounts Payable for benefits
 - Responsible for all state and federal tax and personal information forms
 - Prepare bi-weekly, monthly, quarterly and year-end reports for management, and reconciliation of quarterly tax reports
-

D'Lea Cohen

Finance Manager

Farmington Bank

2010 – 2012

Payroll Administrator

Farmington, CT

- Served as a liaison between the Accounting Department and the Human Resources Department.
- Streamlined the general ledger process in an effort to increase efficiency and transparency.
- Manually recalculate state taxes for employees due to unexpected changes in the CT tax brackets for 2010.
- 3rd party and vender relationship administrator for Ceridian, Aflac , Aetna, United Healthcare, Nationwide, and Bank of America
- Bank reconciliations and assisting in the preparation of monthly closings for payroll accounts
- Inspect automated system and standard reports determining and correcting out of balance conditions
- Perform various journal entries, bill payments, account reconciliations and completing the General Ledger
- Ensure that the Bank is in compliance with the Affirmative Action Plan, by tracking hire status of applicants, and producing reports to 3rd party to confirm adherence

EDUCATION

University of Hartford

West Hartford, CT

Bachelor of Science in Business Administration

AFFILIATIONS

FICPA – Florida Institute of CPA's

Member

Volunteer Income Tax Assistance

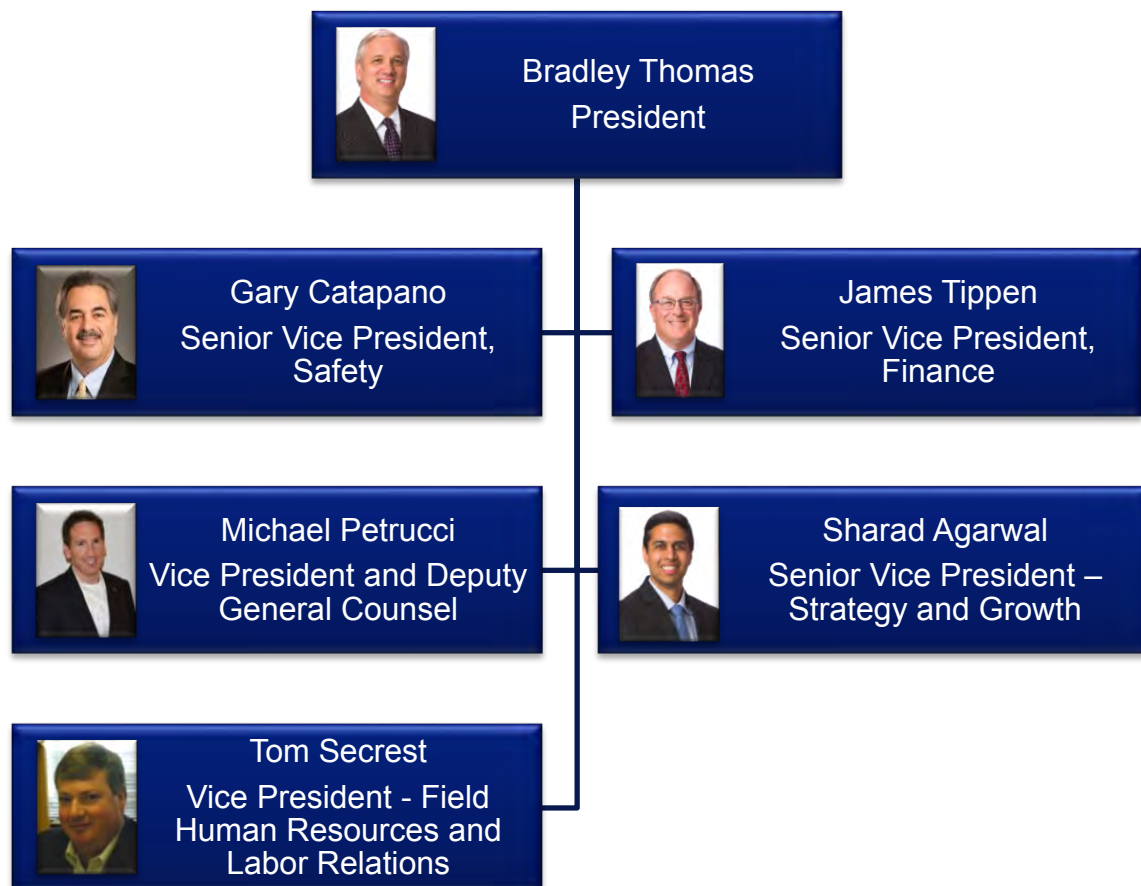
Volunteer (2 tax seasons)



ATTACHMENT 4

Corporate Support Staff

First Transit provides our local management teams with expert support by both regional and corporate staff. Escambia County's management and regional staff are provided corporate oversight with all operations and maintenance functions by the following support staff.



BRADLEY THOMAS, PRESIDENT



As president of FirstGroup America's division First Transit & First Vehicle Services, Brad Thomas is responsible for more than 15,000 employees across North America. His team operates, manages and maintains nearly 12,000 transit vehicles and provides fleet maintenance services for more than 38,000 public and private sector vehicles and pieces of equipment across the continent. Brad joined First Transit as senior vice president of the East Region in 2003 and was named president in 2009. With nearly 20 years of experience in the transit industry, Brad is well versed in fixed-route, paratransit and university transportation systems, and has extensive expertise in fleet maintenance solutions. Brad earned a bachelor's degree in political science at the State University of New York College at Cortland and holds a master's degree in political science—public policy analysis and administration—from Binghamton University (NY). Committed to service, Brad encourages his teammates to actively support their communities and professional associations. His engaging and respected approach has helped transform the business and its relationship with customers across the continent.

JAMES TIPPEN, SENIOR VICE PRESIDENT, FINANCE



James "Jim" Tippen is the SVP of Finance/CFO for First Transit & First Vehicle Services. In this role, Jim oversees all finance activities including budget analysis, forecasting and strategic planning of the company's financial strategy. Jim has over 20 years of experience in finance, accounting and operations. Most recently, he held the position of Vice President, Finance Operations & Administration at xpedx. Jim has a bachelor's degree from Western Michigan University and a master's degree from the University of Southern Illinois.

SHARAD AGARWAL, SENIOR VICE PRESIDENT – STRATEGY AND GROWTH



Mr. Agarwal has 10 years of experience in the transportation industry, and has successfully managed transit services and contact centers. Sharad oversees our call center locations, including all aspects of management, safety, operations, human resources, and service networks and will support the operation.

Our management team will be assisted in safety, human resources and labor relations functions by the following staff:

GARY CATAPANO, SENIOR VICE PRESIDENT, SAFETY



Gary has worked for more than two decades as a transportation safety professional. Prior to his career in transportation, he worked for 15 years as a consulting engineer in the nuclear power industry. Gary serves as a member of the Board of Delegates and formerly chaired the Transportation Safety Division of the National Safety Council (NSC). Gary holds a commercial driver's license and has completed thousands of hours of specialized safety training in subjects ranging from safety event and collision investigations to human factors and industrial hygiene. He is also certified to teach and coach behavioral safety technologies.

TOM SECREST, VICE PRESIDENT - FIELD HUMAN RESOURCES AND LABOR RELATIONS



Formerly an attorney with the U.S. Department of Labor, Tom joined FirstGroup America (formerly Ryder Public Transportation Services) in 1997 as a Labor Relations Associate. Over the years, he has worked extensively with both the Transit and Student divisions, and served as the Director of Labor Relations for First Student from 2001 to 2010. Currently, he represents FGA-companies in all labor relations matters, arbitrations, National Labor Relations Board cases, collective bargaining, and supervises junior staff members involved in the same functions. Tom obtained his B.S. Labor Relations from Cornell University, and is a graduate of the University Of Dayton School Of Law.

To ensure that our policies and procedures comply with local, state, and federal requirements and guidelines, we provide highly qualified legal staff. Our First Transit legal team is headed by the following individual:

MICHAEL PETRUCCI, VICE PRESIDENT AND DEPUTY GENERAL COUNSEL



Michael has over 20 years' experience as a practicing attorney, with over 11 years in the transit industry. He is also a board member of the Greater Cincinnati Minority Counsel Program. Michael is responsible for contract matters, labor and employment, environmental and OSHA compliance, FTA regulatory compliance, risk management and public procurement.



ATTACHMENT 5



Arthur J. Gallagher & Co.

March 3, 2017

Escambia County
Office of Purchasing
Room-11.1101 PO Box 1591
Pensacola FL 32591

Re: RFP No.PD 16-17.014 & No.PD 16-17.027

To Whom It May Concern:

This letter confirms that First Transit, Inc. will procure and provide the required coverages as specified in the insurance requirements. These coverages are already in place as evidenced on the certificate of insurance issued.

The insurance companies providing coverage are various (AIG Companies) "A XV" rated in A.M. Best's guide and licensed to do business in the State of Florida.

Best regards,

A handwritten signature in blue ink, appearing to read 'Tanya Stephenson', with a long horizontal flourish extending to the right.

Tanya Stephenson
Client Service Manager-Licensed Casualty/Property Broker

cc: Judith Leo
Area Vice President
Jim Corej
Area Executive Vice President



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/3/2017

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

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

PRODUCER Arthur J. Gallagher Risk Management Services, Inc. 250 Park Avenue 3rd Floor New York NY 10177	CONTACT NAME: Tanya D. Stephenson PHONE (A/C, No, Ext): 212-994-7085 FAX (A/C, No): 212-994-7047 E-MAIL ADDRESS: Tanya_Stephenson@ajg.com												
INSURER(S) AFFORDING COVERAGE													
INSURED FIRST TRANSIT, INC. 600 Vine Street, Suite 1400 Cincinnati, OH 45202	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">INSURER A: National Union Fire Insurance Compa</td> <td style="width: 20%;">19445</td> </tr> <tr> <td>INSURER B: Commerce and Industry Insurance Com</td> <td>19410</td> </tr> <tr> <td>INSURER C: New Hampshire Insurance Company</td> <td>23841</td> </tr> <tr> <td>INSURER D: American Home Assurance Company</td> <td>19380</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER A: National Union Fire Insurance Compa	19445	INSURER B: Commerce and Industry Insurance Com	19410	INSURER C: New Hampshire Insurance Company	23841	INSURER D: American Home Assurance Company	19380	INSURER E:		INSURER F:	
INSURER A: National Union Fire Insurance Compa	19445												
INSURER B: Commerce and Industry Insurance Com	19410												
INSURER C: New Hampshire Insurance Company	23841												
INSURER D: American Home Assurance Company	19380												
INSURER E:													
INSURER F:													

COVERAGES

CERTIFICATE NUMBER: 1706270079

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <div style="margin-left: 20px;"> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER: </div>			GL 3629890 (10MM AGG)	12/31/2016	12/31/2017	EACH OCCURRENCE \$5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$5,000,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$5,000,000 GENERAL AGGREGATE \$10,000,000 PRODUCTS - COMP/OP AGG \$5,000,000 \$
A A A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <div style="margin-left: 20px;"> <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY </div>			CA1921809 (AOS) CA1921810 (MA) CA1921808 (VA)	12/31/2016 12/31/2016 12/31/2016	12/31/2017 12/31/2017 12/31/2017	COMBINED SINGLE LIMIT (Ea accident) \$5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ RETENTION \$			19452263	12/31/2016	12/31/2017	EACH OCCURRENCE \$3,000,000 AGGREGATE \$3,000,000 \$
C C C C C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC 014649551 (AOS,GA) WC014649558(MN) WC014649548 (CA) WC014649547 (FL) WC014649549(MA,WI) WC014649551 (TX)	12/31/2016 12/31/2016 12/31/2016 12/31/2016 12/31/2016 12/31/2016	12/31/2017 12/31/2017 12/31/2017 12/31/2017 12/31/2017 12/31/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$5,000,000 E.L. DISEASE - EA EMPLOYEE \$5,000,000 E.L. DISEASE - POLICY LIMIT \$5,000,000
A	Professional Liability			GL 3629890	12/31/2016	12/31/2017	Per Occ/Per Agg. \$1,000,000

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

Workers Compensation:
 Policy #: WC 014649550 (AK, AZ, IL, NC, NH, NJ, PA, UT, VT)
 Policy Term: 12/31/16 to 12/31/17
 Carrier Name: NEW HAMPSHIRE INS CO (NAIC #:23841)
 Limits: E.L. Each Accident / E.L. Disease-Ea Employee / E.L. Disease-Policy Limit - \$5,000,000

 See Attached...

CERTIFICATE HOLDER

CANCELLATION

Escambia County Office of Purchasing Room-11.1101 PO Box 1591 Pensacola FL 32591 USA	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p>
--	--

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AGENCY CUSTOMER ID: _____

LOC #: _____

**ADDITIONAL REMARKS SCHEDULE**Page 1 of 1

AGENCY Arthur J. Gallagher Risk Management Services, Inc.		NAMED INSURED FIRST TRANSIT, INC. 600 Vine Street, Suite 1400 Cincinnati, OH 45202
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,****FORM NUMBER:** 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

Re: Specification No.PD 16-17.014 Escambia County Area Transit (ECAT) Management Contract
Escambia County is included as an additional insured(GL-End't#83644/AL-87950) solely with respect to
General and Automobile Liability coverage as evidenced herein on a primary/non-contributory basis as
required by written contract to the extent of its interest arising from this agreement, contract or
lease. Umbrella Policy Follow Form over General, Automobile and Employers' Liability Policies. A waiver
of subrogation included as required by written contract (blanket endorsement).

Notice of Cancellation: 30 days written notice/10 days for non-pay



ATTACHMENT 6

Snapshot : FIRST TRANSIT, INC.


D-U-N-S® Number: 07-287-6915

Trade Names: (SUBSIDIARY OF FIRSTGROUP AMERICA, INC., CINCINNATI, OH)




Endorsement/Billing Reference: stacey.feldman@firstgroup.com

D&B Address		Report Snapshot Date: 07/20/2016	
Address	600 Vine St Ste 1400 Cincinnati, OH, US - 45202	Location Type	Headquarters (Subsidiary)
Phone	513 241-2200	Web	www.firsttransit.com
Fax		Endorsement :	stacey.feldman@firstgroup.com

Company Summary

Currency: Shown in USD unless otherwise indicated 

Score Bar

PAYDEX®		Paying 33 days past due
Commercial Credit Score Class		High Risk of severe payment delinquency.
Financial Stress Score Class		Moderate to High Risk of severe financial stress.
Credit Limit - D&B Conservative	Unavailable	
D&B Rating	1R4	1R indicates 10 or more Employees, Credit appraisal of 4 is limited

D&B Company Overview

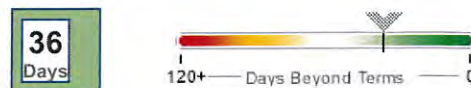
This is a headquarters (subsidiary) location

Branch(es) or Division(s) exist Y

Chief Executive	BRAD THOMAS, PRES
Year Started	1969
Management Control	1999
Employees	15500 (300 Here)
Financing	SECURED
SIC	8741 , 7539
Line of business	Management services, automotive repair, management consulting services
NAICS	561110
History Status	CLEAR

Detailed Trade Risk Insight™

Days Beyond Terms Past 3 Months



Dollar-weighted average of 99 payment experiences reported from 34 Companies

Recent Derogatory Events

	May-16	Jun-16	Jul-16
Placed for Collection	-	-	-
Bad Debt Written Off	-	-	-

Total Amount Current & Past Due - 13 Month Trend

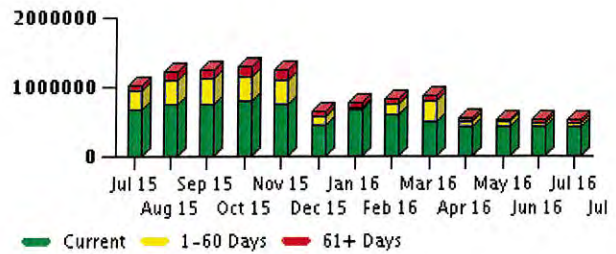
FirstRain Company News





This Company is not currently tracked for Company News

Powered by FirstRain



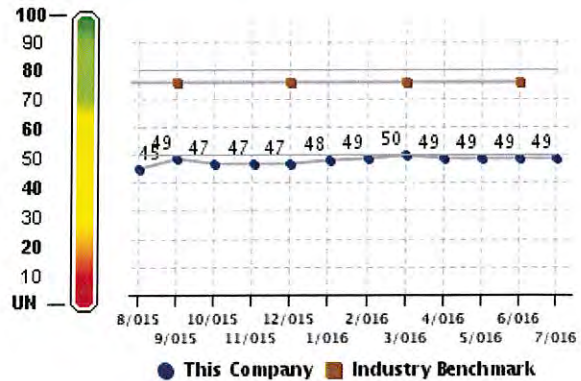
Public Filings

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	Number of Records	Most Recent Filing Date
Bankruptcies	0	-
Judgments	8	01/06/14
Liens	2	12/26/13
Suits	48	06/22/16
UCCs	25	04/21/16

The public record items contained herein may have been paid, terminated, vacated or released prior to today's date.

PAYDEX® Trend Chart



Corporate Linkage

Global Ultimate

Company	City , Country	D-U-N-S® NUMBER
FIRSTGROUP PLC	Aberdeen , UNITED KINGDOM	42-358-7252

Domestic Ultimate

Company	City , State	D-U-N-S® NUMBER
FIRSTGROUP USA, INC.	CINCINNATI , Ohio	60-731-5392

Parent

Company	City , State	D-U-N-S® NUMBER
FIRSTGROUP AMERICA, INC.	CINCINNATI , Ohio	17-590-5488

Subsidiaries (Domestic)

Company	City , State	D-U-N-S® NUMBER
TRANSIT MANAGEMENT CO OF LAREDO INC	LAREDO , Texas	00-814-3414
FIRST VEHICLE SERVICES, INC.	CINCINNATI , Ohio	14-316-9386

SAFE RIDE SERVICES INC	PHOENIX , Arizona	60-769-6556
L & E MOBILE COMPUTER MOUNTS, INC.	CONSHOHOCKEN , Pennsylvania	86-862-7282
TRANSIT MANAGEMENT OF CENTRAL MARYLAND, INC.	ANNAPOLIS JUNCTION , Maryland	07-966-9980
FIRST TRANSIT, INC.	HARTFORD , Connecticut	87-266-6719

Branches (Domestic)

Company	City , State	D-U-N-S® NUMBER
FIRST TRANSIT, INC.	PHILADELPHIA , Pennsylvania	00-538-2614
FIRST TRANSIT, INC.	MOUNT PLEASANT , South Carolina	01-438-1003
FIRST TRANSIT, INC.	SUMTER , South Carolina	01-773-1154
FIRST TRANSIT, INC.	FAYETTEVILLE , North Carolina	02-829-6676
FIRST TRANSIT, INC.	RICHMOND , Virginia	03-267-3076
FIRST TRANSIT, INC.	GRAYSLAKE , Illinois	03-323-1270
FIRST TRANSIT, INC.	EVERETT , Washington	03-443-9724
FIRST TRANSIT, INC.	TEMPE , Arizona	03-742-6553
FIRST TRANSIT, INC.	WALLINGFORD , Connecticut	04-055-0894
FIRST TRANSIT, INC.	OAKLAND , California	09-640-8948
FIRST TRANSIT, INC.	SANTA CRUZ , California	09-872-3369
FIRST TRANSIT, INC.	YORKTOWN , Virginia	11-094-2666
FIRST TRANSIT, INC.	MONROE , Michigan	11-707-7169
FIRST TRANSIT, INC.	HOUSTON , Texas	12-522-7780
FIRST TRANSIT, INC.	LOMBARD , Illinois	13-337-0481
FIRST TRANSIT, INC.	LONGMONT , Colorado	13-319-6266
FIRST TRANSIT, INC.	FAR ROCKAWAY , New York	13-631-9816
FIRST TRANSIT, INC.	HORSEHEADS , New York	14-806-9896
FIRST TRANSIT, INC.	BAKERSFIELD , California	14-806-9938
FIRST TRANSIT, INC.	SAN ANTONIO , Texas	14-806-9946
FIRST TRANSIT, INC.	HOUSTON , Texas	14-806-9979
FIRST TRANSIT, INC.	HIALEAH , Florida	14-806-9995
FIRST TRANSIT, INC.	OAKLAND , California	14-807-0001
FIRST TRANSIT, INC.	MIAMI , Florida	14-807-0027
FIRST TRANSIT, INC.	MOREHEAD CITY , North Carolina	14-807-0035


Affiliates (Domestic)

Company	City , State	D-U-N-S® NUMBER
MERRIMACK VALLEY AREA TRANSPORTATION	HAVERHILL , Massachusetts	10-115-7394
LAIDLAW TRANSIT SERVICES, INC.	CINCINNATI , Ohio	10-647-8105
FIRST STUDENT, INC.	CINCINNATI , Ohio	78-459-6165

Affiliates (International)


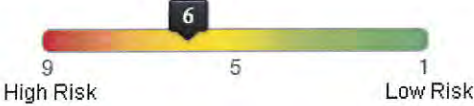

Company	City , Country	D-U-N-S® NUMBER
FIRSTGROUP AMERICAN INVESTMENTS	Aberdeen , UNITED KINGDOM	21-012-2931

Predictive Scores

Currency: Shown in USD unless otherwise indicated 

D&B Viability Rating Summary

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

4	Viability Score	
<p>Compared to All US Businesses within the D&B Database:</p> <ul style="list-style-type: none"> • Level of Risk: Low Risk • Businesses ranked 4 have a probability of becoming no longer viable: 5 % • Percentage of businesses ranked 4: 14 % • Across all US businesses, the average probability of becoming no longer viable: 14 % 		
6	Portfolio Comparison	
<p>Compared to All US Businesses within the same MODEL SEGMENT:</p> <ul style="list-style-type: none"> • Model Segment : Established Trade Payments • Level of Risk: Moderate Risk • Businesses ranked 6 within this model segment have a probability of becoming no longer viable: 5 % • Percentage of businesses ranked 6 with this model segment: 9 % • Within this model segment, the average probability of becoming no longer viable: 5 % 		
B	Data Depth Indicator	
<p>Data Depth Indicator:</p> <ul style="list-style-type: none"> ✓ Rich Firmographics ✓ Extensive Commercial Trading Activity ✓ Basic Financial Attributes 		
Z	Company Profile	Subsidiary

Credit Capacity Summary

This credit rating was assigned because of D&B's assessment of the company's creditworthiness. For more information, see the

D&B Rating Key

D&B Rating : **1R4**

Number of employees: 1R indicates 10 or more employees
Composite credit appraisal: 4 is limited

The 1R and 2R ratings categories reflect company size based on the total number of employees for the business. They are assigned to business files that do not contain a current financial statement. In 1R and 2R Ratings, the 2, 3, or 4 creditworthiness indicator is based on analysis by D&B of public filings, trade payments, business age and other important factors. 2 is the highest Composite Credit Appraisal a company not supplying D&B with current financial information can receive.

Below is an overview of the company's rating history since 07-08-2000

Number of Employees Total: 15,500 (300 here)

D&B Rating	Date Applied
1R4	10-11-2011
--	05-26-2008
1R4	08-20-2007
--	10-24-2005
1R4	07-26-2005
--	02-23-2004
1R4	09-17-2001
1R3	08-22-2000
1R4	07-08-2000

Payment Activity:	(based on 187 experiences)
Average High Credit:	14,098
Highest Credit:	500,000
Total Highest Credit:	1,918,800

D&B Credit Limit Recommendation

Due to adverse or incomplete information, we are unable to provide a Credit Limit Recommendation for this business. Please contact your sales representative or D&B's Customer Resource Center at 800-234-3867 for assistance.

The Credit Limit Recommendation (CLR) is intended to serve as a directional benchmark for all businesses within the same line of business or industry, and is not calculated based on any individual business. Thus, the CLR is intended to help guide the credit limit decision, and must be balanced in combination with other elements which reflect the individual company's size, financial strength, payment history, and credit worthiness, all of which can be derived from D&B reports.

Risk is assessed using D&B's scoring methodology and is one factor used to create the recommended limits. See Help for details.

Financial Stress Class Summary

The Financial Stress Score predicts the likelihood of a firm ceasing business without paying all creditors in full, or reorganization or obtaining relief from creditors under state/federal law over the next 12 months. Scores were calculated using a statistically valid model derived from D&B's extensive data files.

The Financial Stress Class of 4 for this company shows that firms with this class had a failure rate of 0.84% (84 per 10,000), which is 1.75 times higher than the average of businesses in D & B's database.

Financial Stress Class :



Moderately higher than average risk of severe financial stress, such as a bankruptcy or going out of business with unpaid debt, over the next 12 months.

Probability of Failure:

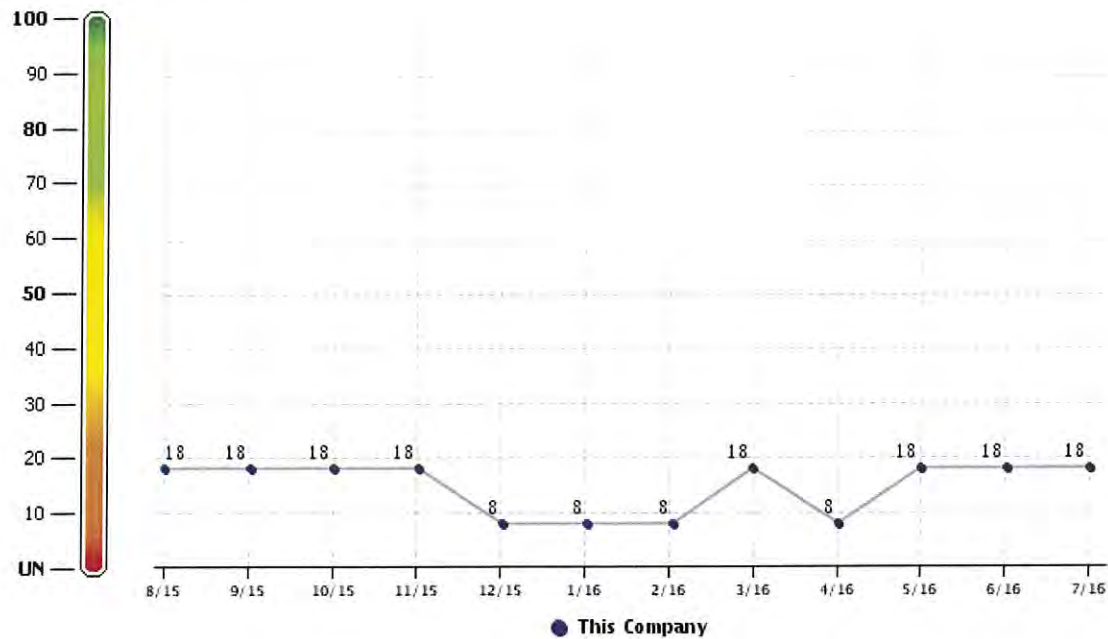
Risk of Severe Financial Stress for Businesses with this Class: **0.84 %** (84 per 10,000)
Financial Stress National Percentile : **18** (Highest Risk: 1; Lowest Risk: 100)
Financial Stress Score : **1410** (Highest Risk: 1,001; Lowest Risk: 1,875)
Average Risk of Severe Financial Stress for Businesses in D&B database: **0.48 %** (48 per 10,000)

The Financial Stress Class of this business is based on the following factors:

Low proportion of satisfactory payment experiences to total payment experiences.
Composite credit appraisal is rated limited.
High proportion of past due balances to total amount owing.

UCC Filings reported.
Evidence of open suits
High proportion of slow payment experiences to total number of payment experiences.

Financial Stress Percentile Trend:



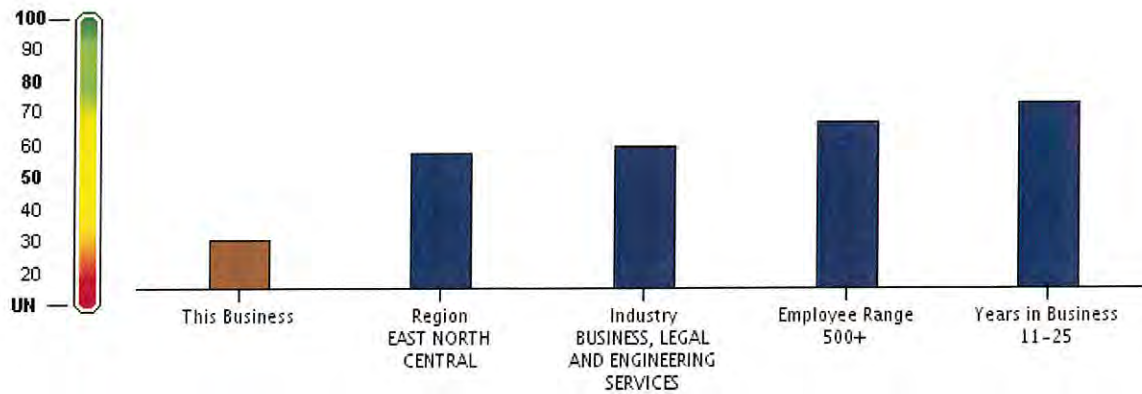
Notes:

The Financial Stress Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience financial stress.

The Probability of Failure shows the percentage of firms in a given Class that discontinued operations over the past year with loss to creditors. The Probability of Failure - National Average represents the national failure rate and is provided for comparative purposes.

The Financial Stress National Percentile reflects the relative ranking of a company among all scorable companies in D&Bs file.

The Financial Stress Score offers a more precise measure of the level of risk than the Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.



Norms	National %
This Business	18
Region: EAST NORTH CENTRAL	50
Industry: BUSINESS, LEGAL AND ENGINEERING SERVICES	52
Employee range: 500+	61
Years in Business: 11-25	68

This Business has a Financial Stress Percentile that shows:

- Higher risk than other companies in the same region.
- Higher risk than other companies in the same industry.
- Higher risk than other companies in the same employee size range.
- Higher risk than other companies with a comparable number of years in business.

Credit Score Summary

The Commercial Credit Score (CCS) predicts the likelihood of a business paying its bills in a severely delinquent manner (91 days or more past terms).

The Credit Score class of 5 for this company shows that 53.1% of firms with this class paid one or more bills severely delinquent, which is 5.21 times higher than the average of businesses in D & B's database.

Credit Score Class :



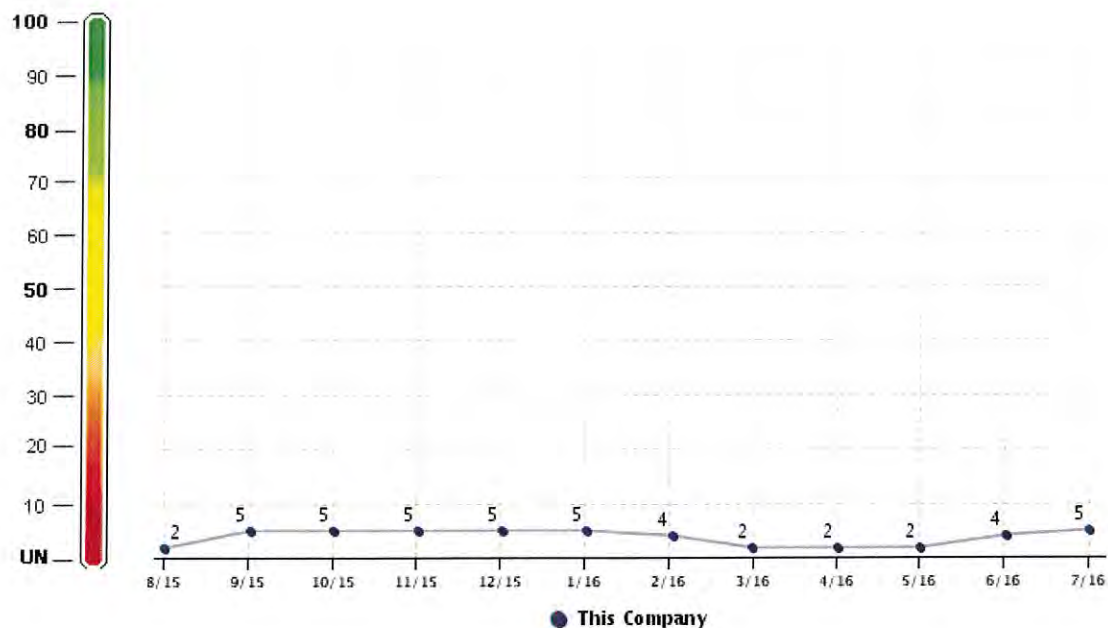
Incidence of Delinquent Payment

Among Companies with this Classification: **53.10 %**
 Average compared to businesses in D&B's database: **10.20 %**
 Credit Score Percentile : **5** (Highest Risk: 1; Lowest Risk: 100)
 Credit Score : **297** (Highest Risk: 101; Lowest Risk: 670)

The Credit Score Class of this business is based on the following factors:

- Evidence of negative trade
- Vendor payment commentary
- Recent amount past due
- Proportion of slow payment experiences to total number of payment experiences reported
- Payment information indicates negative payment comments
- Proportion of satisfactory balances to total payment balances reported

Credit Score Class Percentile Trend:



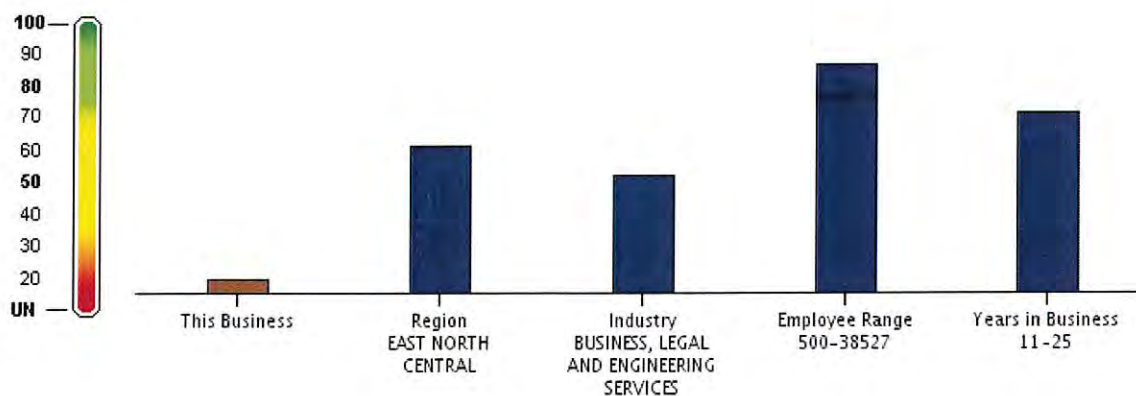
Notes:

The Commercial Credit Score Risk Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience severe delinquency.

The Incidence of Delinquent Payment is the percentage of companies with this classification that were reported 91 days past due or more by creditors. The calculation of this value is based on D&B's trade payment database.

The Commercial Credit Score percentile reflects the relative ranking of a firm among all scorable companies in D&B's file.

The Commercial Credit Score offers a more precise measure of the level of risk than the Risk Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.



Norms	National %
This Business	5
Region: EAST NORTH CENTRAL	54
Industry: BUSINESS, LEGAL AND ENGINEERING SERVICES	43
Employee range: 500-38527	84
Years in Business: 11-25	66

This business has a Credit Score Percentile that shows:


Higher risk than other companies in the same region.

Higher risk than other companies in the same industry.

Higher risk than other companies in the same employee size range.

Higher risk than other companies with a comparable number of years in business.


Trade Payments

Currency: Shown in USD unless otherwise indicated 

D&B PAYDEX®

The D&B PAYDEX is a unique, weighted indicator of payment performance based on payment experiences as reported to D&B by trade references. Learn more about the D&B PAYDEX

Timeliness of historical payments for this company.

Current PAYDEX is 49 Equal to 33 days beyond terms (Pays more slowly than the average for its industry of 6 days beyond terms)
Industry Median is 76 Equal to 6 days beyond terms
Payment Trend currently is  Unchanged, compared to payments three months ago

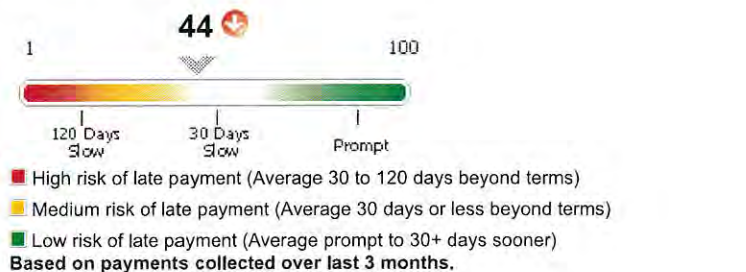
Indications of slowness can be the result of dispute over merchandise, skipped invoices etc. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Total payment Experiences in D&Bs File (HQ)	187
Payments Within Terms (not weighted)	57 %
Trade Experiences with Slow or Negative Payments(%)	45.45%
Total Placed For Collection	1
High Credit Average	14,098
Largest High Credit	500,000
Highest Now Owing	250,000
Highest Past Due	200,000

D&B PAYDEX



3-Month D&B PAYDEX

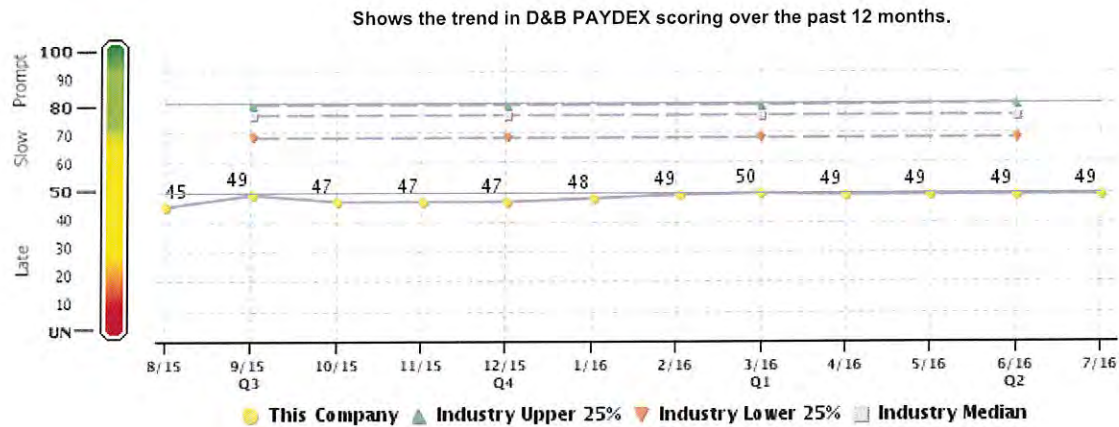


When weighted by amount, payments to suppliers average 48 days beyond terms

D&B PAYDEX® Comparison

Current Year

PAYDEX® of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Management services, automotive repair, management consulting services , based on SIC code 8741 .



	8/15	9/15	10/15	11/15	12/15	1/16	2/16	3/16	4/16	5/16	6/16	7/16
This Business	45	49	47	47	47	48	49	50	49	49	49	49
Industry Quartiles												
Upper	.	79	.	.	79	.	.	79	.	.	80	.
Median	.	76	.	.	76	.	.	76	.	.	76	.
Lower	.	68	.	.	68	.	.	68	.	.	68	.

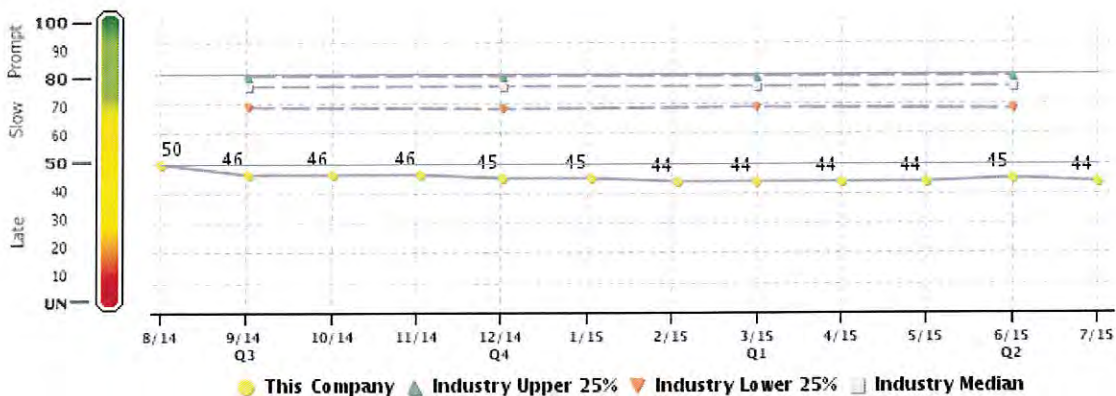
Current PAYDEX for this Business is 49 , or equal to 33 days beyond terms

The 12-month high is 50 , or equal to 30 DAYS BEYOND terms

The 12-month low is 45 , or equal to 45 DAYS BEYOND terms

Previous Year

Shows PAYDEX of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Management services, automotive repair, management consulting services , based on SIC code 8741 .



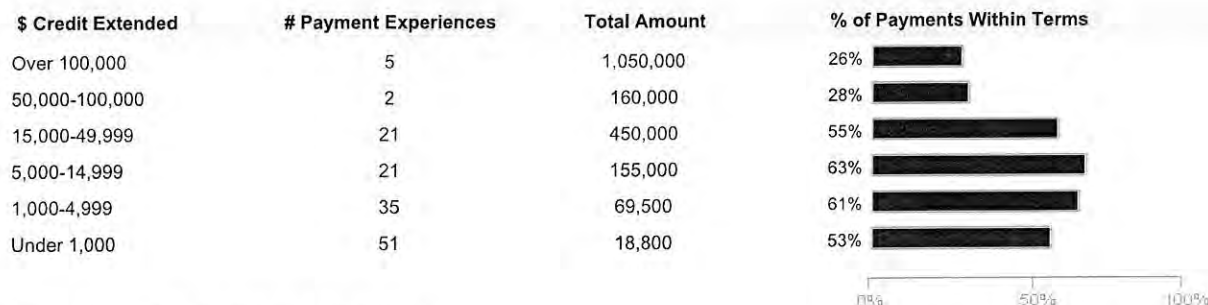
Previous Year	09/14 Q3'14	12/14 Q4'14	03/15 Q1'15	06/15 Q2'15
This Business	46	45	44	45
Industry Quartiles				
Upper	79	79	79	79
Median	76	76	76	76
Lower	69	68	69	68

Based on payments collected over the last 4 quarters.

Current PAYDEX for this Business is 49 , or equal to 33 days beyond terms
The present industry median Score is 76 , or equal to 6 days beyond terms
Industry upper quartile represents the performance of the payers in the 75th percentile
Industry lower quartile represents the performance of the payers in the 25th percentile

Payment Habits

For all payment experiences within a given amount of credit extended, shows the percent that this Business paid within terms. Provides number of experiences to calculate the percentage, and the total credit value of the credit extended.



Based on payments collected over last 24 months.

All Payment experiences reflect how bills are paid in relation to the terms granted. In some instances, payment beyond terms can be the result of disputes over merchandise, skipped invoices etc.

Payment Summary

There are 187 payment experience(s) in D&Bs file for the most recent 24 months, with 111 experience(s) reported during the last three month period.

The highest Now Owes on file is 250,000 . The highest Past Due on file is 200,000

Below is an overview of the companys currency-weighted payments, segmented by its suppliers primary industries:

	Total Rev'd (#)	Total Amts	Largest High Credit Within Terms (%)	Days Slow <31 31-60 61-90 90+ (%) (%) (%) (%)				
Top Industries								
Public finance	10	38,550	10,000	100	0	0	0	0
Whol industrial equip	9	640,050	250,000	54	0	21	2	23
Misc business credit	9	17,750	10,000	93	0	4	3	0
Nonclassified	9	19,650	5,000	73	14	13	0	0
Ret auto supplies	8	82,800	20,000	86	5	9	0	0
Accounting services	5	142,500	70,000	9	66	25	0	0
Depository bank svcs	5	50,250	30,000	50	0	15	35	0
Whol auto parts	5	26,000	10,000	28	10	5	0	57
Whol chemicals	5	5,350	2,500	59	7	0	0	34
Whol petroleum prdts	5	2,800	1,000	53	28	1	0	18
Mfg tires/inner tubes	4	642,500	500,000	9	8	3	0	80
Telephone communictns	4	13,300	7,500	59	22	19	0	0
Electric services	4	3,500	2,500	100	0	0	0	0
Industrial launderer	3	27,600	20,000	36	14	36	0	14
Misc equipment rental	3	1,000	500	37	25	13	25	0
Whol transport equip	2	16,000	15,000	47	0	6	47	0
Operative builders	2	10,750	10,000	50	3	0	0	47
Mfg industrial valves	2	6,000	5,000	0	100	0	0	0

General auto repair	2	5,000	2,500	75	0	0	0	25
Short-trm busn credit	2	3,000	2,500	58	0	42	0	0
Help supply service	2	3,500	2,500	71	0	29	0	0
Whol industrial suppl	2	600	500	17	0	83	0	0
Newspaper-print/publ	2	500	500	100	0	0	0	0
Detective/guard svcs	1	25,000	25,000	50	50	0	0	0
Prepackaged software	1	20,000	20,000	50	50	0	0	0
Whol const/mine equip	1	15,000	15,000	100	0	0	0	0
Employment agency	1	15,000	15,000	100	0	0	0	0
Yarn spinning mill	1	15,000	15,000	50	50	0	0	0
Ret misc merchandise	1	15,000	15,000	50	50	0	0	0
Ret fuel oil dealer	1	7,500	7,500	50	0	50	0	0
Oil/gas field service	1	5,000	5,000	100	0	0	0	0
Paper mill	1	5,000	5,000	0	0	0	100	0
Whol office supplies	1	2,500	2,500	50	0	0	0	50
Mfg glass products	1	2,500	2,500	0	0	0	0	100
Whol service paper	1	2,500	2,500	50	50	0	0	0
Security broker/deal	1	2,500	2,500	0	0	0	100	0
Petroleum terminal	1	2,500	2,500	100	0	0	0	0
Whol heating/ac equip	1	1,000	1,000	100	0	0	0	0
Truck rental/leasing	1	1,000	1,000	0	0	100	0	0
Business consulting	1	750	750	100	0	0	0	0
Whol general grocery	1	750	750	0	50	50	0	0
Misc business service	1	750	750	0	0	0	0	100
Trucking non-local	1	500	500	50	50	0	0	0
Investment advice	1	500	500	0	100	0	0	0
Gas production/distrib	1	500	500	100	0	0	0	0
Whol furniture	1	500	500	100	0	0	0	0
Mfg public bldg furn	1	500	500	100	0	0	0	0
Books-print/publish	1	500	500	50	50	0	0	0
Mfg photograph equip	1	500	500	0	50	0	50	0
State commercial bank	1	500	500	50	50	0	0	0
Mfg calculating eqpt	1	250	250	0	0	0	0	100
Coating/engrave svcs	1	250	250	100	0	0	0	0
Whol tires/tubes	1	250	250	0	100	0	0	0
Ret stationery	1	100	100	100	0	0	0	0
Data processing svcs	1	100	100	100	0	0	0	0
Lithographic printing	1	100	100	100	0	0	0	0
Mfg car parts	1	50	50	100	0	0	0	0
Other payment categories								
Cash experiences	40	8,600	2,500					
Payment record unknown	5	1,150	750					
Unfavorable comments	3	5,750	2,500					
Placed for collections	1	N/A	0					
Total in D&B's file	187	1,918,800	500,000					

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Indications of slowness can be result of dispute over merchandise, skipped invoices etc.

Detailed payment history for this company


Date Reported (mm/yy)	Paying Record	High Credit	Now Owes	Past Due	Selling Terms	Last Sale Within (month)
07/16	Ppt-Slow 30	15,000	15,000	2,500		1 mo
06/16	Disc	1,000	0	0		6-12 mos
	Disc-Ppt	7,500	2,500	0		1 mo
	Ppt		250	0		1 mo
	Ppt		0	0		6-12 mos
	Ppt	20,000	20,000	0		1 mo
	Ppt	15,000	10,000	0		1 mo
	Ppt	15,000	10,000	0		1 mo
	Ppt	15,000	0	0 N30		4-5 mos
	Ppt	5,000	0	0		1 mo
	Ppt	5,000	1,000	1,000		1 mo
	Ppt	2,500	0	0		1 mo
	Ppt	2,500				1 mo
	Ppt	2,500	1,000	0		1 mo
	Ppt	2,500	2,500	0		1 mo
	Ppt	2,500	2,500	0 Lease Agreemnt		1 mo
	Ppt	1,000	0	0		6-12 mos
	Ppt	1,000	1,000	0		1 mo
	Ppt	1,000	100	0		1 mo
	Ppt	500	250	0		1 mo
	Ppt	500	0	0		1 mo
	Ppt	250	0	0		6-12 mos
	Ppt	100	0	0 N30		6-12 mos
	Ppt	100	100	0		1 mo
	Ppt	50	0	0 2 30 N45		6-12 mos
	Ppt-Slow 30	100,000	45,000	100		1 mo
	Ppt-Slow 30	7,500	7,500	2,500		1 mo
	Ppt-Slow 30	2,500	2,500	1,000		1 mo
	Ppt-Slow 30	2,500	1,000	0		1 mo
	Ppt-Slow 30	750	0	0		1 mo
	Ppt-Slow 30	500	250	0		1 mo
	Ppt-Slow 30	500	0	0		6-12 mos
	Ppt-Slow 60	20,000	7,500	2,500		1 mo
	Ppt-Slow 60	20,000	0	0		1 mo
	Ppt-Slow 60	15,000	0	0		6-12 mos
	Ppt-Slow 60	2,500	2,500	0		1 mo
	Ppt-Slow 60	100	100	50		1 mo
	Ppt-Slow 90	25,000	10,000	0		1 mo
	Ppt-Slow 90	50	0	0 PROX		6-12 mos
	Ppt-Slow 90+	2,500	0	0		1 mo
	Ppt-Slow 120	10,000	2,500	0		1 mo
	Ppt-Slow 120	10,000	0	0		1 mo
	Ppt-Slow 120	250	0	0 N30		6-12 mos
	Ppt-Slow 180	2,500	500	100		1 mo
	Ppt-Slow 180	100	50	0		1 mo
	Slow 5	1,000	250	250		1 mo
	Slow 10	5,000	2,500	1,000 N30		1 mo
	Slow 30	500	500	500		1 mo
	Slow 30-60	2,500	2,500	1,000		1 mo
	Slow 60	1,000	0	0 N30		6-12 mos
	Slow 30-60	750	250	0		1 mo

	Slow 60	500	0	0	4-5 mos
	Slow 30-90	500	100	100	1 mo
	Slow 90+	10,000	250	250	2-3 mos
	Slow 30-90+	7,500	7,500	5,000	1 mo
	Slow 90+	2,500	2,500	1,000 N30	1 mo
	Slow 120	250	0	0	6-12 mos
	Slow 30-180	750	100	50	1 mo
	(059) Unsatisfactory .	750	750	0	1 mo
05/16	Ppt	500	100	0 Lease Agreement	1 mo
	Ppt	500	0	0	1 mo
	Ppt	250	250	0	1 mo
	Ppt	250	250	0 N60	1 mo
	Slow 30	20,000	0	0	6-12 mos
04/16	Ppt	2,500	0	0	6-12 mos
	Ppt	500	0	0 N30	6-12 mos
	Ppt	250	0	0	6-12 mos
03/16	Ppt	100	100	0	1 mo
12/15	Ppt	100			1 mo
11/15	Ppt	50	0	0	1 mo
09/15	Ppt	1,000			1 mo
	Ppt	50			1 mo
	(073) Cash own option .	100		Cash account	1 mo
	(074) Cash own option .	100		Cash account	1 mo
	(075) Cash own option .	100		Cash account	1 mo
	(076) Cash own option .	100		Cash account	1 mo
08/15	Ppt	500	0	0	6-12 mos
	Ppt-Slow 120	100,000	100,000	55,000	1 mo
07/15	Ppt	2,500			1 mo
06/15	Ppt	2,500			1 mo

Payments Detail Key: ■ 30 or more days beyond terms

Payment experiences reflect how bills are paid in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices, etc. Each experience shown is from a separate supplier. Updated trade experiences replace those previously reported.

Public Filings

Currency: Shown in USD unless otherwise indicated 

Summary

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	# of Records	Most Recent Filing Date
Bankruptcy Proceedings	0	-
Judgments	8	01/06/14
Liens	2	12/26/13
Suits	48	06/22/16
UCCs	25	04/21/16

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Judgments

Status Unsatisfied
DOCKET NO. 201200903340
Judgment type Judgment
In favor of YANSANE, MARIAME, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 01/06/14
Date entered 01/06/14
Latest Info Received 01/24/14

Status Unsatisfied
DOCKET NO. 201201003561
Judgment type Judgment
In favor of JONES, DAWN, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 05/13/13
Date entered 05/13/13
Latest Info Received 05/25/13

Status Unsatisfied
CASE NO. 201083468
Judgment type Judgment
In favor of TURNER, MICHAEL
Where filed HARRIS COUNTY CIVIL DISTRICT COURT, HOUSTON, TX

Date status attained 06/07/12
Date entered 06/07/12
Latest Info Received 06/11/12

Status Unsatisfied
DOCKET NO. 201100602529
Judgment type Judgment
In favor of OLSEN, BERNADETTE, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 04/30/12
Date entered 04/30/12
Latest Info Received 05/25/12

Status Unsatisfied
DOCKET NO. 201100602545
Judgment type Judgment
In favor of OLSEN, CHARLES, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 04/30/12
Date entered 04/30/12

Latest Info Received 05/25/12

Status Unsatisfied
CASE NO. 11AC-TJ01259
Judgment type Foreign judgment
Against FIRST TRANSIT, INC.
In favor of LABOR AND INDUSTRIAL RELATIONS, JEFFERSON CITY, MO
Where filed COLE COUNTY CIRCUIT COURT, JEFFERSON CITY, MO

Date status attained 07/01/11
Date entered 07/01/11
Latest Info Received 03/07/12

Status Unsatisfied
CASE NO. 05M11259
Judgment type Judgment
In favor of TSOLAKYAN, AVETIK
Where filed LOS ANGELES COUNTY SMALL CLAIMS COURT/LOS ANGELES, LOS ANGELES, CA

Date status attained 10/26/05
Date entered 10/26/05
Latest Info Received 05/17/11

Status Unsatisfied
CASE NO. 04S04510
Judgment type Judgment
In favor of KELLEY, LESLIE R/O D
Where filed LOS ANGELES COUNTY SMALL CLAIMS COURT/TORRANCE, TORRANCE, CA

Date status attained 03/30/05
Date entered 03/30/05
Latest Info Received 05/17/11

Liens

A lien holder can file the same lien in more than one filing location. The appearance of multiple liens filed by the same lien holder against a debtor may be indicative of such an occurrence.

Amount 888
Status Open
CASE NO. J13001827519
Type Judgment lien
Filed By STATE OF FLORIDA0001715
Against FIRST TRANSIT INC
Where Filed SECRETARY OF STATE/UCC DIVISION, TALLAHASSEE, FL
Date Status Attained 12/26/13
Date Filed 12/26/13
Latest Info Received 09/01/14

Amount 1,931
Status Open
DOCKET NO. 201300023652

Type	State Tax
Filed By	COMMONWEALTH OF PA DEPARTMENT OF REVENUE, HARRISBURG, PA
Against	FIRST TRANSIT INC.
Where Filed	ALLEGHENY COUNTY PROTHONOTARY, PITTSBURGH, PA
Date Status Attained	12/18/13
Date Filed	12/18/13
Latest Info Received	12/20/13

Suits

Suit Amount	99,557
Status	Pending
CASE NO.	16CV19705
Plaintiff	LISA MCADAMS
Defendant	FIRST TRANSIT INC. AND OTHERS
Cause	Personal injury - non-death
Where filed	WASHINGTON COUNTY CIRCUIT COURT, HILLSBORO, OR

Date status attained	06/22/16
Date filed	06/22/16
Latest Info Received	07/05/16

Status	Pending
DOCKET NO.	201600503475
Plaintiff	SWINT, STARR, PHILADELPHIA, PA
Defendant	FIRST TRANSIT, INC. AND OTHERS
Cause	Negligence
Where filed	PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained	05/27/16
Date filed	05/27/16
Latest Info Received	06/03/16

Suit Amount	15,000
Status	Pending
DOCKET NO.	201600008114-001
Plaintiff	BANGURA, RAKIATU, BALTIMORE, MD
Defendant	FIRST TRANSIT, INC
Cause	TORT
Where filed	PRINCE GEORGES COUNTY DISTRICT COURT, UPPER MARLBORO, MD

Date status attained	04/04/16
Date filed	04/04/16
Latest Info Received	04/15/16

Suit Amount	15,000
Status	Pending
DOCKET NO.	201600013764-001
Plaintiff	BANGURA, RAKIATU, BALTIMORE, MD
Defendant	FIRST TRANSIT, INC
Cause	TORT
Where filed	BALTIMORE CITY DISTRICT COURT, BALTIMORE, MD

Date status attained 04/04/16
Date filed 04/04/16
Latest Info Received 06/17/16

Status Pending
DOCKET NO. 201501100155
Plaintiff BELL, LAMONT, PHILADELPHIA, PA
Defendant FIRST TRANSIT, INC.
Cause Negligence
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 11/02/15
Date filed 11/02/15
Latest Info Received 11/06/15

Status Pending
CASE NO. 201557298
Plaintiff MILLARD, SYDNEY
Defendant FIRST TRANSIT, HOUSTON, TX AND OTHERS
Cause MOTOR VEHICLE ACCIDENT
Where filed HARRIS COUNTY CIVIL DISTRICT COURT, HOUSTON, TX

Date status attained 09/25/15
Date filed 09/25/15
Latest Info Received 09/28/15

Status Pending
DOCKET NO. 201500602198
Plaintiff PODOLSKI, MARIANNE, BRIGANTINE, NJ
Defendant FIRST TRANSIT, INC., COLLINGDALE, PA AND OTHERS
Cause Negligence
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 06/16/15
Date filed 06/16/15
Latest Info Received 06/19/15

Status Pending
DOCKET NO. 15CV004828
Plaintiff WHITE, DONTE L.
Defendant FIRST TRANSIT INC. AND OTHERS
Where filed FRANKLIN COUNTY COMMON PLEAS COURT, COLUMBUS, OH

Date status attained 06/08/15
Date filed 06/08/15
Latest Info Received 07/02/15

Status Pending
DOCKET NO. 15CI01933
Plaintiff JAMES MOORE

Defendant	FIRST TRANSIT INC AND OTHERS
Where filed	JEFFERSON COUNTY CIRCUIT COURT, LOUISVILLE, KY

Date status attained	04/23/15
Date filed	04/23/15
Latest Info Received	05/15/15

Status	Pending
CASE NO.	15AE-CV01116
Plaintiff	MORALES , JEOSADDEC, KANSAS CITY, MO
Defendant	FIRST TRANSIT, INC., KANSAS CITY, MO AND OTHERS
Cause	Discrimination
Where filed	PLATTE COUNTY CIRCUIT COURT, PLATTE CITY, MO

Date status attained	04/22/15
Date filed	04/22/15
Latest Info Received	05/25/16

If it is indicated that there are defendants other than the report subject, the lawsuit may be an action to clear title to property and does not necessarily imply a claim for money against the subject.

UCC Filings

Collateral	Leased Inventory including proceeds and products - Leased Assets including proceeds and products - Chattel paper including proceeds and products - General intangibles(s) including proceeds and products - and OTHERS
Type	Original
Sec. Party	REGIONS EQUIPMENT FINANCE CORPORATION, BIRMINGHAM, AL
Debtor	FIRST TRANSIT, INC.
Filing No.	2012 1643743
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	2012-04-27
Latest Info Received	05/16/12

Collateral	Leased Inventory including proceeds and products - Leased Equipment including proceeds and products
Type	Original
Sec. Party	BRIDGESTONE FIRESTONE NORTH AMERICAN TIRE, LLC, NASHVILLE, TN
Debtor	FIRST TRANSIT, INC., HORSEHEADS, NY and OTHERS
Filing No.	2008 3322615
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	2008-10-01
Latest Info Received	10/30/08

Collateral	Leased Inventory including proceeds and products - Leased Equipment including proceeds and products
Type	Original
Sec. Party	BRIDGESTONE FIRESTONE NORTH AMERICAN TIRE, LLC, NASHVILLE, TN
Debtor	FIRST TRANSIT, INC., HORSEHEADS, NY and OTHERS
Filing No.	0810018392399
Filed With	SECRETARY OF STATE/UCC DIVISION, ALBANY, NY

Date Filed 2008-10-01
Latest Info Received 10/07/08

Collateral Account(s) and proceeds - Vehicles and proceeds - Equipment and proceeds - Chattel paper and proceeds - Contract rights and proceeds
Type Original
Sec. Party REGIONS EQUIPMENT FINANCE CORPORATION, BIRMINGHAM, AL
Debtor FIRST TRANSIT, INC.
Filing No. 2013 2478338
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2013-06-27
Latest Info Received 07/19/13

Collateral Account(s) and proceeds - Chattel paper and proceeds - Contract rights and proceeds - Leased Equipment and proceeds
Type Original
Sec. Party REGIONS EQUIPMENT FINANCE CORPORATION, BIRMINGHAM, AL
Debtor FIRST TRANSIT, INC.
Filing No. 2013 2292978
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2013-06-14
Latest Info Received 07/09/13

Collateral Vehicles and proceeds - Contract rights and proceeds - General intangibles(s) and proceeds - Chattel paper and proceeds
Type Original
Sec. Party THE HUNTINGTON NATIONAL BANK EQUIPMENT FINANCE DIVISION, CINCINNATI, OH
Debtor FIRST TRANSIT, INC.
Filing No. 2012 4705713
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2012-12-05
Latest Info Received 01/03/13

Collateral General intangibles(s) and proceeds - Chattel paper and proceeds - Leased Computer equipment and proceeds - Leased Equipment and proceeds
Type Original
Sec. Party PNC EQUIPMENT FINANCE, CINCINNATI, OH
Debtor FIRST TRANSIT, INC.
Filing No. 2010 0000012
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2010-01-01
Latest Info Received 09/10/10

Type	Continuation
Sec. Party	PNC EQUIPMENT FINANCE, CINCINNATI, OH
Debtor	FIRST TRANSIT, INC.
Filing No.	2014 5177936
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	2014-12-19
Latest Info Received	02/17/15
Original UCC Filed Date	2010-01-01
Original Filing No.	2010 0000012

Collateral	Equipment
Type	Original
Sec. Party	CITIZENS COMMUNITY BANK, HAHIRA, GA
Debtor	LACKEY, DARYL SEAN, HAHIRA, GA
Filing No.	09215001287
Filed With	LOWNDES COUNTY SUPERIOR COURT CLERKS OFFICE, VALDOSTA, GA
Date Filed	2015-08-05
Latest Info Received	09/25/15

Collateral	Equipment - Vehicles
Type	Original
Sec. Party	COMMUNITY BANK, N.A., OLEAN, NY
Debtor	PEBLER, LINDA M., COXSACKIE, NY
Filing No.	1507235813445
Filed With	SECRETARY OF STATE/UCC DIVISION, ALBANY, NY
Date Filed	2015-07-23
Latest Info Received	07/31/15

Collateral	Leased Vehicles
Type	Original
Sec. Party	RBS ASSET FINANCE, INC., WARWICK, RI
Debtor	FIRST TRANSIT, INC.
Filing No.	2010 1725369
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	2010-05-18
Latest Info Received	06/18/10

Collateral	Vehicles
Type	Assignment
Sec. Party	PNC EQUIPMENT FINANCE, LLC, PITTSBURGH, PA RBS ASSET FINANCE, INC., WARWICK, RI
Debtor	FIRST TRANSIT, INC.
Filing No.	2010 3304213
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE


Date Filed	2010-09-17
Latest Info Received	10/14/10
Original UCC Filed Date	2010-05-18
Original Filing No.	2010 1725369

Type	Continuation
Sec. Party	RBS ASSET FINANCE, INC., WARWICK, RI
Debtor	FIRST TRANSIT, INC.
Filing No.	2015 1868024
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed	2015-05-01
Latest Info Received	06/23/15
Original UCC Filed Date	2010-05-18
Original Filing No.	2010 1725369

There may be additional suits, liens, or judgments in D&B's file on this company available in the U.S. Public Records Database, also covered under your PPP for D&Bi contract. If you would like more information on this database, please contact the Customer Resource Center at 1-800-234-3867.

History & Operations

Currency: Shown in USD unless otherwise indicated 

Company Overview

Company Name:	FIRST TRANSIT, INC.
Doing Business As :	(SUBSIDIARY OF FIRSTGROUP AMERICA, INC., CINCINNATI, OH)
Street Address:	600 Vine St Ste 1400 Cincinnati , OH 45202
Phone:	513 241-2200
URL:	http://www.firsttransit.com
History	Is clear
Present management control	17 years

History

The following information was reported: **04/19/2016**

Officer(s):	BRAD THOMAS, PRES CHRISTIAN GARTNER, TREAS JIM TIPPEN, CFO
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DIRECTOR(S) :	THE OFFICER(S)
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The Delaware Secretary of State's business registrations file showed that First Transit, Inc. was registered as a Corporation on September 19, 1969.

Business started 1969. Present control succeeded 1999. 100% of capital stock is owned by the parent company.

RECENT EVENTS :

On December 16, 2013, sources stated that First Transit Inc., Cincinnati, OH, announced on October 18, 2013, that it plans to lay off 138 workers in Jacksonville, FL. First Transit Inc. has filed a worker adjustment and restraining notice with the state to eliminate the jobs by December 31, 2013. Further details are unavailable.

BRAD THOMAS. He served as a senior vice president for First Transit.

CHRISTIAN GARTNER. Antecedents not available.

JIM TIPPEN. Antecedents not available.

Business Registration

CORPORATE AND BUSINESS REGISTRATIONS PROVIDED BY MANAGEMENT OR OTHER SOURCE

Registered Name: First Transit, Inc.
Business type: CORPORATION
Corporation type: PROFIT
Date incorporated: Sep 19 1969
State of incorporation: DELAWARE
Filing date: Sep 19 1969
Status: ACTIVE
Where filed: SECRETARY OF STATE/CORPORATIONS DIVISION , DOVER , DE

Operations

04/19/2016

Subsidiary of FIRSTGROUP AMERICA, INC., CINCINNATI, OH started 1993 which operates as a truck leasing and rental service. Parent company owns 100% of capital stock. Parent company has no other subsidiary(ies). Intercompany relations: Confined to service agreements settled on monthly terms and some unsecured intercompany loans, as reported by management.

As noted, this company is a subsidiary of FirstGroup America, Inc, DUNS number 175905488, and reference is made to that report for background information on the parent company and its management.

Description: Provides management services (75%). Operates an automotive repair shop (23%). Provides management consulting services, specializing in transportation (2%).

Additional phone no: 866 244-6383.

Has 200 account(s). Terms are Net 30 days. Sells to government. Territory : United States.

Nonseasonal.

Employees: 15,500 which includes officer(s) and 500 part-time. 300 employed here.

Facilities: Rents 15,000 sq. ft. in a multi story building.

Location: Central business section on well traveled street. This address is believed to be a mail-drop location including a commercial mail receiving agency (CMRA) address.

Branches: This business has multiple branches, detailed branch/division information is available in Dun & Bradstreet's linkage or family tree products.

Subsidiaries: This business has multiple subsidiaries, detailed subsidiary information is available in D & B's linkage or family tree products.

SIC & NAICS

SIC:

Based on information in our file, D&B has assigned this company an extended 8-digit SIC. D&B's use of 8-digit SICs enables us to be more specific about a company's operations than if we use the standard 4-digit code.

The 4-digit SIC numbers link to the description on the Occupational Safety & Health Administration (OSHA) Web site. Links open in a new browser window.

8741 0000 Management services

7539 0000 Automotive repair shops, nec

8742 0410 Transportation consultant

NAICS:

561110 Office Administrative Services

811118 Other Automotive Mechanical and Electrical Repair and Maintenance

Banking

BANK : Star Bank, Star Bank Center, Cincinnati, OH.

Financials**Company Financials: D&B****Additional Financial Data**

The name and address of this business have been confirmed by D & B using available sources.

Request Financial Statements

Requested financials are provided by FIRST TRANSIT, INC. and are not DUNSRight certified.

Key Business Ratios

D & B has been unable to obtain sufficient financial information from this company to calculate business ratios. Our check of additional outside sources also found no information available on its financial performance.

To help you in this instance, ratios for other firms in the same industry are provided below to support your analysis of this business.

Based on this Number of Establishments

14

	Industry Norms Based On 14 Establishments		
	This Business	Industry Median	Industry Quartile
Profitability			
Return on Sales %	UN	1.2	UN
Return on Net Worth %	UN	9.4	UN
Short-Term Solvency			
Current Ratio	UN	1.5	UN
Quick Ratio	UN	1.1	UN
Efficiency			
Assets to Sales %	UN	58.6	UN
Sales / Net Working Capital	UN	10.9	UN
Utilization			
Total Liabilities / Net Worth (%)	UN	149.8	UN

UN = Unavailable

Notes

Notes

Date/Time Created

07/20/2016 11:04 AM EDT

RFP Requirement.

Author

Mark Pearson

Visible To

Everyone

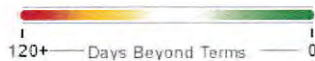
Detailed Trade Risk Insight™

Detailed Trade Risk Insight provides detailed updates on over 1.5 billion commercial trade experiences collected from more than 260 million unique supplier/purchaser relationships.

Days Beyond Terms - Past 3 & 12 Months

3 months from May 16 to Jul 16

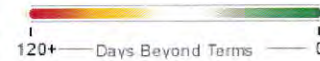
36
Days



Dollar-weighted average of **99** payment experiences reported from **34** companies

12 months from Aug 15 to Jul 16

20
Days

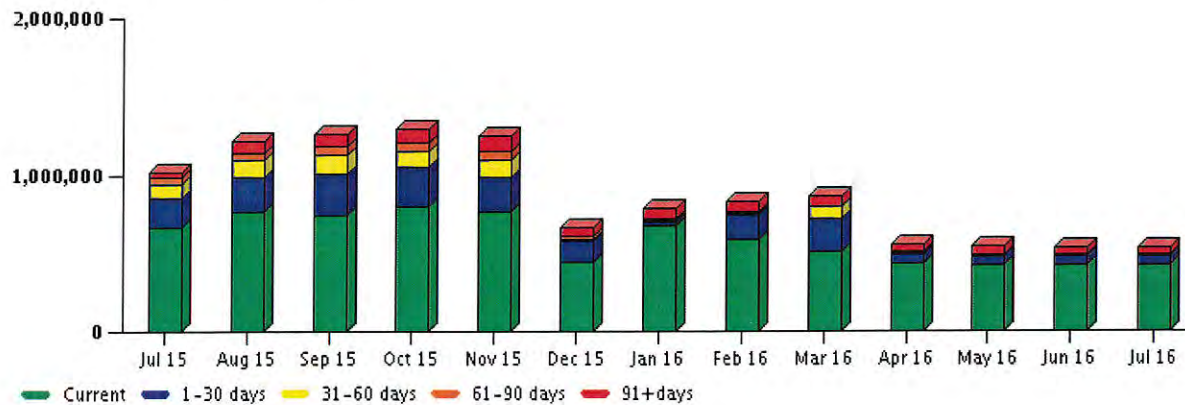


Dollar-weighted average of **145** payment experiences reported from **59** companies

Derogatory Events Last 13 Months from Jul 15 to Jul 16

No Derogatory trade Event has been reported on this company for the past 13 Months

Total Amount Current and Past Due - 13 month trend from Jul 15 to Jul 16



Status	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Total	1,020,702	1,213,075	1,257,157	1,291,526	1,245,659	657,627	784,074	827,219	865,422	547,528	537,460	532,412	531,769
Current	663,297	759,455	744,066	791,271	762,404	440,097	674,108	590,814	503,321	431,459	417,889	423,460	423,151
1-30 Days Past Due	188,151	225,144	259,891	253,709	215,537	136,639	23,189	154,183	215,013	56,027	53,875	50,057	50,057
31-60 Days Past Due	87,835	104,287	123,322	104,143	119,354	7,979	13,382	6,799	72,799	11,439	16,874	10,304	9,970
61-90 Days Past Due	43,528	46,874	49,894	53,960	56,708	22,216	6,657	13,650	3,333	7,107	928	1,945	1,945
90+ Days Past Due	37,891	77,315	79,984	88,443	91,656	50,696	66,738	61,773	70,956	41,496	47,894	46,646	46,646

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ATTACHMENT 7



DRUG & ALCOHOL POLICY

EFFECTIVE DATE:

August 1, 2001

REVISIONS: All drug and alcohol revisions' will be conducted in accordance with 49 CFR Part 40 and CFR Part 655, as amended.

June 1, 2008	Merged policies from Legacy First Transit and Legacy Laidlaw Transit Services
September 1, 2008	Added revisions to 49 CFR Part 40 which became effective August 25, 2008
February 1, 2009	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
August 31, 2009	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
January 10, 2011	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
March 3, 2011	Policy updated per 49 CFR Part 40 and 49 CFR Part 655

This document sets forth First Transit's policy on alcohol misuse and controlled substance abuse and details First Transit's substance abuse testing program which applies to all First Transit employees who work at the Company's FTA regulated locations.

This policy is based on the DOT requirements set forth in the DOT regulation 49 CFR Part 40 and FTA 49 CFR Part 655. The Federal Regulations are available upon request.

Requirements and/or disciplinary actions established by First Transit are entered in **bold-faced type**; otherwise, the FTA mandates the requirements and/or actions contained in this policy.

On August 1, 2001 the governing board approved this policy. Subsequent revisions and board approval dates are noted above.

A handwritten signature in black ink, appearing to read "Brad Thomas".

Brad Thomas
President

Revised On: 3/31/11
Updated On: 8/10/12
Effective Date: 08/01/2011



A Zero Tolerance Company

First Transit supports a policy of a drug-free workforce. To implement the policy, First Transit has instituted a program of drug abuse education for employees, drug and alcohol testing for all employees and applicants for employment, a statement of prohibited behavior(s), corrective action related to positive tests or a refusal to test, and resources for employee assistance and rehabilitation.

The Company recognizes that its employees' use of illegal drugs and misuse of alcohol pose a significant risk to public safety, as well as the employee's health and well being. Drug use includes, but is not limited to, marijuana, amphetamines, opiates, phencyclidine and cocaine, as well as any substance which causes the presence of these drugs or drug metabolites such as hemp-related products, coca leaves or any substance not approved for medical use by the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. The "use" of drugs means presence in an employee's body system while on duty. First Transit and all operating Companies cooperate fully with local, state, and federal authorities in matters pertaining to the use, possession, or sale of controlled substances by anyone on Company premises.

A. PURPOSE

The purpose of this policy is to assure worker fitness for duty and to protect First Transit employees, customers, and the public from the safety and health risks posed by the misuse of alcohol and use of prohibited drugs. This policy is intended to comply with all applicable federal, state and local legislation and regulations governing workplace anti-drug use and alcohol misuse. They include DOT 49 CFR Part 40; FTA 49 CFR Part 655; as well as Company zero tolerance policy. This policy incorporates the requirements of the above regulations for safety-sensitive and **non-safety sensitive** employees.

Reporting to work in an impaired or unfit condition because of the use or consumption of controlled substances or alcohol is strictly prohibited. Any employee who uses, possesses, or is involved in the sale or purchase of any prohibited drugs, while on Company premises, conducting Company business or operating Company equipment is considered to be in violation of Company policy.

If any conflict occurs between state and local laws and any requirement of the above-mentioned Federal regulations, the Federal regulations prevail. However, Federal regulations do not pre-empt provisions of State criminal laws that impose sanctions for reckless conduct attributed to prohibited drug use or alcohol misuse, whether the provisions apply specifically to transportation employees, employers, or the public in general.

B. EDUCATION AND TRAINING

The education and ongoing awareness component of this policy will include display of posters, distribution to all covered employees and representatives of employee organizations of the drug and alcohol policy and other informational materials, and periodic information seminars. Each employee will be required to sign an acknowledgment form.

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As required by FTA regulations, the Company will provide a minimum of 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 supervisory personnel or Company officials who are in a position to determine employee fitness for duty will receive an initial 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse. Periodic retraining will also be required of supervisory personnel.

C. COVERED EMPLOYEES

General

As a condition of employment, all employees are required to submit to drug and alcohol testing as allowed by law. Those of Safety Sensitive positions (refer to Appendix A) shall be in accordance with 49 CFR Part 655. A refusal to submit to a test as directed will be considered a refusal and the employee **will be disciplined up to and including termination.**

Safety-Sensitive

As defined by the FTA, safety-sensitive employees include those who perform, or may be called upon to perform, the following safety-sensitive functions:

1. Operating a revenue service vehicle, even when the vehicle is not in revenue service;
2. Operating a non-revenue service vehicle when required to be operated by a Commercial Driver's License (CDL) holder;
3. Controlling dispatch or movement of a revenue service vehicle;
4. Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service; and
5. Carrying a firearm for security purposes.

D. PRESCRIPTION OR OVER-THE-COUNTER MEDICATION

Please note there are risks associated with the use of certain prescription and over the counter medications.

Under Company policy, the use of legally prescribed drugs and over the counter medications is not prohibited. However, before beginning a work shift, Company employees must report to his or her supervisor the use of substances that may potentially impair performance or increase the probability of accident, injury, or damage to property. It is the employee's responsibility to advise their supervisor of over the counter medication and/or prescription medications taken. It is also the employee's responsibility to obtain and provide documentation to the employee's supervisor from a certified medical professional confirming the employee's fitness to safely perform his/her job responsibilities.

A verified positive drug test result whether for illegal substances, illegal use of prescriptions, or misuse of prescriptions will result in disciplinary action up to and including termination. A prescription is considered valid only if it is in writing and indicates the employee's name, date, the name of the substance, quantity or amount to be taken, and the period of authorization. It is a violation of this policy to use any controlled substance in a manner that is inconsistent with the prescription.

E. TYPES OF TESTING

Safety Sensitive Employees

Pre-Employment Testing

A verified negative drug test result must be received before any applicant shall be permitted to perform any safety sensitive job function. A pre-employment drug test must also be performed and a negative result

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received for an employee who transfers from a non-safety sensitive position to a safety sensitive position prior to the employee assuming his or her new position.

If the applicant previously worked for any DOT-covered employer in the past two years, First Transit also will conduct a pre-employment drug and alcohol background check from the previous employers. The Company will also inquire in writing if the applicant has previously failed or refused a DOT pre-employment drug and/or alcohol test. If there was any previous violation, the employee must provide the Company proof of having successfully completed a SAP-recommended referral, evaluation and treatment plan.

If a pre-employment test is canceled by the MRO, the individual will be required to undergo another test and successfully pass the test with a verified negative result before performing safety-sensitive duties. If an applicant tests positive for drug(s) or alcohol or refuses to submit to a test when required, the Company shall advise the individual of the resources available for evaluating and resolving problems associated with prohibited drug use and alcohol misuse and document such referral. He or she shall be given the name, address and phone number of a local Substance Abuse Professional (SAP).

When a covered employee or applicant has not performed a safety sensitive function or an employee's employment status has changed, (temporary layoff, leave of absence, lost time Worker's Compensation claim, etc.) for 90 or more consecutive calendar days regardless of the reason, and the employee has not been in the employer's random selection pool during that time, the Company shall ensure that the employee takes a pre-employment drug test with a verified negative result prior to resuming safety-sensitive functions.

In cases of temporary leave, less than 30 days (such as vacation, sick leave, jury duty, etc.) when the employee has not been taken out of the random pool, a DOT pre-employment test is not required prior to returning to a safety sensitive position.

If the temporary leave extends beyond 30 days but less than 90 days, the employee must have a non-DOT pre-employment test with a verified negative result prior to resuming safety-sensitive functions under Company policy.

For those employees who are in a non-safety-sensitive position and are not covered by federal regulations, they will be required, prior to returning to work, to have a non-DOT pre-employment drug test with a negative test result. This drug test will be conducted only after employee has been out on leave for more than 30 days.

Note: The Return-to-Duty testing category should not be used under these testing circumstances. The pre-employment category is to be used.

NOTE: The Company may conduct pre-employment alcohol testing where mandated by contract.

Reasonable Suspicion Testing

The Company shall conduct a drug and/or alcohol test when the Company has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse.

- The Company's determination that reasonable suspicion exists shall be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee. A supervisor or other company official (s) who is trained in detecting the signs and symptoms of drug use and alcohol misuse must make the required observations.
- Alcohol testing is authorized under this section only if the observations required by the above paragraph of this section are made during, just preceding, or just after the period of the workday that the covered employee is required to be in compliance with this part. The Company may direct a covered employee to undergo reasonable suspicion testing for alcohol only while employee is performing safety-sensitive functions; just before the employee is to perform safety-sensitive functions; or just after the employee has ceased performing such functions.

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- If an alcohol test required by this section is not administered within two hours following the determination under this section, the employer shall prepare and maintain on file a record stating the reasons the alcohol test was not promptly administered. If an alcohol test required by this section is not administered within eight hours following the determination of this section, the employer shall cease attempts to administer an alcohol test and state in the record the reasons for not administering the test.

All Company employees are subject to reasonable suspicion testing for drugs and/or alcohol. Whenever a trained supervisor or other Company official has reason to believe that an employee has misused alcohol or a prohibited drug, reasonable suspicion testing will be conducted. The identifying supervisor's observations will be documented and such documentation shall be kept in the employee's confidential drug and alcohol testing file. **Employees directed to submit to reasonable suspicion testing shall be escorted by a supervisor who will drive the employee to the collection site. The employee shall not be permitted to return to duty until a negative test has been confirmed. An employee who produces a negative result shall be promptly returned to his or her regular work and be made whole for any lost wages.** The Company will only direct a covered employee to undergo reasonable suspicion alcohol testing while the employee is performing, is just about to perform, or has just ceased performing safety-sensitive functions.

Post-Accident Testing

Any safety-sensitive employee involved in an accident shall be required to submit to drug and alcohol test(s) as soon as practicable after the accident.

Thresholds for FTA Post Accident testing:

- Fatality. In the event of a fatality, any surviving covered employee operating a public transportation vehicle at the time of an accident will be required to submit to tests for alcohol and prohibited drugs as soon as practicable. The company also will test any other employee whose performance could have contributed to the accident, as determined by the company using the best information available at the time of the decision.
- Bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident; or
- One or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle.

In the event of a non-fatal accident that otherwise meets the FTA post-accident testing threshold, the decision to administer or not administer a post-accident test shall be based on First Transit's determination of whether or not the covered employee was a contributing factor to the accident, using the best information available at the time of the accident. The company also will test any other employee whose performance could have contributed to the accident, as determined by the company using the best information available at the time of the decision. At First Transit, for all accidents, we use the Post Accident Substance Abuse Testing Decision Maker to make our decision to test or not to test and document the file.

Covered employees are prohibited from using alcohol for eight hours following any accident or until the required post-accident test is administered, whichever comes first. Every effort will be made to conduct post-accident drug and alcohol tests within two hours following an accident. Covered employees involved in accidents must remain readily available for testing, including notifying the Company of their location if they leave the scene of the accident before testing, and will be considered to have refused to submit to testing if they fail to do so. This requirement will not require the delay of necessary medical attention for injured people following an accident or prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or obtain necessary emergency medical care.

In the event an alcohol test is not administered within two hours following an accident, the Company will prepare and maintain a record stating the reasons why the test was not promptly administered. If an alcohol test is not administered within eight hours following an accident, the Company will make no further effort to administer an alcohol test and document the reasons why the test was not administered within eight hours.

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In the event a drug test is not administered within 32 hours following an accident, the Company will cease its attempts to administer any further testing.

First Transit's policy is such that following a post-accident test; the employee is not allowed to perform any safety-sensitive function until the Company has received negative test results. So long as they are not subject to any disciplinary action related to the accident, any employee whose drug test and/or alcohol test produces a negative result shall be promptly returned to his or her regular work and be made whole for any lost wages, unless the employee is suspended for any additional purposes concurrent with the waiting of the test results.

Random Drug and Alcohol Testing

The Company will conduct random drug and alcohol tests at a minimum annual percentage of covered employees as required by the FTA. The random testing rates are subject to change on an annual basis, depending on the industry-wide positive rate determined by the FTA from the annual MIS reports submitted by covered employers. Management does not have discretion and/or influence concerning the selection process.

The random selection process will be completely objective and anonymous and will utilize a scientifically valid method such as a random number table or a computer based random number generator matched with employee's social security numbers, payroll identification numbers, or other comparable identifying numbers. This method ensures each employee the same fair and equal chance of selection for testing. A covered employee may be randomly tested for prohibited drug use anytime while on duty. The testing will be unannounced and unpredictable. The Company will ensure that testing will be reasonably spread throughout the course of the year, all days of the week and hours of the day when safety-sensitive duties are being performed.

Random lists are only valid for the month indicated on the list and expire on the last day of each month. No employee can be tested after the random selection period has expired. Therefore, the DER must make every effort to test all employees selected during the month in which they are selected. If an employee is unavailable for testing due to an approved leave (i.e. vacation, leave of absence, illness) the DER must test that employee when they return as long as it is within the random selection period. All employees selected for random testing are required to be tested during the random selection period. For missed tests, a legitimate reason must be documented and kept on file with the random selection list.

Employees are required to immediately proceed to the designated collection site testing facility following notification of selection.

Covered employees will only be required to submit to random alcohol tests if they are performing a safety-sensitive function, about to perform a safety-sensitive function, or have just ceased performing a safety-sensitive function.

Failure to submit to a test, failure to comply with the instructions of the testing facility staff or leaving the facility prior to the completion of the test shall be treated as a "refusal-to-test", which is treated as a failed test.

Failure to submit to or complete the test as outlined above will subject the employee to immediate suspension and disciplinary action up to and including termination.

Return-To-Duty/Follow-Up Testing

First Transit is zero tolerance employer, and therefore does not conduct Return-To-Duty or Follow-up testing.

Non-Safety Sensitive Employees

Employees in non-safety sensitive positions are subject to the Company's drug and alcohol testing program pursuant to an applicable Collective Bargaining Agreement or State law. The same

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guidelines for testing under DOT/safety sensitive will be used for a non-safety sensitive test, only using non-federal forms.

Refusal to Submit/Test

Any covered employee who refuses to submit to an alcohol and/or drug test will be prohibited from performing or continuing to perform a safety-sensitive function and be subject to discipline. "Refusal to Submit" to an alcohol and/or drug test carries the same consequences as a positive test result, a violation of this policy, and includes the following conduct:

- Failure to appear for any test (except a pre-employment) at the collection site in the time allotted.
- Failure to remain at the test site until the testing process is completed, except in pre-employment situations where leaving before the testing process begins is not deemed to be a test refusal.
- Failure to provide a urine, breath, or saliva specimen collection when it is required by DOT Part 40.
- Failure to permit the observation or monitoring or specimen collection when it is required.
- Failure to provide a sufficient amount of urine or breath specimen without a valid medical explanation.
- Failing to cooperate with any part of the testing process (e.g. refusing to empty pockets when so directed by the collector or behaving in a confrontational way that disrupts the collection process).
- For an observed collection, failure to follow the observer's instructions to raise clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if individual is wearing any type of prosthetic device that could be used to interfere with the collection process.
- Failure or refusal to take a second test First Transit, the MRO, or collector has directed the employee to take.
- Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- Admitting adulteration or substitution of the specimen to the collector or the MRO.
- Failure to sign the certification at Step 2 of the ATF (Alcohol Testing Form).
- If the MRO reports a verified adulterated or substituted test result.
- Failure to undergo a medical evaluation, by the MRO or DER for drug and alcohol testing.
- Leaving the scene of the accident without just cause prior to submitting to post-accident test.

F. DRUG & ALCOHOL TESTING PROCEDURES

General

First Transit will conduct all DOT drug and alcohol testing in accordance with 49 CFR Part 40, as amended. To test for prohibited drugs, an initial screening test using an immunoassay technique will be performed at a DHHS certified laboratory. If the specimen is positive for one or more of the drugs tested, a confirmation test will be performed using the state-of-the-art gas chromatography/mass spectrometry (GC/MS) analysis. If the test is confirmed positive, the Medical Review Officer (MRO) will conduct a verification process, which includes giving the employee an opportunity to provide a valid medical explanation for the positive test result.

The Company will require the employee to immediately provide another specimen collection under direct observation if the creatinine concentration of a negative-dilute specimen was greater than or equal to 2mg/dL but less than or equal to 5mg/dL. If the result of the second test is again negative-dilute, the Company will accept the result as negative.

If the laboratory reports to the MRO an "Invalid Result" or "Rejected for Testing" (because of a fatal or uncorrectable flaw), a recollection may be required by the MRO, and depending on the circumstances, the recollection may be directly observed. Urine is collected at a DOT approved collection site and is sent to a DHHS certified laboratory for testing. The employee must produce at least 45 mL of urine or is considered a "shy bladder". If the employee cannot produce the required

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quantity of urine ("shy bladder"), the collection site will offer employee the opportunity to consume 40oz. of water within a three (3) hour time frame in order to produce the required 45mL of urine. The employee may NOT exit the premises of the testing facility during this time. If employee leaves the testing facility, the test will be considered a refusal subjecting the employee **to immediate suspension and disciplinary action up to and including termination.**

In the event of a "shy bladder," employee must undergo a medical evaluation. The Company will refer the employee to a physician acceptable to the MRO and employee will be required to provide evidence of a medical condition hindering the production of urine. The employee has 5 days to get a medical evaluation once a shy bladder occurs. **If the medical evaluation proves that there is a valid medical condition, the employee shall be reimbursed and returned to duty with full pay or placed back into the recruiting process**

To test for alcohol, the employee shall be required to provide a breath sample using an Evidential Breath Testing (EBT) device on the NHTSA conforming products list and operated by a trained Breath Alcohol Technician (BAT). If the initial test result is 0.02 or higher, the employee will be directed to take a confirmation test. In the event of a "shy lung", where the employee is unable to provide a sufficient breath sample for testing, the Company will refer the employee to a physician of our choice for medical examination within 5 days to determine if there is a valid medical condition that makes it unable for the employee to provide a sufficient amount of breath.

If the physician finds:

1. That a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the test is cancelled. Each time an employee of the Company is selected for testing, they must make a valid attempt to provide a breath sample. All previous testing scenarios do not apply and any previous letters that have been kept on file regarding a medical condition are no longer valid.
2. That there is not an adequate basis for determining that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee will be considered to have refused the test.

Dilute Results

If there is a dilute test result, unless the creatinine concentration of a negative-dilute specimen was greater than or equal to 2mg/dL but less than or equal to 5mg/dL, **the Company will accept the test result and there will be no re-test.**

Prohibited Drugs

The following uses unless legally prescribed, consumption of these substances is prohibited at all times.

- Marijuana
- Cocaine
- Opiates
- Amphetamines
- Phencyclidine

Alcohol Testing

The Company will be testing for alcohol in the following circumstances:

- Post Accident
- Reasonable Suspicion
- Random

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First Transit is a zero-tolerance employer, and therefore does not conduct any Return-to-Duty or Follow-Up testing under DOT authority.

Prohibited Usage of Alcohol

The following uses of alcohol are prohibited under this policy:

1. Reporting for duty or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater.
2. Using alcohol while performing safety-sensitive functions.
3. Using alcohol within four hours prior to performing a safety-sensitive function.
4. Employees are prohibited from using alcohol during their specified on-call hours. However, any on-call employee who has used alcohol during his/her on call hours will be given the opportunity to acknowledge such use and/or their inability to perform a safety-sensitive function at the time they are called to report to duty. If an on-call employee acknowledges the use of alcohol, but claims to be able to perform their safety-sensitive function, they will be required to submit to an alcohol test.
5. Eight hours following an accident, or until after the test is completed.

Directly Observed Urine Specimen Collection

Under DOTs 49 CFR Part 40 directly observed collections are permissible only under one of the following circumstances:

- Creatinine between 2 mg/dL but less than or equal to 5 mg/dL as verified by the MRO;
- If the collector observes employee conduct that clearly indicates an attempt to tamper with a specimen;
- If the temperature on the original specimen was out of range;
- If the original specimen appeared to have been tampered with;
- If the laboratory reported to the MRO that a specimen is invalid and there was no adequate medical explanation for the result;
- If the MRO reported that the original positive, adulterated, or substituted test result had to be canceled because the split specimen testing could not be performed;
- The test is a follow-up test or a return to duty test.

The observer shall be the same gender as the employee, but need not be the collector. The observer is responsible for ensuring that the specimen goes from the employee's body into the collection container. If the employee declines to allow a directly observed collection when required or permitted under this policy, it is considered a refusal to test.

Split Specimen Testing

After notification by the MRO of a verified positive drug test or refusal to test because of adulteration or substitution, the employee has 72 hours to request a test of the split specimen. If more than 72 hours have passed, but the employee can present information that demonstrates to the satisfaction of the MRO that extenuating circumstances unavoidably prevented the employee from making a timely request, the split specimen may be tested. **The employee will be suspended without pay or removed from the hiring process until the result of the split sample test is received from the MRO. Should the result of the second test be positive, the employee shall be required to reimburse the Company for the cost of the test. The employee shall be returned to duty with full pay if the second test invalidates the original test or if the test was cancelled.**

G. CONSEQUENCES/DISCIPLINE

In addition to the immediate removal from safety-sensitive functions required by Federal Transit Administration Regulations, the Company will take the following disciplinary action against any individual who violates this policy:

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- A) An individual who tests positive on a pre-employment or pre-duty test for a prohibited drug will not be hired for a covered function position. A referral to an SAP will be provided.
- B) Any covered employee who has a verified positive drug or confirmed alcohol test result with an alcohol concentration of 0.04 or greater, or who refuses to submit to a drug or alcohol test under this part, will be removed immediately from his or her safety-sensitive function and be evaluated by a Substance Abuse Professional. **The consequences of verified positive drug or confirmed alcohol test the employee is subject to disciplinary action up to and including termination under Company policy**
- C) **If an employee's alcohol test result is 0.02 or above, but less than 0.04, the employee will be removed from safety-sensitive functions and the employee will be subject to the consequences of disciplinary action up to and including termination under Company policy (unless prohibited by Collective Bargaining Agreement).**

H. REFERRAL, EVALUATION AND TREATMENT

If an employee or applicant tests positive for drug(s) or alcohol or refuses to submit to a test when required, the Company shall refer the employee to a local Substance Abuse Professional (SAP), advise the individual of the resources available for evaluating and resolving problems associated with prohibited drug use and alcohol misuse, and document such referral. He or she shall be given the name, address and phone number of Substance Abuse Professional (SAP) acceptable to the Company and a list of community hot line numbers if available.

The employee will be responsible for any and all costs associated with the SAP evaluation and recommendation(s), unless otherwise required by applicable federal or state law.

Voluntary Self-Referral

An employee who voluntarily (not in response to a Company request to take a drug or alcohol test, or the positive result of a drug or alcohol test) admits to management that he or she has a substance abuse or alcohol problem, and who wishes to voluntarily submit to a Rehabilitation Program, shall be placed on unpaid medical leave. Any voluntary requests for treatment must be made prior to any pending drug/alcohol test or disciplinary related action.

- An appropriate leave of absence may be granted for treatment and rehabilitation.
- The employee may be permitted to take accrued sick leave or administrative leave to participate in the Substance Abuse Counselor prescribed treatment program. If the employee has insufficient accrued leave, the employee shall be placed on leave without pay until the Substance Abuse Counselor has determined that the employee has successfully completed the required treatment program and releases him/her to return to safety sensitive duties.
- Any leave taken, either paid or unpaid, shall be considered leave taken under the Family and Medical Leave Act.
- Payment for treatment will be coordinated through the employee's health insurance provider. Employees who do not have health insurance coverage are responsible for the entire cost of any recommended treatment or rehabilitation services.
- The employee must present evidence of having enrolled in and successfully completed, at his or her own expense, a rehabilitation program approved by First Transit.
- The employee must submit to a non-DOT pre-employment drug and alcohol test, at his or her own expense, which produces a negative result.
- The employee must sign First Transit's Post-Rehabilitation Return to Work Agreement.

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- If a test result is canceled by the lab, the individual will be required to undergo another test and successfully pass the test with a verified negative result before performing safety-sensitive duties.

An employee placed on unpaid leave as provided in this section must satisfy the provisions of the items above not later than 12 weeks from the commencement of this leave. An employee failing to do so shall be deemed to have abandoned his or her job. Any employee who is returned to work as provided in this section of the policy and who fails to comply with any of the terms of the Post – Rehabilitation Return to Work Agreement will be discharged. Employees will not be disciplined for requesting treatment, but will be expected to observe job performance standards and work rules as they apply to every employee. Any decision to seek help will not interfere with an employee's eligibility for promotional opportunities. Confidentiality of information will be maintained at all times.

APPENDIX A - Safety-Sensitive Job Functions/Descriptions

The following positions have been designated as safety-sensitive functions and shall be subject to testing under the requirements of the policy.

All Drivers of Company Vehicles - Any employee who operates a revenue service vehicle, even when not in revenue service, which includes driving on company property and behind-the-wheel training. Any employee who operates a non-revenue service vehicle, when required to be operated by a holder of a Commercial Drivers License (CDL).

Vehicle Maintenance Workers - Those employees that maintain a revenue vehicle or equipment used in revenue service.

Employees Holding A CDL - Any employee who holds a CDL, and is subject to revenue vehicle operation, may operate a non-revenue vehicle when required to be operated by a holder of a CDL, and / or perform vehicle maintenance on equipment used in revenue service.

Dispatchers / General Managers / Supervisors - Employees who control the dispatch or movement of revenue service vehicles including all executive staff during a crisis situation. Supervisors who may have job descriptions that include safety-sensitive functions will be subject to the requirements of the policy while they are performing the safety-sensitive duty. This includes General Managers, Operations Managers, Assistant Operations Managers, Maintenance Managers, and Managers.

Senior Staff Positions - President, Senior Vice President, Region Vice President, Director of Safety, Region Manager, Assistant Manager, and General Manager. This includes all senior staff positions that have the ability to control the movement of revenue service vehicles (dispatch) in a crisis situation.

Clerk / Receptionist / Dispatchers - Those employees that work as clerks or receptionists in the Location who will occasionally control the dispatch or movement of a revenue vehicle.

NOTE:

- In addition to the above, all First Transit positions are subject to review for safety-sensitive qualifications and may be added to the random testing protocol at any time.
- If you have a location specific job function that is not included in the above, please contact the Drug and Alcohol Program Manager (DAPM) to clarify the job duties regarding safety-sensitive or non-safety-sensitive testing.

Revised On: 3/31/11
Updated On: 8/10/12
Effective Date: 08/01/2011

First Transit has designated the Corporate Drug and Alcohol Administrator to be the Drug and Alcohol Program Manager (DAPM) and Designated Employer Representative (DER), to answer employee questions about the Anti-Drug and Alcohol Misuse Program.

Any questions about the Drug and Alcohol Policy or any aspect of the Company's drug- and alcohol-free program should first be referred to your direct Manager. If you are unable to seek resolution at your local office please seek assistance through the below contact:

- Corporate Drug and Alcohol Administrator (513) 684-8736
 - Kathleen DeKelaita
 - 600 Vine Street, STE 1400, Cincinnati, Ohio 45014

APPENDIX B - To Find a Local DOT-qualified Substance Abuse Professional (SAP) in Your Area

SAPlist.com - www.saplist.com

Primary goal: to help employers find, contract and engage the services of qualified and trained SAPs.

National Counseling Resource – (800) 607-1010

- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

National Substance Abuse Professionals – www.nsapn.com (800) 879-6428

- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

American Substance Abuse Professionals (ASAP) – www.go2asap.com (888) 792-2727

- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

**Drug and Alcohol Policy
Employee Acknowledgement Form**

By signing, I acknowledge that I have received, read, understand and shall comply with the First Transit Drug and Alcohol Policy. I have also received the required 60 minutes of training on the effects and consequences of prohibited drug use.

Name: _____

Company/Location Code: _____ Position: _____

Signature: _____ Date: _____

(Return this form to your Supervisor for inclusion in your drug and alcohol file)

Revised On: 3/31/11
Updated On: 8/10/12
Effective Date: 08/01/2011



ATTACHMENT 8



Arthur J. Gallagher & Co.

March 8, 2017

**Escambia County
213 Palafox Place
Pensacola, FL 32502**

**Re: First Transit, Inc.
ECAT Management Contract, PD 16-17.014**

To Whom It May Concern:

It has been the privilege of Travelers Casualty and Surety Company of America to provide surety bonds for First Transit, Inc. for over ten years. During that time they have performed and we have bonded projects in the \$10,000,000 range for a wide variety of owners.

It is our opinion that First Transit, Inc. is qualified to perform the above captioned project. At their request we will give favorable consideration to providing an annual performance bond in the amount of 100% of the annual amount.

Please note that the decision to issue the performance bond is a matter between First Transit, Inc. and Travelers, and will be subject to our standard underwriting at the time of the final bond request, which will include but not be limited to the acceptability of the contract documents, bond forms and financing. We assume no liability to third parties or to you if for any reason we do not execute said bonds.

Travelers Casualty and Surety Company has an AM Best rating of A++ XV, and a Treasury Listing in excess of \$100 million dollars. Travelers Casualty and Surety Company is licensed to do business in the State of Florida.

If you have any questions or need any additional information, please do not hesitate to contact me.

Sincerely,

Travelers Casualty and Surety Company of America

Harold Miller Jr.
Attorney-In-Fact



POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No.

229195

Certificate No. 007012783

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc., is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Sharon A. Foulk, Harold Miller Jr., Karen E. Socha, William T. Krumm, Jon A. Schroeder, Arlene M. Filipski, Kathleen Weaver, Jodie Sellers, and Patrick Gallagher

of the City of Itasca, State of Illinois, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 18th day of October, 2016.

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By:

Robert L. Raney, Senior Vice President

On this the 18th day of October, 2016, before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
My Commission expires the 30th day of June, 2021.



Marie C. Tetreault
Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kevin E. Hughes, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 8th day of March, 20 17.


Kevin E. Hughes, Assistant Secretary



To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.

**ESCAMBIA COUNTY FLORIDA
REQUEST FOR PROPOSAL
PROPOSER'S CHECKLIST
OPERATOR FOR PARATRANSIT SERVICES
SPECIFICATION PD 16-17.027**

- **HOW TO SUBMIT YOUR PROPOSAL**

PLEASE REVIEW THIS DOCUMENT CAREFULLY. OFFERS THAT ARE ACCEPTED BY THE COUNTY ARE BINDING CONTRACTS. **INCOMPLETE PROPOSALS ARE NOT ACCEPTABLE.** ALL DOCUMENTS AND SUBMITTALS SHALL BE RECEIVED BY THE OFFICE OF PURCHASING ON OR BEFORE DATE AND HOUR FOR SPECIFIED FOR RECEIPT. LATE BIDS WILL BE RETURNED UNOPENED.

THE FOLLOWING DOCUMENTS SHALL BE RETURNED WITH PROPOSAL:

- SOLICITATION, OFFER AND AWARD FORM WITH ORIGINAL SIGNATURE AND ONE (1) CD OR FLASH DRIVE CONTAINING THE ENTIRE PROPOSAL
- COST PROPOSAL FORM WITH ORIGINAL SIGNATURE

THE FOLLOWING DOCUMENTS SHOULD BE RETURNED WITH PROPOSAL

- ATTACH CURRENT DUN & BRADSTREET FINANCIAL REPORT INCLUSIVE OF DUN & BRADSTREET RATING OR OTHER EVIDENCE OF FINANCIAL STABILITY
- SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(A), FLORIDA STATUTES, ON ENTITY CRIMES
- DRUG-FREE WORKPLACE FORM
- INFORMATION SHEET FOR TRANSACTIONS AND CONVEYANCES CORPORATE IDENTIFICATION
- CERTIFICATE OF AUTHORITY TO DO BUSINESS FROM THE STATE OF FLORIDA
OCCUPATIONAL LICENSE
- FLORIDA DEPARTMENT OF BUSINESS AND PROFESSIONAL REGULATION – LICENSE(S),
CERTIFICATION(S) AND/OR REGISTRATION(S)
- CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES ON FEDERAL CONTRACTS
- CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION
FROM FEDERAL AID PROJECTS
- BEFORE YOU SUBMIT, HAVE YOU:

PLACED YOUR PROPOSALS WITH ALL REQUIRED SUBMITTAL ITEMS IN A SEALED ENVELOPE CLEARLY MARKED FOR SPECIFICATION NUMBER, PROJECT NAME, NAME OF PROPOSER, AND DUE DATE AND TIME OF PROPOSAL RECEIPT?

- THE FOLLOWING SUBMITTALS ARE REQUIRED UPON NOTICE OF AWARD:

CERTIFICATE OF INSURANCE

**THIS FORM IS FOR YOUR CONVENIENCE TO ASSIST IN FILLING OUT YOUR
PROPOSALS ONLY.
DO NOT RETURN WITH YOUR SUBMITTAL**

**ESCAMBIA COUNTY
FLORIDA**

REQUEST FOR PROPOSERS

OPERATOR FOR PARATRANSIT SERVICES

SPECIFICATION NUMBER PD 16-17.027

PROPOSALS WILL BE RECEIVED UNTIL: 3:00 p.m., CST, WEDNESDAY, MARCH 8, 2017

**Office of Purchasing, Room 11.101
213 Palafox Place, Pensacola, FL 32502
Matt Langley Bell III Building
Post Office Box 1591
Pensacola, FL 32591-1591**

**A MANDATORY PRE-SOLICITATION CONFERENCE IS SCHEDULED FOR WEDNESDAY, FEBRUARY 22, 2017 AT 10:30 AM CST IN THE OFFICE OF PURCHASING, 213 PALAFOX PLACE, PENSACOLA, FLORIDA 32502 CONFERENCE ROOM 11.407
ALL PROPOSERS MUST ATTEND**

Board of County Commissioners

Douglas B. Underhill, Chairman
Gary Bergosh, Vice Chairman
Steven Barry
Lumon J. May
Grover Robinson, IV

Procurement Assistance:

Claudia Simmons
Purchasing Manager
Office of Purchasing
2nd Floor, Matt Langley Bell, III Building
213 Palafox Place
Pensacola, FL 32502
Tel: (850) 595-4987
Fax: (850) 595-4807
Email: casimmon@myescambia.com
Website: www.myescambia.com

Technical Assistance:

Donald A. Christian III
Engineering Technician
Transportation and Traffic
3363 West Park Place
Pensacola, FL 32505
Tel: (850) 595-3404
Fax: (850) 595-3405
Email: dachrist@co.escambia.fl.us

SPECIAL ACCOMMODATIONS:

Any person requiring special accommodations to attend or participate, pursuant to the Americans with Disabilities Act, should call the Office of Purchasing, (850) 595-4980 at least five (5) working days prior to the solicitation opening. If you are hearing or speech impaired, please contact the Office of Purchasing at (850) 595-4684 (TTY).

NOTICE

It is the specific legislative intent of the Board of County Commissioners that NO CONTRACT under this solicitation shall be formed between Escambia County and the awardee vendor until such time as the contract is executed by the last party to the transaction.

OPERATOR FOR PARATRANSIT SERVICES

SPECIFICATION NUMBER PD 16-17.027

TABLE OF CONTENTS

Forms marked with an (* Asterisk) must be returned with Offer.

Forms marked with a (Double Asterisk) should be returned with Offer.**

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EXHIBIT K – Federal Requirements	
• CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES ON FEDERAL CONTRACTS*	
• CERTIFICATION REGARDING DEBARMENT,SUSPENSION,INELIGIBILITY AND VOLUTARY EXCLUSION FROM FEDERAL AID PROJECTS *	

SIGN AND RETURN THIS FORM WITH YOUR PROPOSALS**

SOLICITATION, OFFER AND AWARD FORM

ESCAMBIA COUNTY FLORIDA

SUBMIT OFFERS TO:

Claudia Simmons

Request for Proposal

Purchasing Manager

Office of Purchasing, 2nd Floor, Room 11.101

213 Palafox Place, Pensacola, FL 32502

Post Office Box 1591, Pensacola, FL 32591-1591

Phone No: (850) 595-4987 Fax No: (850) 595-4807

OPERATOR FOR PARATRANSIT SERVICES

SOLICITATION NUMBER: PD 16-17.027

SOLICITATION

MAILING DATE: Wednesday, February 15, 2017

PRE-PROPOSALS CONFERENCE: MANDATORY 10:30 am CST, Wednesday, February 22, 2017

OFFERS WILL BE RECEIVED UNTIL: 3:00pm, CDT, Wednesday, March 8, 2017 and may not be withdrawn within 90 days after such date and time.

POSTING OF SOLICITATION TABULATIONS

Solicitation tabulations with recommended awards will be posted for review by interested parties at the County Office of Purchasing and will remain posted for a period of two (2) business days. Failure to file a protest in writing within two (2) business days after posting of the solicitation tabulation shall constitute a waiver of any protest relating to this solicitation. All protests must be filed with the Office of Purchasing. They will be handled according to the Escambia County Purchasing Ordinance.

OFFER (SHALL BE COMPLETED BY OFFEROR)

FEDERAL EMPLOYER IDENTIFICATION NUMBER OR S.S. NUMBER:

TERMS OF PAYMENT:

DELIVERY DATE WILL BE _____ DAYS AFTER RECEIPT OF PURCHASE ORDER.

VENDOR NAME: _____

REASON FOR NO OFFER: _____

ADDRESS: _____

CITY, ST. & ZIP: _____

PHONE NO.: (____) _____

BOND ATTACHED \$ _____ N/A _____

TOLL FREE NO.: (____) _____

FAX NO.: (____) _____

I certify that this offer is made without prior understanding, agreement, or connection, with any Corporation, firm or person submitting an offer for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the offeror and that the offeror is in compliance with all requirements of the solicitation, including but not limited to certification requirements. In submitting an offer to Escambia County Florida, the offeror agrees that if the offer is accepted, the offeror will convey, sell, assign or transfer to Escambia County Florida all rights title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by Escambia County Florida. At the County's discretion such assignment shall be made and become effective at the time the County tenders final payment to

NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER

(TYPED OR PRINTED)

**

SIGNATURE OF PERSON AUTHORIZED TO SIGN OFFER
(MANUAL)

****Failure to execute this Form binding the bidder/proposer's offer shall result in this bid/proposal being rejected as non-responsive.**

AWARD

Upon certification of award the contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing. The terms and conditions of this solicitation and the Proposals of the awarded contractor is incorporated by reference herein and made a part of this contract.

CONTRACTOR

Name and Title of Signer (Type or Print)

ESCAMBIA COUNTY FLORIDA

Name and Title of Signer (Type or Print)

Name of Contractor

By _____
County Administrator Date

By _____
Signature of Person Authorized to Sign Date

WITNESS _____
Date

ATTEST: _____
Corporate Secretary Date

WITNESS _____
Date

[CORPORATE SEAL]

ATTEST: _____
Witness Date

Awarded Date _____

ATTEST: _____

Effective Date _____

PROPOSAL FORM
Specification Number PD 16-17.027
Operator for Para Transit Services

Board of County Commissioners
Escambia County, Florida
Pensacola, Florida 32502

Date: _____

Commissioners:

The undersigned, Hereinafter called "Proposer", having visited the sites of the proposed project and familiarized himself with the local conditions, nature and scope of the work, and having carefully developed an acceptable method of providing services as described herein, and having carefully examined the form of agreement and contract documents shall furnish all materials, labor, services and any other items for the proper execution of contract number PD 16-17.027 Operator for Para Transit at the proposed price stated within this proposal, subject to negotiations and final and best offers.

Annual Rates

Rates per Trip	Yr. 1	Yr. 2
Ambulatory	_____	_____
Wheelchair	_____	_____

In reference to the Annual Evaluation detailed in the Scope of Work, if the County/CTC issues an overall annual rating of Does Not Meet, then the Operator will be penalized _____% at the end of the overall annual fee.

CONTRACTOR REQUIREMENTS

Acknowledgment is hereby made of receipt of the following addenda issued during the proposal period:

Addendum No. _____	Date _____	Addendum No. _____	Date _____
Addendum No. _____	Date _____	Addendum No. _____	Date _____

(PLEASE TYPE INFORMATION BELOW)

SEAL IF PROPOSAL IS BY CORPORATION

State of Florida Department of State Certificate of Authority
Document Number _____

Proposer: _____

Occupational License No. _____

By: _____

Florida DBPR Contractor's License, Certification and/or
Registration No. _____

Signature: _____

Type of Contractor's License, Certification and/or
Registration _____

Title: _____

Address: _____

Expiration Date: _____

Person to contact concerning this proposal:

Phone/Toll Free/Fax # _____

E-Mail Address: _____

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(a),
FLORIDA STATUTES, ON ENTITY CRIMES**

1. This sworn statement is submitted to _____
(print name of the public entity)
- by _____
(print individual's name and title)
- for _____
(print name of entity submitting sworn statement)

whose business address is

and (if applicable) its Federal Employer Identification Number (FEIN) is:

(If the entity has no FEIN, include the Social Security Number of the Individual signing this sworn statement: _____)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposals or contract for goods or services to be provided to any public entity or an agency or political subdivision or any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

- c. I understand that a "person" as defined in Paragraph 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into binding contract and which bids or applies to Proposals on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
- d. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(indicate which statement applies.)**

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

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

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. **(attach a copy of the final order)**

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

(signature)

Sworn to and subscribed before me this _____ day of _____, 20_____

Personally known _____

OR produced identification _____

Notary Public - State of _____

My commission expires _____

(Type of identification)

(Printed typed or stamped commissioned name of notary public)

Drug-Free Workplace Form

The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that
_____ 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, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under Proposals copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 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 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 Paragraphs 1 through 5.

Check one:

_____ As the person authorized to sign this statement, I certify that this firm complies fully with above requirements.

_____ As the person authorized to sign this statement, this firm **does not** comply fully with the above requirements.

Offeror's Signature

Date

**Information Sheet
for Transactions and Conveyances
Corporation Identification**

The following information will be provided to the Escambia County Legal Department for incorporation in legal documents. It is, therefore, vital all information is accurate and complete. Please be certain all spelling, capitalization, etc. is exactly as registered with the state or federal government.

Is this a Florida Corporation (Please Circle One)
Yes or No

If not a Florida Corporation,

In what state was it created: _____
Name as spelled in that State: _____

What kind of corporation is it: "For Profit" or "Not for Profit"

Is it in good standing: Yes or No

**Authorized to transact business
in Florida:** Yes or No

State of Florida Department of State Certificate of Authority Document No.: _____

Does it use a registered fictitious name: Yes or No

Names of Officers:

President: _____ Secretary: _____
Vice President: _____ Treasurer: _____
Director: _____ Director: _____
Other: _____ Other: _____

Name of Corporation (As used in Florida):

(Spelled exactly as it is registered with the state or federal government)

Corporate Address:

Post Office Box: _____
City, State Zip: _____
Street Address: _____
City, State, Zip: _____

(Please provide post office box and street address for mail and/or express delivery; also for recorded instruments involving land)

(Please continue and complete page 2)

Corporate Identification

Federal Identification Number: _____

(For all instruments to be recorded, taxpayer's identification is needed)

Contact person for company: _____ E-mail: _____

Telephone Number: _____ Facsimile Number: _____

Name of individual who will sign the instrument on behalf of the company:

(Upon Certification of Award, Contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing)

(Spelled exactly as it would appear on the instrument)

Title of the individual named above who will sign on behalf of the company:

END

(850) 488-9000

Verified by: _____ Date: _____

ESCAMBIA COUNTY , FLORIDA GENERAL TERMS and CONDITIONS
The following General Terms and Conditions are incorporated by reference and have the same legal effect as if printed in its entirety.

A full textual copy of these conditions may be obtained by visiting the Office of Purchasing Home Page (see Proposals Information), by telephoning the Office of Purchasing at (850) 595-4980 or by Fax at (850)595-4805.

NOTE: Any and all Special Terms and Conditions and specifications referenced within the solicitation which vary from these General Terms and Conditions shall have precedence. Submission of the Bidder/Proposal Solicitation, Offer and Award Form and Bid/Proposal Form(s) in accordance with these General Terms and Conditions and Special Terms and Conditions constitutes an offer from the offeror. If any or all parts of the offer are accepted by Escambia County Florida, an authorized representative of the county shall affix his signature hereto, and this shall then constitute a written agreement between parties. The conditions incorporated herein become a part of the written agreement between the parties.

ProposalsInformation See Home Page URL: <http://www.myescambia.com>
Click on **ON-LINE SOLICITATIONS**

1. **Sealed Solicitations**
2. **Execution of Solicitation**
3. **No Offer**
4. **Solicitation Opening**
5. **Prices, Terms and Payment**
 - 5.01 **Taxes**
 - 5.02 **Discounts**
 - 5.03 **Mistakes**
 - 5.04 **Condition and Packaging**
 - 5.05 **Safety Standards**
 - 5.06 **Invoicing and Payment**
 - 5.07 **Annual Appropriations**
6. **Additional Terms and Conditions**
7. **Manufacturers' Name and Approved Equivalents**
8. **Interpretations/Disputes**
9. **Conflict of Interest**
 - 9.01 **County Procedure on Acceptance of Gifts**
 - 9.02 **Contractors Required to Disclose any Gift Giving**
 - 9.03 **Gratuities**
10. **Awards**
11. **Nonconformance to Contract Conditions**
12. **Inspection, Acceptance and Title**
13. **Governmental Restrictions**
14. **Legal Requirements**
15. **Patents and Royalties**
16. **Price Adjustments**
17. **Cancellation**
18. **Abnormal Quantities**
19. **Advertising**
20. **Assignment**
21. **Liability**
22. **Facilities**
23. **Distribution of Certification of Contract**

ESCAMBIA COUNTY , FLORIDA GENERAL TERMS and CONDITIONS

The following General Terms and Conditions are incorporated by reference (continued).

- 24. **The Successful Bidder(s) must Provide**
- 25. **Addition/deletion of Items**
- 26. **Ordering Instructions**
- 27. **Public Records**
- 28. **Delivery**
- 29. **Samples**
- 30. **Additional Quantities**
- 31. **Service and Warranty**
- 32. **Default**
- 33. **Equal Employment Opportunity**
- 34. **Florida Preference**
- 35. **Contractor Personnel**
- 36. **Award**
- 37. **Uniform Commercial Code**
- 38. **Contractual Agreement**
- 39. **Payment Terms/Discounts**
- 40. **Improper Invoice; Resolution of Disputes**
- 41. **Public Entity Crimes**
- 42. **Suspended and Debarred Vendors**
- 43. **Drug-Free Workplace Form**
- 44. **Information Sheet for Transactions and Conveyances**
- 45. **Copies**
- 46. **License and Certifications** - For access to Certification/Registration Form for doing Business in Florida go to the Department of State, Division of Corporations,
URL:<http://ccfcorp.dos.state.fl.us/corpweb/inquiry/search.html>
- 47. **Execution of Contract**
- 48. **Purchase Order**
- 49. **No Contingent Fees**
- 50. **Solicitation Expenses**
- 51. **On-Line Auction Services**

SPECIAL TERMS AND CONDITIONS

The Board of County Commissioners, Escambia County, Florida, invites your company to submit a sealed offer on the item(s) as listed in this solicitation request.

All terms and conditions below are a part of this request, and no offer will be accepted unless all these conditions have been complied with. The County reserves the right to waive informalities in any offer; to reject any or all offers, in whole or in part, and/or to accept the offer(s) that in its judgment is from the lowest and most responsible and responsive offeror(s).

Instructions to Offerors

1. General Information

All offers to be considered shall be in the possession of the Office of Purchasing prior to the time of the solicitation closing. Offers may be mailed to 213 Palafox Place, Room 11.101, Pensacola, Florida 32502 or delivered to the Office of Purchasing, 2nd floor, Room 11.101, Matt Langley Bell, III Bldg., 213 Palafox Place, Pensacola, Florida 32502, in a sealed envelope clearly marked:

Specification Number PD 16-17.027, "Operator for Paratransit Services", Name of Submitting Firm, Time and Date due.

Note: If you are using a courier service; Federal Express, Airborne, UPS, etc., you must mark airbill and envelope or box with Specification Number and Project Name.

Regardless of the method of delivery, each offeror shall be responsible for his offer(s) being delivered on time as the County assumes no responsibility for same. Offers offered or received after the time set for solicitation closing will be rejected and returned unopened to the offeror(s).

The following policy will apply to all methods of source selection:

Conduct of Participants

After the issuance of any solicitation, all bidders/proposers/protestors or individuals acting on their behalf are hereby prohibited from **lobbying** as defined herein or otherwise attempting to persuade or influence any elected County officials, their agents or employees or any member of the relevant selection committee at any time during the **blackout period** as defined herein; provided, however, nothing herein shall prohibit bidders/proposers/protestors or individuals acting on their behalf from communicating with the purchasing staff concerning a pending solicitation unless otherwise provided for in the solicitation or unless otherwise directed by the purchasing manager.

Definitions

Blackout period means the period between the time the bids/proposals for invitations for Proposals or the request for proposal, or qualifications, or information, or requests for letters of interest, or the invitation to negotiate, as applicable, are received at the Escambia County Office of Purchasing and the time the Board awards the contract and any resulting Proposal protest is resolved or the solicitation is otherwise canceled.

Lobbying means the attempt to influence the thinking of elected County officials, their agents or employees or any member of the relevant Selection Committee for or against a specific cause related to a pending solicitation for goods or services, in person, by mail, by facsimile, by telephone, by electronic mail, or by any other means of communication.

Sanctions

The Board may impose any one or more of the following sanctions on a nonemployee for violations of the policy set forth herein:

- (a) Rejection/disqualification of submittal
- (b) Termination of contracts; or
- (c) Suspension or debarment as provided in Sec. 46-102 of the Escambia County Code of Ordinances.

This policy is not intended to alter the procedure for Protested Solicitations and Awards as set forth in the Sec. 46-101 of the Escambia County Code of Ordinances.

SCOPE OF WORK SUMMARY

The Operator shall provide door-to-door paratransit transportation services to residents of and visitors to Escambia County, Florida, including all resources necessary to provide such services as may be required by the CTC/County to meet the needs of the CTC/County's paratransit program. These services will be provided under the Americans with Disabilities Act (ADA).

2. **Procurement Questions**

Procurement questions may be directed to Claudia Simmons, Purchasing Manager, (850) 595-4987.. Technical questions may be directed to Don A. Christian, III (850) 595-3404, Fax (850) 595-3405. Written questions no later than Friday, February 24, 2017

3. **Proposal Forms**

This Solicitation contains a Solicitation, Offer and Award Form and a Cost Proposal Form which shall be submitted in a sealed envelope with the entire proposal including the cost proposal with Original signatures in indelible ink signed in the proper spaces and (1) one CD or Flash Drive containing the entire proposal.

4. **Payment**

Partial payments in the full amount for the value of items received and accepted may be requested by the submission of a properly executed **original** invoice, with supporting documents if required. Payment for accepted equipment/supplies/services will be accomplished by submission of an **original** invoice, in duplicate, to:

Clerk of the Circuit Court
Attention: Accounts Payable
221 Palafox Place
Pensacola, FL 32502

5. **Emergency Services**

The contractor resulting from this solicitation is for services that are required during **EMERGENCY** situations such as hurricanes, major fires, etc. Time is of the essence during these situations and the vendor awarded this contract should be able to be contacted at any time, day or night.

The Proposal Form provides for the emergency information to be supplied. Please be sure to include **all** this information when returning your bid.

Contract Information

NOTICE

It is the specific legislative intent of the Board of County Commissioners that NO CONTRACT under this solicitation shall be formed between Escambia County and the awardee vendor until such time as the contract is executed by the last party to the transaction.

6. **Contract Term/Renewal/Termination**

- A. The contract resulting from this Solicitation shall commence effective upon execution by both parties and extend for a period ending on June 30, 2019

Renewal of the contract shall be subject to appropriation of funds by the Board of County Commissioners.

- B. The initiation County department(s) shall issue release (purchase) orders against the term contract on an "as needed" basis.
- C. The contract may be canceled by the awarded vendor, for good cause, upon ninety (90) days prior written notice.
- D. The County retains the right to terminate the contract, with or without good cause, upon thirty (30) days prior written notice.
- E. In the event of termination by either party as provided herein, the awarded vendor shall be paid for services performed through the date of termination.

7. **Contract Term/Renewal**

The contract resulting from this solicitation shall commence effective upon execution by both parties and extend for a period ending on June 30, 2019. An additional six (6) months extension may also be unilaterally exercised at the County's discretion.

8. **Option to Extend the Term of the Contract**

The County may unilaterally extend the term of this contract by written notice to the contractor at least sixty (60) days before the expiration of any contract term. The exercise of the option shall be for the period specified and for the prices listed on the bid/proposal form. All other terms and

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conditions of the contract shall apply to the option periods. The total duration of this contract, including the exercise of all options, shall not exceed 3.5 years.

9. **Interim Extension of Performance**

After all options have been exercised, and it is determined that interim performance is required to

allow for the solicitation and award of a new contract, the County may unilaterally extend the contract for a maximum period of six months. Pricing, delivery and all other terms and conditions of the contract shall apply during this period.

10. **Purchasing Agreements with other Government Agencies**

The submission of any offer in response to this Solicitation constitutes an offer made under the same terms and conditions, for the same contract price, to other governmental agencies within Escambia, Santa Rosa Counties, unless otherwise stipulated by the offeror on the bid form.

Each governmental agency desiring to accept these offers, and make an award thereof, shall do so independently of any other governmental agency. Each agency shall be responsible for its own purchases and each shall be liable only for materials ordered and received by it, and no agency assumes any liability by virtue of this solicitation.

11. **Changes - Service Contracts**

The County may at any time by issuance of an executed change order make changes within the general scope of the contract in any of the following areas:

- A. Description of services to be performed.
- B. Time of performance (i.e., hours of the day, days of the week, etc.).
- C. Place of performance of the services.

If additional work or other changes are required in the areas described above, an offer will be requested from the contractor. Upon negotiation of the offer, execution and receipt of the change order, the contractor shall commence performance of the work as specified.

The contractor shall not commence the performance of additional work or other changes not covered by this contract without an executed change order issued by the office of purchasing. If the contractor performs additional work beyond the specific requirements of this contract without an executed change order, it shall be at his own risk. The County assumes no responsibility for any additional costs for work not specifically authorized by an executed change order.

12. **Termination**

- A. The contract may be canceled by the contractor, for good cause, upon ninety (90) days prior written notice.
- B. The County retains the right to terminate the contract, with or without good cause, upon thirty (30) days prior written notice.
- C. In the event of termination by either party as provided herein, the awarded vendor shall be paid for services performed through the date of termination.

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13. **Ordering**

The County will issue release (purchase) orders against the contract on an annual basis for the

Operation of Para Transit Services.

14. **Licenses, Certifications, Registrations**

The offeror shall meet the license, certification, registration and any other requirements of the State, County, City and/or any other agency of authority with jurisdiction in such matters as necessary to perform the contractual services requested in this solicitation.

Copies of such licenses, certifications, registrations and any other requirements should be provided with the proposal submission; and, the offeror shall provide follow-up evidence that as the contractor they maintain such credentials throughout the period of agreement.

15. **Term of Offer**

An offer shall constitute an irrevocable offer for a period of ninety (90) days from the solicitation opening date or until the date of award, whichever is earlier, without forfeiting Proposal bond or check. In the event that an award is not made by the county within ninety (90) days from the solicitation opening date, the offeror may withdraw his offer or provide a written extension of his offer.

16. **Termination**

The Contract Administrator shall notify the Office of Purchasing of unsatisfactory performance and/or deficiencies in service that remain unresolved or recurring. The Office of Purchasing shall notify the contractor, in writing, of such unresolved or recurring deficiencies within five (5) working days of notification by the Contract Administrator.

Upon the third such written notification of unsatisfactory performance and/or deficiencies to the contractor by the Office of Purchasing within a four (4) month period; or the sixth such notification within any contract term, shall result in issuance of written notice of immediate contract termination to the contractor by the Office of Purchasing. Such termination may also result in suspension or debarment of the contractor.

17. **Termination (Public Records Request)**

If the contractor refuses to allow public access to all documents, papers, letters, or other material subject to the provisions of Chapter 119, Florida Statutes, and made or received by the contractor in conjunction with this agreement then the county may, without prejudice to any right or remedy and after giving the contractor and his surety, if any, seven (7) days written notice,

during which period contractor still fails to allow access, terminate the employment of the contractor and take possession of the site and of all materials, equipment, tools, construction equipment and machinery thereon, owned by the contractor, and may finish the project by whatever method it may deem expedient. In such case, the contractor shall not be entitled to receive any further payment until the project is finished. Reasonable terminal expenses incurred by the county may be deducted from any payments left owing the contractor (excluding monies owed the contractor for subcontract work.)

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Insurance Requirements

Standard Insurance Requirements and Certificates

This offer contains an extensive insurance requirement. Offerors are encouraged to review these requirements with their insurance agents before submitting offers.

It is not necessary to have this level of insurance in effect at the time of submitting the offer.

A letter from the offeror's insurance carrier will be required as evidence that the offeror will be able to obtain the levels of insurance as required by the contract and indicated on the Sample Certificate of Insurance should your firm be awarded the contract.

County Insurance Required

The contractor shall procure and maintain the following described insurance, except for coverages specifically waived by the County. Such policies shall be from insurers with a minimum financial size of VII according to the latest edition of the AM Best Rating Guide. An A or better Best Rating is "preferred"; however, other ratings if "Secure Best Ratings" may be considered. Such policies shall provide coverages for any or all claims which may arise out of, or result from, the services, work and operations carried out pursuant to and under the requirements of the contract documents, whether such services, work and operations be by the contractor, its employees, or by subcontractor(s), or anyone employed by or under the supervision of any of them, or for whose acts any of them may be legally liable.

The contractor shall require, and shall be responsible for assuring throughout the time the agreement is in effect, that any and all of its subcontractors obtain and maintain until the completion of that subcontractor's work, such of the insurance coverages described herein as are required by law to be provided on behalf of their employees and others.

The required insurance shall be obtained and written for not less than the limits of liability specified hereinafter, or as required by law, whichever is greater.

These insurance requirements shall not limit the liability of the contractor.

The County does not represent these types or amounts of insurance to be sufficient or adequate to protect the contractor's interests or liabilities, but are merely minimums.

Except for workers compensation and professional liability, the contractor's insurance policies shall be endorsed to name Escambia County as an additional insured to the extent of its interests arising from this agreement, contract or lease.

The contractor waives its right of recovery against the County, to the extent permitted by its insurance policies.

The contractor's deductibles/self-insured retentions shall be disclosed to the County and may be disapproved by the County. They shall be reduced or eliminated at the option of the County. The contractor is responsible for the amount of any deductible or self-insured retention.

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Insurance required of the contractor or any other insurance of the contractor shall be considered primary, and insurance of the county, if any, shall be considered excess, as may be applicable to claims obligations which arise out of this agreement, contract or lease.

Workers Compensation Coverage

The contractor shall purchase and maintain workers compensation insurance for all

workers compensation obligations imposed by state law and with employers liability limits of at least \$100,000 each accident and \$100,000 each employee/\$500,000 policy limit for disease, or a valid certificate of exemption issued by the state of Florida, or an affidavit in accordance with the provisions of Florida Workers Compensation law.

Contractor shall also purchase any other coverages required by law for the benefit of employees.

General, Automobile and Excess or Umbrella Liability Coverage

The contractor shall purchase and maintain coverage on forms no more restrictive than the latest editions of the commercial general liability and business auto policies of the insurance services office.

Minimum limits of \$1,000,000 per occurrence for all liability must be provided, with excess or umbrella insurance making up the difference, if any, between the policy limits of underlying policies (including employers liability required in the workers compensation coverage section) and the total amount of coverage required.

General Liability Coverage - Occurrence Form Required

Coverage A shall include bodily injury and property damage liability for premises, operations, products and completed operations, independent contractors, contractual liability covering this agreement, contract or lease, broad form property damage coverages, and property damage resulting from explosion, collapse or underground (x,c,u) exposures.

Coverage B shall include personal injury.

Coverage C, medical payments, is not required.

The contractor is required to continue to purchase products and completed operations coverage, at least to satisfy this agreement, contract or lease, for a minimum of three years beyond the County's acceptance of renovation or construction projects.

Business Auto Liability Coverage

Business auto liability coverage is to include bodily injury and property damage arising out of ownership, maintenance or use of any auto, including owned, nonowned and hired automobiles and employee nonownership use.

Excess or Umbrella Liability Coverage

Umbrella liability insurance is preferred, but an excess liability equivalent may be allowed. Whichever type of coverage is provided, it shall not be more restrictive than the underlying insurance policy coverages. Umbrella coverage shall drop down to provide coverage where the underlying limits are exhausted.

Evidence/Certificates of Insurance

Required insurance shall be documented in certificates of insurance. If and when required

by the County, certificates of insurance shall be accompanied by documentation that is acceptable to the County establishing that the insurance agent and/or agency issuing the certificate of insurance has been duly authorized, in writing, to do so by and on behalf of each insurance company underwriting the insurance coverage(s) indicated on each certificate of insurance.

New certificates of insurance are to be provided to the County at least 30 days prior to coverage renewals. Failure of the contractor to provide the County with such renewal certificates may be considered justification for the County to terminate this agreement, contract or lease.

Professional Liability/Malpractice/Errors and Omissions Insurance

The contractor shall purchase and maintain professional liability or malpractice or errors and omissions insurance with minimum limits of \$1,000,000 per occurrence. If a claims made form of coverage is provided, the retroactive date of coverage shall be not later than the inception date of claims made coverage, unless the prior policy was extended indefinitely to cover prior acts. Coverage shall be extended beyond the policy year either by a supplemental extended reporting period of as great duration as available, and with no less coverage and with reinstated aggregate limits, or by requiring that any new policy provide a retroactive date no later than the inception date of claims made coverage.

Certificates should contain the following additional information:

1. Indicate that Escambia County is an additional insured on the general liability policy.
2. Include a reference to the project and the Office of Purchasing number.
3. Disclose any self-insured retentions in excess of \$1,000.
4. Designate Escambia County as the certificate holder as follows:
Escambia County
Attention: Joe Pillitary
Office of Purchasing, Room 11.101
P.O. Box 1591
Pensacola, FL 32591-1591
Fax (850) 595-4807
5. Indicate that the County shall be notified at least 30 days in advance of cancellation.

Receipt of certificates or other documentation of insurance or policies or copies of policies by the county, or by any of its representatives, which indicate less coverage than required does not constitute a waiver of the contractor's obligation to fulfill the insurance requirements herein.

If requested by the County, the contractor shall furnish complete copies of the contractor's insurance policies, forms and endorsements, and/or such additional information with respect to its insurance as may be requested.

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For commercial general liability coverage the contractor shall, at the option of the County, provide an indication of the amount of claims payments or reserves chargeable to the aggregate amount of liability coverage.

Indemnification

Contractor agrees to save harmless, indemnify, and defend County and Architect/Engineer and

their agents, officers and employees from any and all claims, losses, penalties, interest, demands, judgments, and costs of suit, including attorneys' fees and paralegals' fees, for any expense, damage or liability incurred by any of them, whether for personal injury, death, property damage, direct or consequential damages, or economic loss, including environmental impairment, arising directly or indirectly on account of or in connection with the Work done by Contractor under this Agreement or by any person, firm or corporation to whom any portion of the Work is subcontracted by Contractor or resulting from the use by Contractor, or by any one for whom Contractor is legally liable, of any materials, tools, machinery or other property of County. County and Contractor agree the first \$100.00 of the Contract Amount paid by County to Contractor shall be given as separate consideration for this indemnification, and any other indemnification of County by Contractor provided for within the Contract Documents, the sufficiency of such separate consideration being acknowledged by Contractor by Contractor's acceptance and execution of the Agreement. The Contractor's obligation shall not be limited by, or in any way to, any insurance coverage or by any provision in or exclusion or omission from any policy of insurance. The Contractor agrees to pay on behalf of Escambia County, as well as provide a legal defense for the County, both of which will be done only if and when requested by the County, for all claims made. Such payment on the behalf of the County shall be in addition to any and all other legal remedies available to the County and shall not be considered to be the County's exclusive remedy.

REQUEST FOR PROPOSAL
PD16-17.027
Operator for Paratransit Services

Part I	General Information
1-1	Purpose
1-2	Objective
1-3	Issuing Officer
1-4	Contract Consideration
1-5	Rejection
1-6	Inquiries
1-7	Addenda
1-8	Schedule
1-9	Proposal Content and Signature
1-10	Negotiations
1-11	Recommended Proposal Preparation Guidelines
1-12	Prime Contract Responsibilities
1-13	Disclosures
1-14	Delays
1-15	Work Plan Control
1-16	Method of Payment
Part II	Information Required from Contractors
2-1	Proposal Format and Content
2-2	Introduction
2-3	Understanding the Project
2-4	Methodology Used for the Project
2-5	Management Plan for the Project
2-6	Experience and Qualifications
2-7	Cost Proposal
Part III	Criteria for Selection
Part IV	Scope of Work
Exhibit K	Federal requirements

PART A SUMMARY

Escambia County, Florida (hereinafter referred to as “CTC/County”) is requesting proposals from qualified Operators for Paratransit Services, including, but not limited to ADA Complementary Paratransit Service and other coordinated transportation services (i.e., Medicaid, Transportation Disadvantaged and Disability Paratransit Services). The CTC/County is dedicated to providing these services to complement and maintain the quality of life in Escambia County. The County continues to experience growth in ridership and perceives the need for Paratransit Services to be of the utmost importance.

PART I GENERAL INFORMATION

1-1 PURPOSE

The Board of County Commissioners of Escambia County is seeking the Professional Services of a qualified contractor to perform as Operator for Para Transit Services.

1-2 OBJECTIVE

The Primary objective of The RFP is the selection of the most qualified and experienced Contractor to **serve as the Operator for Para Transit Services** that is most advantageous to the County.

1-3 ISSUING OFFICER

The project Director shall be Jack R. Brown County Administrator. The liaison officer shall be Colby Brown, PE, Program Director, Traffic and Transportation Division. The contracting agency shall be the Escambia County Board of Commissioners, c/o the Office of Purchasing, P.O. Box 1591, Pensacola, Florida, 32591-1591.

1-4 CONTRACT CONSIDERATION

It is expected that the contract shall be based on the solicitation after negotiation.

1-5 REJECTION

The right is reserved by the Board of County Commissioners to accept or reject any or all proposals or to waive any informality, existing in any proposal, or to accept the proposal which best serves the interest and intent of this project and is from the most responsive and responsible proposer.

1-6 MANDATORY PRE-SOLICITATION CONFERENCE

A MANDATORY Pre-Solicitation Conference will be held at the Office of Purchasing, 213 Palafox Place, 2nd Floor, Conference room 11.407 on Wednesday, February 22, 2017 at 10:30 am CST
All Proposers are **REQUIRED TO ATTEND**.

1-7 ADDENDA

Any changes made in the Request for Proposal shall be brought to the attention of all of those who have provided the proper notices of interest in performing the services.

1-8 SCHEDULE

The following schedule may be adhered to in so far as practical in all actions related to this procurement and is subject to change.

- A. Mailing date of proposals...**Wednesday, February 15, 2017**
- B. **Mandatory Pre-Solicitation Conference Wednesday, February 22, 2017**
- C. Receipt of proposals.....**Wednesday, March 8, 2017**
- D. Review of proposals.....**March 10, 2017**
- E. Board of County Commissioners
Review.....**Thursday, March 16, 2017**
- F. Contract effective date.....**TBD**

1-9 PROPOSAL CONTENT AND SIGNATURE

One original of the proposal shall be required having been signed by a company official with the power to bind the company in its proposal, and (1) one CD or Flash Drive containing the complete proposal shall be completely responsive to the RFP for consideration.

1-10 NEGOTIATIONS

The contents of the proposal of the successful firm shall become a basis for contractual negotiations.

1-11 RECOMMENDED PROPOSAL PREPARATION GUIDELINES

All contractors shall provide a straight forward and concise description of their ability to meet the RFP requirements. There shall be avoidance of fancy bindings and promotional material within. The proposal shall clearly show the technical approach to include work tasks, estimated time phasing and the proposed approach rational. The County discourages overly lengthy or costly proposals and may reject overly lengthy proposals.

1-12 PRIME CONTRACT RESPONSIBILITIES

The selected contractor shall be required to assume responsibility for all services offered in his proposal. The selected contractor shall be the sole point of contact with regard to contractual matters including payments of any and all changes resulting from the contract.

1-13 DISCLOSURE

All information submitted in response to this RFP shall become a matter of public record, subject to Florida Statutes regarding public disclosure.

1-14 DELAYS

The Project Director reserves the right to delay scheduled due dates if it is to the advantage of the project.

1-15 WORK PLAN CONTROL

Control of the work plan to be developed under the RFP shall remain totally with the Escambia County Board of Commissioners.

1-16 METHOD OF PAYMENT

Payment schedule and basis of payment shall be negotiated.

PART II INFORMATION REQUIRED FROM CONTRACTORS

ALL PROPOSALS SHALL INCLUDE THE FOLLOWING: TECHNICAL AND COST PROPOSAL

2-1 PROPOSAL FORMAT AND CONTENT

Instructions to proposers: Proposals must contain each of the below enumerated documents, each fully completed, signed, and notarized as required. Proposals submitted which do not include the following items may be deemed non-responsive and may not be considered for contract award.

1. Table of Contents

The table of contents should outline in sequential order the major areas of the proposal, and all pages of the proposal, including the enclosures, must be clearly and consecutively numbered, and must correspond to the table of contents.

2. Technical Proposals

The technical proposal is a narrative which addresses the scope of work, the proposed approach to the work, the schedule of the work, and any other information called for by the RFP which the proposer deems relevant.

3. Cost Proposal

The Cost proposal is a presentation of the proposer's total offering price, including the estimated cost for providing each component of the required goods or services.

Proposers should indicate the dollar amount which will be attributed to each sub-contractor, if any.

4. Qualifications

The response to the minimum qualification requirements contained below is a list of the minimum qualification requirements prescribed for the RFP. Proposers must provide documentation which demonstrates their ability to satisfy all of the minimum qualification requirements. Proposers who do not meet the minimum qualification requirements or who fail to provide supporting documentation will not be considered for award. If a prescribed format or required documentation for the response to minimum qualification requirements is stated below, proposers must use said format and supply said documentation.

A. QUALIFICATIONS/STATEMENT OF QUALIFICATIONS

Include a description of all experience (paratransit, ADA, Medicaid, CTC and/or Transportation Disadvantaged) in Florida, qualifications including any minimum qualifications, financial stability, recent references of the proposer's performance on contracts of similar scope and size required. A specific format may be required of the proposers. Experience may be included as the number of years, level of technical knowledge, educational degrees and certifications required. Financial stability may be determined by requesting the proposer's most recent financial statement, certified audit, balance sheet, or evidence of bonding capacity.

The County discourages overly lengthy and costly proposals, however, in order for the County to evaluate proposals fairly and completely, proposers should follow the format set out herein and provide all of the information requested.

2-2 INTRODUCTION

Proposals shall include the complete name and address of their firm and the name, mailing address, and telephone number of the person the County should contact regarding the proposal.

Proposals shall confirm that the firm will comply with all of the provisions in this RFP; and, if applicable, provide notice that the firm qualifies as a County proposer. Proposals shall be signed by a company officer empowered to bind the company. A proposer's failure to include these items in their proposals may cause their proposal to be determined to be non-responsive and the proposal may be rejected.

2-3 UNDERSTANDING OF THE PROJECT

Proposers shall provide a comprehensive narrative statement that illustrates their understanding of the requirements of the project and the project schedule.

2-4 METHODOLOGY USED FOR THE PROJECT

Proposers shall provide a comprehensive narrative statement that sets out the methodology they intend to employ and that illustrates how their methodology will serve to accomplish the work and meet the County's project schedule.

2-5 **MANAGEMENT PLAN FOR THE PROJECT**

Proposers shall provide a comprehensive narrative statement that sets out the management plan they intend to follow and illustrates how their plan will serve to accomplish the work and meet the County's project schedule.

2-6 **EXPERIENCE AND QUALIFICATIONS**

Provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Provide a narrative description of the organization of the project team.

Provide a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed;

- [a] title,
- [b] resume,
- [c] location(s) where work will be performed,
- [d] itemize the total cost and the number of estimated hours for each individual named above.

Provide reference names and phone numbers for similar projects your firm has completed

2-7 **COST PROPOSAL**

Proposer's cost proposals shall include all direct and indirect costs associated with the performance of this contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit and be provided on a cost per trip basis.

PART III **CRITERIA FOR SELECTION**

EVALUATION CRITERIA:

1. Experience and Qualifications – Total 50 points

Provide records of experience as Paratransit Services or Operator (ADA, Medicaid, Transportation Disadvantaged), in the State of Florida, offering door-to-door Paratransit Services.

0 to 5 years = 5 points

5-10 years = 10 points

Over 10 = 15 points

Provide the following information on as much as (5) Contracts as examples: 4 per example/ 20 points

- (a) Volume/Trips per day or Ridership info
- (b) On Time Service: Provide data showing compliance with TDSP
- (c) Complaint Resolution: Discuss the tools and tracking and provide current results and standards
- (d) Budget: Have you required Budget Increases?

Provide General Info on the Following: 15 points total

- (a) Understanding of Florida Subcontracted Transportation Provided Agreement
- (b) (Organizational Structure
- (c) Management Team Resume' for Each Member

2. Cost – Total 50 points

Base Management Fee Proposal- 50 points

PART IV

SCOPE OF WORK

Paratransit Services

Scope of Work

TECHNICAL SPECIFICATIONS

A. SCOPE

1. The Operator shall provide door-to-door paratransit transportation services to residents of and visitors to Escambia County, Florida, including all resources necessary to provide such services as may be required by the CTC/County to meet the needs of the CTC/County's paratransit program, including ADA Complementary, Medicaid, and shall have experience with Florida Non-sponsored Transportation Disadvantaged Programs.

2. The CTC/County will manage the contract, and will be the arbitrator in all disputes. To ensure the continuation and level of service for the ADA clients, the Operator may be required to modify the services provided hereunder consistent with such federal, state, local or county action or regulation.

3. The CTC/County will:

- a.Approve criteria for eligibility of clients for the ADA program

- b. Audit Operator's invoices prior to reimbursement
 - c..... Provide
a minimum of(10) ADA needed cutaway paratransit vehicles to be use for the Paratransit Services and will determine the maintenance schedule and location
 - d..... Ensure
the Drug and Alcohol Program is run correctly and inspect the facilities where drug and alcohol testing is conducted.
4. The Operator will:
- a. Schedule all trips and take reservations for paratransit services
 - b. Input trip information into the paratransit scheduling software
 - c. Accept requests for trip changes, including trip cancellations, from the rider(s)
 - d. Prepare trip manifests for pick-up and delivery of all paratransit services riders
 - e. Record and investigate passenger complaints and commendations; provide a monthly record of any and all complaints and commendations to the CTC/County
 - f. Conduct on-the-road monitoring of the drivers providing paratransit services
 - g. Conduct Level II background checks on all employees
 - h. Maintain paratransit scheduling software
 - i. Provide technical and training support regarding the use of scheduling software
 - j. Train administrative staff and drivers as to job duties and all federal, state, local, transit, paratransit, ADA, and Transportation Disadvantaged regulations regarding loading and unloading passengers
 - k. Establish/maintain a drug and alcohol testing program to ensure that all drivers are compliant with federal and state requirements (U.S. DOT [49 C.F.R., Part 40](#) and [Part 655](#)); the Operator will be responsible for all costs associated with the testing program
 - l. Comply with [427.00, FS](#), Florida Administrative Code (FAC), and all other applicable statutes relating to transportation-disadvantaged transportation
 - m. Negotiate all employee contracts (union or non-union)
 - n. Coordinate scheduling between funded programs (ADA, Medicaid or contracts of Medicaid, Transportation Disadvantaged, Disability Services, etc.) to ensure efficiency, and to ensure trips are provided under the correct funding source
 - o. Make a reasonable attempt to relocate the operations office to an area near the current ECAT facilities located at 1515 W. Fairfield Drive in Pensacola, Florida.

Appendix 1

Performance Based Measures

In order to ensure a high standard of performance, services provided by the Operator are to be conducted in a manner that maximizes productivity without negatively impacting service quality for Escambia County/ECCT (hereinafter referred to as "ECCT"). To ensure quality and a high level of customer satisfaction, all performance standards shall be reviewed on a regular basis and are subject to change as ECCT's needs change. If the performance standards set forth are changed by ECCT, the Operator's performance standards will be immediately changed to meet the new performance standards, once notice of the necessary changes is conveyed to the Operator.

The County/CTC will review each performance based measure and provide a rating of either Exceeds, Meets, or Does Not Meet with the Operator on an annual basis, at a minimum. All performance based measures will be evaluated and issued a rating by the County/CTC and shall be distributed among the Operator's organization.

The following performance standards establish a range of performance that provides quality service delivery to ECCT patrons. The Operator shall attain the following standards:

Performance Based Measures:

1) On-Time Performance (OTP)

OTP is defined as overall on-time pickup for scheduled trips provided each month. The definition of on-time is that the individual trip occurs within the 30 minute window on either side of the scheduled pickup, and within the 1 hour window on a return trip. The Operator must provide a monthly report to the County/CTC for all trips provided within that respective month detailing the exact pickup times for such trip. The report should be run using the following parameters in the Route Match software system.

A rating of 1 will be provided for a Does Not Meet, a rating of 3 will be provided for a Meets, and a rating of 5 will be provided for an Exceeds.

Does Not Meet	Meets	Exceeds
>90%	90 - 95%	<95%

2) Customer Survey Results

The County/CTC will provide a customer survey that the Operator must have available in written and electronic means for customers to access. All survey results must be provided to the County/CTC on a monthly basis, with the performance based measure being rated on an annual basis. The County/CTC reserves the right to contact any individual that completed a customer survey for verification.

Does Not Meet = Less than 90% satisfactory survey rating

Meets = 90-95% satisfactory survey rating

Exceeds = Greater than 95% satisfactory survey rating

A rating of 1 will be provided for a Does Not Meet, a rating of 3 will be provided for a Meets, and a rating of 5 will be provided for an Exceeds.

Does Not Meet	Meets	Exceeds
>90%	90% - 95%	<95%

3) Valid Customer Complaints

Customer Complaints are defined as any negative or critical communication by a customer of the Paratransit Service to either the Operator or County/CTC that is provided either verbally or written. There

is no criteria that warrants a complaint; a customer can file a complaint for any and all reasons to the Operator or the County/CTC. If a complaint is filed to the Operator, the Operator must then provide a copy of the complaint to the County/CTC, no less than on a monthly basis. All customer complaints must to fully and properly evaluated, and a response of action or review must be provided to the complainant.

A valid customer complaint is one that is determined, upon evaluation, as one that requires some level of action by the Operator for adequate resolution. The County/CTC must be made aware of all valid customer complaints, and approve of any recommended action prior to the Operator implementing such action.

All customer complaints that are determined to not be valid by the Operator, must receive approval from the County/CTC. If the County/CTC determine that a complaint is valid, and the Operator determines it as invalid, then the complaint will be provided to the Local Coordinating Board (LCB) for final determination.

The Operator shall put into place policies and procedures directed at providing quality customer service and operational efficiency. The Operator shall average no more than 1 valid complaints filed for the Paratransit Service on a monthly basis.

A rating of 1 will be provided for a Does Not Meet, a rating of 3 will be provided for a Meets, and a rating of 5 will be provided for an Exceeds.

Does Not Meet	Meets	Exceeds
<1	1	0

4) Vehicle Safety Inspections

The County/CTC will request, at minimum, request vehicle safety inspections reports for all Paratransit vehicles on an annual basis. It is the responsibility of the Operator to monitor and manage the upkeep of the vehicles to meet all State and Federal safety regulations. The inspections shall be scheduled by the Operator as they deem fit, but at least on an annual basis, and the County/CTC shall be notified of the scheduled inspections prior to the inspections commencing. All vehicle inspections shall be conducted by a third-party inspector, and the inspector proposed must be approved by the County/CTC. All vehicle inspection reports shall be provided to the County/CTC immediately upon completion.

Exceeds = 2 or more vehicles receive an exemplary evaluation

Meets = All vehicles receive a satisfactory evaluation

Does Not = 1 or more vehicles receive an unsatisfactory evaluation

For the purposes of this performance based measure, exemplary evaluation shall be defined as the condition of a vehicle that exceeds all minimum required safety regulations. An exemplary evaluation can only be issued with consent of both the third-party inspector and the County/CTC.

A satisfactory evaluation is defined as the condition of a vehicle that meets all minimum required safety regulations.

An unsatisfactory evaluation is defined as the condition of a vehicle that does not meet all minimum required safety regulations. The County/CTC must be notified immediately of any vehicle that receives

such rating.

A rating of 1 will be provided for a Does Not Meet, a rating of 3 will be provided for a Meets, and a rating of 5 will be provided for an Exceeds.

Does Not Meet	Meets	Exceeds

Overall Operator Rating:

Prior to the County/CTC issuing the overall operator rating, all documentation, reports, files, etc. used as back-up to the above performance based measures must be provided to the County/CTC for review at least 2 weeks prior to the annual evaluation is conducted.

Based upon the above performance based measures, the County/CTC's rating for the Operator's annual performance is issued below. The rating is the average rating from the above performance based measures.

Does Not Meet	Meets	Exceeds
>3	3-4	<4

B. BACKGROUND

Escambia County, Florida, is the westernmost county in Florida. Established as one of the two original counties in Florida, and bordered to the south by the beautiful white sand beaches of Santa Rosa Island, Escambia County encompasses over 875 square miles, including the nationally protected Gulf Islands National Seashore. Escambia County serves as the cultural, educational and commercial center for the Panhandle of Florida. The County is home to a university, several colleges, and is one of the state's centers of education, medicine, cultural events and athletics. The University of West Florida, local hospitals, and Navy Federal Credit Union are the leading employers in Escambia County, also providing jobs for many residents of surrounding counties. The population of Escambia County is approximately 300,000. The County seat is Pensacola, the largest city in our County.

The current Community Transportation Coordinator (CTC) for the area is Pensacola Bay Transportation, LLC. Pensacola Bay Transportation, LLC, is the Paratransit Services provider. Their contract as CTC will end on June 30, 2014, and the Escambia County Board of County Commissioners has announced its intention to become the CTC on July 1, 2014. Escambia County is therefore issuing this Request for Proposals for an Operator for Paratransit Services (including ADA, Medicaid, Transportation Disadvantaged and Disability Services Transportation services).

GENERAL OVERVIEW

1. Definitions

- a. Acceptance – as used in this Scope of Work, means the act of an authorized representative of the CTC/County by which the CTC/County assumes for itself, or
- b. agrees to assume for another, ownership of existing and identified supplies, or approves specific services, as partial or complete performance of the contract.
- c. ADA – The Americans with Disabilities Act of 1990 is a federal law that prohibits discrimination against individuals with disabilities in connection with the provision of transportation service. The law requires complementary paratransit services be provided for individuals with disabilities who are unable to use a fixed-route transportation system.
- d. AVL – an Automatic Vehicle Locator is a device that makes use of the Global Positioning System (GPS) or other location technology to enable a business or agency to remotely track the location of its vehicle fleet by using the Internet.
- e. Claim – as used in this Scope of Work, means a written demand or written assertion by one of the contracting parties seeking, as a matter of right, the payment of money in a sum certain, the adjustment or interpretation of contract terms, or other relief arising under or relating to this contract.
- f. Common Wheelchair – is a wheelchair that does not exceed 30 inches in width and 48 inches in length, measured two inches above the ground, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three-wheeled and four-wheeled mobility aids. Three-wheeled "scooters" and other non-traditional designs that fit these standards must also be transported. This definition may be modified to remain consistent with federal, state or local regulations relating to the delivery of program services as deemed necessary by the CTC/County.
- g. Correction – as used in this Scope of Work, this means the elimination of a defect.
- h. Dedicated Vehicles – are defined as vehicles provided solely for use in this contract and will not be used in any other capacity.
- i. Door-To-Door Service – is defined as service from the first floor front door or main lobby of a rider's origin to the first floor front door or main lobby of the rider's destination.
- j. GPS – Global Positioning System – a "constellation" of 24 well-spaced satellites that orbit the Earth and make it possible for people with ground receivers to pinpoint their geographic location.
- k. Manifest – a specific itinerary of trips assigned to a specific vehicle.

- l. MDT - Mobile Data Terminal – a small computer terminal operating in a vehicle, MDTs are usually linked with Computer Aided Dispatching (CAD) systems, and can be used for all non-voice communications.
- m. Missed Trip – a missed trip is a trip that was not performed, regardless of the reason for non-performance, or was performed more than one (1) hour after the end of the pick-up window.
- n. Mobility-Aided Trip – when a rider is traveling in a wheelchair or scooter and the driver has to use the four-point securement system to secure the rider. Use of the lift to board a passenger does not constitute a mobility-aided trip.
- o. Monitoring – activities performed by the CTC/County or other federal, state or local governmental entities with regulatory authority over Paratransit Services trips to ensure compliance with current laws, regulations, and procedures and with all aspects of this contract. These measures may include, but are not limited to examination of electronic data, all files, records, vehicles, facilities, equipment, personnel, securement devices, and service delivery. Monitoring may be conducted with or without notice.
- p. Road Call – any mechanical failure of a vehicle in service which results in the interruption of service, requiring intervention.
- q. Service Animal – any animal that is specifically trained to assist a person with a disability in the completion of daily life functions. Service animals do not have to be identified by a special leash, harness, or other identifying equipment.
- r. Services – as used in this clause, the term ‘services’ includes services performed, workmanship, and material furnished, utilized or required in the performance of standards and this contract.
- s. Wide Wheelchair – is a wheelchair that exceeds 30 inches in width and 48 inches in length, measured over two inches from the ground to the axle, and weighs more than 600 pounds when occupied.
- t. Valid Complaint – is any complaint in which the Operator has been found to be “at fault.” At fault status is determined by the CTC/County based on investigation of the situation presented by the client and the Operator’s explanation of the circumstances which caused the situation to occur.

2. **Services to Be Performed**

Unless otherwise directed by the CTC/County, the Operator will be responsible for

providing the following services and resources, as described herein and as such may be

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modified by the CTC/County from time to time:

- a. Maintain dedicated vehicles in accordance with all requirements.
- b. Include a current inventory of vehicles to be used in the performance of this contract with your proposal.
- c. Provide all personnel necessary to successfully perform this contract in accordance with all federal, state, county and CTC requirements.
- d. Establish and utilize an operations/maintenance facility in accordance with all requirements.
- e. Provide all necessary equipment and technology in accordance with all requirements.
- f. Equip all vehicles with two-way communications in accordance with all requirements.
- g. Provide door-to-door transportation to all paratransit riders, in accordance with all federal, state, county and CTC requirements.
- h. Gather, maintain, and complete vehicle manifests, reports, documentation, and data in accordance with all federal, state, county and CTC requirements.
- i. For each assigned trip, provide documentation in accordance with all federal, state, county and CTC requirements.
- j. Comply with all federal, state, county and CTC requirements applicable to the delivery of services and the full performance of this contract.
- k. Provide all dispatching required by CTC/County, utilizing such equipment, materials, software and minimum staffing levels required by CTC/County.
- l. Provide for road supervision for monitoring of Operator's service operation.
- m. Some of the Operator's personnel (to be identified) shall be required to attend Federal Emergency Management Administration (FEMA) training, and may be required to provide staff at the Emergency Operations Center as necessary.

3. Service Area

In general, the Operator agrees to abide by the following:

Provide Paratransit Services for any origin and destination within the limits of Escambia
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County, or as specified by the CTC/County.

The ADA Complementary Paratransit Service (CPS) service area must be to origins and destinations within a maximum corridor of $\frac{3}{4}$ miles on either side of a fixed-route.

Provide Medicaid-approved out-of-county trips.

4. **Service Hours**

- a. The Operator's office hours will generally be Monday through Saturday, from 8:00 a.m. through 5:00 p.m.; with limited route(s) possible after those hours and on Sunday, depending on the service being provided (ADA, Medicaid, Transportation Disadvantaged, Disability Services.)
- b. Service on recognized holidays and when the Escambia County Area Transit (ECAT) fixed route is not running will be limited to dialysis service and will only be provided within the hours stated above.
- c. The CTC/County reserves the right to adjust service hours as it may require. The Operator shall deliver Paratransit Services on such days and during such hours as directed by the CTC/County in writing.
- d. During an activation of the Emergency Operations Center, service will be coordinated through the local Incident Commander.

(e) **Method of Payment and Billing Reports**

The CTC/County will pay these fees less the co-pay for Paratransit Services on a monthly basis within 30 days of receipt of the invoice for services. Invoices should be received no later than the 10th day following the preceding month of service. The invoices for service shall include the name of the passenger, origin, destination, time of pick up and date.

- a. All trip records shall be retained for a minimum of three years after provision of service.
- b. All trip records shall be open for inspection and audit during regular business hours and days.
- c. Once the CTC/County receives an invoice from the Operator, the CTC/County will verify the information on the invoice. If there is a discrepancy, the CTC/County will work with the Operator to resolve the discrepancy and the Operator will provide the CTC/County with a corrected invoice.

(f) **ADA Paratransit Services Fares**

A paratransit provider can charge a rider up to twice the regular, non-discounted fare that

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would be charged for a comparable fixed route trip at the same time of day. To determine that cost, Operator will plot the same trip on fixed route and calculate the fares for that time of day, including any transfer fees or premium service charges, without applying any discounts such as the discounts offered to older adults and individuals with disabilities. The Operator can charge up to twice the resulting amount for the paratransit trip.

- a. Current price for ADA Paratransit Services fares is \$3.50 per one-way trip.
- b. Personal Care Attendants may not be charged nor will the CTC/County reimburse PCA trips.
- c. Companions are charged the same fare as the paratransit eligible individual they are accompanying. A personal care attendant who is assisting a paratransit rider must be given a free fare.
- d. The fare for ADA clients will be established by the County Commissioners. The fare may be paid in cash or by the use of courtesy passes. The CTC/County reserves the right to change the fare amount at anytime.
- e. The manifests and schedules provide complete instructions to the driver concerning the amount of fares to be collected.
- f. The driver is required to collect the fare specified on the manifest or schedule at the time the vehicle arrives to transport the rider(s).
- g. If a rider does not provide the appropriate fare, the driver is required to notify the dispatcher.
- h. The Operator is prohibited from transporting riders who fail to present the appropriate fare unless failure to transport the rider would result in the rider being stranded away from home. In such instances the Operator will transport the rider and treat the incident as a matter of rider misconduct which is subject to the client code of conduct.
- i. Drivers are absolutely prohibited from accepting gifts or gratuities of any kind, either as payment of a fare or in addition to the payment of a fare.
- j. The Operator will retain all fares which are received in the form of cash as partial payment for services rendered.
- k. Fuel Escalator will be negotiated and the base gas price will be adjusted yearly.

F. VEHICLE MINIMUM REQUIREMENTS

1. Sufficient Fleet

The Operator shall provide a sufficient number of vehicles to meet the current service

levels and must include spare vehicles to allow for routine servicing, repairs, vehicle

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breakdowns and similar occurrences as may be reasonably anticipated. Vehicles used in the provision of this service must meet all safety requirements set forth by FTA and FDOT regulations. Interested bidders are required to include a vehicle inventory list with their price proposal.

- a. The Operator will allow vehicle inspections by CTC/County personnel at a minimum of twice a year. The CTC/County will schedule inspections to minimize the impact on service delivery but reserves the right to conduct unannounced inspections.
- b. The Operator will allow annual vehicle inspections by FDOT, as required.
- c. *All vehicles used in the transportation of wheelchairs and other mobility devices will comply with all provisions of applicable federal, state, local, and county requirements, including the Americans with Disabilities Act (ADA), [49 CFR, Section 37](#) and [Section 38](#), and all applicable provisions of Escambia County Vehicle for Hire ordinances, as any or all may be amended or superseded from time to time.*
- d. All newly acquired accessible vehicles must have transit-style doors for easy boarding and alighting. Portable stools will not be acceptable.
- e. The paratransit van provided to the Operator will not be used outside the Paratransit Services area. All of these vehicles must be in accordance with all requirements outlined herein.

2. CTC-Leased Vehicles

- a. To assist in the provision of Paratransit Services, the CTC/County will lease to the Operator a minimum of ten (10) ADA-compliant vehicles at the rate of One Dollar (\$1.00) annually, as the vehicles become available. The Operator may use these vehicles for coordinated Paratransit Services subject to the insurance requirements contained in this Agreement. The Operator shall use County-owned maintenance facilities for all maintenance on all CTC/County-owned and leased vehicles.
- b. A weekly mileage report must be submitted from the Operator by 9:00 a.m. the first business day of each week for each vehicle leased to the Operator.

3. Additional Vehicles

The Operator, if necessary in order to meet increased demand, is required to provide additional vehicles and sufficiently trained drivers within THIRTY (30) DAYS of receipt of written notice from the CTC/County. Nothing contained in this document shall preclude the CTC/County from adding additional Operators, if, in the sole discretion of the CTC/County, the Operator lacks sufficient capacity or is unable to provide the required additional capacity, or if the CTC/County determines that program services will be improved by the addition of other Operator(s).

4. Vehicle Size and Capacity

- a. No fewer than two vehicles will be equipped with a wide wheelchair lift that has
- b. thirty-four (34) inches of useable platform width and an 800 pound weight capacity.
- c. The Operator must propose to the CTC/County what their vehicle replacement plan will be. The CTC/County reserves the right to provide to the Operator CTC/County-owned replacement vehicles.
- d. All vehicles will comply with all provisions of applicable federal, state, local and CTC/County requirements, including [Section 41-2, F.A.C.](#), and [Rule Chapter 14-90, F.A.C.](#) ADA-accessible vehicles must also comply with the [Americans with Disabilities Act \(ADA\), 49 CFR](#).
- e. The Operator must have a minimum of two (2) working spare vehicles available at all times.

5. **Vehicle Standards**

The Operator is responsible for ensuring that all vehicles meet the following requirements, as they may be modified from time to time by federal, state or local law, and that no driver is allowed to operate any vehicle that does not meet these requirements:

- a. All vehicles will be maintained in good overall operating condition. Vehicle exteriors will be washed and interiors will be swept and cleaned daily before the vehicle is put into service. Once each week, all vehicles must undergo a deep cleaning and sanitizing by washing all windows, seats, floors, seatbelts, lifts, etc., with a germ-killing cleanser. All vehicles will have exteriors free of broken mirrors, broken or cracked windows, graffiti, grime, rust, chipped paint, dents, and body damage. Each time the vehicle is cleaned a record will be kept, in the vehicle, for a minimum of fourteen (14) days. This record must state what was washed, who washed it, and when it was washed.
- b. Each vehicle will be equipped with:
 - 1. A dry chemical, type A-B-C fire extinguisher with a minimum of a five pound capacity, equipped with a pressure gauge, mounted and easily accessible to the driver.
 - 2. A first aid kit mounted at a location easily accessible to the driver.
 - 3. Three safety triangles or three road flares secured in a convenient location which will not interfere with passengers.
 - 4. Blood borne pathogen spill kits ("Bio-Hazard Kit").

5. Emergency web-cutter.
 6. Seatbelts for all occupants of the vehicle, including the driver.
 7. Any other equipment, agent, product or material required by federal, state or local law, or which may be required by the CTC/County from time to time.
- c. No vehicle will be operated without all required safety equipment being on board at all times.
 - d. The Operator is required to display the Operator's name, telephone number and a "Vehicle Identification Number" on the exterior of the vehicle, in two (2) inch black letters. The exact specifications for placement will be determined by the CTC/County.
 - e. The Operator will make CTC/County-owned vehicles available for vendors to install interior or exterior advertising, of a type and content chosen by the CTC/County. Other than CTC/County-sanctioned, the Operator is prohibited from displaying any advertising material on the exterior and interior of any vehicle performing work on this contract.
 - f. Drivers are prohibited from distributing any materials to riders which have not been pre-approved, in writing, by the CTC/County.
 - g. The wheelchair securement system must comply with the Americans with Disabilities Act, (ADA) [SAEJ2249](#), which may be amended from time to time. Wheelchair securement system belts must be retractable to prevent accidental tripping and swivel to accommodate wheelchairs of various widths. Wheelchair securement system securing retractors must be self-locking and self-tensioning to automatically take up slack which does not require the driver to manually adjust tension with a "J" shape end for ease of use. All four (4) wheelchair securement system securing retractors must be the same size and shape to be interchangeable to avoid placement confusion. The occupant restraint system must have an emergency locking retractor with retractable height adjuster. Wheelchair securement systems must be of an "L" track design. All wheelchair securement systems will accommodate forward-facing mobility devices.
 - h. Lifts and entrance ways will be in compliance with ADA requirements.
 - i. Minor body damage, which does not affect the safety or performance of the vehicle, must be repaired within thirty (30) calendar days of occurrence.

- j. All maintenance for CTC/County-furnished equipment shall be the responsibility of the Operator. The Operator shall make all CTC/County-provided vehicles available to the CTC/County staff to ensure cleanliness standards are met and vehicle maintenance is accomplished and required inspections are completed
- k. Each vehicle will have an interior rear-view mirror and a side-view mirror mounted on both sides of the vehicle, and will have unobstructed vision on all sides. Each vehicle will have sufficient functioning lights within the interior compartment and will have a functioning horn, and all standard equipment safety features (e.g., hazard flashers, etc.) will be maintained in operable condition. Flooring (aisles, steps, and floor areas) must be slip-resistant to ensure rider safety.
- l. Each vehicle will have functioning mechanisms that ensure all doors are capable of being opened from the inside, and must remain closed and secure while the vehicle is in motion.
- m. Each vehicle will be weather-tight and free of leaks. The engine compartment will also be free of leaks from oils and fluids.
- n. Passenger compartments will be free from torn or excessively worn floor coverings or upholstery. Seats will not be broken, damaged or have protruding sharp edges.
- o. Each vehicle will have an interior sign stating that smoking on the vehicle is strictly prohibited and that eating and drinking are prohibited unless medically necessary.
- p. The Operator will provide placards for each vehicle that state a toll-free number and address for complaint/commendation to be posted inside each vehicle.
- q. Vehicle Air Conditioning System:
 - 1. The air conditioning (A/C) system and its performance is of paramount importance to the CTC/County. Particular attention should be directed to the high summer temperatures, rainfall, and humidity factors found in Escambia County, Florida. The performance of the air conditioning system offered shall be demonstrated to the CTC/ County's satisfaction.
 - 2. The air conditioning system will be furnished with heating and ventilating systems, and will have sufficient capacity to maintain an inside temperature of 70° F. plus or minus 3° F. throughout the vehicle, with an outside temperature of 110° F. The A/C system must be manually controlled from the driver's area. The A/C system must be capable of lowering the inside temperature from 110° F. to

comfort range between 67° F. minimum and 73° F. maximum (70° F. \pm 3° F.) in thirty minutes or less with all of the doors closed and the engine operating at 3/4 of maximum rated RPM.

3. This temperature differential shall be held under the following conditions:

- i Geographic location – the air conditioning system will be designed to operate in Escambia County, Florida.
 - ii All interior temperature measurements must fall within the comfort range of 67° F. and 73°F. within 30 minutes of operation.
- r. Each vehicle will have a functioning speedometer, properly calibrated, indicating speed in miles per hour, and an accurate, functioning odometer which indicates distance traveled in units of tenths of a mile.
 - s. The first step to board the vehicle will not be more than eleven (11) inches from the ground.
 - t. All vehicles will include CTC/County-approved lettering.
 - u. The CTC/County reserves the right to remove any non-compliant vehicle from service at the cost of the Operator. All vehicles must be reinspected by the CTC/County before being put back into service.

6. **Required Vehicle Maintenance Procedures**

To ensure that vehicles are maintained in proper working order, the Operator is required to utilize the following maintenance procedures:

- a. Pre-Trip Inspections:
 - 1. Pre-Trip inspections are required to be performed according to [Florida Administrative Code 14-90.006](#).
 - 2. The Operator is required to conduct a pre-trip inspection for each vehicle prior to its use in service each day. This pre-trip inspection will include: a visual inspection of the vehicle's interior and exterior to ensure the all systems are working as required, and should include; cycling of the lift, and checking of all fluids, including fuel, oil, brake fluid, etc.
 - 3. The results of the pre-trip inspection are to be documented on a Pre-Trip Inspection Form. Any vehicle which fails the pre-trip inspection is to be removed

from service. Pre-Trip Inspection Forms will be retained by the Operator for at least 90 days from the date of inspection, unless a defect is discovered, in which case the records are required to be retained for five (5) years.

b. **Preventive and Regular Maintenance:**

1. The Operator is required to perform all preventive and regular maintenance in accordance with manufacturers' recommendations. The Operator shall comply with all applicable federal, state, local and county requirements while performing scheduled and unscheduled maintenance to CTC/County-owned vehicles.
2. The Operator is required to maintain written documentation of the date, mileage, VIN or plate numbers, and vehicle number, when the preventive maintenance was conducted, and any repairs that were made. Such documentation will be retained by the Operator for the duration of the Contract. All maintenance must comply with [Section 14-90.004 of the Florida Administrative Code](#) (FAC).

7. **Vehicle Inspections**

- a. CTC/County, Florida Department of Transportation (FDOT), Federal Transit Administration (FTA), and any other governmental entity with regulatory control over the program services may conduct periodic inspections of vehicles in use for this program.
- b. Inspections will not interfere with service obligations, but may be conducted with or without notification at the Operator's facilities.
- c. Spot checks may be carried out while vehicles are in service.
- d. Any vehicle that does not meet the required standards will be immediately removed from service until such time as necessary corrective actions are taken. Such removals will not relieve the Operator from any responsibilities of this contract. Any vehicle pulled from service must be re-inspected by CTC/County before being placed back into service. In addition, vehicles which do not meet the following safety standards will also be pulled from service:
 1. Any tire on a vehicle not meeting the minimum criteria for tread depth as prescribed by [FAC 14.90.007](#).
 2. Any vehicle used in the delivery of service using a re-tread or re-grooved tire on the steering axle
 3. Any vehicle missing one or more of the following safety equipment /devices:

- i First Aid Kit
 - ii OSHA approved Bio-Hazard Kit
 - iii Emergency Triangles or 3 Flares
 - iv Charged and compliant fire extinguisher
- 4. Any vehicle with a leak in the exhaust system
- 5. Any vehicle not having the proper amount of wheelchair tie down and corresponding restraint systems
- 6. Any vehicle not having valid registration/insurance information on board
- 7. Any vehicle not having a properly functioning two-way radio system
- 8. Any vehicle not having a functioning air conditioning system in accordance with manufacturers specs; temperature emanating from the vent at or below 60F
- 9. Any active engine fluid leak
- 10. Any vehicle not having functioning lighting in accordance with [FAC 14.90.007](#) to include back up lights
- 11. Vehicles not having a functioning back-up alarm
- 12. Vehicles not equipped with the manufactures prescribed manual pump handle to operate the wheelchair lift
- 13. Vehicles not having properly functioning seatbelts
- 14. Dirty vehicles, as determined by CTC/County staff or designee performing the inspection, e.g. bug infestation, garbage.
- 15. Any vehicle with cracked windshields
- e. Each vehicle provided to the Operator from the CTC/County must undergo a joint inspection between CTC/County staff or designee and the Operator before it is put into service, and will be re-inspected annually.

8. Vehicle Breakdowns

If a vehicle breaks down in service, the Operator shall dispatch a back-up vehicle to the site of the breakdown. The back-up vehicle shall be dispatched and placed en route within fifteen (15) minutes of notification of the breakdown.

9. System Safety Program Plan

- a. Vehicles operated under this Agreement must meet requirements of [Florida Statute 341.061](#) and [Administrative Rule 14-90](#). The Operator will be subject to biannual compliance inspections by the CTC staff or designee.

- b. The Operator shall establish a safety program, including a system for monitoring driver performance that identifies problem drivers and recognizes good drivers. The program shall include methods for promoting safe driving practices, such as safety incentives and awards, meetings and posters.
- c. Any vehicle that fails to pass a mandated safety inspection, or upon inspection by a designated CTC/County employee is determined not to meet all applicable regulations, shall be removed from service immediately until the Operator makes necessary repairs or modifications. The vehicle will be re-inspected prior to being put into or returned to service. This includes all required safety features, ADA compliance, maintenance records, vehicle signage, accident damage and vehicle condition.
- d. Vehicles provided by CTC/County will be jointly inspected by both agencies prior to turn-over. If defects are discovered, the vehicle will be repaired by CTC/County staff or designee to both parties' satisfaction prior to acceptance of the vehicle by the Operator.

E. PERSONNEL MINIMUM REQUIREMENTS

The Operator shall employ or engage a sufficient number of drivers, management and/or support personnel to assure the CTC/County of continuous, reliable service, and shall provide dispatching services and radio communication with all drivers and vehicles, and will maintain communication with the CTC/County at all times service is being provided. Drivers employed by the Operator shall possess such licenses and permits as required by the state and the localities in which the vehicle will be operated for the operation of the classification of vehicle to be assigned to the driver. The Operator shall update its driver listing as necessary, but not less than monthly. The CTC/County shall have the right to require the Operator, with cause, to remove any driver assigned to work upon notification in writing to the Operator. The Operator will recruit and train personnel so as to ensure that all service is provided in a safe, courteous manner, and that adequate supervision is available to ensure service quality.

The present Operator of ADA/Paratransit Services in Escambia County, Florida, is Pensacola Bay Transportation, LLC. Certain Pensacola Bay Transportation, LLC, employees (drivers and mechanics) working in Escambia County, Florida, are members of the **Amalgamated Transit Union (ATU) #1395** bargaining unit. The Operator must agree to allow the ATU to continue to have a presence on their premises.

1. General Manager

- a. Subject to CTC/County approval, the Operator will designate a General Manager who is capable of acting for and on behalf of the Operator in the day-to-day delivery of the service.

- b. The General Manager will be a full-time employee and will work at the Operator's facility from which this project/contract is performed. The General Manager shall regularly advise CTC/County of times when he or she will not be on site. The General Manager will be the principal point of contact with CTC/County and shall be responsible for overall operations management.
- c. The General Manager will have a minimum of three (3) years management experience, preferably in the area of specialized paratransit services for seniors and people with disabilities, and will speak, write, and understand English fluently.
- d. The CTC/County desires that the Operator retain the services of an approved General Manager for the duration of the contract. If for any reason the General Manager is replaced, the new General Manager will meet the terms outlined herein, and his/her designation by the Operator as General Manager is subject to CTC/County approval. The CTC/County will receive a minimum of three resumes from qualified candidates for consideration. The approved General Manager is expected to be on site except for vacation or other approved time off, conferences and/or appropriate training, seminars or workshops. When the General Manager is going to be absent for more than 72 hours, the CTC/County will be notified; contact information for the interim manager will be provided to the CTC/County.
- e. The General Manager (or his/her designee) shall:
 - 1. Be available via a mobile or land line phone during all hours of service.
 - 2. Make all decisions and take all actions necessary to meet the provisions of this contract.
 - 3. Be empowered and qualified to take any reasonably required action in the event of an emergency.
 - 4. Provide the CTC/County with a list of emergency phone numbers for all key administrative personnel.
- f. The General Manager must know and understand all federal, state, county and CTC requirements, including the [Americans with Disabilities Act \(ADA\), 49 CFR, Section 37](#) and [Section 38](#), and all requirements of [Chapter 14-90, F.A.C.](#), as all may be amended or superseded from time to time.
- g. The General Manager shall meet at least monthly with CTC/County or designee regarding all aspects of the Operator's responsibilities under this Agreement. The General Manager shall be available when requested by CTC/County for attendance at

meetings with public advisory committees.

- h. The General Manager must have a Strike Plan on file, and must share same with CTC/County or designee upon accepting award of this project.

2. **Drivers**

- a. Driver Qualifications: Prior to performing under this contract, the Operator must ensure that all drivers utilized on this project/contract meet all of the following requirements:
 - 1. All drivers must pass a complete criminal background check before being put into service. An Escambia County fingerprint check will be performed. The Operator will, at a minimum, perform the following checks to determine if the Driver has a criminal background:
 - i. National Sex Offender database
 - ii. Widescreen National Criminal Search
 - iii. Address history
 - iv. Motor Vehicle Records
 - v. Social Security Number Check
 - vi. Prior Drug and Alcohol abuse
 - 2. Drivers will not be used in the performance of this contract if they do not pass the background check as mentioned above.
 - 3. The driver must not have been convicted of a serious traffic violation such as driving under the influence of alcohol or drugs, leaving the scene of an accident, using a vehicle in the commission of a felony, reckless driving and/or reckless endangerment within the last five (5) years.
 - 4. Each driver must undergo a commercial and personal driving record check with the Florida Department of Highway Safety and Motor Vehicles.
 - 5. The driver must not have had a driver's license suspended or revoked for moving violations within the last three (3) years.
 - 6. The driver must have possessed a valid Driver's License from any U.S. State for the last three (3) years.
 - 7. All drivers must be able to speak and understand English, and drivers must be proficient in written English to successfully complete all paperwork required for this contract, including, but not limited to vehicle manifests, incident and accident reports.

8. Drivers of vehicles must pass a pre-employment physical and drug/alcohol test in accordance with U.S. Department of Transportation requirements. Drivers and all other employees performing safety-sensitive function(s) will satisfy the requirements of the Operator's Drug and Alcohol Testing Program, which will be administered in conformance with the requirements of [49 C.F.R., Part 40](#) and [Part 655](#), as they may be amended or superseded from time to time.
9. Drivers must be physically able to perform all duties and tasks required or necessary to achieve full performance of the Operator's obligations relating to the transporting of passengers with disabilities, including, but not limited to:
 - i. Assisting passengers in getting to, on, off and from the vehicles
 - ii. Securing mobility devices within the paratransit vehicle
10. The Operator will train and certify all drivers.
11. The Operator shall require drug and alcohol testing of its employees, including but not limited to pre-employment, reasonable suspicion, post-accident, and follow-up. The Operator must take their employees, at the Operator's expense, to a CTC/County-approved facility. All drug and alcohol testing costs shall be borne by the Operator.
12. Uniform
 - i. Drivers shall wear an easily recognizable uniform, subject to approval by CTC/County; the uniform will present a professional image.

Uniform can be pants or shorts, with a tucked-in collared or polo-type shirt.
 - ii. All drivers are required to wear the photo I.D. badge bearing the driver's picture, which will be in color, and the driver will be in the Operator's uniform at the time the picture is taken.
 - iii. Drivers shall identify themselves verbally to passengers with visual impairments.

3. **Driver Responsibilities**

- a. The Operator shall provide driver training to ensure compliance with ADA and all other Paratransit Services laws and regulations. Prior to transporting riders, drivers will successfully complete all training requirements specified herein, as they may be amended from time to time. Prior to transporting riders, drivers will successfully complete all training requirements specified herein. The Operator's drivers will be responsible for the following duties and responsibilities:
1. Know, understand, follow and implement policies and procedures that are provided to them.
 2. Know, understand, follow and implement disability recognition and sensitivity.
 3. Know, understand, follow and implement Passenger Assistance Techniques (PAT) or equivalent training. To ensure sensitivity to and safe transport of persons with disabilities, training shall include, but not be limited to the following:
 - i. Basic professional courtesy, customer service and the elimination of attitudinal barriers
 - ii. Passenger assistance techniques for passengers with: wheelchairs (including 4-point wheelchair tie down procedures), walkers, canes, crutches, speech impairments, vision impairments (including sighted guide techniques), hearing impairments, mental/cognitive impairments and Alzheimer's Disease, seizure disorders, and a basic explanation of dialysis treatment and its effect on the customer's stamina during transport
 - iii. Dealing with Service Animals and guide dogs
 - iv. Definition of Personal Care Attendants vs. Companions and the impact on fare collection
 4. Know and understand local geography; including locations of public and private agencies, points of interest, and other locations to which paratransit clients are likely to travel.
 5. Relevant policies and procedures contained in the Operating Company's Operator's Manual.

6. Participate in annual reviews of his or her responsibilities and performance.
- b. Drivers must also be trained by the Operator to be proficient in the following areas:
 1. The proper handling of assigned vehicles and defensive driving, using a program approved by the National Safety Council
 2. The use of the Operator's two-way communication system and any other inter-connective device, mechanism or software used by the Operator to perform the contract
 3. Use of all special equipment associated with the job, such as wheelchair lifts, fire extinguisher and two-way radio communications
 4. The use of child safety seats required under this contract
 5. The use of safety equipment on board the vehicle
 6. Any other aspects which contribute to the safety, comfort and efficiency of Paratransit Services
 - c. While on duty, drivers of vehicles are required to wear a standardized uniform, including Photo I.D. All drivers must appear clean and neat and present a professional image.
 - d. When a driver leaves the Operator's employment, the Operator is required to collect and retain the Photo I.D. badge in the driver's personnel file, for the duration of the contract.
 - e. Operating procedures, including passenger assistance policies, fare collection, definition of Personal Care Attendants vs. Companions, and the impact on fare collection must be distributed to and adhered to by all drivers upon employment.

4. **Driver Duties**

- a. Drivers will be professional and courteous at all times. Drivers who yell, swear and insult passengers shall be removed from the performance of services under this contract. In addition, drivers are strongly discouraged from participating in non-work-related activities with Paratransit Services clients.
- b. Drivers are required to provide door-to-door service for all riders indicated on the manifest/schedule.

- c. Drivers are prohibited from traveling beyond the lobby of any public building and from going into any private residence, in the performance of this contract.
- d. Drivers are not permitted to lose sight of their vehicles.
- e. When drivers meet riders, the drivers are required to identify themselves as drivers employed by Operator's company.
- f. Drivers are required to provide general assistance to passengers between the door/entrance of their origin address and the vehicle and then from the vehicle to the door/entrance of the rider's destination.
- g. This assistance may include, but not be limited to: pushing the rider's wheelchair, lending the rider a supporting arm, guiding the rider by the hand or arm, and/or assisting the rider on or off the vehicle.
- h. Drivers may not assist passengers using common wheelchairs up or down steps.
- i. Drivers are prohibited from entering private residences and from lifting or carrying passengers and/or their children.
- j. When the rider boards the vehicle, drivers are required to collect any applicable fare. If the rider does not have the appropriate fare, the driver is required to act in accordance with the Operator's policies and requirements regarding drivers' duties.
- k. Drivers are prohibited from accepting gratuities or gifts of any kind, at any time, in connection with work on this contract.
- l. Prior to beginning the trip, drivers are required to ensure that all passengers are wearing seat belts and shoulder harnesses and that all mobility devices are properly secured. If requested by the passenger, drivers will assist with securing seatbelts. Drivers are required to wear their seatbelts and follow all traffic laws such as stopping at all railroad crossings, etc.
- m. Drivers are required to request, but not permitted to insist, that riders who use three-wheel scooters and who are able, transfer to seats rather than ride on the scooter. If the rider does not transfer, the driver must make every effort to secure the scooter.
- n. Before the rider disembarks from the vehicle, drivers are required to complete the manifest.

- o. Before a rider exits the vehicle, drivers are requested to assist the rider in locating and/or gathering and removing all personal belongings brought on board.
- p. The Operator, at the owner's expense, is required to return any personal belongings left on vehicles to the riders (if known) who left them within three (3) business days.
- q. Drivers are prohibited from playing music or talking on cell phones on board the vehicle when a rider is aboard unless in performance of your duties, in accordance with Florida law. Drivers are prohibited from smoking at all times while on board the vehicle and/or while assisting riders. In addition, drivers are prohibited from eating or drinking while a rider is on board the vehicle.
- r. Drivers are required to notify their dispatcher of any incident involving the safety of a passenger, the misconduct of a passenger, the injury of a passenger, damage to a vehicle or any other unusual incident. Verbal notification via the two-way communication system required by this Scope of Work must take place immediately and a written report, whose format will be determined by the Operator, will be completed by the driver and submitted to the CTC/County in accordance with all requirements outlined herein. Dispatcher must verbally report all incidents to the CTC/County immediately.
- s. Drivers are prohibited from taking riders to any other address than that specified on the manifest/schedule. If the rider insists on being delivered to a different address, the driver must contact the dispatch office and obtain authorization from the project manager before deviating from the manifest.
- t. Drivers are restricted from having social contact with any rider during all times they are engaged in the performance of services under this contract and are strongly discouraged from having contact with riders at any other time.

5. **Dispatchers**

- a. The Operator will provide a sufficient number of dispatchers to perform dispatch duties for the term of this contract to ensure that the service is performed and the standards set forth in providing this service are met.
- b. Dispatchers and drivers will be responsible for online real time Trip Check-in.
- c. Dispatchers will be required to correctly input the time of each pick-up and drop-off into the computer database.

6. **Reservationist/Customer Service Personnel**

- a. The Operator will provide a sufficient number of Reservationists/Customer Service personnel to accept phone reservations, answer questions, take complaints and commendations for the term of this contract to ensure the service is performed and the standards set forth in providing this service are met.
- b. Reservationists will confirm the ambulatory status of riders when booking trips to ensure that an appropriate vehicle is dispatched. Reservationists should not rely on mobility aid information in the master client file since riders may change mobility aid use or the passenger's functional ability may change.
- c. The Reservation line shall not exceed an on-hold time of more than 2.5 minutes for 90% of calls received. The Customer Service line shall not exceed an on-hold time of 3.5 minutes for 90% of the calls received.

7. **Continuing Training Requirements**

- a. The Operator is required to provide training to all employees appropriate to their specific responsibilities.
- b. Drivers, dispatchers and all other employees who communicate with Paratransit Services riders are subject to the training requirements named in this Scope of Work and any other requirements established by the CTC /County during the term of the contract.
- c. All employees who have direct contact with Paratransit Services riders are required to undergo a refresher training each year and demonstrate to the CTC/County's satisfaction their ongoing mastery of Paratransit Services training and other relevant contract requirements. The test will be administered by the Operator.

8. **Personnel Records**

- a. The Operator must maintain during the term of the contract and for no less than five (5) years thereafter, a file for each driver in the program which includes the following:
 - 1. A copy of the driver's license
 - 2. A copy of the MVR and FDLE background reports run prior to the driver's hiring
 - 3. Copies of all certificates for all training which the driver has successfully completed
 - 4. A copy of directly employed driver's I-9 form, indicating his/her right to work in the United States
 - 5. A copy of a certificate signed by the Operator and the driver indicating that the driver has undergone a physical and all required drug and alcohol screening and has tested negative for all illegal substances
 - 6. All verifiable complaints and compliments, and any written reprimands and/or commendations from the Operator regarding the driver's performance on the CTC/County project.

These files must be maintained for current drivers as well as for former drivers.

9. **Equal Employment Opportunity**

a. The following equal employment opportunity requirements apply to this Agreement:

1. Race, Color, Creed, National Origin, Sex – In accordance with [Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e](#), and Federal transit laws at [49 U.S.C. § 5332](#), The Operator agrees to comply with all applicable equal employment opportunity requirements of the U.S. Department of Labor (U.S. DOL) regulations, “Office of Federal Agreement Compliance Programs, Equal Employment Opportunity, Department of Labor,” [41 C.F.R. Parts 60 et seq.](#), (which implement [Executive Order No. 11246](#), “Equal Employment Opportunity,” as amended by [Executive Order No. 11375](#), “Amending [Executive Order 11246](#) Relating to Equal Employment Opportunity,” [42 U.S.C. § 2000e](#) note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Operator agrees to take affirmative action to ensure that applicants for employment and employees are treated during the application process and during employment without regard to their race, color, creed national origin, sex, sexual orientation or age. Such action shall include, but not be limited to the following: employment, upgrading, demotion or transfer, recruitment, or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. In addition, the Operator agrees to comply with any implementing requirements FTA may issue.
2. Age – In accordance with Section 4 of the Age Discrimination in Employment Act of 1967, as amended, [29 U.S.C. Section 623](#) and Federal transit law at [49 U.S.C. § 5332](#), the Operator agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Operator agrees to comply with any implementing requirements FTA may issue.
3. Disabilities - In accordance with Section 102 of the Americans with Disabilities Act, as amended, [42 U.S.C. § 12112](#), the Operator agrees that it will comply with the requirements of the U.S. Equal Employment Opportunity commission, “Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act,” [29 C.F.R. Part 1630](#), pertaining to employment of persons with disabilities. In addition, the Operator agrees to comply with any implementing requirements FTA may issue.

b. The Operator will act in accordance with Title VI of the Civil Rights Act, as amended, [42 U.S.C. § 2000d](#), [Section 303 of the Age Discrimination Act of 1975](#), as amended, [42 U.S.C. § 6102](#), [Section 202 of the Americans with Disabilities Act of 1990](#), [42 U.S.C. § 12132](#), and [Federal transit law at 49 U.S.C. § 5332](#). The Operator agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the

Operator agrees to comply with applicable Federal implementing regulations and any other implementing requirements FTA may issue.

- c. Employees and drivers supplied by the Operator shall undergo such training as required by the CTC/County, including but not limited to awareness and sensitivity, diversity, passenger assistance, defensive driving and proper wheelchair boarding and securement. Driver training shall be documented indicating methodology of training and amount of time spent on training for each discipline, and signed by the Operator's safety officer or his/her designee. The Operator shall cooperate in requiring said employees to attend training sessions conducted by the CTC/County. All training costs shall be the responsibility of the Operator.

10. **Supervision**

The Operator shall direct and supervise competent and qualified personnel and shall devote time and attention to the direction of the operation to insure performance of obligations and duties set forth herein. CTC/County personnel shall have the right to request removal or replacement of any personnel if said personnel are unqualified, not accommodating, and/or belligerent to clients or offer a nuisance or threat.

11. **Applicable Laws**

The Operator shall be responsible for ensuring that its employees, agents, and subcontractors comply with all applicable laws and regulations and meet all federal, state and local requirements related to their employment and position.

12. **Drug and Alcohol Testing**

- a. All employees in safety sensitive positions, including but not limited to drivers, will be subject to Drug/Alcohol testing for pre-employment, random, post accident and probable cause under the Federal Transit Administration (FTA) regulations. The Operator will provide CTC/County with documentation that the Operator's employees have been randomly selected for Drug/Alcohol testing through the Operator's testing program.
- b. The Operator's attention is directed to [49 CFR Part 653](#) (drug testing requirements) and [49 CFR Part 654](#) (alcohol testing requirements). The Operator shall be responsible for complete compliance with the regulations including, but not limited to adoption of required policies, testing, employee training, record keeping and reporting as more fully detailed in the above referenced regulations. The cost of compliance shall be the sole responsibility of the Operator. The CTC/County and funding entities shall have the right to inspect the Operator's drug and alcohol testing program and all records maintained there under.

F. **ADA COMPLEMENTARY PARATRANSIT SERVICE REQUIREMENTS**

The following list of requirements for ADA was drawn from Federal ADA regulations, Code of Federal Regulations Title 49 Section 37: [Subpart F-Paratransit as a Complement to Fixed Route](#) and [Subpart G- Provision of Service](#). These Federal regulations are the governing requirements for this Agreement and are summarized below: 50

1. **Trip Purposes** ([49 CFR 37.131\(d\)](#))

The Operator must accept and handle all requests for different trip purposes on an equal basis.

- a. Prioritizing trips, i.e. meeting demands for certain types of trips before accommodating others is not allowed.
- b. This provision does not prohibit the Operator from offering “subscription service” for repeat trips.

2. **Subscription Service** ([49 CFR 37.133](#))

The Operator may provide subscription service for repeat trips so long as they do not absorb more than 50% of the number of trips available at any given time of day, unless there is a non-subscription capacity.

For subscription service, the Operator may establish waiting lists, trip purpose restrictions or priorities for participation.

3. **Capacity Constraints** ([49 CFR 37.131\(f\)](#))

The Operator cannot limit the number of trips requested by a rider. Actions that would be considered service limits include:

- a. Placing a “cap” on the number of trips provided to an individual.
- b. Maintaining “wait lists” for trip requests that cannot be accommodated.
- c. Any operational pattern or practice that significantly limits availability of service (i.e. substantial numbers of significantly untimely pick ups, trip denials, excessive trip lengths, or missed trips.)

4. **Response Time** ([49 CFR 37.131 \(b\)](#))

The Operator must schedule and provide a trip to any ADA client when the request for service is made up to the day prior to the requested trip (note: for Transportation Disadvantaged clients, this depends on available funding.) The Operator must have a response time that is comparable to the fixed route system.

- a. Response time is defined as the elapsed time between the request for service and the provision of service.
- b. Scheduled Pick-up time is the time that the Operator accepts a rider’s trip request; the rider will be informed of the scheduled pick-up window.
- c. If the vehicle arrives within the pick-up window, the Paratransit Services client has five (5) minutes to board the vehicle (unless additional boarding time is indicated on the manifest or schedule).

- d. If the Operator is more than an hour late for a pick-up and does not have a valid reason for the late pick up (i.e. traffic accident, severe weather, Acts of God), the client will be provided a courtesy ride pass for his/her next trip.
- e. If the rider fails to board during this pick-up window, the driver will notify the dispatcher, who is responsible for charging the rider with a “No-Show”, entering the “No-Show” into the computerized system (within 5 minutes of the occurrence) and then directing the driver to continue with the route.
- f. Drivers must leave a “No-Show” tag on the residence of any client who is a “No-Show.”
- g. If a driver departs a pick-up location without waiting the full five (5) minutes, fails to leave a “No Show” tag or does not make a good faith effort to locate the client, a driver must be sent back within twenty (20) minutes. If another driver cannot be sent back within twenty minutes, a stand-by driver must be dispatched at no expense to the CTC/County.
- h. Reservation service must be available during all normal business hours.
- i. Riders must be allowed to make reservations up to 14 days in advance.

5. No-Show Policy

Operator vehicles will wait for passengers for at least a five minute period within the on-time pick-up window (defined as being thirty (30) minutes prior to the appointment time and thirty (30) minutes after the requested pick-up time). Drivers also are required to make reasonable attempts to locate and alert riders who may not be able to identify a waiting vehicle. The Operator will ensure that the special instructions for alerting riders are included on run manifests or electronic trip transmissions and are available to drivers and dispatchers. If the driver is not able to make in-person contact with the customer, he/she should notify dispatch, who will make a reasonable effort to locate and alert the customer by telephone. If contact is not made with the customer and at least five minutes has elapsed from the time of the driver’s arrival, the dispatcher should instruct the driver to leave a “No-Show” door hanger, depart the pick-up location and record the customer as a “No-Show” on the manifest. Riders who are located or contacted by driver’s dispatchers and who indicate they are not ready or will not be traveling as scheduled also shall be recorded as “No-Shows.” Dispatchers must enter notes into the trip record related to each “No-Show.” Riders who do not call and cancel at least two hours prior to the negotiated pick-up time also shall be recorded as “Late Cancels,” which will be considered a form of “No-Show.”

G. OPERATIONS/MAINTENANCE FACILITY

The Operator is required to have an operating facility within the limits of Escambia County. The Operator must be able to perform the following responsibilities from its operating facility and/or through other facilities which must be identified in advance and/or accepted by the CTC/County.

1. Storage and Maintenance of Vehicles

2. **Storage of All Contract Documents**

Includes storage of all contract documents, records, reports, invoices and other paperwork associated with the Paratransit Services Project as outlined in this Scope of Work.

3. **Office Space for Project Manager and Administrative/Clerical Staff**

4. **Other Support Services**

Other support services necessary for successful fulfillment of the work on this project

5. **Subcontractors**

The Operator may perform specific duties, such as storage and maintenance of vehicles, and/or administrative support services, through other facilities and/or through subcontracts. All such arrangements must be approved by the CTC/County. All records, documents, reports, etc. created or received by the Operator during the performance of this contract shall be maintained at the Operator's Escambia County facility during the term of the contract and within Escambia County for five years thereafter unless otherwise provided herein. All subcontractors must comply with FTA drug and alcohol requirements.

H. **COMPUTER HARDWARE AND SOFTWARE REQUIREMENTS**

1. **Hardware and Software**

The Operator will provide all computer and software systems required to perform and administer the Paratransit Services Contract.

2. **Paratransit Software**

Operator personnel will use paratransit management software to manage the Paratransit Services Contract. The Operator will ensure staff is thoroughly proficient in the use of the paratransit management software in order to perform specifics of the Paratransit Services Contract. The CTC/County will not provide any software or training.

I. **TWO-WAY COMMUNICATION SYSTEM**

1. **Two-Way Communication**

The Operator is required to install a two-way communication system which allows for continuous voice communication between dispatchers and drivers.

2. **Unauthorized Use of Two-Way System**

Operator shall not permit any unauthorized individuals to communicate on the system.

J. **TRANSPORTING RIDERS**

1. **Scheduled Pickup Time**

- a. At the time that the Operator accepts a rider's trip request, the rider will be informed of the scheduled pick-up window.
- b. The Operator shall arrive as close as possible to the scheduled pick-up time as indicated on the vehicle manifest/schedule and within the published sixty (60) minute pick-up window, as identified on the vehicle manifest/schedule.

2. **Boarding Time**

- a. If the vehicle arrives within this pick-up window, a Paratransit Services rider has five (5) minutes to board the vehicle (unless additional boarding time is indicated on the manifest or schedule).
- b. If the rider fails to board during this pick-up window, the driver will notify the dispatcher, who is responsible for charging the rider with a "No-Show", entering the "No-Show" into the computerized system (within 5 minutes of the occurrence), and then directing the driver to continue with the route.
- c. Drivers must leave a "No-Show" tag on the door of any client who is a "No-Show."

3. **Door-to-Door Service**

- a. The Operator is required to provide door-to-door service.
- b. The Operator is required to ensure that the driver goes to the door or main lobby of the rider's origin and informs the rider of his/her presence except in situations in which such assistance would not be safe for passengers remaining in the vehicle. In these cases, the driver should contact dispatch for further assistance. In addition, the driver is required to provide similar assistance between the vehicle and the front door or main lobby of the rider's destination. At no time is the driver to return to the vehicle without offering assistance the passenger.

4. **Assistance to Be Provided**

- a. Drivers must assist riders, upon request, in getting to, on, off, and away from the vehicle. This assistance may include lending a supporting arm, guiding, and assisting up or down steps

This assistance does not, at any time, include:

- 1. Assisting riders in wheelchairs up or down steps
- 2. Lifting or carrying passengers and/or their children

5. **Personal Care Attendant (PCA) and Traveling Companions** ([49 CFR 37.123 \(f\)](#) and [49 CFR 37.131\(c\)](#)):
- a. The Operator is required to transport scheduled PCAs and companions with eligible riders.
 - b. The manifest/schedule will specify the total amount of fare(s) to be collected from the rider(s) and/or the companion(s).
 - c. PCAs and/or companion(s) are to be treated the same as a rider is treated, and are governed by the same rules and regulations as a rider.
 - d. PCAs are to be transported without charge. Companions can be charged the rate agreed upon in the final contract.
6. **Service Animals** ([49 CFR 37.3](#) and [49 CFR 37.167 \(d\)](#)):
- a. The Operator is required to transport service animals in accordance with State and Federal Laws.
 - b. Service animals are to be properly leashed and/or harnessed and under the control of their handlers at all times.
 - c. A service animal is any guide dog, service dog, or other animal individually trained to work or perform tasks for an individual with a disability.
 - d. The animal can be prohibited from boarding if that particular animal poses a threat to the driver or other passengers.
7. **Transporting Children**
- a. The Operator is required to transport children in the following manner:
 1. Children who are between the ages of birth and four (4) years old inclusive, and/or children who weigh less than forty (40) pounds must travel with a responsible guardian and must ride in a child safety seat which complies with Section [316.613 F.S.](#)
 2. Children under eight (8) years of age inclusive must travel with a responsible guardian. This requirement may be modified by the CTC/County as it deems appropriate.
 - b. When specified on the manifest or schedule, it is the client's responsibility to provide a child restraint device which meets the requirements of Section [316.613, F.S.](#)

K. **Vehicle Manifests/Schedules**

The Operator will provide all manifests and schedules according to the following:

- a. The Operator will provide time-indexed vehicle routing for each route in the form of a vehicle manifest or schedule.
- b. The Operator is required to deliver the vehicle manifest/schedule to the driver or subcontractor.
- c. All drivers are required to write the CTC/County-specified information on the vehicle manifest/schedules as they proceed with their routes.
- d. Information on the vehicle manifests/schedules will include, but not be limited to: the actual time and odometer reading for each pick-up and drop-off, and fare collection information.
- e. The Operator is required to ensure that all vehicle manifests/schedules are completed correctly and legibly by the driver and that these manifests are made available to the CTC/County as needed to complete reporting requirements.
- f. If the vehicle manifests/schedules are incomplete, inaccurate, and illegible or cannot be verified, the Operator will ensure they are corrected as necessary to provide complete information on trips provided.
- g. The driver is required to follow the manifest/schedule as provided to him/her.
- h. If required to perform dispatch functions, the Operator shall utilize a paratransit scheduling software. This includes tracking of vehicle arrivals at all stops, including gate times, vehicle and driver assignments, and trip transfers in a "live" environment. All information must be entered into the system within one hour of the event. Training will be the responsibility of the Operator.

L. **Accidents and Incidents**

The Operator will follow all accident and incident reporting requirements as follows:

- a. The Operator is required to notify the CTC/County immediately, by fax or two-way communication, of all road calls, accidents or incidents which disrupt service.
- b. If the accident or incident results in an injury to one or more riders, the Operator is required to notify the CTC/County immediately upon becoming aware of the accident or incident.
- c. The Operator is required to provide a detailed written report, including all supporting documents, to the CTC/County within twenty four (24) hours of becoming aware of

- d. the accident or incident and will furnish copies of law enforcement reports as they become available.
- e. Drivers must be sent for a drug/alcohol test as soon as possible after an accident. The Operator must utilize a testing facility that is available during service hours. Testing will not be delayed to wait for regular business hours.
- f. The Operator and/or their employees must be in compliance with all provisions as outlined in [U.S. DOT 49 CFR Part 40](#) and [Part 655](#), and all other corresponding state regulations including any revisions and/or future amendments.
- g. The Operator shall, within twenty four (24) hours of receipt by the Operator, provide the CTC/County with written notification and copy of any claim or action for damages on account of bodily injury or property damage resulting from the Operator's ownership, operation, maintenance or use of any vehicle. Said notice shall include the date and time such notification was received, the individual or entity making the claim, the basis of the claim and, if applicable, the names of any individuals or other entities claimed against. The Operator shall fully cooperate with the CTC/County in the investigation of any accident and the defense of any claim.
- h. Upon the request of the CTC/County, the Operator will make any employee involved in an accident or incident, relating in any fashion to its performance of the contract, available for questioning and as a witness for the CTC/County in any litigation that may result from or arise out of any act or omission of the Operator.

M. Complaints and Commendations

The Operator will follow the following requirements regarding complaints and commendations:

- a. A complaint is defined as "a report by an eligible rider or representative of a rider which identifies an incident or action by a driver or a member of the Operator's staff which detracts from the positive image, service quality, and/or non-compliance with the requirements of the paratransit services covered in this Agreement."
- b. When the Operator receives a complaint directly from their clients, they are required to track and investigate those complaints. At the end of the month, the Operator is required to report to the CTC/County the client's name, the nature of the complaint, and the resolution.
- c. When the CTC/County or any of the community advocates receive a complaint, the Operator is required to research the complaint with its personnel and take corrective action if necessary.
- d. The CTC/County and the Operator will record all complaints and will determine to whom the complaint should be directed for research and resolution.

- e. When the Operator receives a complaint from the CTC/County, the Operator is required to research the complaint with its personnel and take corrective action if necessary.
- f. The Operator is then required to provide a response to the CTC/County as to how the complaint has been addressed, and what corrective actions, if any, have been taken to avoid future complaints of the same nature. The Operator, when requested, will provide driver's name and copy of the manifest with each complaint.
- g. The Operator is required to respond to service complaints within ten (10) business days.
- h. If the complaint involves safety or serious misconduct, the Operator is required to respond within twenty four (24) hours (or sooner, if possible.)
- i. CTC will review responses to complaints, and if it deems the response to be inadequate, will redirect the complaint to the Operator for further action.
- j. In all cases, CTC is the final arbiter as to whether or not complaints have been adequately resolved by the Operator.
- k. The CTC will record commendations; however, the Operator may also accept commendations directly.
- l. All Operator personnel are prohibited from taking any actions against any individual who has made complaints in connection with this contract.

N. OTHER RESPONSIBILITIES

At the direction of the CTC/County, the Operator may be given additional responsibilities, e.g.:

- a. Distribute notices, flyers, brochures, surveys and other CTC/County-authorized documents to ADA paratransit riders onboard vehicles.
- b. Attend regularly scheduled meetings between the CTC/County and the Operator.
- c. Attend meetings as required by the CTC/County.

O. DISASTERS, PUBLIC EVACUATION

The Operator will make available to the Escambia County Emergency Operation Center (EOC) all requested vehicles and drivers necessary for a required public evacuation. The staging area will be determined. The CTC/County will be responsible for payment of service provided in response to a request for vehicles.

P. PERFORMANCE STANDARDS:

1. Data

Data: In addition to the requirements outlined elsewhere in this Scope of Work, the Operator is required to keep the following data updated at all times and available at all times at the Operator's headquarters:

- a. The Operator must maintain an updated inventory of the fleet for the Paratransit Services program and provide to the CTC/County or designee upon request.
- b. The Operator must keep a file for each vehicle which includes the following information:
 1. A copy of the vehicle registration
 2. A copy of any maintenance reports covering maintenance (either preventative or corrective) performed on the vehicle
 3. Any accident or injury reports involving the vehicle
- c. The Operator must keep an updated copy of its System Safety Program Plan and present it to CTC/County or designee prior to performing service.
- d. The Operator must keep copies of all accident/incident reports, and any correspondence or documentation which results from them.
- e. The Operator must keep all insurance certificates on file at all times.

2. Reports

The Operator is required to provide data in compiling and completing required daily, weekly, monthly, quarterly and annual reports. Specific reports for which the Operator will be required to provide information and assistance will include:

- a. National Transit Database (NTD) report, which is submitted monthly and annually to the Federal Transit Administration (FTA).
- b. Annual Operating Report.
- c. This assistance may include, but is not be limited to: providing records, receipts, reports, etc., answering questions from CTC or designee, completing report forms, etc.

3. National Transit Database (NTD) Reporting Requirements

- a. In order to maintain adequate Federal funding, the CTC/County requires that the

Operator report on a monthly basis the following items:

1. Vehicles operated in maximum service
2. Vehicles available for maximum service
3. Periods of Service (time service begins and ends)
4. 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)
5. Unlinked passenger trips
6. Passenger miles
7. ADA Unlinked passenger trips
8. Days of Operation
9. Days not operated due to strikes or officially declared emergencies

Q. OPERATIONAL PROCEDURES

Operator must meet or exceed the existing [Transportation Disadvantaged Service Plan \(TDSP\)](#), and work with CTC/County to develop new TDSP.

R. ACCOUNTABILITY AND AUDIT REQUIREMENTS

The Operator shall follow all accountability and audit requirements as follows:

- a. The Operator shall maintain financial and other records, documents or reports as necessary to properly account for all funds expended in performance of this Agreement and to allow for the audit of such records or reports by the CTC/County, FTA and/or their designees.
- b. All records related to this Agreement shall be available for inspection, review or audit by personnel duly authorized by the CTC/County at all times for a period of at least three (3) years from the date of payment. Such review shall be during the regular business hours of the Operator following reasonable notice.
- c. The Operator will provide the CTC/County with one (1) copy of an annual independent audit of financial statements for the Escambia County location within 30 days after the completion of the audit, but in no case more than 9 months after the end of the Operator's fiscal year. If a management letter or any other reports or correspondence relating to audit findings or recommendations are issued in connection with the audit, copies shall accompany the audit report. Such audits shall be performed by a Certified Public Accountant licensed by the State of Florida and prepared in accordance with generally accepted auditing standards and Government Auditing Standards issued by the

Comptroller General of the United States. The Operator shall ensure that all audit work papers and reports are retained for a minimum of three years from the date of the audit report, unless notified in writing by the CTC/County to extend the retention period. The Provider shall also ensure that audit work papers are made available upon request to the CTC/County or its designee.

S. PERFORMANCE GUARANTEES

As a public service entity, the CTC/County and its contracted vendors/brokers are responsible for maintaining a level of quality of service which includes timely response and resolutions to customer service inquiries and/or complaints, as well as timely submission of invoicing. Failure to comply could result in penalties.

T. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS, PRIME CONTRACT

1. Principal, for the purposes of this certification, means: officers, directors, owners, partners, key employee, or other person within the business entity with primary management or supervisory responsibilities; or a person who has a critical influence on or substantive control over contracts, whether or not employed by the Proposer.
2. The Proposer shall provide immediate written notice to the CTC/County, if, at any time prior to a contract award, the Proposer learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. Where the Proposer is unable to certify positively to any of the statements in this certification, the Proposer shall attach an explanation to this proposal. A certification that any of the items in subparagraph A of this provision exists will not necessarily result in withholding of an award under this solicitation. However, the certification will be considered in connection with a determination of the Proposer's responsibility. Failure of the Proposer to furnish a certification or provide such additional information as requested by the CTC/County may render the Proposer non-responsible.
4. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render, in good faith, the certification required by subparagraph A of this provision. The knowledge and information of a Proposer is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business.
5. The certification in subparagraph A of this provision is a material representation of fact upon which reliance was placed when making award. If it is later determined that the Proposer knowingly rendered an erroneous certification, in addition to other remedies available to the CTC/County or the Federal Government or any of its departments or agencies, the CTC/County may terminate the contract resulting from this solicitation for default.

6. The Proposer further agrees by submitting this proposal that it will include the following clause, without modification, in all subcontracts and in all solicitations for subcontracts:

U. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION, SUBCONTRACTS

1. In accordance with the provisions of [49 CFR Part 29](#) and the certification instructions contained therein, the prospective subcontractor certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any Federal department or agency or by the CTC/County.
2. Where the prospective subcontractor is unable to certify to any of the statements in this certification, such prospective subcontractor shall attach an explanation to this proposal.

**CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES
ON FEDERAL-AID CONTRACTS
(Compliance with 49CFR, Section 20.100 (b))**

The prospective participant certifies, by signing this certification, that to the best of his or her knowledge and belief:

(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 any federal 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 federal 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 of Lobbying Activities", in accordance with its instructions. (Standard Form-LLL can be obtained from the Florida Department of Transportation's Professional Services Administrator or Procurement Office.)

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 Section 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.

The prospective participant also agrees by submitting his or her proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

Name of Consultant:

By: _____ Date: _____ Authorized Signature

Title: _____

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.)

1. Type of Federal Action: <input type="checkbox"/> a. contract <input type="checkbox"/> b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance		2. Status of Federal Action: <input type="checkbox"/> a. bid/offer/application b. initial award c. post-award		3. Report Type: <input type="checkbox"/> a. initial filing b. material change For Material Change Only: year _____ quarter _____ date of last report _____	
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: Congressional District, if known: 4c			5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:		
6. Federal Department/Agency:			7. Federal Program Name/Description: CFDA Number, if applicable: _____		
8. Federal Action Number, if known:			9. Award Amount, if known: \$		
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI):			b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):		
11. 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: _____		
Federal Use Only:				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 followup 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.

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY
AND VOLUNTARY EXCLUSION FOR FEDERAL AID CONTRACTS**
(Compliance with 49CFR, Section 29.510)
(Appendix B Certification]

It is certified that neither the below identified firm nor its principals are presently suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Name of Consultant:

By: _____ Date: _____
Authorized Signature

Title: _____

Instructions for Certification

1. By signing and submitting this certification with the proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted. If at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms 'covered transaction', 'debarred', 'suspended', 'ineligible', 'lower tier covered transaction', 'participant', 'person', 'primary covered transaction', 'principal', 'proposal', and 'voluntarily excluded', as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the person to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Appendix B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant are not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.

(a) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions, as defined in 49 CFR §29.110(a), by any Federal department or agency;

(b) has within a three-year period preceding this certification been convicted of or had a civil judgment rendered against him or her for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State or local government transaction or public contract; violation of Federal or State antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;

(c) is presently indicted for or otherwise criminally or civilly charged by a Federal, State or local governmental entity with commission of any of the offenses enumerated in paragraph 9(b) of this certification; and

(d) has within a three-year period preceding this certification had one or more Federal, State or local government public transactions terminated for cause or default.

10. I(We), certify that I(We), shall not knowingly enter into any transaction with any subcontractor, material supplier, or vendor who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract by any Federal Agency unless authorized by the Department.

Where I am unable to declare or certify as to any of the statements contained in the above stated paragraphs numbered (1) through (10), I have provided an explanation in the "Exceptions" portion below or by attached separate sheet.

EXCEPTIONS:

(Any exception listed above will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception noted, indicate to whom it applies, initiating agency and dates of agency action. Providing false information may result in criminal prosecution and/or administrative sanctions.)

I declare under penalty of perjury that the foregoing is true and correct.

CONTRACTOR: (Seal)

BY: _____
NAME AND TITLE PRINTED

WITNESS: _____

BY: _____
SIGNATURE

WITNESS: _____

Executed on this _____ day of _____, _____

**FAILURE TO FULLY COMPLETE AND EXECUTE THIS DOCUMENT
MAY RESULT IN THE BID BEING DECLARED NONRESPONSIVE**

Select Year:

The 2016 Florida Statutes

[Title XXX](#)
SOCIAL WELFARE

[Chapter 427](#)
SPECIAL TRANSPORTATION AND COMMUNICATIONS SERVICES
CHAPTER 427
SPECIAL TRANSPORTATION AND COMMUNICATIONS SERVICES

[View Entire Chapter](#)

PART I
TRANSPORTATION SERVICES
(ss. 427.011-427.017)

PART II
TELECOMMUNICATIONS ACCESS SYSTEM
(ss. 427.701-427.708)

PART III
ASSISTIVE TECHNOLOGY DEVICE WARRANTY ACT
(ss. 427.801-427.806)

PART I
TRANSPORTATION SERVICES

- 427.011 Definitions.
- 427.012 The Commission for the Transportation Disadvantaged.
- 427.013 The Commission for the Transportation Disadvantaged; purpose and responsibilities.
- 427.0135 Purchasing agencies; duties and responsibilities.
- 427.015 Function of the metropolitan planning organization or designated official planning agency in coordinating transportation for the transportation disadvantaged.
- 427.0155 Community transportation coordinators; powers and duties.
- 427.0157 Coordinating boards; powers and duties.
- 427.0158 School bus and public transportation.
- 427.0159 Transportation Disadvantaged Trust Fund.

427.016 Expenditure of local government, state, and federal funds for the transportation disadvantaged.

427.017 Conflicts with federal laws or regulations.

427.011 Definitions.—For the purposes of ss. 427.011-427.017:

(1) “Transportation disadvantaged” means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.

(2) “Metropolitan planning organization” means the organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).

(3) “Agency” means an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private nonprofit transportation service-providing agency.

(4) “Transportation improvement program” means a staged multiyear program of transportation improvements, including an annual element, which is developed by a metropolitan planning organization or designated official planning agency.

(5) “Community transportation coordinator” means a transportation entity recommended by a metropolitan planning organization, or by the appropriate designated official planning agency as provided for in ss. 427.011-427.017 in an area outside the purview of a metropolitan planning organization, to ensure that coordinated transportation services are provided to the transportation disadvantaged population in a designated service area.

(6) “Transportation operator” means one or more public, private for-profit, or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan.

(7) “Coordinating board” means an advisory entity in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

(8) “Purchasing agency” means a department or agency whose head is an ex officio, nonvoting adviser to the commission, or an agency that purchases transportation services for the transportation disadvantaged.

(9) “Paratransit” means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and provider of the service. Paratransit service is provided by taxis, limousines, “dial-a-ride,” buses, and other demand-responsive operations that are characterized by their nonscheduled, nonfixed route nature.

(10) “Transportation disadvantaged funds” means any local government, state, or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, administration, operation, procurement, and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools.

(11) “Coordination” means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services.

(12) “Nonsponsored transportation disadvantaged services” means transportation disadvantaged services that are not sponsored or subsidized by any funding source other than the Transportation Disadvantaged Trust Fund.

History.—ss. 1, 9, ch. 79-180; s. 4, ch. 80-414; ss. 1, 3, ch. 84-56; ss. 1, 14, ch. 89-376; s. 57, ch. 90-306; s. 5, ch. 91-429; s. 82, ch. 92-152; s. 63, ch. 94-237; s. 2, ch. 2008-203.

427.012 The Commission for the Transportation Disadvantaged.—There is created the Commission for the Transportation Disadvantaged in the Department of Transportation.

(1) The commission shall consist of seven members, all of whom shall be appointed by the Governor, in accordance with the requirements of s. 20.052.

(a) Five of the members must have significant experience in the operation of a business, and it is the intent of the Legislature that, when making an appointment, the Governor select persons who reflect the broad diversity of the business community in this state, as well as the racial, ethnic, geographical, and gender diversity of the population of this state.

(b) Two of the members must have a disability and use the transportation disadvantaged system.

(c) Each member shall represent the needs of the transportation disadvantaged throughout the state. A member may not subordinate the needs of the transportation disadvantaged in general in order to favor the needs of others residing in a specific location in the state.

(d) Each member shall be appointed to a term of 4 years. A member may be reappointed for one additional 4-year term.

(e) Each member must be a resident of the state and a registered voter.

(f) At any given time, at least one member must be at least 65 years of age.

(g) The Secretary of Transportation, the Secretary of Children and Families, the executive director of the Department of Economic Opportunity, the executive director of the Department of Veterans' Affairs, the Secretary of Elderly Affairs, the Secretary of Health Care Administration, the director of the Agency for Persons with Disabilities, and a county manager or administrator who is appointed by the Governor, or a senior management level representative of each, shall serve as ex officio, nonvoting advisors to the commission.

(h) A member may not, within the 5 years immediately before his or her appointment, or during his or her term on the commission, have or have had a financial relationship with, or represent or have represented as a lobbyist as defined in s. 11.045, the following:

1. A transportation operator;
2. A community transportation coordinator;
3. A metropolitan planning organization;
4. A designated official planning agency;
5. A purchaser agency;
6. A local coordinating board;
7. A broker of transportation; or
8. A provider of transportation services.

(2) The chairperson shall be appointed by the Governor, and the vice chairperson of the commission shall be elected annually from the membership of the commission.

(3) Members of the commission shall serve without compensation but shall be allowed per diem and travel expenses, as provided in s. 112.061.

(4) The commission shall meet at least quarterly, or more frequently at the call of the chairperson. Four members of the commission constitute a quorum, and a majority vote of the members present is necessary for any action taken by the commission.

(5) The Governor may remove any member of the commission for cause.

(6) Each candidate for appointment to the commission must, before accepting the appointment, undergo background screening under s. 435.04 by filing with the Department of Transportation a complete set of fingerprints taken by an authorized law enforcement agency. The fingerprints must be submitted to the Department of Law Enforcement for state processing, and that department shall submit the fingerprints to the Federal Bureau of Investigation for federal processing. The Department of Transportation shall screen the background results and inform the commission of any candidate who does not meet

level 2 screening standards. A candidate who has not met level 2 screening standards may not be appointed to the commission. The cost of the background screening may be borne by the Department of Transportation or the candidate.

(7) The commission shall appoint an executive director who shall serve under the direction, supervision, and control of the commission. The executive director, with the consent of the commission, shall employ such personnel as may be necessary to perform adequately the functions of the commission within budgetary limitations. Employees of the commission are exempt from the Career Service System.

(8) The commission shall appoint a technical working group that includes representatives of private paratransit providers. The technical working group shall advise the commission on issues of importance to the state, including information, advice, and direction regarding the coordination of services for the transportation disadvantaged. The commission may appoint other technical working groups whose members may include representatives of community transportation coordinators; metropolitan planning organizations; regional planning councils; experts in insurance, marketing, economic development, or financial planning; and persons who use transportation for the transportation disadvantaged, or their relatives, parents, guardians, or service professionals who tend to their needs.

(9) The commission is assigned to the office of the secretary of the Department of Transportation for administrative and fiscal accountability purposes, but it shall otherwise function independently of the control, supervision, and direction of the department.

(10) The commission shall develop a budget pursuant to chapter 216. The budget is not subject to change by the department staff after it has been approved by the commission, but it shall be transmitted to the Governor, as head of the department, along with the budget of the department.

History.—ss. 2, 8, 9, ch. 79-180; s. 5, ch. 80-414; s. 73, ch. 81-167; s. 76, ch. 83-55; ss. 2, 3, ch. 84-56; ss. 2, 14, ch. 89-376; s. 29, ch. 91-282; s. 5, ch. 91-429; s. 83, ch. 92-152; s. 64, ch. 94-237; s. 10, ch. 96-387; s. 204, ch. 99-8; s. 118, ch. 99-385; s. 9, ch. 2005-255; s. 1, ch. 2006-61; s. 3, ch. 2008-203; s. 342, ch. 2011-142; s. 59, ch. 2012-5; s. 242, ch. 2014-19.

427.013 The Commission for the Transportation Disadvantaged; purpose and responsibilities.—The purpose of the commission is to accomplish the coordination of transportation services provided to the transportation disadvantaged. The goal of this coordination is to assure the cost-effective provision of transportation by qualified community transportation coordinators or transportation operators for the transportation disadvantaged without any bias or presumption in favor of multioperator systems or not-for-profit transportation operators over single operator systems or for-profit transportation operators. In carrying out this purpose, the commission shall:

- (1) Compile all available information on the transportation operations for and needs of the transportation disadvantaged in the state.
- (2) Establish statewide objectives for providing transportation services for the transportation disadvantaged.
- (3) Develop policies and procedures for the coordination of local government, federal, and state funding for the transportation disadvantaged.
- (4) Identify barriers prohibiting the coordination and accessibility of transportation services to the transportation disadvantaged and aggressively pursue the elimination of these barriers.
- (5) Serve as a clearinghouse for information about transportation disadvantaged services, training, funding sources, innovations, and coordination efforts.
- (6) Assist communities in developing transportation systems designed to serve the transportation disadvantaged.
- (7) Unless otherwise provided by state or federal law, ensure that all procedures, guidelines, and directives issued by purchasing agencies are conducive to the coordination of transportation services.
 - (8)(a) Ensure that purchasing agencies purchase all trips within the coordinated system, unless they have fulfilled the requirements of s. 427.0135(3) and use a more cost-effective alternative provider that meets comparable quality and standards.
 - (b) Unless the purchasing agency has negotiated with the commission pursuant to the requirements of s. 427.0135(3), provide, by rule, criteria and procedures for purchasing agencies to use if they wish to use an alternative provider. Agencies must demonstrate that the proposed alternative provider can

provide a trip of comparable quality and standards for the clients at a lower cost than that provided within the coordinated system, or that the coordinated system cannot accommodate the agency's clients.

(9) Unless the purchasing agency has negotiated with the commission pursuant to the requirements of s. 427.0135(3), develop by rule standards for community transportation coordinators and any transportation operator or coordination contractor from whom service is purchased or arranged by the community transportation coordinator covering coordination, operation, safety, insurance, eligibility for service, costs, and utilization of transportation disadvantaged services. These standards and rules must include, but are not limited to:

(a) Minimum performance standards for the delivery of services. These standards must be included in coordinator contracts and transportation operator contracts with clear penalties for repeated or continuing violations.

(b) Minimum liability insurance requirements for all transportation services purchased, provided, or coordinated for the transportation disadvantaged through the community transportation coordinator.

(10) Adopt rules pursuant to ss. 120.536(1) and 120.54 to implement the provisions of ss. 427.011-427.017.

(11) Approve the appointment of all community transportation coordinators.

(12) Have the authority to apply for and accept funds, grants, gifts, and services from the Federal Government, state government, local governments, or private funding sources. Applications by the commission for local government funds shall be coordinated through the appropriate coordinating board. Funds acquired or accepted under this subsection shall be administered by the commission and shall be used to carry out the commission's responsibilities.

(13) Make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year.

(14) Consolidate, for each state agency, the amounts of each agency's actual expenditures, together with the actual expenditures of each local government and directly federally funded agency and the amounts collected by each official planning agency.

(15) Prepare a statewide 5-year transportation disadvantaged plan which addresses the transportation problems and needs of the transportation disadvantaged, which is fully coordinated with local transit plans, compatible with local government comprehensive plans, and which ensures that the most cost-effective and efficient method of providing transportation to the disadvantaged is programmed for development.

(16) Review and approve memorandums of agreement for the provision of coordinated transportation services.

(17) Review, monitor, and coordinate all transportation disadvantaged local government, state, and federal fund requests and plans for conformance with commission policy, without delaying the application process. Such funds shall be available only to those entities participating in an approved coordinated transportation system or entities which have received a commission-approved waiver to obtain all or part of their transportation through another means. This process shall identify procedures for coordinating with the state's intergovernmental coordination and review procedures and s. 216.212(1) and any other appropriate grant review process.

(18) Develop an interagency uniform contracting and billing and accounting system that shall be used by all community transportation coordinators and their transportation operators.

(19) Develop and maintain a transportation disadvantaged manual.

(20) Design and develop transportation disadvantaged training programs.

(21) Coordinate all transportation disadvantaged programs with appropriate state, local, and federal agencies and public transit agencies to ensure compatibility with existing transportation systems.

(22) Designate the official planning agency in areas outside of the purview of a metropolitan planning organization.

(23) Develop need-based criteria that must be used by all community transportation coordinators to prioritize the delivery of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.

(24) Establish a review procedure to compare the rates proposed by alternate transportation operators with the rates charged by a community transportation coordinator to determine which rate is more cost-effective.

(25) Conduct a cost-comparison study of single-coordinator, multicoordinator, and brokered community transportation coordinator networks to ensure that the most cost-effective and efficient method of providing transportation to the transportation disadvantaged is programmed for development.

(26) Develop a quality assurance and management review program to monitor, based upon approved commission standards, services contracted for by an agency, and those provided by a community transportation operator pursuant to s. 427.0155.

(27) Ensure that local community transportation coordinators work cooperatively with local workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

(28) In consultation with the Agency for Health Care Administration and the Department of Transportation, develop an allocation methodology that equitably distributes all transportation funds under the control of the commission to compensate counties, community transportation coordinators, and other entities providing transportation disadvantaged services. The methodology shall separately account for Medicaid beneficiaries. The methodology shall consider such factors as the actual costs of each transportation disadvantaged trip based on prior-year information, efficiencies that a provider might adopt to reduce costs, results of the rate and cost comparisons conducted under subsections (24) and (25), as well as cost efficiencies of trips when compared to the local cost of transporting the general public. This subsection does not supersede the authority of the Agency for Health Care Administration to distribute Medicaid funds.

(29) Incur expenses for the purchase of advertisements, marketing services, and promotional items.

¹(30) For the 2016-2017 fiscal year and notwithstanding any other provision of this section:

(a) Allocate, from funds provided in the General Appropriations Act, to community transportation coordinators who do not receive Urbanized Area Formula funds pursuant to 49 U.S.C. s. 5307 to provide transportation services for persons with disabilities, older adults, and low-income persons so they may access health care, employment, education, and other life-sustaining activities. Funds allocated for this purpose shall be distributed among community transportation coordinators based upon the Transportation Disadvantaged Trip and Equipment allocation methodology established by the commission.

(b) Award, from funds provided in the General Appropriations Act, competitive grants to community transportation coordinators to support transportation projects to:

1. Enhance access to health care, shopping, education, employment, public services, and recreation;
2. Assist in the development, improvement, and use of transportation systems in nonurbanized areas;
3. Promote the efficient coordination of services;
4. Support inner-city bus transportation; and
5. Encourage private transportation providers to participate.

(c) This subsection expires July 1, 2017.

History.—ss. 3, 9, ch. 79-180; s. 6, ch. 80-414; s. 274, ch. 81-259; ss. 1, 3, ch. 84-56; ss. 3, 14, ch. 89-376; s. 5, ch. 91-429; s. 84, ch. 92-152; s. 65, ch. 94-237; s. 17, ch. 98-57; s. 113, ch. 98-200; s. 119, ch. 99-385; s. 102, ch. 2000-165; s. 25, ch. 2000-266; s. 2, ch. 2006-61; s. 4, ch. 2008-203; s. 105, ch. 2016-62; s. 21, ch. 2016-216.

¹Note.—Section 105, ch. 2016-62, added subsection (30) “[i]n order to implement Specific Appropriation 1856 of the 2016-2017 General Appropriations Act.”

427.0135 Purchasing agencies; duties and responsibilities.—Each purchasing agency, in carrying out the policies and procedures of the commission, shall:

(1) Use the coordinated transportation system for provision of services to its clients, unless each department or purchasing agency meets the criteria outlined in rule or statute to use an alternative provider.

(2) Pay the rates established in the service plan or negotiated statewide contract, unless the purchasing agency has completed the procedure for using an alternative provider and demonstrated that a proposed alternative provider can provide a more cost-effective transportation service of comparable quality and standards or unless the agency has satisfied the requirements of subsection (3).

(3) Not procure transportation disadvantaged services without initially negotiating with the commission, as provided in s. 287.057(3)(e)12., or unless otherwise authorized by statute. If the purchasing agency, after consultation with the commission, determines that it cannot reach mutually acceptable contract terms with the commission, the purchasing agency may contract for the same transportation services provided in a more cost-effective manner and of comparable or higher quality and standards. The Medicaid agency shall implement this subsection in a manner consistent with s. 409.908(19) and as otherwise limited or directed by the General Appropriations Act.

(4) Identify in the legislative budget request provided to the Governor each year for the General Appropriations Act the specific amount of money the purchasing agency will allocate to provide transportation disadvantaged services.

(5) Provide the commission, by September 15 of each year, an accounting of all funds spent as well as how many trips were purchased with agency funds.

(6) Assist communities in developing coordinated transportation systems designed to serve the transportation disadvantaged. However, a purchasing agency may not serve as the community transportation coordinator in any designated service area.

(7) Ensure that its rules, procedures, guidelines, and directives are conducive to the coordination of transportation funds and services for the transportation disadvantaged.

(8) Provide technical assistance, as needed, to community transportation coordinators or transportation operators or participating agencies.

History.—ss. 4, 14, ch. 89-376; s. 5, ch. 91-429; s. 66, ch. 94-237; s. 4, ch. 95-394; s. 10, ch. 96-417; s. 26, ch. 2000-266; s. 5, ch. 2008-203; s. 34, ch. 2010-151; s. 16, ch. 2013-154; s. 32, ch. 2016-65.

427.015 Function of the metropolitan planning organization or designated official planning agency in coordinating transportation for the transportation disadvantaged.—

(1) In developing the transportation improvement program, each metropolitan planning organization or designated official planning agency in this state shall include a realistic estimate of the cost and revenue that will be derived from transportation disadvantaged services in its area. The transportation improvement program shall also identify transportation improvements that will be advanced with such funds during the program period. Funds required by this subsection to be included in the transportation improvement program shall only be included after consultation with all affected agencies and shall only be expended if such funds are included in the transportation improvement program.

(2) Each metropolitan planning organization or designated official planning agency shall recommend to the commission a single community transportation coordinator. However, a purchasing agency may not serve as the community transportation coordinator in any designated service area. The coordinator may provide all or a portion of needed transportation services for the transportation disadvantaged but shall be responsible for the provision of those coordinated services. Based on approved commission evaluation criteria, the coordinator shall subcontract or broker those services that are more cost-effectively and efficiently provided by subcontracting or brokering. The performance of the coordinator shall be evaluated based on the commission's approved evaluation criteria by the coordinating board at least annually. A copy of the evaluation shall be submitted to the metropolitan planning organization or the designated official planning agency, and the commission. The recommendation or termination of any community transportation coordinator shall be subject to approval by the commission.

(3) Each metropolitan planning organization or designated official planning agency shall request each local government in its jurisdiction to provide the actual expenditures of all local and direct federal funds to be expended for transportation for the disadvantaged. The metropolitan planning organization or

designated official planning agency shall consolidate this information into a single report and forward it, by September 15, to the commission.

History.—ss. 6, 9, ch. 79-180; ss. 1, 3, ch. 84-56; ss. 5, 14, ch. 89-376; s. 5, ch. 91-429; s. 67, ch. 94-237; s. 27, ch. 2000-266; s. 6, ch. 2008-203.

427.0155 Community transportation coordinators; powers and duties.—Community transportation coordinators shall have the following powers and duties:

- (1) Execute uniform contracts for service using a standard contract, which includes performance standards for operators.
- (2) Collect annual operating data for submittal to the commission.
- (3) Review all transportation operator contracts annually.
- (4) Approve and coordinate the utilization of school bus and public transportation services in accordance with the transportation disadvantaged service plan.
- (5) In cooperation with a functioning coordinating board, review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.
- (6) In cooperation with, and approved by, the coordinating board, develop, negotiate, implement, and monitor a memorandum of agreement including a service plan, for submittal to the commission.
- (7) In cooperation with the coordinating board and pursuant to criteria developed by the Commission for the Transportation Disadvantaged, establish eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
- (8) Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).
- (9) Work cooperatively with local workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

History.—ss. 6, 14, ch. 89-376; s. 5, ch. 91-429; s. 85, ch. 92-152; s. 68, ch. 94-237; s. 18, ch. 98-57; s. 103, ch. 2000-165; s. 7, ch. 2008-203; s. 22, ch. 2016-216.

427.0157 Coordinating boards; powers and duties.—The purpose of each coordinating board is to develop local service needs and to provide information, advice, and direction to the community transportation coordinators on the coordination of services to be provided to the transportation disadvantaged. The commission shall, by rule, establish the membership of coordinating boards. The members of each board shall be appointed by the metropolitan planning organization or designated official planning agency. The appointing authority shall provide each board with sufficient staff support and resources to enable the board to fulfill its responsibilities under this section. Each board shall meet at least quarterly and shall:

- (1) Review and approve the coordinated community transportation disadvantaged service plan, including the memorandum of agreement, prior to submittal to the commission;
- (2) Evaluate services provided in meeting the approved plan;
- (3) In cooperation with the community transportation coordinator, review and provide recommendations to the commission on funding applications affecting the transportation disadvantaged;
- (4) Assist the community transportation coordinator in establishing eligibility guidelines and priorities with regard to the recipients of nonsponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust Fund moneys.
- (5) Review the coordination strategies of service provision to the transportation disadvantaged in the designated service area; and
- (6) Evaluate multicounty or regional transportation opportunities.
- (7) Work cooperatively with local workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program.

History.—ss. 7, 14, ch. 89-376; s. 5, ch. 91-429; s. 86, ch. 92-152; s. 19, ch. 98-57; s. 104, ch. 2000-165; s. 8, ch. 2008-203; s. 23, ch. 2016-216.

427.0158 School bus and public transportation.—

(1) The community transportation coordinator shall maximize the use of public school transportation and public fixed route or fixed schedule transit service for the transportation of the transportation disadvantaged.

(2) The school boards shall cooperate in the utilization of their vehicles to enhance coordinated transportation disadvantaged services by providing information as requested by the community transportation coordinator and by allowing the use of their vehicles at actual cost upon request when those vehicles are available for such use and are not transporting students.

(3) The public transit fixed route or fixed schedule system shall cooperate in the utilization of its regular service to enhance coordinated transportation disadvantaged services by providing the information as requested by the community transportation coordinator. The community transportation coordinator may request, without limitation, the following information:

- (a) A copy of all current schedules, route maps, system map, and fare structure;
- (b) A copy of the current charter policy;
- (c) A copy of the current charter rates and hour requirements; and
- (d) Required notification time to arrange for a charter.

History.—ss. 8, 14, ch. 89-376; s. 5, ch. 91-429; s. 9, ch. 2008-203.

¹427.0159 Transportation Disadvantaged Trust Fund.—

(1) There is established in the State Treasury the Transportation Disadvantaged Trust Fund to be administered by the Commission for the Transportation Disadvantaged. All fees collected for the transportation disadvantaged program under s. 320.03(9) shall be deposited in the trust fund.

(2) Funds deposited in the trust fund shall be appropriated by the Legislature to the commission and shall be used to carry out the responsibilities of the commission and to fund the administrative expenses of the commission.

(3) Funds deposited in the trust fund may be used by the commission to subsidize a portion of a transportation disadvantaged person's transportation costs which is not sponsored by an agency, only if a cash or in-kind match is required. Funds for nonsponsored transportation disadvantaged services shall be distributed based upon the need of the recipient and according to criteria developed by the Commission for the Transportation Disadvantaged.

(4) A purchasing agency may deposit funds into the Transportation Disadvantaged Trust Fund for the commission to implement, manage, and administer the purchasing agency's transportation disadvantaged funds, as defined in s. 427.011(10).

History.—ss. 9, 14, ch. 89-376; s. 5, ch. 91-429; s. 87, ch. 92-152; s. 69, ch. 94-237; s. 21, ch. 2000-257; s. 61, ch. 2001-62; s. 10, ch. 2008-203.

¹Note.—Section 22, ch. 2000-257, provides that “[n]otwithstanding any other law to the contrary the requirements of sections 206.46(3) and 206.606(2), Florida Statutes, shall not apply to any funding, programs, or other provisions contained in this act.”

427.016 Expenditure of local government, state, and federal funds for the transportation disadvantaged.—

(1)(a) All transportation disadvantaged funds expended within the state shall be expended to purchase transportation services from community transportation coordinators or public, private, or private nonprofit transportation operators within the coordinated transportation system, except when the rates charged by proposed alternate operators are proven, pursuant to rules generated by the Commission for the Transportation Disadvantaged, to be more cost-effective and are not a risk to the public health, safety, or welfare. However, in areas where transportation suited to the unique needs of a transportation disadvantaged person cannot be purchased through the coordinated system, or where the agency has met the rule criteria for using an alternative provider, the service may be contracted for directly by the appropriate agency.

(b) This subsection does not preclude a purchasing agency from establishing maximum fee schedules, individualized reimbursement policies by provider type, negotiated fees, or any other mechanism, including contracting after initial negotiation with the commission, which the agency considers more cost-effective and of comparable or higher quality and standards than those of the commission for the purchase of services on behalf of its clients if it has fulfilled the requirements of s. 427.0135(3) or the procedure for using an alternative provider. State and local agencies shall not contract for any transportation disadvantaged services, including Medicaid reimbursable transportation services, with any community transportation coordinator or transportation operator that has been determined by the Agency for Health Care Administration, the Department of Legal Affairs Medicaid Fraud Control Unit, or any state or federal agency to have engaged in any abusive or fraudulent billing activities.

(2) Each year, each agency, whether or not it is an ex officio, nonvoting adviser to the Commission for the Transportation Disadvantaged, shall identify in the legislative budget request provided to the Governor for the General Appropriations Act the specific amount of any money the agency will allocate for the provision of transportation disadvantaged services. Additionally, each state agency shall, by September 15 of each year, provide the commission with an accounting of the actual amount of funds expended and the total number of trips purchased.

(3) Each metropolitan planning organization or designated official planning agency shall annually compile a report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction and forward this report by September 15 to the commission.

History.—ss. 5, 9, ch. 79-180; ss. 1, 3, ch. 84-56; ss. 10, 14, ch. 89-376; s. 5, ch. 91-429; s. 88, ch. 92-152; s. 70, ch. 94-237; s. 5, ch. 95-394; s. 11, ch. 2008-203.

427.017 Conflicts with federal laws or regulations.—Upon notification by an agency of the Federal Government that any provision of this act conflicts with federal laws or regulations, the state or local agencies involved may take any reasonable steps necessary to assure continued federal funding. Further, it is the legislative intent that the conflict shall not affect other provisions or applications of this act that can effectively be implemented without implementation of the provision in question, and to this end, the provisions of this act are declared severable.

History.—ss. 7, 9, ch. 79-180; ss. 1, 3, ch. 84-56; s. 14, ch. 89-376; s. 5, ch. 91-429.

PART II TELECOMMUNICATIONS ACCESS SYSTEM

427.701 Title.

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427.701 Title.—This part may be cited as the “Telecommunications Access System Act of 1991.”

History.—s. 1, ch. 91-111.

427.702 Findings, purpose, and legislative intent.—

(1) The Legislature finds and declares that:

(a) Telecommunications services provide a rapid and essential communications link among the general public and with essential offices and organizations such as police, fire, and medical facilities.

(b) All persons should have basic telecommunications services available to them at reasonable and affordable costs.

(c) A significant portion of Florida's hearing impaired and speech impaired populations has profound disabilities, including dual sensory impairments, which render normal telephone equipment useless without additional specialized telecommunications devices, many of which cost several hundred dollars.

(d) The telecommunications system is intended to provide access to a basic communications network between all persons, and that many persons who have a hearing impairment or speech impairment currently have no access to the basic telecommunications system.

(e) Persons who do not have a hearing impairment or speech impairment are generally excluded from access to the basic telecommunications system to communicate with persons who have a hearing impairment or speech impairment without the use of specialized telecommunications devices.

(f) There exists a need for a telecommunications relay system whereby the cost for access to basic telecommunications services for persons who have a hearing impairment or speech impairment is no greater than the amount paid by other telecommunications customers.

(g) The Federal Government, in order to carry out the purposes established by Title II of the Communications Act of 1934, as amended, by the enactment of the Americans with Disabilities Act, endeavored to ensure that interstate and intrastate telecommunications relay services are available, to the extent possible and in the most efficient manner, to hearing impaired and speech impaired persons in the United States.

(h) Title IV of the Americans with Disabilities Act mandates that the telecommunications companies providing telephone services within the state shall provide telecommunications relay services on or before July 25, 1993, to persons who are hearing impaired or speech impaired within their certificated territories in a manner that meets or exceeds the requirements of regulations to be prescribed by the Federal Communications Commission.

(2) It is the declared purpose of this part to establish a system whereby the citizens of Florida who are hearing impaired, speech impaired, or dual sensory impaired have access to basic telecommunications services at a cost no greater than that paid by other telecommunications services customers, and whereby the cost of specialized telecommunications equipment necessary to ensure that citizens who are hearing impaired, speech impaired, or dual sensory impaired have access to basic telecommunications services and the provision of telecommunications relay service is borne by all the telecommunications customers of the state.

(3) It is the intent of the Legislature:

(a) That a telecommunications access system be established to provide equitable basic access to the telecommunications network for persons who are hearing impaired, speech impaired, or dual sensory impaired.

(b) That the telecommunications access system includes a telecommunications relay service system that meets or exceeds the certification requirements of the Federal Communications Commission.

(c) That the telecommunications access system includes the distribution of telecommunications devices for the deaf that are compatible with the telecommunications relay service system and has the capability of incorporating new technologies as they develop.

(d) That the telecommunications access system includes the distribution of specialized telecommunications devices necessary for hearing impaired, speech impaired, or dual sensory impaired persons to access basic telecommunications services.

(e) That the telecommunications access system ensures that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communications services.

(f) That the telecommunications access system be as cost-efficient as possible without diminishing the effectiveness or the quality of the system.

(g) That the telecommunications access system uses state-of-the-art technology for specialized telecommunications devices and the telecommunications relay service and encourages the incorporation of new developments in technology, to the extent that it has demonstrated benefits

consistent with the intent of this act and is in the best interest of the citizens of this state.

(h) That the value of the involvement of persons who have hearing or speech impairments, and organizations representing or serving those persons, be recognized and such persons and organizations be involved throughout the development, establishment, and implementation of the telecommunications access system through participation on the advisory committee as provided in s. 427.706.

(i) That the total cost of providing telecommunications relay services and distributing specialized telecommunications devices be spread equitably among and collected from customers of all local exchange telecommunications companies.

History.—s. 1, ch. 91-111.

427.703 Definitions.—As used in this part:

(1) “Administrator” means a corporation not for profit incorporated pursuant to the provisions of chapter 617 and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to the provisions of this act and rules and regulations established by the commission.

(2) “Commission” means the Florida Public Service Commission.

(3) “Deaf” means having a permanent hearing impairment and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

(4) “Dual sensory impaired” means having both a permanent hearing impairment and a permanent visual impairment and includes deaf/blindness.

(5) “Hard of hearing” means having a permanent hearing impairment which is severe enough to necessitate the use of amplification devices to discriminate speech sounds in verbal communication.

(6) “Hearing impaired” or “having a hearing impairment” means deaf or hard of hearing and, for purposes of this part, includes being dual sensory impaired.

(7) “Local exchange telecommunications company” means a telecommunications company certificated by the commission to provide telecommunications services within a specific geographic area.

(8) “Operating fund” means the fund established, invested, managed, and maintained by the administrator for the exclusive purpose of implementing and administering the provisions of this act pursuant to commission rules and regulations.

(9) “Ring signaling device” means a mechanism, such as a flashing light, which visually indicates that a communication is being received through a telephone line. This term also means a mechanism such as an adjustable volume ringer and buzzer which audibly and loudly indicates an incoming telephone communication.

(10) “Speech impaired” or “having a speech impairment” means having a permanent loss of verbal communication ability which prohibits normal usage of a standard telephone handset.

(11) “Specialized telecommunications device” means a TDD, a volume control handset, a ring signaling device, or any other customer premises telecommunications equipment specifically designed or used to provide basic access to telecommunications services for a hearing impaired, speech impaired, or dual sensory impaired person.

(12) “Surcharge” means an additional charge which is to be paid by local exchange telecommunications company subscribers pursuant to the cost recovery mechanism established under s. 427.704(4) in order to implement the system described herein.

(13) “Telecommunications company” includes every corporation, partnership, and person and their lessees, trustees, or receivers appointed by any court whatsoever, and every political subdivision of the state, offering two-way telecommunications service to the public for hire within this state by the use of a telecommunications facility. The term “telecommunications company” does not include an entity which provides a telecommunications facility

exclusively to a certificated telecommunications company, or a specialized mobile radio service operator, a private radio carrier, a radio common carrier, a cellular radio telecommunications carrier, or a cable television company providing cable service as defined in 47 U.S.C. s. 522.

(14) “Telecommunications device for the deaf” or “TDD” means a mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines.

(15) “Telecommunications facility” includes real estate, easements, apparatus, property, and routes used and operated to provide two-way telecommunications service to the public for hire within this state.

(16) “Telecommunications relay service” means any telecommunications transmission service that allows a person who is hearing impaired or speech impaired to communicate by wire or radio in a manner that is functionally equivalent to the ability of a person who is not hearing impaired or speech impaired. Such term includes any service that enables two-way communication between a person who uses a telecommunications device or other nonvoice terminal device and a person who does not use such a device.

(17) “Volume control handset” means a telephone which has an adjustable control for increasing the volume of the sound being produced by the telephone receiving unit or by the telephone transmitting unit.

History.—s. 1, ch. 91-111.

427.704 Powers and duties of the commission.—

(1) The commission shall establish, implement, promote, and oversee the administration of a statewide telecommunications access system to provide access to telecommunications relay services by persons who are hearing impaired or speech impaired, or others who communicate with them. The telecommunications access system shall provide for the purchase and distribution of specialized telecommunications devices and the establishment of statewide single provider telecommunications relay service system which operates continuously. To provide telecommunications relay services and distribute specialized telecommunication devices to persons who are hearing impaired or speech impaired, at a reasonable cost the commission shall:

(a) Investigate, conduct public hearings, and solicit the advice and counsel of the advisory committee established pursuant to s. 427.706 to determine the most cost-effective method for providing telecommunications relay service and distributing specialized telecommunications devices.

(b) Ensure that users of the telecommunications relay service system pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as duration of the call, time of day, and distance from the point of origination to the point of termination.

(c) Ensure that the telecommunications access system protects the privacy of persons to whom services are provided and that all operators maintain the confidentiality of all relay service messages.

(d) Ensure that the telecommunications relay service system complies with regulations adopted by the Federal Communications Commission to implement Title IV of the Americans with Disabilities Act.

(2) The commission shall designate as the administrator of the telecommunications access system a corporation not for profit organized for such purposes and incorporated pursuant to chapter 617. For the purposes of this part, the commission may order telecommunications companies to form such a corporation not for profit.

(3)(a) The commission shall select the provider of the telecommunications relay service pursuant to procedures established by the commission. In selecting the service provider, the commission shall take into consideration the cost of providing the relay service and the interests of the hearing impaired and speech impaired community in having access to a high-quality and technologically advanced telecommunications system. The commission shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into consideration the following:

1. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are hearing impaired or speech impaired.

2. The overall quality of the proposed telecommunications relay service.

3. The charges for the proposed telecommunications relay service system.

4. The ability and qualifications of the bidder to provide the proposed telecommunications relay service as outlined in the request for proposals.

5. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.

6. Any proposed inclusion of provision of assistance to deaf persons with special needs to access the basic telecommunications system.

7. The ability to meet the proposed commencement date for the telecommunications relay service.

8. All other factors listed in the request for proposals.

(b) The commission shall consider the advice and counsel of the advisory committee in the development of the request for proposals. The request for proposals shall include, but not be limited to:

1. A description of the scope and general requirements of the telecommunications relay service, including the required compliance with regulations adopted by the Federal Communications Commission to implement Title IV of the Americans with Disabilities Act, the required service provisions and service limitations, system design, service provider qualifications, and service description, type of calls to be provided, and charges to the users.

2. A description of the telecommunications relay service system standards.

3. A description of information to be provided by the bidder, including service provider qualifications, cost information, including cost per call and startup costs, a description of the system design, including network access and facilities to be provided, and relay operator standards.

4. A description of service provider reporting requirements.

(c) The commission shall establish a request for a proposals review committee, which shall include commission staff and designated members of the advisory committee, to review the proposals received by the commission and recommend a telecommunications relay service provider to the commission for final selection. By agreeing to serve on the review committee, each member of the review committee shall agree that he or she currently does not have and will not have any interest or employment, either directly or indirectly, with potential bidders that would conflict in any manner or degree with his or her performance on the committee.

(d) To the extent a bidder desires any portion of its proposal to be considered proprietary, confidential business information, the bidder shall make such request concurrent with filing its proposal and justify its request as provided in s. 364.183.

(4)(a) The commission shall establish a mechanism to recover the costs of implementing and maintaining the services required pursuant to this part which shall be applied to each basic telecommunications access line. In establishing the recovery mechanism, the commission shall:

1. Require all local exchange telecommunications companies to impose a monthly surcharge on all local exchange telecommunications company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered.

2. Require all local exchange telecommunications companies to include the surcharge as a part of the local service charge that appears on the customer's bill, except that the local exchange telecommunications company shall specify the surcharge on the initial bill to the subscriber and itemize it at least once annually.

3. Allow the local exchange telecommunications company to deduct and retain 1 percent of the total surcharge amount collected each month to recover the billing, collecting, remitting, and administrative costs attributed to the surcharge.

(b) The commission shall determine the amount of the surcharge based upon the amount of funding necessary to accomplish the purposes of this act and provide the services on an ongoing basis; however, in no case shall the amount exceed 25 cents per line per month.

(c) All moneys received by the local exchange telecommunications company, less the amount retained as authorized by subparagraph (4)(a)3., shall be remitted to the administrator for deposit in appropriate financial institutions regulated under state or federal law and used exclusively to fund the telecommunications access system provided for herein.

(d) The surcharge collected by the local exchange telecommunications companies is not subject to any sales, use, franchise, income, municipal utility, gross receipts, or any other tax, fee, or assessment, nor shall it be considered revenue of the local exchange telecommunications companies for any purpose.

(e) From the date of implementing the surcharge, the commission shall review the amount of the surcharge at least annually and shall order changes in the amount of the surcharge as necessary to assure available funds for the provision of the telecommunications access system established herein. Where the review of the surcharge determines that excess funds are available, the commission may order the suspension of the surcharge for a period which the commission deems appropriate.

(5) The commission shall require each local exchange telecommunications company to begin assessing and collecting the surcharge in the amount of 5 cents per access line per month on bills rendered on or after July 1, 1991, for remission to the administrator for deposit in the operational fund. Each local exchange telecommunications company shall remit moneys collected to the administrator. On August 15, 1991, each local exchange telecommunications company shall begin remitting the moneys collected to the administrator on a monthly basis and in a manner as prescribed by the commission. The administrator shall use such moneys to cover costs incurred during the development of the telecommunications relay services and to establish and administer the specialized telecommunications devices system.

(6) The commission shall establish a schedule for completion of specific stages of the telecommunications relay service development and implementation except that the statewide telecommunications relay service shall commence on or before June 1, 1992.

(7) The commission shall require the administrator to submit financial statements for the distribution of specialized telecommunications devices and the telecommunications relay service to the commission quarterly, in the manner prescribed by the commission.

(8) The commission shall adopt rules and may take any other action necessary to implement the provisions of this act.

(9) The commission shall prepare an annual report on the operation of the telecommunications access system, which shall be available on the commission's Internet website. Reports must be prepared in consultation with the administrator and the advisory committee appointed pursuant to s. 427.706. The reports must, at a minimum, briefly outline the status of developments in the telecommunications access system, the number of persons served, the call volume, revenues and expenditures, the allocation of the revenues and expenditures between provision of specialized telecommunications devices to individuals and operation of statewide relay service, other major policy or operational issues, and proposals for improvements or changes to the telecommunications access system.

History.—s. 1, ch. 91-111; s. 11, ch. 2000-334; s. 139, ch. 2010-102.

427.705 Administration of the telecommunications access system.—

(1) Consistent with the provisions of this act and rules and regulations established by the commission, the administrator shall:

(a) Purchase, store, distribute, and maintain specialized telecommunications devices, either directly or through contract with third parties, or a combination thereof.

(b) Administer advertising and outreach services as required by the commission, either directly or through contract with third parties, or a combination thereof.

- (c) Administer training services for recipients of specialized telecommunications devices and for telecommunications relay service users as directed by the commission through contract with third parties.
 - (d) Establish and maintain an operational fund with appropriate financial institutions regulated under state or federal law, and receive moneys from the local exchange telecommunications companies and deposit such moneys in the operational fund.
 - (e) Develop, test, and implement an accounting system and internal controls and procedures to receive, safeguard, and disperse moneys in the operational fund as directed by the commission.
 - (f) Develop and implement procedures for an independent audit and for compliance with commission reporting requirements, as directed by the commission.
 - (g) Administer and control the award of money to all parties incurring costs in implementing and maintaining the telecommunications access system, equipment, and technical support services in accordance with the provisions of this act.
- (2) The administrator shall be audited annually by an independent auditing firm to assure proper management of any revenues it receives and disburses. The administrator's books and records shall be open to the commission and to the Auditor General for review upon request. The commission shall have the authority to establish fiscal and operational requirements for the administrator to follow in order to ensure that the administrative costs of the system are reasonable.
- (3) The administrator may apply to the commission for an adjustment in the amount of the monthly surcharge that a local exchange telecommunications company must impose on its customers. Prior to applying to the commission for such an adjustment, the commission may require the administrator to employ an independent accounting firm to perform an audit of the accounts of the administrator and the service providers relevant to the surcharge and file a report with the commission.
- (4) In contracting for the provision of distribution of specialized telecommunications devices, outreach services, and training of recipients, the administrator shall consider contracting with organizations that provide services to persons who are hearing impaired or speech impaired.
- (5) The administrator shall provide for the distribution of specialized telecommunications devices to persons qualified to receive such equipment in accordance with the provisions of this act. The administrator shall establish procedures for the distribution of specialized telecommunications devices and shall solicit the advice and counsel and consider the recommendations of the advisory committee in establishing such procedures. The procedures shall:
- (a) Provide for certification of persons as hearing impaired, speech impaired, or dual sensory impaired. Such certification process shall include a statement attesting to such impairment by a licensed physician, audiologist, speech-language pathologist, hearing aid specialist, or deaf service center director; by a state-certified teacher of the hearing impaired; by a state-certified teacher of the visually impaired; or by an appropriate state or federal agency. The licensed physician, audiologist, speech-language pathologist, hearing aid specialist, state-certified teacher of the hearing impaired, or state-certified teacher of the visually impaired providing statements which attest to such impairments shall work within their individual scopes of practice according to their education and training. The deaf service center directors and appropriate state and federal agencies shall attest to such impairments as provided for in the procedures developed by the administrator.
 - (b) Establish characteristics and performance standards for specialized telecommunications devices determined to be necessary, and for the selection of equipment to be purchased for distribution to qualified recipients. The characteristics and standards shall be modified as advances in equipment technology render such standards inapplicable.
 - (c) Provide for the administrator to apply for, contract for, receive, and expend for the purposes of this part any appropriation, grant, gift, or donation from the Federal Government or any other public or private source.

(d) Require the administrator to purchase the equipment required by this part on a competitively bid basis, so that the best value per unit may be obtained on the equipment selected for purchase, unless the equipment is available from only one source, or the total amount of the subject transaction does not exceed \$5,000.

(6) All names, addresses, and telephone numbers provided to the Florida Public Service Commission or administrator by applicants for specialized telecommunications devices are confidential and exempt from the provisions of s. 119.07(1). The information shall be released to contractors only to the extent necessary for assignment and shipment of equipment, for provision of training in the use of equipment, and for inventory reconciliation purposes. Neither the administrator or any contractor shall release this information nor use it for any other purpose.

(7) The administrator shall assume responsibility for distribution of specialized telecommunications devices.

(8) The administrator shall submit financial statements to the commission quarterly, in the manner prescribed by the commission.

History.—s. 1, ch. 91-111; s. 1, ch. 92-2; s. 278, ch. 96-406; s. 52, ch. 99-5; s. 12, ch. 2000-334.

427.706 Advisory committee.—

(1) The commission shall appoint an advisory committee to assist the commission with the implementation of the provisions of this part. The committee shall be composed of no more than 10 persons and shall include, to the extent practicable, the following:

- (a) Two deaf persons recommended by the Florida Association of the Deaf.
- (b) One hearing impaired person recommended by Self-Help for the Hard of Hearing.
- (c) One deaf and blind person recommended by the Coalition for Persons with Dual Sensory Disabilities.
- (d) One speech impaired person recommended by the Florida Language Speech and Hearing Association.
- (e) Two representatives of telecommunications companies.
- (f) One person with experience in providing relay services recommended by the Deaf Service Center Association.
- (g) One person recommended by the Advocacy Center for Persons with Disabilities, Inc.
- (h) One person recommended by the Florida League of Seniors.

(2) The advisory committee shall provide the expertise, experience, and perspective of persons who are hearing impaired or speech impaired to the commission and to the administrator during all phases of the development and operation of the telecommunications access system. The advisory committee shall advise the commission and the administrator on the quality and cost-effectiveness of the telecommunications relay service and the specialized telecommunications devices distribution system. The advisory committee may submit material for inclusion in the annual report prepared pursuant to s. 427.704.

(3) Members of the committee shall not be compensated for their services but are entitled to receive reimbursement for per diem and travel expenses as provided in s. 112.061. The commission shall use funds from the Florida Public Service Regulatory Trust Fund to cover the costs incurred by members of the advisory committee.

History.—s. 1, ch. 91-111; s. 45, ch. 94-324; s. 18, ch. 95-327; s. 140, ch. 2010-102; s. 4, ch. 2012-177.

427.707 Exemption from liability.—Neither the commission, the administrator, the provider of the telecommunications relay service, nor any agent, employee, representative, or officer of the foregoing shall be liable for any claims, actions, damages, or causes of action arising out of or resulting from the establishment, participation in, or operation of the telecommunications relay service, except where there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in, or operation of the telecommunications relay service.

History.—s. 1, ch. 91-111.

427.708 Certain public safety and health care providers required to purchase and operate TDD's.—

(1) The central communications office of each county sheriff's department shall purchase and continually operate at least one TDD.

(2)(a) The central communications office of each police department and each firefighting agency in a municipality with a population of 25,000 to 250,000 shall purchase and continually operate at least one TDD.

(b) The central communications office of each police department and each firefighting agency in a municipality with a population exceeding 250,000 persons shall purchase and continually operate at least two TDD's.

(3) Each hospital as defined in s. 395.002 shall purchase and continually operate at least one TDD.

(4) Each emergency telephone number "911" system, as provided in s. 365.171, and each agency receiving automatically routed calls through such a system shall purchase and continually operate at least one TDD.

(5) Each public safety office, health care provider, and emergency telephone number "911" system required to obtain a TDD pursuant to this section shall continuously operate and staff such equipment on a 24-hour basis.

(6) Each office or organization required to purchase TDD's pursuant to this section shall buy such equipment which meets the same specifications as those selected by the commission.

(7) Each office or organization required to operate TDD's pursuant to this section shall utilize equipment in accordance with standards established by the commission.

History.—s. 1, ch. 91-111; s. 80, ch. 92-289; s. 46, ch. 94-324; s. 19, ch. 95-327.

PART III ASSISTIVE TECHNOLOGY DEVICE WARRANTY ACT

427.801 Short title.

427.802 Definitions.

427.803 Express warranty.

427.804 Repair of nonconforming assistive technology devices; refund or replacement of devices after attempt to repair; sale or lease of returned device; arbitration; limitation of rights.

427.805 Waiver.

427.806 Action for damages.

427.801 Short title.—This part may be cited as the "Assistive Technology Device Warranty Act."

History.—s. 1, ch. 97-47.

427.802 Definitions.—As used in this part:

(1) "Assistive technology devices" means manual wheelchairs, motorized wheelchairs, motorized scooters, voice-synthesized computer modules, optical scanners, talking software, braille printers, environmental control devices for use by a person with quadriplegia, motor vehicle adaptive transportation aids, devices that enable persons with severe speech disabilities to in effect speak, personal transfer systems, and specialty beds, including a demonstrator, that a consumer purchases or accepts transfer of in this state for use by a person with a disability.

- (2) “Person with a disability” means any person who has one or more permanent physical or mental limitations that restrict his or her ability to perform the normal activities of daily living and impede his or her capacity to live independently.
- (3) “Assistive technology device dealer” means a person who is engaged in the business of selling assistive technology devices.
- (4) “Assistive technology device lessor” means a person who leases an assistive technology device to a consumer, or holds the lessor’s rights, under a written lease.
- (5) “Collateral costs” means expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining an alternative assistive technology device.
- (6) “Consumer” means any of the following:
- (a) The purchaser of an assistive technology device, if the assistive technology device was purchased from an assistive technology device dealer or manufacturer for purposes other than resale.
 - (b) A person to whom the assistive technology device is transferred for purposes other than resale, if the transfer occurs before the expiration of an express warranty applicable to the assistive technology device.
 - (c) A person who may enforce the warranty.
 - (d) A person who leases an assistive technology device from an assistive technology device lessor under a written lease.
- (7) “Demonstrator” means an assistive technology device used primarily for the purpose of demonstration to the public.
- (8) “Early termination cost” means any expense or obligation that an assistive technology device lessor incurs as a result of both the termination of a written lease before the termination date set forth in that lease and the return of an assistive technology device to a manufacturer pursuant to this section. The term includes a penalty for prepayment under a financial arrangement.
- (9) “Early termination saving” means any expense or obligation that an assistive technology device lessor avoids as a result of both the termination of a written lease before the termination date set forth in the lease and the return of an assistive technology device to a manufacturer pursuant to this section. The term includes an interest charge that the assistive technology device lessor would have paid to finance the assistive technology device or, if the assistive technology device lessor does not finance the assistive technology device, the difference between the total amount for which the lease obligates the consumer during the period of the lease term remaining after the early termination and the present value of that amount at the date of the early termination.
- (10) “Manufacturer” means a business entity that manufactures or produces assistive technology devices for sale and agents of that business entity, including an importer, a distributor, a factory branch, a distributor branch, and any warrantors of the manufacturer’s assistive technology device, but not including an assistive technology device dealer.
- (11) “Nonconformity” means a condition or defect of an assistive technology device which substantially impairs the use, value, or safety of the device and which is covered by an express warranty applicable to the assistive technology device, but does not include a condition or defect that is the result of abuse, neglect, excessive wear, or unauthorized modification or alteration of the assistive technology device by a consumer.
- (12) “Reasonable attempt to repair” means, within the terms of an express warranty applicable to a new assistive technology device:
- (a) A maximum of three efforts by the manufacturer, the assistive technology device lessor, or any of the manufacturer’s authorized assistive technology device dealers to repair a nonconformity that is subject to repair under the warranty; or
 - (b) The passage of at least 30 cumulative days during which the assistive technology device is out of service because of a nonconformity that is covered by the warranty.

427.803 Express warranty.—A manufacturer who sells a new assistive technology device to a consumer, either directly or through an assistive technology device dealer, shall furnish the consumer with an express warranty for the assistive technology device. The duration of the express warranty must be at least 1 year after first delivery of the assistive technology device to the consumer. In the absence of an express warranty from the manufacturer, the manufacturer is considered to have expressly warranted to the consumer of an assistive technology device that, for a period of 1 year after the date of first delivery to the consumer, the assistive technology device will be free from any condition or defect that substantially impairs the value of the assistive technology device to the consumer.

History.—s. 1, ch. 97-47; s. 18, ch. 99-307; s. 4, ch. 2001-214.

427.804 Repair of nonconforming assistive technology devices; refund or replacement of devices after attempt to repair; sale or lease of returned device; arbitration; limitation of rights.—

(1) If a new assistive technology device does not conform to an applicable express warranty and the consumer reports the nonconformity to the manufacturer, the assistive technology device lessor, or any of the manufacturer's authorized assistive technology device dealers and makes the assistive technology device available for repair within 1 year after first delivery or return of the assistive technology device to the consumer, the nonconformity must be repaired at no charge to the consumer.

(2) If, after a reasonable attempt to repair, the nonconformity is not repaired, the manufacturer, at the direction of a consumer as defined in s. 427.802(6)(a)-(c), must do one of the following:

(a) Accept return of the assistive technology device and replace the assistive technology device with a comparable new assistive technology device and refund any collateral costs.

(b) Accept return of the assistive technology device and refund to the consumer and to any holder of a perfected security interest in the consumer's assistive technology device, as the interest may appear, the full purchase price plus any finance charge amount paid by the consumer at the point of sale, and collateral costs.

(c) With respect to a consumer as defined in s. 427.802(6)(d), accept return of the assistive technology device, refund to the assistive technology device lessor and to any holder of a perfected security interest in the assistive technology device, as the interest may appear, the current value of the written lease, and refund to the consumer the amount that the consumer paid under the written lease plus any collateral costs.

(3) The current value of the written lease equals the total amount for which the lease obligates the consumer during the period of the lease remaining after its early termination plus the assistive technology device dealer's early termination costs and the value of the assistive technology device at the lease expiration date if the lease sets forth the value, less the assistive technology device lessor's early termination savings.

(4) To receive a comparable new assistive technology device or a refund due under paragraph (2)(a), a consumer must offer to the manufacturer of the assistive technology device having the nonconformity to transfer possession of the assistive technology device to the manufacturer. No later than 30 days after the offer, the manufacturer shall provide the consumer with the comparable assistive technology device or refund. When the manufacturer provides the comparable assistive technology device or refund, the consumer shall return the assistive technology device having the nonconformity to the manufacturer, along with any endorsements necessary to transfer real possession to the manufacturer.

(5) To receive a refund due under paragraph (2)(b), a consumer must offer to return the assistive technology device having the nonconformity to its manufacturer. No later than 30 days after the offer, the manufacturer shall provide the refund to the consumer who paid for or the provider who billed a third party payor source for the assistive technology device. The provider shall return the manufacturer's refund to the third party payor source, unless the provider was not reimbursed by the third party payor. When the manufacturer provides the refund, the consumer shall return to the manufacturer the assistive technology device having the nonconformity.

(6) To receive a refund due under paragraph (2)(c), an assistive technology device lessor must offer to transfer possession of the assistive technology device having the nonconformity to its manufacturer. No later than 30 days after the offer, the manufacturer shall provide the refund to the assistive technology device lessor. When the manufacturer provides the refund, the assistive technology device lessor shall provide to the manufacturer any endorsements necessary to transfer legal possession to the manufacturer.

(7) A person may not enforce the lease against the consumer after the consumer receives a refund due under paragraph (2)(c).

(8) An assistive technology device that is returned by a consumer or assistive technology device lessor in this state, or by a consumer or assistive technology device lessor in another state under a similar law of that state, may not be sold or leased again in this state, unless full disclosure of the reasons for return is made to any prospective buyer or lessee.

(9) Each consumer may submit any dispute arising under this part to an alternative arbitration mechanism established pursuant to chapter 682. Upon notice by the consumer, all manufacturers must submit to such alternative arbitration.

(10) Such alternative arbitration must be conducted by a professional arbitrator or arbitration firm appointed under chapter 682 and any applicable rules. These procedures must provide for the personal objectivity of the arbitrators and for the right of each party to present its case, to be in attendance during any presentation made by the other party, and to rebut or refute such a presentation.

(11) This part does not limit rights or remedies available to a consumer under any other law.

History.—s. 1, ch. 97-47; s. 19, ch. 99-307; s. 5, ch. 2001-214; s. 44, ch. 2001-279.

427.805 Waiver.—Any waiver by a consumer of rights under this part is void.

History.—s. 1, ch. 97-47.

427.806 Action for damages.—In addition to pursuing any other remedy, a consumer may bring an action to recover damages for any injury caused by a violation of this part. The court shall award a consumer who prevails in such an action twice the amount of any pecuniary loss, together with costs, disbursements, and reasonable attorney's fees, and any equitable relief that the court determines is appropriate.

History.—s. 1, ch. 97-47.

CHAPTER 41-2
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

41-2.001	Purpose (Repealed)
41-2.002	Definitions
41-2.003	Commission Organization and Personnel (Repealed)
41-2.005	Member Department Responsibilities (Repealed)
41-2.006	Insurance, Safety Requirements and Standards
41-2.007	Reporting Requirements
41-2.008	Contractual Arrangements
41-2.009	Designated Official Planning Agency
41-2.010	Selection of Community Transportation Coordinator
41-2.011	Community Transportation Coordinator Powers and Duties
41-2.012	Coordinating Board Structure and Duties
41-2.013	Transportation Disadvantaged Trust Fund
41-2.014	Grants Program
41-2.015	Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged
41-2.016	Accessibility (Repealed)
41-2.0161	Program Monitoring of Performance (Repealed)
41-2.0162	Chronological Listing of Report Dates
41-2.018	Public Comment

41-2.001 Purpose.

Rulemaking Authority 427.013(9) FS. Law Implemented 120.53(1), 427.011-427.017 FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, Repealed 7-15-12.

41-2.002 Definitions.

For purposes of this rule chapter, the following definitions will apply:

(1) “Americans with Disabilities Act” is a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990.

(2) “Coordination Contract” means a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.

(3) “Designated Official Planning Agency” means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.

(4) “Designated Service Area” means a geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

(5) “Emergency” means any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of transportation services to a designated service area for the transportation disadvantaged population.

(6) “Emergency Fund” means transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

(7) “Florida Coordinated Transportation System” (FCTS) means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, F.S.

(8) “Local Government” means an elected and/or appointed public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area within the state.

(9) “Local Government Comprehensive Plan” means a plan that meets the requirements of Sections 163.3177 and 163.3178, F.S.

(10) “Memorandum of Agreement” is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Commission and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

(11) “Public Transit” means the transporting of people by conveyances or systems of conveyances, traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmentally or privately owned. Public transit specifically includes those forms of transportation commonly known as “paratransit”.

(12) “Regional Planning Council (RPC)” means the organization created under the provisions of Section 186.504, F.S.

(13) “Reserve Fund” means transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

(14) “State Fiscal Year” means the period from July 1 through June 30 of the following year.

(15) “Transportation Disadvantaged Service Plan” means an annually updated plan jointly developed by the designated official planning agency and the Community Transportation Coordinator which contains a development plan, service plan, and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

(16) “Transportation Operator” means one or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation development plan.

(17) “Transportation Operator Contract” means a written contract between the Community Transportation Coordinator and the Transportation Operators, as approved by the Commission, that outlines the terms and conditions for any services to be performed.

(18) “Trust Fund” means the Transportation Disadvantaged Trust Fund authorized in Section 427.0159, F.S., and administered by the Commission.

Rulemaking Authority 427.013(10) FS. Law Implemented 427.011-427.017 FS. History—New 5-2-90, Amended 6-17-92, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 8-10-09.

41-2.003 Commission Organization and Personnel.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012 FS. History—New 5-2-90, Amended 6-17-92, 3-10-98, Repealed 7-15-12.

41-2.005 Member Department Responsibilities.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0135 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 3-10-98, Repealed 1-7-16.

41-2.006 Insurance, Safety Requirements and Standards.

(1) The Community Transportation Coordinator, shall ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident, which are comparable to Section 768.28(5), F.S., limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.

(2) Each Community Transportation Coordinator, and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and Chapter 14-90, F.A.C.

(3) Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance

with the applicable state or federal laws relating to drug testing (specifically, Section 112.0455, F.S.; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4, 5, 14 and 16).

(4) The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards include:

(a) Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration;

(b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;

(c) Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;

(d) Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices;

(e) Vehicle transfer points shall provide shelter, security, and safety of passengers;

(f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number 1(800) 983-2435 shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number;

(g) Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips;

(h) Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger;

(i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, F.S.;

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;

(k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time;

(l) Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle;

(m) The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan;

(o) The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan;

(p) All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base;

(q) All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible;

(r) First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(s) Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(t) Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan;

(u) In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system;

(v) The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers;

(w) The Community Transportation Coordinator and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the Community Transportation Coordinator's evaluation of its contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(x) The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers;

(y) The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(z) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(aa) This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator;

(bb) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Rulemaking Authority 427.013(9) FS. Law Implemented 287.0585, 427.011(11), 427.013, 427.0155, 427.0157, 768.28 FS. History—New 5-2-90, Amended 6-17-92, 5-1-96, 10-1-96, 3-10-98, 6-3-01, 7-3-03.

41-2.007 Reporting Requirements.

(1) Each state agency shall, by September 15 of each year, provide the Commission with an accounting of the actual amount of

funds expended and the total number of trips purchased during the previous fiscal year.

(2) Each Designated Official Planning Agency shall provide to the Commission prior to each state fiscal year, an estimate of all transportation disadvantaged funds anticipated to be available for the upcoming state fiscal year budget. The estimate shall include the following information:

(a) Each local government agency within jurisdiction of the Official Planning Agency shall report an estimate of the direct federal funds and local government transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year to the Official Planning Agency, and

(b) The Official Planning Agency shall request from each federal government agency within its jurisdiction, an estimate of the direct federal transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year.

(3) The estimate mentioned in subsection (2) above shall include the following information identified by county:

(a) A brief description of the project or program;

(b) The dollar amount of transportation disadvantaged funds reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable; and

(c) The estimated number of one-way passenger trips to be provided reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable.

(4) Each Metropolitan Planning Organization or designated official planning agency shall annually compile a report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction, and forward this report by September 15 to the Commission.

(5) Upon receipt of the state agency and Official Planning Agency combined annual budget estimates, the Commission shall develop and distribute a statewide report outlining the expected expenditures for all transportation disadvantaged services through the coordinated system for the state fiscal year.

(6) Each Community Transportation Coordinator shall by September 15 of each year report required operating statistics to the Commission. The operational statistics will be compiled into a report by the Commission and utilized as a part of the analysis of the Community Transportation Coordinator's performance evaluation and the trip and equipment grant distribution. The Community Transportation Coordinator's report shall be reviewed by the Coordinating Board with a copy provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(7) Each Community Transportation Coordinator shall utilize the Chart of Accounts defined in the American Association of State Highway and Transportation Officials, Inc., Comprehensive Financial Management Guidelines For Rural and Small Urban Public Transportation Providers, dated September 1992, incorporated herein by reference, for its financial management. A copy of this document may be obtained from the Commission office located at 2740 Centerview Drive, Suite 1A, Tallahassee, Florida 32301. A copy of the document may also be viewed at Comprehensive Financial Management Guidelines on the Commission's website at www.dot.state.fl.us/ctd/. Community Transportation Coordinators with existing and equivalent accounting systems will not be required to adopt this Chart of Accounts but will be required to prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

(8) The Commission shall make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. The report will contain a summary of the Commission's accomplishments for the preceding state fiscal year, the most current operational statistics for transportation disadvantaged services, identified unmet needs and a financial status of the Transportation Disadvantaged Trust Fund. Copies of the report will also be made available to member departments, Metropolitan Planning Organizations, Designated Official Planning Agencies and Community Transportation Coordinators, and others upon request.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012(8), 427.013(3), (7), (8), (9), (12), (13), (16), 427.0135(1), 427.015(1) FS. History—New 5-2-90, Amended 6-17-92, 11-17-92, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 12-6-09, 3-5-13.

41-2.008 Contractual Arrangements.

The following contractual arrangements will be required of the Community Transportation Coordinator:

(1) A Memorandum of Agreement will be required and shall be a binding contract between the Commission and a Community Transportation Coordinator. It shall be utilized as the contract recognizing the Community Transportation Coordinator as a State

contract vendor for a designated service area. The format of the Memorandum of Agreement will contain the Commission's minimum requirements and shall be utilized by the Community Transportation Coordinator. The Coordinating Board shall approve the Memorandum of Agreement prior to submittal to the Commission.

(2) Transportation Operator Contract. The Community Transportation Coordinator shall enter into a standard contract, as approved by the Commission, with each Transportation Operator as to specific terms and conditions that apply to each Transportation Operator for services to be performed. The contract shall include the minimum requirements contained in the Memorandum of Agreement and other local requirements for local service delivery. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract.

(3) Coordination Contract. The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C., herein. The contract shall include the requirements of reporting, insurance, safety, and other terms that apply equally to any transportation operator. The contract also shall include any relative information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract. The contract shall be approved by the Coordinating Board and shall be reviewed annually to determine whether the continuation of said contract arrangement is the most cost effective and efficient utilization that is possible.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157(1) FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98.

41-2.009 Designated Official Planning Agency.

(1) Metropolitan Planning Organizations shall serve as the designated official planning agency in urbanized areas. In areas not covered by a Metropolitan Planning Organization, agencies eligible for selection as Designated Official Planning Agencies include County or City governments, Regional Planning Councils, Metropolitan Planning Organizations from other areas, or Local Planning Organizations who are currently performing planning activities in designated service areas. Eligibility for continued designation by the Commission will be conditioned on the agency's resources, capabilities and actual performance in implementing the responsibilities and requirements of Chapter 427, F.S.

(2) Metropolitan Planning Organizations and Designated Official Planning Agencies shall include a Transportation Disadvantaged element in their Transportation Improvement Program (TIP). Such element shall include a project and program description, the planned costs and anticipated revenues for the services, identification of the year the project or services are to be undertaken and implemented, and assurances that there has been coordination with local public transit and local government comprehensive planning bodies, including input into the mass transit or other elements of local and regional comprehensive planning activities. Areas not required to develop a federally-required TIP shall report equivalent information in the Transportation Disadvantaged Service Plan.

(3) Each Designated Official Planning Agency shall provide each Coordinating Board with sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities. In areas where a Metropolitan Planning Organization or Designated Official Planning Agency serves as the Community Transportation Coordinator and desires to utilize the same staff for the Coordinating Board, such agency shall abstain from any official actions that represent a conflict of interest, specifically in the evaluation process of the Community Transportation Coordinator.

(4) In consultation with the Community Transportation Coordinator and Coordinating Board, each Metropolitan Planning Organization or Designated Official Planning Agency shall develop and annually update, a Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan shall be developed in a manner which assures that local planning agencies, responsible for preparing comprehensive plans, have the opportunity to review and comment on it, and shall not be inconsistent with applicable local government comprehensive plans, MPO long range comprehensive plans, transit development plans, and other local, regional, and state transportation plans. The Transportation Disadvantaged Service Plan shall be reviewed for final disposition by the Coordinating Board and the Commission.

(5) Consolidate the annual budget estimates of local and directly funded federal government transportation disadvantaged funds and forward to the Commission no later than the beginning of each state fiscal year.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(21), 427.015 FS. History--New 5-2-90, Amended 6-17-92, 1-4-94, 3-10-98.

41-2.010 Selection of Community Transportation Coordinator.

(1) Designation, selection, or revocation of designation of any Community Transportation Coordinator shall be subject to the approval of the Commission.

(2) Selection of agencies as Community Transportation Coordinators or Transportation Operators may be negotiated without competitive acquisition, upon the recommendation of the Metropolitan Planning Organization or Designated Official Planning Agency that it is in the best interest of the transportation disadvantaged. This includes circumstances such as emergencies, or insufficient competition availability.

(3) Selection of the Community Transportation Coordinator will be accomplished through public competitive bidding or proposals in accordance with applicable laws and rules.

(4) In cases where selection is accomplished by a request for proposal (RFP), the RFP shall, at a minimum, identify the following information:

(a) The scope and nature of the services and coordination required, and a request for the proposer's plan to provide same.

(b) A request that the proposer identify the resources, and accounting system techniques to be used in their audit trail for all services.

(c) A request that the proposer identify their organizational structure and key personnel, their financial capacity, equipment resources, and experience and qualifications, including the most recent financial audit by a certified public accountant in accordance with Section 216.349, F.S.

(d) A request that the proposer demonstrate the ability to coordinate a multitude of funding and service provisions, in addition to serving the needs of the general public or other transportation disadvantaged.

(e) A request that the proposer identify specific means by which it plans to comply with the provisions of the Americans with Disabilities Act, P.L. 101-336, Chapter 760, F.S., and any applicable local regulations governing disabled accessibility requirements, access to transportation, and discrimination.

(f) A demonstration by the proposer of plans for the provision of the most economically cost effective, quality services to the transportation disadvantaged, and plans which demonstrate coordination with the public school system, local public transit systems, private sector operators and other governmental agencies that provide services to the transportation disadvantaged within the designated service area.

(g) A demonstration by the proposer of plans to comply with safety requirements as specified in Section 341.061, F.S.

(h) An indication by the proposer of plans to comply with any state, federal, or local laws relating to drug testing.

(i) A sample Memorandum of Agreement for review by the respondent.

(j) A statement advising proposers of any local resources that exist or are planned that should be recognized in the bidders proposal.

(5) The announcement of the request for proposal shall be published in at least the largest general circulation newspaper in the designated service area and in the Florida Administrative Register. The advertised announcement shall include the time, date and place of a public meeting to provide information and answer questions about the request for proposal.

(6) Upon evaluation of the proposals, each Metropolitan Planning Organization or Designated Official Planning Agency, upon consultation with the Coordinating Board, shall recommend to the Commission a Community Transportation Coordinator.

(7) Upon resignation or termination of any Community Transportation Coordinator, the Metropolitan Planning Organization or Designated Official Planning Agency shall complete the recommendation process for a new Community Transportation Coordinator within 90 days after termination date for non-bid Community Transportation Coordinators and within 150 days after termination date for bid/RFP Community Transportation Coordinators. In the absence of these circumstances, the requirements of subsection 41-2.010(8), F.A.C., below shall apply.

(8) In cases of termination of the Community Transportation Coordinator, or in unforeseen emergencies, the Commission shall work with the Metropolitan Planning Organization or Designated Official Planning Agency and the Coordinating Board in an expeditious manner to provide for the continuation of services to the transportation disadvantaged in the designated service area, by providing or arranging the necessary technical assistance.

(9) The utilization of firms defined as minority business enterprises shall be encouraged to the extent possible utilizing the most recent certified minority business listing published by the Florida Department of Management Services.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98, 4-8-01.

41-2.011 Community Transportation Coordinator Powers and Duties.

(1) Each Community Transportation Coordinator shall be responsible for the short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis. Local management personnel with day-to-day decision making authority must be physically located in each designated service area, unless otherwise authorized by the Commission.

(2) Where cost effective and efficient, the Community Transportation Coordinator shall subcontract or broker transportation services to Transportation Operators. The Coordinating Board is authorized to recommend approval or disapproval of such contracts to the Community Transportation Coordinator, providing the basis for its recommendation. Within 30 days of its receipt of the Coordinating Board's recommendation, the Community Transportation Coordinator shall accept or reject the recommendation, providing written reasons for its rejection. All Transportation Operator contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts previously approved. Each Community Transportation Coordinator will ensure the terms set forth for monitoring said Transportation Operators and Coordination Contractors are in compliance with standards pursuant to Rule 41-2.006, F.A.C.

(3) Pursuant to the conditions set forth in the Memorandum of Agreement, the Community Transportation Coordinator shall develop, implement, and monitor an approved Transportation Disadvantaged Service Plan. This plan shall be approved by the Coordinating Board and forwarded to the Commission for review and final disposition.

(4) Each Community Transportation Coordinator shall submit a report on operational statistics by September 15, each year to the Commission. A copy should also be provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(5) The Community Transportation Coordinator shall maximize the utilization of school bus and public transit services in accordance with Section 427.0158, F.S. Any utilization data shall be included in operational statistics provided to the coordinated system.

(6) In cooperation with the local Coordinating Board, the Community Transportation Coordinator shall review all applications for local government, federal and state transportation disadvantaged funds submitted from or planned for use in their designated service area. If funds are recommended for approval, the Community Transportation Coordinator, in cooperation with the Coordinating Board, will develop and implement cost-effective coordination strategies for their use and integration into the coordinated system.

(7) Funding to support the Community Transportation Coordinator's functions associated with documented coordination activities may be obtained from a coordination fee as part of each trip arranged, from subsidies received or both and upon approval by the Coordinating Board.

(8) Each Community Transportation Coordinator shall be aware of all of the transportation disadvantaged resources available or planned in their designated service area in order to plan, coordinate, and implement the most cost effective transportation disadvantaged transportation system possible under the conditions that exist in the designated service area.

(9) Contractual administration of Community Transportation Coordinators shall be accomplished through a Memorandum of Agreement between the Commission and the Community Transportation Coordinator in accordance with the procedures of the Commission. Transportation services purchased from or arranged by the Community Transportation Coordinator will be billed to purchasing agencies by the Community Transportation Coordinator at the rates identified in the approved Transportation Disadvantaged Service Plan or Coordination Contract and recognize any special conditions as specified by the purchasing agency. Payment for services will be made directly to the Community Transportation Coordinator unless otherwise agreed upon, in writing, by the purchaser and the Community Transportation Coordinator. Other contractual arrangements shall be followed as specified in this rule chapter.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0155 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 5-1-96, 10-1-96, 3-10-98.

41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify local service needs and to provide information, advice, and direction to the Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the

Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- (d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A representative of the Regional Workforce Development Board established in Chapter 445, F.S.; and
- (p) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

(4) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in

Section 427.0157, F.S.:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in Rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of Section 112.3143, F.S., concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03.

41-2.013 Transportation Disadvantaged Trust Fund.

The Commission shall annually evaluate and determine each year's distribution of the Transportation Disadvantaged Trust Fund. Funds available through the Transportation Disadvantaged Trust Fund for non-sponsored transportation services and planning activities shall be applied only after all other potential funding sources have been used and eliminated. Grant funds shall not be used to supplant or replace funding of transportation disadvantaged services which are currently funded to a recipient by any federal, state, or local governmental agency. Monitoring of this mandate will be accomplished as needed by the Commission and all agencies funding transportation disadvantaged services. The use of minority-owned businesses is encouraged, utilizing the most recent certified companies published by the Department of Management Services. Funds deposited and appropriated into the Trust Fund will be utilized for:

(1) Commission administrative and operating expenses, including financial assistance, through a grant agreement, to designated official planning agencies to assist the Commission in implementing the program in each local area.

(2) A Grants Program to provide for the funding of non-sponsored trips, including the purchase of capital equipment.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History—New 5-2-90, Amended 6-17-92, 1-5-93, 6-26-94, 7-11-95, 3-10-98, 2-20-13.

41-2.014 Grants Program.

(1) Eligible Applicants. Grant funds will be allocated annually to the following entities:

(a) Community Transportation Coordinators who have an executed Memorandum of Agreement.

(b) Metropolitan Planning Organizations or Designated Official Planning Agencies approved by the Commission.

(2) Types of Grants.

(a) Trip and Equipment Related. Trip and equipment related grant funds may be used for the provision of non-sponsored transportation disadvantaged services and for the purchase of capital equipment to be used for services provided to the transportation disadvantaged. Capital equipment expenditures will be limited to no more than 25% of the Commission participation and the required match.

(b) Planning Related. Planning related grant funds may be used by an eligible Metropolitan Planning Organization or

Designated Official Planning Agency to assist the Commission in their responsibilities at the local level as identified in Chapter 427, F.S., including support to the local Coordinating Board.

(3) Match Requirement. Eligible grant recipients for the trip and equipment grants only, must provide at least 10% of the total project cost as a local match. The match must be cash generated from local sources. Voluntary dollar collections do not require a match.

(4) Distribution of Grant Funds. On or about December 15 of each year, the Commission shall allocate a portion identified as the Grants Program of the Transportation Disadvantaged Trust Fund in the following manner:

(a) An annual amount of \$1,372,060 of the Grants Program shall be designated for planning grants to assist the Commission with implementation and maintenance of the program at the local level. Beginning with the 2002/2003 grant cycle, the annual cap will be adjusted by the same percentage increase equivalent to state employees as set by the Legislature.

(b) The voluntary dollar collections will be returned to the county where said funds were collected. The voluntary dollar collections shall be designated for additional trips at the local level.

(c) The remaining portion of funds, except as specified in paragraph 41-2.014(4)(b), F.A.C., will be appropriated for the Grants Program and designated for trip and equipment related grants, subject to limitations of paragraphs 41-2.014(1)(a) and (2)(a), F.A.C.

(5) Distribution of Trip and Equipment Related Grant Funds. Each eligible applicant's allocation will be determined for the county or counties within the designated service area for which the applicant provides coordinated transportation disadvantaged services.

(a) In order to maintain system and service stability, the Commission's Fiscal Year 99/00 Allocation of Trip and Equipment Grant Funds, dated 02/99, incorporated herein by reference, shall be the base allocation for each subsequent year's distribution for trip and equipment related grant funds. No county shall receive less than the base allocation unless the Commission's five year cash-flow forecast falls below the Fiscal Year 99/00 levels allocated to the trip and equipment grant related program.

(b) If the level of funding available for distribution to the trip and equipment grant program falls below the base as stated in paragraph 41-2.014(5)(a), F.A.C., a proportionate adjustment to the base allocation will be made. Such adjustment will be based on the five year cash-flow forecast of the Commission, and each county's share of the Fiscal Year 99/00 trip and equipment related grant allocation.

(c) Allocation of additional trip and equipment grant funds above the amount used in the base allocation will be allocated to eligible applicants based on a comparative ranking of all eligible applicants in each of the following four categories:

1. The applicant's total county area in square miles as a percentage of the total square miles of all eligible applicants.
2. Total system passenger trips provided as a percentage of all eligible applicant trips reported.
3. Total system vehicle miles traveled as a percentage of all eligible applicants vehicle miles traveled and reported.
4. Total county population as a percentage of the total population of all eligible applicants.

(d) Each category will represent one fourth of the trip related grant funds.

(e) The latest required operational statistics report which is submitted by September 15 of each year will be used for obtaining the applicant's coordinated vehicle miles and coordinated passenger trips data. For purpose of this section, coordinated vehicle miles or passenger trips shall not include those services provided through an approved transportation alternative.

(6) Distribution of Planning Related Grants. Planning related grant funds will be apportioned for distribution to the planning agencies as follows:

(a) 25% of the planning allocation shall be divided into shares equal to the percentage of population each county has relative to the total state population, with each planning agency receiving a share for each county within its jurisdiction;

(b) 75% of the planning allocation shall be divided into shares equal to the number of counties throughout the state, with each planning agency receiving no more than one share for each county within its jurisdiction. Eligible applicants not requiring the total amount of funding available may recommend to the Coordinating Board that any excess funds be allocated to the Community Transportation Coordinator for additional non-sponsored trip needs. The Commission shall reallocate any eligible excess funds to that particular county or service area's normal allocation. A local cash match of at least 10% shall be required to obtain this additional allocation.

(7) All grant applicants will provide their request for funds to the Commission no later than October 1 each year, unless otherwise approved by the Commission.

(8) Prioritization of Non-sponsored Transportation Services. The Community Transportation Coordinator, with approval of the Coordinating Board, shall have the authority to prioritize trips for non-sponsored transportation disadvantaged services which are

purchased with Transportation Disadvantaged Trust Funds. Any prioritization of trips or eligibility criteria which is developed shall consider all of the following criteria:

- (a) Cost Effectiveness and Efficiency.
- (b) Purpose of Trip.
- (c) Unmet Needs.
- (d) Available Resources.

Rulemaking Authority 427.013(9), 427.013(10) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History--New 5-2-90, Amended 6-17-92, 7-21-93, 6-26-94, 10-1-96, 3-10-98, 1-13-04.

41-2.015 Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged.

(1) Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual arrangement with the community transportation coordinator or an approved coordination provider except as provided in subsections (2) and (3) below.

(2) When it is better suited to the unique and diverse needs of a transportation disadvantaged person, the sponsoring agency may purchase or provide transportation by utilizing the following alternatives:

- (a) Privately owned vehicle of an agency volunteer or employee;
- (b) State owned vehicles;
- (c) Privately owned vehicle of a family member or custodian;
- (d) Common carriers, such as commercial airlines or bus; and
- (e) Emergency medical vehicles.

(3) The sponsoring agency may utilize other modes of transportation when the community transportation coordinator determines it is unable to provide or arrange the required service. Information pertaining to these denials for service shall be reported by the community transportation coordinator on a quarterly basis or more frequently as specified by the local coordinating board.

(4) All agency applications for transportation disadvantaged operating and capital assistance funds beyond those identified in the normal state legislative budget process shall be made available to the Coordinating Board for such review.

(5) The Commission shall request all funding requests containing a transportation disadvantaged fund component from the Florida State Clearinghouse. Said funding request shall be reviewed by the Commission. The Commission will respond when there are funding requests that conflict with the intent and provisions of Chapter 427, F.S., and the rules thereof.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(16), 427.016 FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, 3-10-98.

41-2.016 Accessibility.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(4) FS. History--New 5-2-90, Amended 6-17-92, Repealed 7-15-12.

41-2.0161 Program Monitoring of Performance.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013 FS. History--New 6-17-92, Amended 5-1-96, Repealed 1-7-16.

41-2.0162 Chronological Listing of Report Dates.

The following reports are listed in chronological order by due date and the recipient of the report:

- (1) January 1 – Commission Annual Report due to Governor and Legislature.
- (2) September 15 – Annual Operating Report of Community Transportation Coordinator due to Commission.
- (3) September 15 – Transportation Improvement Programs in urbanized areas due to Commission.
- (4) September 15 – Annual report of the actual amount of funds expended and trips purchased due from each state agency.
- (5) September 15 – Annual report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction due from each designated official planning agency or metropolitan planning organization.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0135, 427.015, 427.0155, 427.016 FS. History--New 6-17-92, Amended 6-15-93, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 8-10-09.

41-2.018 Public Comment.

The Commission for the Transportation Disadvantaged invites and encourages all members of the public to provide comment on matters or propositions before the Commission or a committee of the Commission. The opportunity to provide comment shall be subject to the following:

(1) Members of the public will be given an opportunity to provide comment on subject matters before the Commission after an agenda item is introduced at a properly noticed Commission meeting.

(2) Members of the public shall be limited to five (5) minutes to provide comment. This time shall not include time spent by the presenter responding to questions posed by Commission members, staff or Commission counsel. The chair of the Commission may extend the time to provide comment if time permits.

(3) Members of the public shall notify Commission staff in writing of his or her interest to be heard on a proposition or matter before the Commission. The notification shall identify the person or entity, indicate its support, opposition, or neutrality, and identify who will speak on behalf of a group or faction of persons.

Rulemaking Authority 286.0114 FS. Law Implemented 286.0114 FS. History--New 2-13-14.

FINANCE ELEMENT

Detailed Finance Plan - Expenses

Direct Transportation System EXPENSES AND (OBJECT CODE)

FY

I. DIRECT EXPENSES

LABOR (501)

1. Operator Salaries And Wages (.01)
Range of Hourly Wages
2. Training Salaries and Wages (.02)
Range of hourly Wages
3. Dispatcher Salaries and Wages (.03)
Range of Hourly Wages
4. Administrative Salaries and Wages (.04)
Range of Hourly Wages
5. Management Salaries and Wages (.05)
Range of Hourly Wages
6. Scheduler Salaries and Wages (.06)
Range of Hourly Wages
7. Call Intake/Customer Service Salaries and Wages (.07)
Range of Hourly Wages
8. Vehicle Maintenance Salaries and Wages (.08)
Range of Hourly Wages
9. Other Salaries & Wages (.99)
Range of Hourly Wages

SUB TOTAL \$0.00

FRINGE BENEFITS (502)

1. FICA (.01)
2. Medical Insurance (.03)
3. Life Insurance Plans (.05)
4. Workman's Compensation Insurance (.08)
5. Holiday Pay (.10)
6. Vacation (.11)
7. Other (.99)
8. Other (.99)

SUB TOTAL \$0.00

SERVICES (503)

1. Management Service Fee (.01)
2. Advertising Service Fees (.02)
3. Professional and Technical Services (including maintenance) (.03)
4. Other (.99)

SUB TOTAL \$0.00

FINANCE ELEMENT

Detailed Finance Plan - Expenses

Direct Transportation System EXPENSES AND (OBJECT CODE)

FY

MATERIALS AND SUPPLIES (504)

1. Fuels and Lubricants Consumed (.01)
2. Tires and Tubes Consumed (.02)
3. Inventory Purchases (.03)
4. Others Materials and Supplies Consumed (.99)

SUB TOTAL \$0.00

UTILITIES (505)

1. Utilities - Telephone (.02)
2. Utilities - Other (.99)

SUB TOTAL \$0.00

CASUALTY AND LIABILITY COSTS (506)

1. Prem. for Physical Damage Insurance (.01)
2. Prem. for Public Liab. & Property Damage (.02)
3. Other ()
4. Other Insurance (.99)

SUB TOTAL \$0.00

TAXES (507)

1. Property Tax (.03)
2. Vehicle Licensing and Registration Fees (.04)
3. Other Taxes (.99)

SUB TOTAL \$0.00

PURCHASED TRANSPORTATION (508)

1. Vendor One
2. Vendor Two

SUB TOTAL \$0.00

MISCELLANEOUS EXPENSE (509)

1. Dues and Subscriptions (.01)
2. Travel and Meetings (.02)
3. Advertising/Promotion Media (.08)
4. Other ()
5. Other ()

SUB TOTAL \$0.00

FINANCE ELEMENT

Detailed Finance Plan - Expenses

Direct Transportation System EXPENSES AND (OBJECT CODE)

FY

INTEREST EXPENSE (511)

1. Interest on Long-Term Debt Obligations (.01)
2. Interest on Short-Term Debt Obligations (.02)

SUB TOTAL \$0.00

LEASES AND RENTALS (512)

1. Passenger Revenue Vehicles (.04)
2. Service Vehicles (.05)
3. Vehicle Storage and Dispatch Center (.06)
4. Maintenance Equip. and Facilities (.07)
5. Data Processing Equip (.10)
6. Other ()

SUB TOTAL \$0.00

DEPRECIATION AND AMORTIZATION (513)

1. Passenger Revenue Vehicles (.04)
2. Service Vehicles (.05)
3. Vehicle Storage and Dispatch Center (.06)
4. Maintenance Equip. and Facilities (.07)
5. Data Processing Equip (.10)
6. Other ()
7. Other ()

SUB TOTAL \$0.00

CONTRIBUTED SERVICES - ALLOWABLE (530)

1. ()
2. ()
3. ()
4. ()
5. ()

Describe each and place the value.

SUB TOTAL \$0.00

INELIGIBLE EXPENSES (550)

1. ()
2. ()

Describe

SUBTOTAL \$0.00

II. ALLOCATED INDIRECT COSTS

Derived from cognizant agency-approved
Cost Allocation Plan, completed in accordance
with the Federal Common Grants Rule.

SUB-TOTAL OF DIRECT (I) AND INDIRECT (II) EXPENSES: (X) \$0.00

III. PROFIT (if applicable) (Y) \$0.00

Indicate below, the profit as a percent of direct
and indirect expenses. $(Y/X) * 100 = \% \text{ profit}$

2004/2005 MOA YEAR 0.00 % PROFIT

2005/2006 MOA YEAR 0.00 % PROFIT

IV. FULLY ALLOCATED OPERATING COSTS: \$0.00

FINANCE ELEMENT

Future Estimates of Service

FY

ANNUAL TOTAL SYSTEM VEHICLE MILES

ANNUAL TOTAL SYSTEM DRIVER HOURS

ANNUAL SYSTEM PASSENGER TRIPS

#

1. Even Start
 2. Non-Sponsored (TD)
 3. Older American's Act
 4. Developmental Services
 5. WAGES Coalition
 6. Medicaid
 7. FTA Section 5311
 8. Division of Vocational Rehabilitation
 9. Headstart
 10. Healthy Start
 11. Ryan White Title III
 12. Other
 13. Other
 14. Other
-

TOTAL SYSTEM PASSENGER TRIPS

FINANCE ELEMENT

Detailed Finance Plan -- Revenues

	FY
1. Fare box (401)	\$
2. Contract/Purchase of Service (402)	\$
3. School Board Service (403)	\$
4. Freight Tariffs (404)	\$
5. Charter Service (405)	\$
6. Auxiliary Transportation (406)	\$
7. Non-transportation (407)	\$
8. Taxes Levied (408)	\$
9. Local Cash Grants and Reimbursements	\$
10. Local Special Fare Assistance (410)	\$
11. State Cash Grants and Reimbursements (411)	\$
12. State Special Fare Assistance (412)	\$
13. Federal Cash Grants and Reimbursements (413)	\$
14. Interest Income (414)	\$
15. Contributed Service (430)	\$
16. Contributed Cash (431)	\$
17. Subsidy From Other Sectors Oper. (440)	\$
TOTAL REVENUE	\$

FINANCE ELEMENT

C. TOTAL SYSTEM PERFORMANCE TREND BASED UPON FULLY ALLOCATED OPERATING

	FY
1. Fully Allocated Operating Costs	\$000,000
2. Total System Vehicle Miles	000,000
3. Total System Driver Hours	000,000
4. Total System Passenger Trips	000,000
5. Line 1 divided by line 2 = Fully allocated cost per system vehicle mile	\$0.00
6. Line 1 divided by Line 3 =Fully allocated cost per system driver hour	\$0.00
7. Line 1 divided by Line 4 = Fully allocated cost per system passenger trip	\$0.00

FINANCE ELEMENT

PAGE D: COORDINATOR BUDGET

Budget Category	FY
PERSONNEL	
On Site Staff	\$
Direct Labor	\$
Overhead	\$
SUBTOTAL ON-SITE	\$
Support Staff	
Direct Labor	\$
Overhead	\$
SUBTOTAL SUPPORT	\$
TOTAL PERSONNEL	\$
OTHER DIRECT EXPENSE	
Travel/Subsistence	\$
Telephone	\$
Rent	\$
Furn./Copier/Telephone/Computer Hdwr.	\$
Materials/Supplies	\$
Postage & Shipping	\$
Consultants and Auditors	\$
Miscellaneous	\$
TOTAL OTHER DIRECT	\$
TOTAL PROJECT EXPENSE	\$
Estimated Management Fees	\$
Percent Profit on Revenue	0.00%
Percent profit on Total Project Revenue	0.00%
Management Fee per Trip	\$

CHAPTER 41-2
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED

41-2.001	Purpose (Repealed)
41-2.002	Definitions
41-2.003	Commission Organization and Personnel (Repealed)
41-2.005	Member Department Responsibilities
41-2.006	Insurance, Safety Requirements and Standards
41-2.007	Reporting Requirements
41-2.008	Contractual Arrangements
41-2.009	Designated Official Planning Agency
41-2.010	Selection of Community Transportation Coordinator
41-2.011	Community Transportation Coordinator Powers and Duties
41-2.012	Coordinating Board Structure and Duties
41-2.013	Transportation Disadvantaged Trust Fund
41-2.014	Grants Program
41-2.015	Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged
41-2.016	Accessibility (Repealed)
41-2.0161	Program Monitoring of Performance
41-2.0162	Chronological Listing of Report Dates

41-2.001 Purpose.

Rulemaking Authority 427.013(9) FS. Law Implemented 120.53(1), 427.011-427.017 FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, Repealed 7-15-12.

41-2.002 Definitions.

For purposes of this rule chapter, the following definitions will apply:

- (1) “Americans with Disabilities Act” is a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990.
- (2) “Coordination Contract” means a written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all, of its own transportation services, as well as transportation services to others, when shown to be more effective and more efficient from a total system perspective. The contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the community transportation coordinator.
- (3) “Designated Official Planning Agency” means the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the designated official planning agency in areas covered by such organizations.
- (4) “Designated Service Area” means a geographical area recommended by a designated official planning agency, subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
- (5) “Emergency” means any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of transportation services to a designated service area for the transportation disadvantaged population.
- (6) “Emergency Fund” means transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.
- (7) “Florida Coordinated Transportation System” (FCTS) means a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, F.S.
- (8) “Local Government” means an elected and/or appointed public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area within the state.
- (9) “Local Government Comprehensive Plan” means a plan that meets the requirements of Sections 163.3177 and 163.3178,

F.S.

(10) "Memorandum of Agreement" is the state contract for transportation disadvantaged services purchased with federal, state or local government transportation disadvantaged funds. This agreement is between the Commission and the Community Transportation Coordinator and recognizes the Community Transportation Coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

(11) "Public Transit" means the transporting of people by conveyances or systems of conveyances, traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmentally or privately owned. Public transit specifically includes those forms of transportation commonly known as "paratransit".

(12) "Regional Planning Council (RPC)" means the organization created under the provisions of Section 186.504, F.S.

(13) "Reserve Fund" means transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

(14) "State Fiscal Year" means the period from July 1 through June 30 of the following year.

(15) "Transportation Disadvantaged Service Plan" means an annually updated plan jointly developed by the designated official planning agency and the Community Transportation Coordinator which contains a development plan, service plan, and quality assurance components. The plan shall be approved and used by the local Coordinating Board to evaluate the Community Transportation Coordinator.

(16) "Transportation Operator" means one or more public, private for profit or private nonprofit entities engaged by the community transportation coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation development plan.

(17) "Transportation Operator Contract" means a written contract between the Community Transportation Coordinator and the Transportation Operators, as approved by the Commission, that outlines the terms and conditions for any services to be performed.

(18) "Trust Fund" means the Transportation Disadvantaged Trust Fund authorized in Section 427.0159, F.S., and administered by the Commission.

Rulemaking Authority 427.013(10) FS. Law Implemented 427.011-427.017 FS. History--New 5-2-90, Amended 6-17-92, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 8-10-09.

41-2.003 Commission Organization and Personnel.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012 FS. History--New 5-2-90, Amended 6-17-92, 3-10-98, Repealed 7-15-12.

41-2.005 Member Department Responsibilities.

(1) Each member department shall affirm its good faith compliance in carrying out the provisions of Section 427.0135, Florida Statutes.

(2) No member department may be selected as a Community Transportation Coordinator.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0135 FS. History--New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 3-10-98.

41-2.006 Insurance, Safety Requirements and Standards.

(1) The Community Transportation Coordinator, shall ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident, which are comparable to Section 768.28(5), Florida Statutes, limits, for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. The Community Transportation Coordinator will indemnify and hold harmless the Local, State, and Federal governments and their entities, departments, and the Commission from any liabilities arising out of or due to an accident or negligence on the part of the Community Transportation Coordinator and all Transportation Operators under contract to them.

(2) Each Community Transportation Coordinator, and any Transportation Operators from whom transportation service is purchased with local government, state or federal transportation disadvantaged funds, shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), Florida Statutes, and Chapter 14-90, F.A.C.

(3) Each Community Transportation Coordinator, and any Transportation Operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds shall assure the purchaser of their continuing compliance

with the applicable state or federal laws relating to drug testing (specifically, Section 112.0455, Florida Statutes; Rule 14-17.012 and Chapters 59A-24 and 60L-19, F.A.C.; and 41 U.S.C. 701; 49 C.F.R., Parts 29 and 382; and 46 C.F.R., Parts 4, 5, 14, and 16).

(4) The Community Transportation Coordinator and any Transportation Operator from whom service is purchased or arranged by the Community Transportation Coordinator shall adhere to Commission approved standards. These standards include:

(a) Drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration;

(b) An escort of a passenger and dependent children are to be transported as locally negotiated and identified in the local Transportation Disadvantaged Service Plan;

(c) Use of child restraint devices shall be determined locally as to their responsibility, and cost of such device in the local Transportation Disadvantaged Service Plan;

(d) Passenger property that can be carried by the passenger and/or driver in one trip and can safely be stowed on the vehicle, shall be allowed to be transported with the passenger at no additional charge. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices;

(e) Vehicle transfer points shall provide shelter, security, and safety of passengers;

(f) A local toll free phone number for complaints or grievances shall be posted inside the vehicle. The TD Helpline phone number (1(800) 983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including, advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board. All rider information/materials (brochures, user's guides, etc.) will include the TD Helpline phone number;

(g) Out of service area trips shall be provided when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips;

(h) Interior of all vehicles shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger;

(i) Billing requirements of the Community Transportation Coordinator to subcontractors shall be determined locally by the local Coordinating Board and provided in the local Transportation Disadvantaged Service Plan. All bills shall be paid within 7 working days to subcontractors, after receipt of said payment by the Community Transportation Coordinator, in accordance with Section 287.0585, Florida Statutes;

(j) Passenger/trip data base must be maintained or accessible by the Community Transportation Coordinator on each rider being transported within the system;

(k) Adequate seating for paratransit services shall be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time;

(l) Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle;

(m) The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheel chair securement devices, storage of mobility assistive devices, and closing the vehicle door. In the door-through-door paratransit service category, the driver shall be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver;

(n) Smoking is prohibited in any vehicle. Requirements for drinking and eating on board the vehicle will be addressed in the local Transportation Disadvantaged Service Plan;

(o) The Community Transportation Coordinator and the local Coordinating Board shall jointly develop a policy on passenger no-shows. Assessing fines to passengers for no-shows is acceptable but such policy and process shall be identified in the local Transportation Disadvantaged Service Plan;

(p) All vehicles providing service within the coordinated system, shall be equipped with two-way communications in good working order and audible to the driver at all times to the base;

(q) All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible;

(r) First Aid policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(s) Cardiopulmonary Resuscitation policy shall be determined locally and provided in the local Transportation Disadvantaged Service Plan;

(t) Driver background screening shall be determined locally, dependent upon purchasing agencies' requirements, and provided in the local Transportation Disadvantaged Service Plan;

(u) In areas where fixed route transportation is available, the Community Transportation Coordinator should jointly establish with the Local Coordinating Board (LCB) a percentage of total trips that will be placed on the fixed route system;

(v) The Community Transportation Coordinator should establish and address the passenger pick-up windows in the local Transportation Disadvantaged Service Plan. This policy should also be communicated to contracted operators, drivers, purchasing agencies and passengers;

(w) The Community Transportation Coordinator and the LCB should jointly establish and address the percentage of trips that will be on-time in the local Transportation Disadvantaged Service Plan. This performance measure should be communicated to contracted operators, drivers, purchasing agencies, and passengers. This measure should also be included as a part of the Community Transportation Coordinator's evaluation of its contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(x) The Community Transportation Coordinator should establish and address in the local Transportation Disadvantaged Service Plan a minimum 24 hour advanced notification time to obtain services. This policy should be communicated to contracted operators, purchasing agencies and passengers;

(y) The Community Transportation Coordinator and the LCB should jointly establish and address in the service plan a performance measure to evaluate the safety of the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(z) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the reliability of the vehicles utilized in the coordinated system. This measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator;

(aa) This performance measure can be used to address the accessibility of the service. The Community Transportation Coordinator and the LCB should jointly determine if a standard for a call hold time is needed in the coordinated system and address this in the local service plan. If determined to be necessary, this standard should be included in the LCB's evaluation of the Community Transportation Coordinator;

(bb) The Community Transportation Coordinator and the LCB should jointly establish and address in the local service plan a performance measure to evaluate the quality of service provided within the coordinated system. The measure should be used in the Community Transportation Coordinator's evaluation of the contracted operators, and the LCB's evaluation of the Community Transportation Coordinator.

Rulemaking Authority 427.013(9) FS. Law Implemented 287.0585, 427.011(11), 427.013, 427.0155, 427.0157, 768.28 FS. History—New 5-2-90, Amended 6-17-92, 5-1-96, 10-1-96, 3-10-98, 6-3-01, 7-3-03.

41-2.007 Reporting Requirements.

(1) Each state agency shall, by September 15 of each year, provide the Commission with an accounting of the actual amount of

funds expended and the total number of trips purchased during the previous fiscal year.

(2) Each Designated Official Planning Agency shall provide to the Commission prior to each state fiscal year, an estimate of all transportation disadvantaged funds anticipated to be available for the upcoming state fiscal year budget. The estimate shall include the following information:

(a) Each local government agency within jurisdiction of the Official Planning Agency shall report an estimate of the direct federal funds and local government transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year to the Official Planning Agency, and

(b) The Official Planning Agency shall request from each federal government agency within its jurisdiction, an estimate of the direct federal transportation disadvantaged funds anticipated to be available through the coordinated system for the upcoming state fiscal year.

(3) The estimate mentioned in subsection (2) above shall include the following information identified by county:

(a) A brief description of the project or program;

(b) The dollar amount of transportation disadvantaged funds reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable; and

(c) The estimated number of one-way passenger trips to be provided reported by categories of Coordinated, Non-Coordinated, Transportation Alternatives, or Other if applicable.

(4) Each Metropolitan Planning Organization or designated official planning agency shall annually compile a report accounting for all local government and direct federal funds for transportation for the disadvantaged expended in its jurisdiction, and forward this report by September 15 to the Commission.

(5) Upon receipt of the state agency and Official Planning Agency combined annual budget estimates, the Commission shall develop and distribute a statewide report outlining the expected expenditures for all transportation disadvantaged services through the coordinated system for the state fiscal year.

(6) Each Community Transportation Coordinator shall by September 15 of each year report required operating statistics to the Commission. The operational statistics will be compiled into a report by the Commission and utilized as a part of the analysis of the Community Transportation Coordinator's performance evaluation and the trip and equipment grant distribution. The Community Transportation Coordinator's report shall be reviewed by the Coordinating Board with a copy provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(7) Each Community Transportation Coordinator shall utilize the Chart of Accounts defined in the American Association of State Highway and Transportation Officials, Inc., Comprehensive Financial Management Guidelines For Rural and Small Urban Public Transportation Providers, dated September 1992, incorporated herein by reference, for its financial management. A copy of this document may be obtained from the Commission office located at 2740 Centerview Drive, Suite 1A, Tallahassee, Florida 32301. A copy of the document may also be viewed at Comprehensive Financial Management Guidelines on the Commission's website at www.dot.state.fl.us/ctd/, Community Transportation Coordinators with existing and equivalent accounting systems will not be required to adopt this Chart of Accounts but will be required to prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

(8) The Commission shall make an annual report to the Governor, the President of the Senate, and the Speaker of the House of Representatives by January 1 of each year. The report will contain a summary of the Commission's accomplishments for the preceding state fiscal year, the most current operational statistics for transportation disadvantaged services, identified unmet needs and a financial status of the Transportation Disadvantaged Trust Fund. Copies of the report will also be made available to member departments, Metropolitan Planning Organizations, Designated Official Planning Agencies and Community Transportation Coordinators, and others upon request.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.012(8), 427.013(3), (7), (8), (9), (12), (13), (16), 427.0135(1), 427.015(1) FS. History—New 5-2-90, Amended 6-17-92, 11-17-92, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 12-6-09, 3-5-13.

41-2.008 Contractual Arrangements.

The following contractual arrangements will be required of the Community Transportation Coordinator:

(1) A Memorandum of Agreement will be required and shall be a binding contract between the Commission and a Community Transportation Coordinator. It shall be utilized as the contract recognizing the Community Transportation Coordinator as a State

contract vendor for a designated service area. The format of the Memorandum of Agreement will contain the Commission's minimum requirements and shall be utilized by the Community Transportation Coordinator. The Coordinating Board shall approve the Memorandum of Agreement prior to submittal to the Commission.

(2) Transportation Operator Contract. The Community Transportation Coordinator shall enter into a standard contract, as approved by the Commission, with each Transportation Operator as to specific terms and conditions that apply to each Transportation Operator for services to be performed. The contract shall include the minimum requirements contained in the Memorandum of Agreement and other local requirements for local service delivery. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract.

(3) Coordination Contract. The Community Transportation Coordinator shall enter into a Coordination Contract to show the specific terms and conditions, as outlined in the Memorandum of Agreement with those agencies who receive transportation disadvantaged funds and who, from a total system approach, can perform more effectively and more efficiently their own transportation under those conditions not covered in Rule 41-2.015, F.A.C., herein. The contract shall include the requirements of reporting, insurance, safety, and other terms that apply equally to any transportation operator. The contract also shall include any relative information regarding joint utilization and cost arrangements for the provision of transportation services to and from the coordinator. The Community Transportation Coordinator will be responsible for monitoring the terms of the contract. The contract shall be approved by the Coordinating Board and shall be reviewed annually to determine whether the continuation of said contract arrangement is the most cost effective and efficient utilization that is possible.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(10), (15), 427.015(2), 427.0155(7), 427.0157(1) FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, 10-1-96, 3-10-98.

41-2.009 Designated Official Planning Agency.

(1) Metropolitan Planning Organizations shall serve as the designated official planning agency in urbanized areas. In areas not covered by a Metropolitan Planning Organization, agencies eligible for selection as Designated Official Planning Agencies include County or City governments, Regional Planning Councils, Metropolitan Planning Organizations from other areas, or Local Planning Organizations who are currently performing planning activities in designated service areas. Eligibility for continued designation by the Commission will be conditioned on the agency's resources, capabilities and actual performance in implementing the responsibilities and requirements of Chapter 427, Florida Statutes.

(2) Metropolitan Planning Organizations and Designated Official Planning Agencies shall include a Transportation Disadvantaged element in their Transportation Improvement Program (TIP). Such element shall include a project and program description, the planned costs and anticipated revenues for the services, identification of the year the project or services are to be undertaken and implemented, and assurances that there has been coordination with local public transit and local government comprehensive planning bodies, including input into the mass transit or other elements of local and regional comprehensive planning activities. Areas not required to develop a federally-required TIP shall report equivalent information in the Transportation Disadvantaged Service Plan.

(3) Each Designated Official Planning Agency shall provide each Coordinating Board with sufficient staff support and resources to enable the Coordinating Board to fulfill its responsibilities. In areas where a Metropolitan Planning Organization or Designated Official Planning Agency serves as the Community Transportation Coordinator and desires to utilize the same staff for the Coordinating Board, such agency shall abstain from any official actions that represent a conflict of interest, specifically in the evaluation process of the Community Transportation Coordinator.

(4) In consultation with the Community Transportation Coordinator and Coordinating Board, each Metropolitan Planning Organization or Designated Official Planning Agency shall develop and annually update, a Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan shall be developed in a manner which assures that local planning agencies, responsible for preparing comprehensive plans, have the opportunity to review and comment on it, and shall not be inconsistent with applicable local government comprehensive plans, MPO long range comprehensive plans, transit development plans, and other local, regional, and state transportation plans. The Transportation Disadvantaged Service Plan shall be reviewed for final disposition by the Coordinating Board and the Commission.

(5) Consolidate the annual budget estimates of local and directly funded federal government transportation disadvantaged funds and forward to the Commission no later than the beginning of each state fiscal year.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(21), 427.015 FS. History--New 5-2-90, Amended 6-17-92, 1-4-94, 3-10-98.

41-2.010 Selection of Community Transportation Coordinator.

(1) Designation, selection, or revocation of designation of any Community Transportation Coordinator shall be subject to the approval of the Commission.

(2) Selection of agencies as Community Transportation Coordinators or Transportation Operators may be negotiated without competitive acquisition, upon the recommendation of the Metropolitan Planning Organization or Designated Official Planning Agency that it is in the best interest of the transportation disadvantaged. This includes circumstances such as emergencies, or insufficient competition availability.

(3) Selection of the Community Transportation Coordinator will be accomplished through public competitive bidding or proposals in accordance with applicable laws and rules.

(4) In cases where selection is accomplished by a request for proposal (RFP), the RFP shall, at a minimum, identify the following information:

(a) The scope and nature of the services and coordination required, and a request for the proposer's plan to provide same.

(b) A request that the proposer identify the resources, and accounting system techniques to be used in their audit trail for all services.

(c) A request that the proposer identify their organizational structure and key personnel, their financial capacity, equipment resources, and experience and qualifications, including the most recent financial audit by a certified public accountant in accordance with Section 216.349, Florida Statutes.

(d) A request that the proposer demonstrate the ability to coordinate a multitude of funding and service provisions, in addition to serving the needs of the general public or other transportation disadvantaged.

(e) A request that the proposer identify specific means by which it plans to comply with the provisions of the Americans with Disabilities Act, P.L. 101-336, Chapter 760, Florida Statutes, and any applicable local regulations governing disabled accessibility requirements, access to transportation, and discrimination.

(f) A demonstration by the proposer of plans for the provision of the most economically cost effective, quality services to the transportation disadvantaged, and plans which demonstrate coordination with the public school system, local public transit systems, private sector operators and other governmental agencies that provide services to the transportation disadvantaged within the designated service area.

(g) A demonstration by the proposer of plans to comply with safety requirements as specified in Section 341.061, Florida Statutes.

(h) An indication by the proposer of plans to comply with any state, federal, or local laws relating to drug testing.

(i) A sample Memorandum of Agreement for review by the respondent.

(j) A statement advising proposers of any local resources that exist or are planned that should be recognized in the bidders proposal.

(5) The announcement of the request for proposal shall be published in at least the largest general circulation newspaper in the designated service area and in the Florida Administrative Weekly. The advertised announcement shall include the time, date and place of a public meeting to provide information and answer questions about the request for proposal.

(6) Upon evaluation of the proposals, each Metropolitan Planning Organization or Designated Official Planning Agency, upon consultation with the Coordinating Board, shall recommend to the Commission a Community Transportation Coordinator.

(7) Upon resignation or termination of any Community Transportation Coordinator, the Metropolitan Planning Organization or Designated Official Planning Agency shall complete the recommendation process for a new Community Transportation Coordinator within 90 days after termination date for non-bid Community Transportation Coordinators and within 150 days after termination date for bid/RFP Community Transportation Coordinators. In the absence of these circumstances, the requirements of subsection 41-2.010(8), F.A.C., below shall apply.

(8) In cases of termination of the Community Transportation Coordinator, or in unforeseen emergencies, the Commission shall work with the Metropolitan Planning Organization or Designated Official Planning Agency and the Coordinating Board in an expeditious manner to provide for the continuation of services to the transportation disadvantaged in the designated service area, by providing or arranging the necessary technical assistance.

(9) The utilization of firms defined as minority business enterprises shall be encouraged to the extent possible utilizing the most recent certified minority business listing published by the Florida Department of Management Services.

6-17-92, 7-11-95, 10-1-96, 3-10-98, 4-8-01.

41-2.011 Community Transportation Coordinator Powers and Duties.

(1) Each Community Transportation Coordinator shall be responsible for the short-range operational planning, administration, monitoring, coordination, arrangement, and delivery of transportation disadvantaged services originating within their designated service area on a full-time basis. Local management personnel with day-to-day decision making authority must be physically located in each designated service area, unless otherwise authorized by the Commission.

(2) Where cost effective and efficient, the Community Transportation Coordinator shall subcontract or broker transportation services to Transportation Operators. The Coordinating Board is authorized to recommend approval or disapproval of such contracts to the Community Transportation Coordinator, providing the basis for its recommendation. Within 30 days of its receipt of the Coordinating Board's recommendation, the Community Transportation Coordinator shall accept or reject the recommendation, providing written reasons for its rejection. All Transportation Operator contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts previously approved. Each Community Transportation Coordinator will ensure the terms set forth for monitoring said Transportation Operators and Coordination Contractors are in compliance with standards pursuant to Rule 41-2.006, F.A.C.

(3) Pursuant to the conditions set forth in the Memorandum of Agreement, the Community Transportation Coordinator shall develop, implement, and monitor an approved Transportation Disadvantaged Service Plan. This plan shall be approved by the Coordinating Board and forwarded to the Commission for review and final disposition.

(4) Each Community Transportation Coordinator shall submit a report on operational statistics by September 15, each year to the Commission. A copy should also be provided to the Metropolitan Planning Organization or Designated Official Planning Agency.

(5) The Community Transportation Coordinator shall maximize the utilization of school bus and public transit services in accordance with Section 427.0158, Florida Statutes. Any utilization data shall be included in operational statistics provided to the coordinated system.

(6) In cooperation with the local Coordinating Board, the Community Transportation Coordinator shall review all applications for local government, federal and state transportation disadvantaged funds submitted from or planned for use in their designated service area. If funds are recommended for approval, the Community Transportation Coordinator, in cooperation with the Coordinating Board, will develop and implement cost-effective coordination strategies for their use and integration into the coordinated system.

(7) Funding to support the Community Transportation Coordinator's functions associated with documented coordination activities may be obtained from a coordination fee as part of each trip arranged, from subsidies received or both and upon approval by the Coordinating Board.

(8) Each Community Transportation Coordinator shall be aware of all of the transportation disadvantaged resources available or planned in their designated service area in order to plan, coordinate, and implement the most cost effective transportation disadvantaged transportation system possible under the conditions that exist in the designated service area.

(9) Contractual administration of Community Transportation Coordinators shall be accomplished through a Memorandum of Agreement between the Commission and the Community Transportation Coordinator in accordance with the procedures of the Commission. Transportation services purchased from or arranged by the Community Transportation Coordinator will be billed to purchasing agencies by the Community Transportation Coordinator at the rates identified in the approved Transportation Disadvantaged Service Plan or Coordination Contract and recognize any special conditions as specified by the purchasing agency. Payment for services will be made directly to the Community Transportation Coordinator unless otherwise agreed upon, in writing, by the purchaser and the Community Transportation Coordinator. Other contractual arrangements shall be followed as specified in this rule chapter.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0155 FS. History—New 5-2-90, Amended 6-17-92, 6-15-93, 7-11-95, 5-1-96, 10-1-96, 3-10-98.

41-2.012 Coordinating Board Structure and Duties.

The purpose of the Coordinating Board is to identify local service needs and to provide information, advice, and direction to the

Community Transportation Coordinator on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System (FCTS). Each Coordinating Board is recognized as an advisory body to the Commission in its service area. The members of the Coordinating Board shall be appointed by the Metropolitan Planning Organization or the Designated Official Planning Agency. A Coordinating Board shall be appointed in each county. However, when agreed upon in writing, by all Boards of County Commissions in each county to be covered in the service area, multi-county Coordinating Boards may be appointed. The structure and duties of the Coordinating Board shall be as follows:

(1) The Metropolitan Planning Organization or Designated Official Planning Agency shall appoint one elected official to serve as the official chairperson for all Coordinating Board meetings. The appointed chairperson shall be an elected official from the county that the Coordinating Board serves. For a multi-county Coordinating Board, the elected official appointed to serve as Chairperson shall be from one of the counties involved.

(2) The Coordinating Board shall hold an organizational meeting each year for the purpose of electing a Vice-Chairperson. The Vice-Chairperson shall be elected by a majority vote of a quorum of the members of the Coordinating Board present and voting at the organizational meeting. The Vice-Chairperson shall serve a term of one year starting with the next meeting. In the event of the Chairperson's absence, the Vice-Chairperson shall assume the duties of the Chairperson and conduct the meeting.

(3) In addition to the Chairperson, except for multi-county Coordinating Boards which shall have as a representative an elected official from each county, including the Chairperson, one of whom shall be elected Vice-Chairperson, the following agencies or groups shall be represented on the Coordinating Board, in every county as voting members:

- (a) A local representative of the Florida Department of Transportation;
- (b) A local representative of the Florida Department of Children and Family Services;
- (c) A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
- (d) In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
- (e) A person recommended by the local Veterans Service Office representing the veterans of the county;
- (f) A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
- (g) A person over sixty representing the elderly in the county;
- (h) A person with a disability representing the disabled in the county;
- (i) Two citizen advocate representatives in the county; one who must be a person who uses the transportation service(s) of the system as their primary means of transportation;
- (j) A local representative for children at risk;
- (k) In areas where they exist, the Chairperson or designee of the local Mass Transit or Public Transit System's Board, except in cases where they are also the Community Transportation Coordinator;
- (l) A local representative of the Florida Department of Elderly Affairs;
- (m) An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non-profit representative will be appointed, except where said representative is also the Community Transportation Coordinator;
- (n) A local representative of the Florida Agency for Health Care Administration;
- (o) A representative of the Regional Workforce Development Board established in Chapter 445, Florida Statutes; and
- (p) A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health department or other home and community based services, etc.

(4) Except for the Chairperson, the non-agency members of the Board shall be appointed for three year staggered terms with initial membership being appointed equally for one, two, and three years. The Chairperson shall serve until elected term of office has expired or otherwise replaced by the Designated Official Planning Agency. No employee of a community transportation coordinator shall serve as a voting member of the coordinating board in an area where the community transportation coordinator serves. However, community transportation coordinators and their employees are not prohibited from serving on a coordinating board in an area where they are not the coordinator. However, an elected official serving as Chairperson of the coordinating board, or other governmental employees that are not employed for the purpose of making provisions for transportation and are not directly supervised by the community transportation coordinator shall not be precluded from serving as voting members of the coordinating

board.

(5) The Board shall meet at least quarterly and shall perform the following duties in addition to those duties specifically listed in Section 427.0157, Florida Statutes:

(a) Maintain official meeting minutes, including an attendance roster, reflecting official actions and provide a copy of same to the Commission and the Chairperson of the designated official planning agency.

(b) Annually, provide the Metropolitan Planning Organization or Designated Official Planning Agency with an evaluation of the Community Transportation Coordinator's performance in general and relative to Commission and local standards as referenced in Rule 41-2.006, F.A.C., and the performance results of the most recent Transportation Disadvantaged Service Plan. As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit. The Commission shall provide evaluation criteria for the local Coordinating Board to use relative to the performance of the Community Transportation Coordinator. This evaluation will be submitted to the Commission upon approval by the local coordinating board.

(c) Appoint a Grievance Committee to process and investigate complaints, from agencies, users, transportation operators, potential users of the system and the Community Transportation Coordinator in the designated service area, and make recommendations to the Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The Coordinating Board shall establish a process and procedures to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner. Rider brochures or other documents provided to users or potential users of the system shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the Coordinating Board.

(d) All coordinating board members should be trained on and comply with the requirements of Section 112.3143, Florida Statutes, concerning voting conflicts of interest.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.0157 FS. History—New 5-2-90, Amended 6-17-92, 11-16-93, 1-4-94, 7-11-95, 5-1-96, 10-1-96, 3-10-98, 4-8-01, 12-17-02, 7-3-03.

41-2.013 Transportation Disadvantaged Trust Fund.

The Commission shall annually evaluate and determine each year's distribution of the Transportation Disadvantaged Trust Fund. Funds available through the Transportation Disadvantaged Trust Fund for non-sponsored transportation services and planning activities shall be applied only after all other potential funding sources have been used and eliminated. Grant funds shall not be used to supplant or replace funding of transportation disadvantaged services which are currently funded to a recipient by any federal, state, or local governmental agency. Monitoring of this mandate will be accomplished as needed by the Commission and all agencies funding transportation disadvantaged services. The use of minority-owned businesses is encouraged, utilizing the most recent certified companies published by the Department of Management Services. Funds deposited and appropriated into the Trust Fund will be utilized for:

(1) Commission administrative and operating expenses, including financial assistance, through a grant agreement, to designated official planning agencies to assist the Commission in implementing the program in each local area.

(2) A Grants Program to provide for the funding of non-sponsored trips, including the purchase of capital equipment.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History—New 5-2-90, Amended 6-17-92, 1-5-93, 6-26-94, 7-11-95, 3-10-98, 2-20-13.

41-2.014 Grants Program.

(1) Eligible Applicants. Grant funds will be allocated annually to the following entities:

(a) Community Transportation Coordinators who have an executed Memorandum of Agreement.

(b) Metropolitan Planning Organizations or Designated Official Planning Agencies approved by the Commission.

(2) Types of Grants.

(a) Trip and Equipment Related. Trip and equipment related grant funds may be used for the provision of non-sponsored transportation disadvantaged services and for the purchase of capital equipment to be used for services provided to the transportation disadvantaged. Capital equipment expenditures will be limited to no more than 25% of the Commission participation and the

required match.

(b) Planning Related. Planning related grant funds may be used by an eligible Metropolitan Planning Organization or Designated Official Planning Agency to assist the Commission in their responsibilities at the local level as identified in Chapter 427, Florida Statutes, including support to the local Coordinating Board.

(3) Match Requirement. Eligible grant recipients for the trip and equipment grants only, must provide at least 10% of the total project cost as a local match. The match must be cash generated from local sources. Voluntary dollar collections do not require a match.

(4) Distribution of Grant Funds. On or about December 15 of each year, the Commission shall allocate a portion identified as the Grants Program of the Transportation Disadvantaged Trust Fund in the following manner:

(a) An annual amount of \$1,372,060 of the Grants Program shall be designated for planning grants to assist the Commission with implementation and maintenance of the program at the local level. Beginning with the 2002/2003 grant cycle, the annual cap will be adjusted by the same percentage increase equivalent to state employees as set by the Legislature.

(b) The voluntary dollar collections will be returned to the county where said funds were collected. The voluntary dollar collections shall be designated for additional trips at the local level.

(c) The remaining portion of funds, except as specified in paragraph 41-2.014(4)(b), F.A.C., will be appropriated for the Grants Program and designated for trip and equipment related grants, subject to limitations of paragraphs 41-2.014(1)(a) and (2)(a), F.A.C.

(5) Distribution of Trip and Equipment Related Grant Funds. Each eligible applicant's allocation will be determined for the county or counties within the designated service area for which the applicant provides coordinated transportation disadvantaged services.

(a) In order to maintain system and service stability, the Commission's Fiscal Year 99/00 Allocation of Trip and Equipment Grant Funds, dated 02/99, incorporated herein by reference, shall be the base allocation for each subsequent year's distribution for trip and equipment related grant funds. No county shall receive less than the base allocation unless the Commission's five year cash-flow forecast falls below the Fiscal Year 99/00 levels allocated to the trip and equipment grant related program.

(b) If the level of funding available for distribution to the trip and equipment grant program falls below the base as stated in paragraph 41-2.014(5)(a), F.A.C., a proportionate adjustment to the base allocation will be made. Such adjustment will be based on the five year cash-flow forecast of the Commission, and each county's share of the Fiscal Year 99/00 trip and equipment related grant allocation.

(c) Allocation of additional trip and equipment grant funds above the amount used in the base allocation will be allocated to eligible applicants based on a comparative ranking of all eligible applicants in each of the following four categories:

1. The applicant's total county area in square miles as a percentage of the total square miles of all eligible applicants.
2. Total system passenger trips provided as a percentage of all eligible applicant trips reported.
3. Total system vehicle miles traveled as a percentage of all eligible applicants vehicle miles traveled and reported.
4. Total county population as a percentage of the total population of all eligible applicants.

(d) Each category will represent one fourth of the trip related grant funds.

(e) The latest required operational statistics report which is submitted by September 15 of each year will be used for obtaining the applicant's coordinated vehicle miles and coordinated passenger trips data. For purpose of this section, coordinated vehicle miles or passenger trips shall not include those services provided through an approved transportation alternative.

(6) Distribution of Planning Related Grants. Planning related grant funds will be apportioned for distribution to the planning agencies as follows:

(a) 25% of the planning allocation shall be divided into shares equal to the percentage of population each county has relative to the total state population, with each planning agency receiving a share for each county within its jurisdiction;

(b) 75% of the planning allocation shall be divided into shares equal to the number of counties throughout the state, with each planning agency receiving no more than one share for each county within its jurisdiction. Eligible applicants not requiring the total amount of funding available may recommend to the Coordinating Board that any excess funds be allocated to the Community Transportation Coordinator for additional non-sponsored trip needs. The Commission shall reallocate any eligible excess funds to that particular county or service area's normal allocation. A local cash match of at least 10% shall be required to obtain this additional allocation.

(7) All grant applicants will provide their request for funds to the Commission no later than October 1 each year, unless otherwise approved by the Commission.

(8) Prioritization of Non-sponsored Transportation Services. The Community Transportation Coordinator, with approval of the Coordinating Board, shall have the authority to prioritize trips for non-sponsored transportation disadvantaged services which are purchased with Transportation Disadvantaged Trust Funds. Any prioritization of trips or eligibility criteria which is developed shall consider all of the following criteria:

- (a) Cost Effectiveness and Efficiency.
- (b) Purpose of Trip.
- (c) Unmet Needs.
- (d) Available Resources.

Rulemaking Authority 427.013(9), 427.013(10) FS. Law Implemented 427.013, 427.0159, 427.016 FS. History--New 5-2-90, Amended 6-17-92, 7-21-93, 6-26-94, 10-1-96, 3-10-98, Amended 1-13-04.

41-2.015 Expenditure of Local Government, State, and Federal Funds for the Transportation Disadvantaged.

(1) Any agency purchasing transportation services or providing transportation funding for the transportation disadvantaged with transportation disadvantaged funds shall expend all transportation disadvantaged funds through a contractual arrangement with the community transportation coordinator or an approved coordination provider except as provided in subsections (2) and (3) below.

(2) When it is better suited to the unique and diverse needs of a transportation disadvantaged person, the sponsoring agency may purchase or provide transportation by utilizing the following alternatives:

- (a) Privately owned vehicle of an agency volunteer or employee;
- (b) State owned vehicles;
- (c) Privately owned vehicle of a family member or custodian;
- (d) Common carriers, such as commercial airlines or bus; and
- (e) Emergency medical vehicles.

(3) The sponsoring agency may utilize other modes of transportation when the community transportation coordinator determines it is unable to provide or arrange the required service. Information pertaining to these denials for service shall be reported by the community transportation coordinator on a quarterly basis or more frequently as specified by the local coordinating board.

(4) All agency applications for transportation disadvantaged operating and capital assistance funds beyond those identified in the normal state legislative budget process shall be made available to the Coordinating Board for such review.

(5) The Commission shall request all funding requests containing a transportation disadvantaged fund component from the Florida State Clearinghouse. Said funding request shall be reviewed by the Commission. The Commission will respond when there are funding requests that conflict with the intent and provisions of Chapter 427, Florida Statutes, and the rules thereof.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(16), 427.016 FS. History--New 5-2-90, Amended 6-17-92, 7-11-95, 3-10-98.

41-2.016 Accessibility.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013(4) FS. History--New 5-2-90, Amended 6-17-92, Repealed 7-15-12.

41-2.0161 Program Monitoring of Performance.

(1) The Commission shall develop and update annually performance goals to accomplish the intent of the legislation and rule.

(2) The Commission will utilize approved performance goals and standards to monitor and evaluate program results including, but not limited to, coordination, costs of services, and accessibility. Such standards are referenced in Rule 41-2.006, F.A.C.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013 FS. History--New 6-17-92, Amended 5-1-96.

41-2.0162 Chronological Listing of Report Dates.

The following reports are listed in chronological order by due date and the recipient of the report:

- (1) January 1 – Commission Annual Report due to Governor and Legislature.
- (2) September 15 – Annual Operating Report of Community Transportation Coordinator due to Commission.
- (3) September 15 – Transportation Improvement Programs in urbanized areas due to Commission.
- (4) September 15 – Annual report of the actual amount of funds expended and trips purchased due from each state agency.
- (5) September 15 – Annual report accounting for all local government and direct federal funds for transportation for the

disadvantaged expended in its jurisdiction due from each designated official planning agency or metropolitan planning organization.

Rulemaking Authority 427.013(9) FS. Law Implemented 427.013, 427.0135, 427.015, 427.0155, 427.016 FS. History—New 6-17-92, Amended 6-15-93, 1-4-94, 7-11-95, 5-1-96, 3-10-98, 8-10-09.

Preliminary Information Worksheet

Version 1.4

CTC Name:
County (Service Area):
Contact Person:
Phone #

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☐ Private Non-Profit
- ☒ Private For Profit

NETWORK TYPE:

- ☒ Fully Brokered
- ☐ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: 0

County: 0

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox						
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash						
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program						
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: 0
County: 0

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination
Developmental Services
Other APD (specify in explanation)
Bus Pass Program Revenue

DJJ

(specify in explanation)
Bus Pass Program Revenue

Other Fed or State

xxx
xxx
xxx
Bus Pass Program Revenue

Other Revenues

Interest Earnings
xxxx
xxxx
Bus Pass Program Revenue

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve

Balancing Revenue is Short By = None None
Total Revenues = \$0 \$0 \$0

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor
Fringe Benefits
Services
Materials and Supplies
Utilities
Casualty and Liability
Taxes
Purchased Transportation:
Purchased Bus Pass Expenses
School Bus Utilization Expenses
Contracted Transportation Services
Other
Miscellaneous
Operating Debt Service - Principal & Interest
Leases and Rentals
Contrib. to Capital Equip. Replacement Fund
In-Kind, Contributed Services
Allocated Indirect

Capital Expenditures

Equip. Purchases with Grant Funds
Equip. Purchases with Local Revenue
Equip. Purchases with Rate Generated Rev.
Capital Debt Service - Principal & Interest

PROFIT

Total Expenditures = \$0 \$0 \$0

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Comprehensive Budget Worksheet

Version 1.4

CTC: 0
County: 0

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Budgeted Rate Base Worksheet

Version 1.4

CTC: 0

County: 0

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues from July 1st of 2016 to June 30th of 2017	What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ -
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ -
County In-Kind, Contributed Services	\$ -
City Cash	\$ -
City In-Kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

CTD

Non-Spons. Trip Program	\$ -
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

USDOT & FOOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311 (Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
Bus Pass Program Revenue	\$ -

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	\$ -
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YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: 0

County: 0

1. Complete applicable GREEN cells in column 3; YELLOW and BLUE cells are automatically completed in column 3
2. Complete applicable GOLD cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?		Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
from July 1st of 2016 to June 30th of 2017		3	4	5	
1	2				
APD					
Office of Disability Determination	\$ -	\$ -	\$ -		
Developmental Services	\$ -	\$ -	\$ -		
Other APD	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
DJJ					
DJJ	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Other Fed or State					
xxx	\$ -	\$ -	\$ -		
xxx	\$ -	\$ -	\$ -		
xxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Other Revenues					
Interest Earnings	\$ -	\$ -	\$ -		
xxxx	\$ -	\$ -	\$ -		
xxxx	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Balancing Revenue to Prevent Deficit					
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -		
Total Revenues =	\$ -	\$ -	\$ -	\$ -	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ -
Fringe Benefits	\$ -
Services	\$ -
Materials and Supplies	\$ -
Utilities	\$ -
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
PROFIT	\$ -
Total Expenditures =	\$ -
minus EXCLUDED Subsidy Revenue ¹⁴	\$ -
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ -
Rate Base Adjustment ¹	
Adjusted Expenditures Included in Rate Base =	\$ -

\$ -
Amount of Budgeted Operating Rate Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: 2014 - 2015

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: 0
County: 0

Version 1.4

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles =

Rate Per Passenger Mile =

Total Projected Passenger Trips =

Rate Per Passenger Trip =

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = ##### Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ -

Rate Per Passenger Trip = \$ -

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: 0
County: 0

Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above)
Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: 0
County: 0
Version 1.4

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? ☐ Yes ☒ No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ☐ Pass. Trip ☐ Pass. Mile per passenger mile? ☐ Pass. Trip ☐ Pass. Mile Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort? Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) Do NOT Complete Section IV
Loading Rate 0.00 to 1.00
..... And what is the projected total number of Group Vehicle Revenue Miles?

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically

* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles

and trips for contracted services IF the rates were calculated in the Section II above

* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2016 - 2017					
Ambul	Wheel Chair	Stretcher	Group		
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 0				Leave Blank	0
Rate per Passenger Mile =	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
				per passenger	per group

Ambul	Wheel Chair	Stretcher	Group		
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 0				Leave Blank	
Rate per Passenger Trip =	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
				per passenger	per group

2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

Combination Trip and Mile Rate					
Ambul	Wheel Chair	Stretcher	Group		
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =				Leave Blank	\$0.00
Rate per Passenger Mile for Balance =	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
				per passenger	per group

Rates If No Revenue Funds Were Identified As Subsidy Funds					
Ambul	Wheel Chair	Stretcher	Group		
Rate per Passenger Mile =	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
				per passenger	per group
Ambul	Wheel Chair	Stretcher	Group		
Rate per Passenger Trip =	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
				per passenger	per group

Program These Rates into Your Medicaid Encounter Data

Contract # _____

Effective: _____ to _____

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

_____ county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on _____.

Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Agency Name

Typed Name of Authorized Individual

Typed Name of Authorized Individual

Signature: _____

Signature: _____

Title: Executive Director

Title: _____

ESCAMBIA COUNTY



TRANSPORTATION DISADVANTAGED SERVICE PLAN

(THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)



FY 2015 – 2019

FY 2016/17 ANNUAL UPDATE

Adopted May 24, 2016



Staff to TPO

Coordinator



Escambia County Board of County Commissioners
Public Works Department, Trans & Traffic Ops Division
Donald A. Christian III
3363 West Park Place
Pensacola, FL 32505
Phone: 850.595.3436
dachrist@co.escambia.fl.us

LCB Chairperson

Commissioner Lumon May, Chair
Escambia County Local Coordinating Board (LCB)

Planning Agency



Staff to TPO

West Florida Regional Planning Council:
Florida-Alabama TPO and Local Coordinating Board Staff
Howard Vanselow, Regional Planner
Email: howard.vanselow@wfrpc.org
Dorothy McKenzie, Administrative Professional
Post Office Box 11399
Pensacola, FL 32524-1399
Phone: 850.332.7976 / Fax: 850.637.1923
Website: www.wfrpc.org

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COORDINATING BOARD MEMBERSHIP CERTIFICATION

Escambia County, Florida

Name: Florida-Alabama Transportation Planning Organization Address: P. O. Box 11399, Pensacola, FL 32524-1399

The Metropolitan Planning Organization named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
(1) Chair (Elected Official)	Lumon May		
(2) Florida Department of Transportation	Kathy Rudd	Vanessa Strickland	
(3) Department of Children and Families	Phyllis Gonzalez	Susan King	
(4) Local Public Education	Traci Kent	David Authement	
(5) Florida Department of Education	Tawana Gilbert	Bob Guyton	
(6) Veteran Services	Mark Brooks	Aleshia Hall	
(7) Community Action	David Powell	Monique Addison	
(8) Elderly	John Clark	Ann Brown	2015-2018
(9) Disabled	Warren Jernigan	Frank Cherry	2015-2018
(10) Citizen Advocate/User	Don Risavy	Cynthia Barnes	2016-2019
(11) Citizen Advocate	Sarah Johnson	Barbara Mayall	2015-2018
(12) Children at Risk	Bruce Watson	Holly Stratton	
(13) Mass/Public Transit	N/A	N/A	
(14) Department of Elder Affairs	Gwendolyn Rhodes	Voncile Goldsmith	
(15) Private Transportation Industry	Karen Locklear		2015-2018
(16) Agency for Health Care Administration	John Vinski	Provider Unit Staff	
(17) Local Medical Community	Cheryl Henrichs	Wendy Perry	2015-2018
(18) Workforce Development Board	Brett Rowell	Katherine Karshna	

SIGNATURE: _____

TITLE: _____

DATE: _____

ESCAMBIA Member Certification 2016-2017

Local Coordinating Board – Roll Call Vote

The Local Coordinating Board for **Escambia County** hereby certifies that an annual evaluation of the Community Transportation Coordinator, **Escambia County**, was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This **Escambia County Transportation Disadvantaged Service Plan** annual update was reviewed and approved by this Board at an official meeting held on **May 24, 2016**.

Date

Lumon May, Chair

Approved by the Commission for the Transportation Disadvantaged:

Date

Executive Director

Escambia County Transportation Disadvantaged Service Plan Local Coordinating Board for Escambia County – Roll Call Vote

Representation	Member	Meeting Attendance		Approval Vote		
		Present	Absent	Yes	No	Abstain
Elected Official - Chair	Lumon May	X		X		
Elderly	Ann Brown	X		X		
Disabled	Warren Jernigan	X		X		
Citizen Advocate	Sarah Johnson	X		X		
Citizen Advocate/User	Don Risavy		X			
Veteran Services	Mark Brooks	X		X		
Community Action (Econ Disadv)	David Powell		X			
Local Public Education	Traci Kent	X		X		
FDOT	Kathy Rudd		X			
FL Dept of Children & Families	Susan King	X		X		
FL Dept of Education	Michael Whitehead	X		X		
FL Dept of Elder Affairs	Gwendolyn Rhodes	X		X		
FL AHCA (Medicaid)	John Vinski	X		X		
Children At Risk	Bruce Watson	X		X		
Private Trans Industry	Karen Locklear		X			
Local Medical Community	Cheryl Henrichs	X		X		
Workforce Dev Board	Brett Rowell	X		X		

Local Coordinating Board – Roll Call Vote

The Local Coordinating Board for **Escambia County** hereby certifies that an annual evaluation of the Community Transportation Coordinator, **Escambia County**, was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. This **Escambia County Transportation Disadvantaged Service Plan** annual update was reviewed and approved by this Board at an official meeting held on May 24, 2016 **and the rates were amended at a special meeting held on June 21, 2016.**

Date

Lumon May, Chair

Approved by the Commission for the Transportation Disadvantaged:

Date

Executive Director

Escambia County Transportation Disadvantaged Service Plan Local Coordinating Board for Escambia County – Roll Call Vote for June 21, 2016

Representation	Member	Meeting Attendance		Approval Vote		
		Present	Absent	Yes	No	Abstain
Elected Official - Chair	Lumon May	X		X		
Elderly	John Clark	X		X		
Disabled	Warren Jernigan	X		X		
Citizen Advocate	Sarah Johnson	X		X		
Citizen Advocate/User	Don Risavy	X		X		
Veteran Services	Mark Brooks	X		X		
Community Action (Econ Disadv)	David Powell		X			
Local Public Education	Daniel Authement	X		X		
FDOT	Kathy Rudd		X			
FL Dept of Children & Families	Phyllis Gonzalez		X			
FL Dept of Education	Tawana Gilbert		X			
FL Dept of Elder Affairs	Gwendolyn Rhodes	X		X		
FL AHCA (Medicaid)	John Vinski		X			
Children At Risk	Holly Stratton	X		Did not vote - was in the audience		
Private Trans Industry	Karen Locklear		X			
Local Medical Community	Cheryl Henrichs	X		X		
Workforce Dev Board	Brett Rowell	X		X		

General Information

The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency (West Florida Regional Planning Council) and the Community Transportation Coordinator (CTC), which contains development, service, and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

The Federal Transit Administration modified several of its circulars for funding assistance in support of the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Beginning in fiscal year 2007, projects selected for funding under the Elderly Individuals and individuals with Disabilities, Job Access and Reverse Commute (JARC), and New Freedom program must be derived from a Coordinated Public Transit-Human Services Transportation Plan. These projects should be identified within the Needs Assessment and Goals, Objectives and Strategies sections of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human service providers and participation by the public. Florida's Transportation Disadvantaged Service Plan is developed through the input of Local Coordinating Boards whose membership includes citizens, public transportation, and human service providers. In addition to being a statutory requirement of Chapter 427, the Transportation Disadvantaged Service Plan may also be used to satisfy this federal requirement.

Through the guidance and support of the Coordinating Board, both the development and service components should complement each other. The Local Coordinating Board plays an important role in the support, advisement, monitoring, and evaluation of the Coordinator based on the approved Transportation Disadvantaged Service Plan. Through the Local Coordinating Board's involvement in the review and approval of the plan, the Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

A Transportation Disadvantaged Service Plan must be developed and maintained for each service area as recognized by the Commission. An initial Transportation Disadvantaged Service Plan is due within 120 calendar days after the execution of the initial Memorandum of Agreement. The Service Plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the Coordinator, the Planning Agency, and the Local Coordinating Board. **In order to prevent any loss of funding, it is critical that the plan and updates are submitted timely.**

The Planning Agency is responsible for ensuring that the Transportation Disadvantaged Service Plan is completed, approved and signed by the Local Coordinating Board.

A copy of the Transportation Disadvantaged Service Plan will be furnished to the Community Transportation Coordinator and the Planning Agency after it has been executed by the Commission.

The general information provided in this section is from the Florida Commission for the Transportation Disadvantaged Instruction Manual for the Memorandum of Agreement and the Transportation Disadvantaged Service Plan 2007/2008, Rev. November 2007).

According to Florida Statutes [ss 427.011(1)], Transportation Disadvantaged (TD) persons are defined as “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, shopping, social activities, or children who are handicapped or high-risk or at risk as defined in s. 411.202.”

The primary goal of community transportation is to provide people with access to places for work, medical care, and shopping so that they can live vital, productive and rewarding lives. It is easy to take such access for granted in our society, yet the lack of transportation resources is a major barrier for many people who are unable to drive or do not have access to a car and must depend on friends or family to help them meet their basic daily needs. The inability to travel often leads to isolation, withdrawal from society and neglect of medical needs.

The Escambia County Transportation Disadvantaged Service Plan (TDSP) addresses the needs of elderly, disabled or economically disadvantaged people in Escambia County and reflects a careful review of various data, travel patterns, policies, agency responsibilities and funding to define a five-year detailed implementation plan (which is updated annually) to help meet those needs.

The TDSP is comprised of three parts:

Development Plan – identifies long term goals and objectives for the local program based on data provided. The goals and objectives offer accountability and opportunities to implement strategies to address the needs and gaps of local transportation for the disadvantaged.

Service Plan – identifies the operational and administrative structure as it exists today.

Quality Assurance – describes the methods utilized to evaluate the services provided by the Community Transportation Coordinator (CTC), transportation providers, and the Planning Agency. This section also discusses the local service standards established by the coordinating board that are used to monitor and evaluate the effectiveness of the system.

The TDSP is developed in accordance with Florida Law and Title VI of the Civil Rights Act of 1964, which prohibits discrimination in public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging).

Development Plan

INTRODUCTION TO THE SERVICE AREA

The preparation and development of a Transportation Disadvantaged Service Plan (TDSP) provides agencies, coordinators, planners and citizens with a blueprint for coordinated service, a framework for service performance evaluation and a means to project vision in the transportation disadvantaged services for the future. A strategic approach has been used to develop this TDSP. First, an evaluation of the current strengths and weaknesses of the service area is accomplished. This includes compiling a database of demographics and existing conditions, and reviewing TD related plans and service providers. This will answer the question: Where are we? Secondly, there is an in-depth assessment of the goals and objectives, which will provide direction and answer the question: Where do we go from here? This is accomplished by reviewing the supply and demand of services and funding provided. An evaluation of existing services versus TD needs and demands is undertaken using a transportation service supply and condition approach. Thirdly, we answer the question: How do we get where we want to go from where we are? This is accomplished by developing a plan to achieve the service area's goals while building on the strengths and eliminating the weaknesses.

Background of the Transportation Disadvantaged Program

The State of Florida is a recognized leader of providing coordinated human services transportation for individuals that are transportation disadvantaged. In 1989, a major commitment to mobility in the State of Florida was formalized when the legislature revised Chapter 427 Florida Statutes (F.S.) creating the Florida Coordinated Transportation System (FCTS) and a dedicated funding source. The FCTS includes the Commission for the Transportation Disadvantaged (CTD); Designated Official Planning Agencies (DOPA); Community Transportation Coordinators (CTC); Local Coordinating Boards (LCB); Transportation Operators (TO); purchasing and funding agencies/entities; and most importantly, those in need, the Transportation Disadvantaged (TD). Chapter 427 defines TD persons as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation. The legislation also includes children who are "high-risk" or "at-risk" of developmental disabilities.

Community Transportation Coordinator Designation Date/History

From October 1988 to April 1990, coordinated transportation was provided in Escambia County by CTS Management Company, using a fleet of fifteen County owned vehicles. Approximately 441,280 vehicle miles of service were provided from October 1988 to December 1989.

In April 1990, CTS discontinued operation in Escambia County. In accordance with official action taken by the Board of County Commissioners on April 3, 1990, Escambia County became the designated transportation provider for the period April 23, 1990 through September 1, 1990. The County offered temporary employment to all drivers and clerical support staff employed by CTS. Service was provided for established routes in the morning and mid afternoon hours, and demand response between the hours of 9:00 A.M. and 2:00 P.M., Monday through Friday. No weekend service was provided except for limited, prearranged charter events for specific groups and agencies.

On February 19, 1990, Intelitran responded to a Request for Proposals (RFP) for the Escambia County Community Transportation Coordinator (CTC) that was issued by the Pensacola Urbanized Area Metropolitan Planning Organization (MPO). The Escambia County Local Coordinating Board (LCB) voted unanimously to recommend Intelitran as the CTC for Escambia County on May 11, 1990. The MPO voted to recommend to the Commission for the Transportation Disadvantaged (CTD) that Intelitran be designated as the CTC at its May 16, 1990 meeting and the CTD approved the recommendation at its June 13, 1990 meeting.

COMSIS/Intellitran had a contract to serve as the Community Transportation Coordinator for Escambia County, which was to expire on September 30, 1999. At the June meeting, the LCB voted to have staff advertise for letters of interest and qualifications from firms desiring to serve as the CTC for Escambia County. Seven companies responded to the advertisement and staff sent a letter requesting further information from these firms with the stipulation that the response be received by staff by September 21, 1998. The only company to respond was COMSIS/Intellitran.

Intelitran (currently called ATC) responded to subsequent RFPs and maintained the contract with the Commission to serve as the CTC for Escambia County through November 2003, when they resigned as CTC due to a reduction of Medicaid funds and a proposed fixed monthly allocation for Medicaid Non-Emergency Transportation. The CTD appointed Pensacola Bay Transportation as CTC on an emergency basis, December 1, 2003 through June 30, 2004, pending an RFP by the MPO.

A regular RFP was then issued for a permanent CTC. Pensacola Bay Transportation was again chosen and is currently the CTC for Escambia County. Since 2004, Pensacola Bay Transportation has consecutively maintained the CTC contract through two procurement periods.

Escambia County Board of County Commissioners (BCC) requested to become the CTC and was designated by the Florida Commission for the Transportation Disadvantaged (CTD) for a five year period effective July 1, 2014 - June 30, 2019. Escambia County BCC selected First Transit as the contract operator to provide coordinated transportation services to the transportation disadvantaged.

Organization Charts

Organizational charts have been included in the appendices. The charts identify those involved in the provision of service, from the Commission for the Transportation Disadvantaged, through the local Coordinating Board, to the Community Transportation Coordinator and the Planning Agency, and to the consumers. The Transportation Disadvantaged Program Concept Chart is shown in Figure 1 and the CTC Organization Chart is shown in Figure 2.

Consistency Review of Other Plans

The Transportation Disadvantaged Service Plan is consistent, where applicable, with local government Comprehensive Plans, Regional Policy Plans, Transit Development Plans, Commission for the Transportation Disadvantaged 5Yr/20Yr Plan, MPO Long Range Transportation Plans, and Transportation Improvement Programs.

This section summarizes and reviews all relevant previous plans, studies and documents pertaining to the Transportation Disadvantaged program in the service area. The following plans have been found to be relevant and are summarized and reviewed here. They are:

- Local Government Comprehensive Plans
- Regional Policy Plan
- Transit Development Plan
- Commission for the Transportation Disadvantaged 5yr/20Yr Plan
- Long Range Transportation Plan
- Transportation Improvement Program

Local Government Comprehensive Plans

For this minor annual update, it was decided to not include the consistency review of the comprehensive plans, which would include Escambia County, Town of Century and the City of Pensacola. The review of the comprehensive plans will be included in the next annual or 5-year update.

Regional Policy Plan

On May 20, 2004, a new regional transportation planning partnership of the four western counties in West Florida was created. The new *“Northwest Florida Regional Transportation Planning Organization,”* a partnership of the then Pensacola Metropolitan Planning Organization (MPO), serving Escambia and Santa Rosa Counties, and the Okaloosa – Walton Transportation Planning Organization (TPO), serving Okaloosa and Walton Counties, was created by interlocal agreement using Chapter 163, Florida Statutes, as its basis and written to comply with the new requirements for regional transportation coordination in Paragraph 339.175(5)(i)(2), approved by the Legislature in 2003. The new legislation authorized contiguous metropolitan planning organizations and individual political subdivisions to enter into agreements to coordinate transportation plans and policies.

This process began as a result of Census 2000, which illustrated that the Fort Walton Beach Urbanized Area extended westward, well beyond the Okaloosa County Line, resulting in an intrusion of almost 5 miles to Navarre in Santa Rosa County. Traffic patterns clearly indicate a high number of residents of Navarre head to Okaloosa County for jobs and shopping. Since much of the developed portion of Santa Rosa County is within the Pensacola Urbanized Area and Santa Rosa Commissioners have sat on the Pensacola Metropolitan Planning Organization since the mid-1970s, the Pensacola MPO and Okaloosa-Walton TPO each adopted a policy to maintain separate organizations, using the Santa Rosa-Okaloosa County Line as the boundary, during reorganization in 2003.

However, the Florida Department of Transportation also noted the overlap of urbanized areas, prompting the Secretary Tom Barry to write letters to each organization in February 2003, recommending two options: either merge into a single metropolitan planning organization spanning the four-county region; or establish a formal process to coordinate and develop a regional transportation plan and priorities. Creation of the Northwest Florida Regional Transportation Planning Organization was the start of implementing a formal coordination process resulting in a regional transportation plan and priorities.

The members of the Northwest Florida Regional TPO are the Florida-Alabama TPO (formerly Pensacola MPO) and the Okaloosa-Walton TPO. Each organization appoints eight representatives to the Regional TPO, for a total of sixteen voting representatives. Non-voting representatives are the Secretary of the Florida Department of Transportation District 3 and the Chairman of the Eglin Air Force Base Encroachment Committee.

The Northwest Florida RTPO's activities include identifying regional significant transportation projects, which improve mobility across county and metropolitan planning area boundaries. A regional transportation network map and priorities were adopted on September 21, 2005.

A primary focus for the RTPO is the challenge along the US 98 corridor of encroachment, environmental protection, evacuation, and economic growth. A workshop was held on February 2, 2005 to address these issues. The workshop brought together federal and state transportation officials, state legislators, members of all the transportation planning organizations between Baldwin County, Alabama and Bay County, Florida and other stakeholders.

The Regional Transportation Network Criteria adopted on September 21, 2005 is as follows:

Regionally significant transportation facilities and services are those that serve regional transportation needs, such as access within the region and access to and from areas outside of the region. These facilities and service include:

(a) Corridors – highway, waterway, rail, fixed guideway, and **regional transit corridors** serving military, major regional commercial, industrial, or medical facilities; and

(b) Regional Transportation Hubs – military installations, passenger terminals (e.g., commuter rail, light rail, intercity **transit**, etc.), commercial service and major reliever airports, deepwater and special generator seaports, and major regional freight terminals and distribution centers.

Regionally significant facilities exhibit one or more of the following characteristics:

- ◆ Serves the goals of the Strategic Intermodal System (SIS) and the Florida Intrastate Highway System (FIHS),
- ◆ Facility is, or provides service to, regional transportation hubs, including those listed in Paragraph (b),
- ◆ Facility or service is an integral part of an interconnected regional transportation network,
- ◆ Facility is included on the STRAHNET System to meet military mobility needs,
- ◆ Facility or service provides for interstate travel and commerce and is important to the economic vitality (tourism) of the region,
- ◆ Facility or service crosses county or state boundaries,
- ◆ Roadway facility is functionally classified as an arterial roadway,
- ◆ Facility serves as a hurricane evacuation or emergency support route, which provides access to Logistical Support Areas (LSA),
- ◆ Facility or service is used by a significant number of persons who live or work outside the county in which the facility or service is located,
- ◆ Facility or service is a fixed guideway transit facility (includes ferry service) that offers an alternative to regional highway travel, or
- ◆ Facility provides connection to institutions or higher learning or major medical facilities.

Facilities and services that are determined to be regionally significant do not have to be part of the State Highway System.

Transit Development Plans

A Transit Development Plan (TDP) is required for grant program recipients as outlined in Section 341.052, Florida Statutes. The TDP is developed in accordance to FDOT Rule 14-73.001 in order to receive state public transit grant funds. The TDP is based on a 10-year horizon and is updated every 5 years. The TDP is to be adopted by the provider's governing body. In Escambia County, the transit service is provided by Escambia County Area Transit (ECAT), currently managed by First Transit, and is governed by the Escambia County Board of County Commissioners (BOCC).

The Escambia County Transit Development Plan Major Update (FY 2012 – 2021) was adopted by the Escambia County BCC on September 1, 2011 and was approved by the Florida Department of Transportation (FDOT) on January 4, 2012. The Escambia County Transportation Disadvantaged Service Plan (TDSP) is consistent with the TDP Major Update.

Commission for the Transportation Disadvantaged 5Yr/20Yr Plan

The TDSP is consistent with the Commission for the Transportation Disadvantaged 5Yr/20Yr Plan, specifically the following key areas:

CTD Mission: To ensure the availability of efficient, cost effective and quality transportation services for transportation disadvantaged persons.

Guiding Principles: (1) Remember the customer/rider's needs first. (2) The Commission should work together in a collaborative and creative manner. (3) Promote the value and quality of service while looking for opportunities.

The Commission will be able to measure progress towards vision attainment by evaluating annual changes in the following performance measures: (1) cost per trip; (2) CTD cost as a percentage of total trip cost; (3) federal funding for TD; and (4) state funding for TD.

The quality of TD services will be measured by the expectation that a qualified individual will be picked up in a reasonably reliable, timely, safe and professional manner, as appropriate, given the locale.

The Commission will be able to measure progress towards vision attainment by evaluating annual changes in the following performance measures: (1) number of trips provided; (2) number of passengers/customers served; and (3) number of passenger complaints.

Maintain and preserve an efficient and effective transportation infrastructure that is accessible to all eligible transportation disadvantaged citizens while meeting the needs of the community.

The Commission will be able to measure progress towards vision attainment by conducting annual surveys and evaluating changes in the survey responses.

Establish a statewide and transportation disadvantaged system that functions seamlessly by coordinating service and operations across local government lines and that is flexible enough to accommodate and link special riders with providers.

The Commission will be able to measure progress toward vision attainment by evaluating annual changes in the following performance measures: (1) cost per trip; (2) number of passengers/customers served; and (3) trips per passenger.

Florida-Alabama TPO Long Range Transportation Plan

The Long Range Transportation Plan is at least a 20 year plan for transportation improvements (roads, public transportation, and bicycle/pedestrian) within the urbanized area. The last plan was adopted on December 14, 2005 and amended on August 21, 2007, which included a planning timeframe through 2025. The Cost Feasible Plan includes funding for transit operations at \$150,000 per year from 2011 to 2025.

The 2025 Long Range Transportation Plan is in the process of being updated and will include a planning timeframe through the year 2035. The 2035 Cost Feasible Plan was completed in February 2011 and funding has been identified for transit. The Final and Summary Reports are to be completed soon.

Since the Long Range Transportation Plan is in the process of being updated, the next TDSP annual or 5-year update will include a review of the Florida-Alabama 2035 Long Range Transportation Plan.

Transportation Improvement Program

The purpose of the Transportation Improvement Program (TIP) is to provide a project listing that reflect the needs and desires of the Transportation Planning Organization (TPO) Study Area. The TIP is also developed to reflect the financial restraints within the various funding sources and programs. The TIP is a five-year plan for transportation improvements within the TPO Study Area. It contains information about the type of work to be completed, project phasing, estimated costs, and funding sources. The Code of Federal Regulations defines the TIP as a "prioritized listing/program of transportation projects covering a period of four years that is developed and formally adopted by a MPO (metropolitan planning organization) as part of the metropolitan planning process, consistent with the metropolitan transportation plan, and required for projects to be eligible for funding under Title 23 U.S.C. and Title 49 U.S.C. Chapter 53" [23 C.F.R. 450.104]. Florida Statutes requires the addition of a fifth year to the TIP [339.175(8)(c)(1)]. The TIP is also required to include all regionally significant projects, regardless of funding [23 C.F.R. 450.324(d)].

The TIP is developed by the Florida-Alabama TPO in cooperation with the Florida Department of Transportation (FDOT), Alabama Department of Transportation (ALDOT), Escambia County Area Transit (ECAT), and Baldwin Rural Area Transportation Systems (BRATS). These cooperating agencies provide the Florida-Alabama TPO with estimates of available federal and state funds for use in development of the financial plan. The TIP is financially constrained for each year and identifies the federal, state, and regionally significant projects that can be implemented using existing revenue sources as well as those projects that are to be implemented through use of projected revenue sources based upon the FDOT and ALDOT Final Work Programs and locally dedicated transportation revenues.

Transit projects are drawn from the Transit Development Plan and the local transit operator provides priorities to the TPO. Projects for Community Transportation Coordinator (CTC) and the Escambia County Area Transit (ECAT) fixed route services are included in the TIP. The FTA is the primary funding source for ECAT projects, with supplementation by matching grants by Escambia County. The CTC receives funding directly from the Florida Commission for the Transportation Disadvantaged.

This TDSP is consistent with the current Florida-Alabama TPO Transportation Improvement Program.

Public Participation

The Escambia County Transportation Disadvantaged Board includes representatives of public, private, and non-profit transportation and human services providers as well as the public to participate in the development and update of the Escambia County Transportation Disadvantaged Service Plan. The list below includes public participation activities.

Months	Event	Activity
March	TD Day	Transport clients and talk with legislators about pending transportation issues.
March	Int'l Wheelchair Tennis Tournament	Provide transportation.
April	Transition Services Information Fair at UWF	Provide information about services to increase awareness.
May	Pen Wheel Fishing Rodeo	Provide transportation and informational packets and assisted volunteers.
Oct	CTD Workshop	Receiving training and information.
Nov	FTA/FDOT Workshop	FTA/FDOT Grant Programs Training Workshop
Attend monthly meetings of Vets to VA and TPO Technical Coordinating Committee.		
Participate in Quarterly United We Ride issues and Mass Transit Advisory Committee (MTAC).		

A public hearing was held on May 12, 2015 to offer an opportunity for anyone with comments or questions to address the Local Coordinating Board.

*The Florida-Alabama Transportation Planning Organization (FL-AL TPO) kicked off a public transportation campaign in 2013 in order to promote, educate, and garner support for public transportation in the area. The campaign will continue through 2015.

SERVICE AREA PROFILE/DEMOGRAPHICS

The majority of the information contained in this section, Service Area Profile/Demographics, has been obtained from the Escambia County Transit Development Plan (TDP) Major Update 2012-2021 prepared by the Center for Urban Transportation Research (CUTR) and adopted by the Escambia County Board of County Commissioners on September 1, 2011 and approved by the Florida Department of Transportation (FDOT) on January 4, 2012.

Service Area Description

Escambia County has a total area of 876 square miles (662 square miles of land and 213 square miles of water). Escambia County is Florida's westernmost county and is bordered by Alabama to the North and West, Santa Rosa County to the East, and the Gulf of Mexico to the South. The county seat is Pensacola, Florida.

Demographics

Demographic information has been obtained from the 2011 Escambia County Transit Development Plan (TDP). More information can be found in Chapter 1 of the TDP located at: <https://goecat.com/pdfs/Escambia-TDP-Final-Report-2011.pdf>.

Land Use

Land use patterns play an important role in the effectiveness and efficiency of public transportation services. Much of Escambia County is characterized by relatively low densities. One of the significant land uses in the area that affects transportation is the Navy Base. The geographical location of the base is in the southwest area of Escambia County where there are lower densities, which creates somewhat of a challenge in providing public transportation services.

Population/Composition

This section is intended to provide a description of the population of the service area. Population information contained in this section includes: population, minority and non-minority population, age distributions, income information, family households, family size, household size, and housing units.

Population

From 2000 to 2010, Escambia County's total population remained virtually unchanged on an annual basis, equating to a 1.1% ten year increase to 297,619. The county has bucked trends over the last decade compared to the state as a whole, which has grown 17.6%. This may in part be due to the County's western geography and stable military presence.

Increased population is forecasted to take place: at the Navy Base; in a census block just north of 295 in West Pensacola; in the Perdido Key golf club area; and Pace.

Decrease in total population is projected to the southwest, northwest of Brent and south of Myrtle Grove.

TABLE 1
General Populations, Growth Rates 2000-2010

Area	2000 Population	2010 Population	% Change
Escambia County	294,410	297,619	1.1%
Santa Rosa County	117,743	151,372	28.6%
Florida	15,982,378	18,801,310	17.6%

Source: U.S. Census 2000/2010

TABLE 2
Population Growth for Cities, Towns and Census Designated Places

Area	2000 Population	2010 Population	% Change
Century	1,714	1,698	- 0.1%
Gulf Breeze	5,665	5,763	1.7%
Jay	579	533	- 7.9%
Milton	7,045	8,826	25.3%
Pensacola	56,255	51,923	- 7.7%
Bagdad	1,490	3,761	152.4%
Bellview	21,201	23,355	10.2%
Brent	22,257	21,804	- 2.0%
Ensley	18,752	20,602	9.9%
Ferry Pass	27,176	28,921	6.4%
Gonzalez	11,365	13,273	16.8%
Goulding	4,484	4,102	- 8.5%
Molino	1,312	1,277	- 2.7%
Myrtle Grove	17,211	15,870	- 7.8%
Navarre	20,967	31,378	49.7%
Pace	7,393	20,039	171.1%
Warrington	15,207	14,531	- 4.4%
West Pensacola	21,939	21,339	- 2.7%

Source: 2010 Census

Minority and non-minority population

Minority population in Escambia County continues to trend below that of the rest of the state of Florida. Most recent estimates from 2009 indicate more than 7 out of 10 persons in Escambia County are of a non-minority status. As a comparison, the rest of Florida has a non-minority population that represents 6 of every 10 residents statewide.

TABLE 3
Status of Minority and Non-Minority Populations

Minority Status	2009 Minority	2009 Non-Minority
Escambia County	95,000	218,500
Percentage	30.3%	69.7%
Florida	7,443,100	11,364,100
Percentage	39.6%	60.4%

Florida Statistical Abstract - 2009

Age distributions

The aging population should be considered a major factor in the strategic planning process and continuing development of public transit in the region. The age groups of persons less than 20 years and over 65 years are of particular interest in the Transit Development Plan. Those under the age of 18 are either too young to drive or do not have access to an automobile. Similarly, the elderly often do not drive or do not have adequate access to automobiles and due to limitations, sometimes resulting from the aging process, are no longer able and/or willing to drive. Therefore, persons in these two age groups typically rely more on public transportation for mobility.

The population age distribution, illustrated in Table 4 shows an under 18 population in 2009 equal to that of the rest of Florida, about 23%. Escambia County has a higher percentage of its 18-64 workforce aged population, about 2% higher than that of the rest of the state. Escambia County's retiree population aged 65 and over is 3 percentage points lower than the rest of Florida.

TABLE 4
2009 Escambia County Population Age Distribution

Area	Age						Total
	0 – 17	18 – 34	35 – 54	55 – 64	65 – 79	80 & over	
Escambia County (% of total population)	71,260 22.73%	82,046 26.17%	79,807 25.46%	34,442 10.99%	31,923 10.18%	14,002 4.47%	313,480 100%
Florida (% of total population)	4,189,734 22.28%	3,975,488 21.14%	5,166,927 27.47%	2,218,206 11.79%	2,239,765 11.91%	1,017,099 5.41%	18,807,219 100%

Florida Statistical Abstract – 2009

Income information

The highest per capita income portions of Escambia County are in Pensacola Beach, Perdido Key and to the east of the regional airport. The core of Pensacola has some of the lowest incomes. Census blocks with lower per capita income will have a higher reliance on transit use.

TABLE 5
2009 Household Income Distribution

Area	\$0 – \$9,999	\$10,000 – \$14,999	\$15,000 – \$24,999	\$25,000 – \$34,999	\$35,000 – \$49,999	\$50,000 & Over
Escambia County	8.7%	6.7%	14%	12.4%	16.4%	41.8%
Florida	7.3%	5.8%	12%	11.9%	15.8%	47.2%

American Community Survey – 2009

Escambia County has a higher percentage of household with income below the poverty line relative to the rest of the state as shown in Table 5. These areas are some of the most reliant on public transit as a means of transportation of any, due to the high cost of personal transportation. The annual cost of a vehicle, insurance and fuel is prohibitive to those low-income households. Some of the lowest incomes are found in Pensacola, Bagdad and Century.

Family households

The term 'households' refer to the people living in a household, in this case those which comprise a family. A family household is a household with one or more people related to a householder by birth, marriage, or adoption.

From 2010 to 2015, there is projected to be a decrease in family households in the Bellview area and an increase in the eastern portion of Perdido Key.

Family size

The average family size for Escambia County in 2010 was just below 3 persons per family at 2.9. To compare, this value is approximately the same as that of Orlando (2.97) and less than the national average family size of 3.14. The average family size for the state of Florida is 2.98. There are not significant changes in this value across the geography of Escambia County by the year 2015.

Large families are found to the north and west of downtown Pensacola, whereas coastal Escambia and Santa Rosa counties are found to have smaller family sizes.

Household size

According to the U.S. Census bureau, the average size of American households has been declining for decades. A reverse in that decline has been found in recent years due to the growth in multi-generational households. There have also been notable trends found in the state with increasing household size potentially due to higher unemployment leading to adult children moving back in with parents.

The 2010 average Escambia County household size is 2.44, which is project to remain unchanged by 2015. The average U.S. household size is 2.53 and has increased to 2.48 in Florida. The patterns seen in family size are repeated in household size with larger numbers found on the Navy Base and smaller numbers on the coast and northeast.

Housing units

Where the unit of value 'households' referred to the number of people living in a home, the term 'housing units' refers to the structures in which people live. According to the census, 'A *housing unit* is a house, an apartment, a mobile home or trailer, a group of rooms, or a single room occupied as a separate living quarters, or if vacant, intended for occupancy as separate living quarters. Separate living quarters are those in which the occupants live separately from any other individuals in the building and which have direct access from outside the building or through a common hall.'

The measure of housing units per square mile demonstrates the potential for population density through increased unit occupancy. A high density of housing units can be found in the core of Pensacola, to the northeast of the regional airport and along North 12th Avenue in Pensacola. The concentration of housing units per square mile, coupled with a look at housing unit occupancy, can provide insight into which geographic areas of the County could become more populated through better utilization of existing housing.

TABLE 6
Housing Unit Occupancy

Area	Total Housing Units	Housing Units Occupied	Housing Units Vacant
Century	765	644	121
Gulf Breeze	2,673	2,446	227
Jay	264	216	48
Milton	4,021	3,516	505
Pensacola	26,848	23,592	3,256
Bagdad	1,632	1,464	168
Bellview	10,022	9,185	837
Brent	8,074	7,086	988
Ensley	9,677	8,454	1,223
Ferry Pass	14,104	12,650	1,454
Gonzalez	5,244	4,910	334
Goulding	1,133	930	203
Molino	518	458	60
Myrtle Grove	6,955	5,971	984
Navarre	12,746	11,532	1,214
Pace	7,956	7,365	591
Warrington	7,424	6,232	1,192
West Pensacola	10,246	8,547	1,699

Source: 2010 Census

Employment

According to the 2009 American Community Survey, approximately 90.2% (127,165) of the Escambia County labor force (140,937) is employed.

Unemployment

The average 2010 unemployment rate of 11.7% is most closely represented in the areas north of the regional airport and outside the core of Pensacola. High unemployment “hotspots” are found in census blocks dispersed throughout the city. Unemployment is relatively low around the naval air station and southeastern portions of the city. Year 2015 concentration of unemployment remains geographically consistent, but with the hardest hit areas of unemployment gaining jobs on the order of 4 to 5%. Above average rates of unemployment in Escambia County are found in Century and between Milton and Bagdad.

Transportation Characteristics

Commuter Inflow/Outflow

The 2009 commute patterns indicate the following:

58,713 people commute from outside to work in Escambia County
30,614 people live in Escambia County and drive to work outside of it
83,633 people live in Escambia County and commute to work within the County

Of the 142,346 people working in Escambia County, 59%, or nearly three in five originate in Escambia. These workers make up the candidate population for potential ECAT work trips.

From 2000 to 2009, Escambia County average commute times have increased from under 20 minutes to more than 20 minutes. More commuters tend to drive single occupancy vehicles (a nearly 2% increase) and carpools have decreased. However, public transportation use has decreased to 0.6% share of all work trips. While this number is relatively small, it represents a 2 fold decrease and is well below the state of Florida average of 2.3% of all work trips being taken by mass transit.

TABLE 7
2000 Distribution Vehicle Availability

Area	Number of Vehicles Available			
	Zero	One	Two	Three or More
Escambia County	7.6%	38.3%	38.4%	15.7%
Florida	6.5%	40.6%	38.5%	14.5%

American Community Survey – 2009

TABLE 8
2009 Average Commute & Journey-to-Work Mode Split

Area	Average Commute	Travel Mode			
		Drive Alone	Carpool	Public Transit	Other
Escambia County Year 2000	Under 20 minutes	76.9%	11.5%	1.4%	10.2%
Escambia County Year 2009	21.5 minutes	75.1%	10.6%	0.6%	13.7%

Source: U.S. Census 2000 & American Community Survey – 2009

More demographic information can found in Chapter 1 of the Escambia County Transit Development Plan located at: <https://goecat.com/pdfs/Escambia-TDP-Final-Report-2011.pdf>. An update to the demographic information will be available when the Escambia County TDP update is completed in September 2016.

SERVICE ANALYSIS

The majority of the information contained in this section, Service Analysis, has also been obtained from the 2011 Escambia County Transit Development Plan (TDP) Major Update.

The analysis of Escambia County community transportation services is composed of three criteria: forecasts of transportation disadvantaged population, needs assessment, and barriers to coordination.

Forecasts of Transportation Disadvantaged Population

Chapter 427.011(1) of the Florida Statutes defines Transportation Disadvantaged (TD) persons as:

“Those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at risk as defined in s. 411.202.”

Table 9 shows forecasts of both types of TD population. There are two categories of TD population in the State of Florida. The difference between the two categories is specifically related to funding arrangements. The first group is the “potential TD population” (also known as TD Category I). This potential TD population includes disabled, elderly, low-income persons, and children who are “high-risk” or “at-risk.”

The second group of TD population (also known as TD Category II), includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. Thus, this population group is actually a subset of the potential TD population.

TABLE 9
Forecasts of TD Populations in Escambia County

TD Population	Year				
	2011	2012	2013	2014	2015
Category I	121,358	122,842	124,353	125,888	127,453
Category II	31,162	31,587	32,019	32,458	32,908

Source: Transportation Disadvantaged Population Estimates,
Center for Urban Transportation Research, College of Engineering,
University of South Florida.

Tables 10 and 11 break down the Potential TD Population groups in Escambia County (Categories I and II). Persons in either of these population groups may be heavily dependent on some form of public transportation.

TABLE 10
Escambia County Potential Transportation
Disadvantaged Population (Category I)

Segments	2011 Population Estimates	% of Total Potential TD
Disabled, Non-Elderly, Low Income	3,293	2.7%
Disabled, Non-Elderly, Non-Low Income	15,522	12.8%
Disabled, Elderly, Low Income	3,133	2.6%
Disabled, Elderly, Non-Low Income	18,625	15.3%
Non-Disabled, Elderly, Low Income	5,522	4.6%
Non-Disabled, Elderly, Non-Low Income	32,825	27%
Non-Disabled, Non-Elderly, Low Income	42,438	35%
Total Potential TD Population	121,358	100%

Source: Transportation Disadvantaged Population Estimates,
Center for Urban Transportation Research, College of Engineering,
University of South Florida.

TABLE 11
Escambia County Transportation
Disadvantaged Population (Category II)

Segments	2011 Population Estimates	% of Total TD Category II
TD, Non-Elderly, Low Income	1,143	3.7%
TD, Non-Elderly, Non-Low Income	5,390	17.3%
TD, Elderly, Low Income	2,536	8.1%
TD, Elderly, Non-Low Income	15,075	48.4%
Non-TD, Low Income, No Auto, No Fixed-Route Transit	7,018	22.5%
Total Transportation Disadvantaged (TD) Population	31,162	100%

Source: Transportation Disadvantaged Population Estimates, Center for Urban
Transportation Research, College of Engineering, University of South Florida.

Needs Assessment

In assessing the transportation (service and capital purchase) needs and demands for individuals with disabilities, elderly, low income, and high risk and at-risk children, the following projects with estimated costs and funding sources have been identified and are summarized in Table 12 below.

TABLE 12

Project	County	Estimated Cost	Funding Source
Formula (non-competitive) grant for transit capital and operating assistance in urbanized areas and for transportation-related planning. Capital assistance needed for new paratransit replacement vehicles with in-vehicle camera technology safety system in order to increase the efficiency and safety to the Transportation Disadvantaged individuals being served in the Pensacola urbanized area, which includes areas of Escambia and Santa Rosa Counties.	Escambia & Santa Rosa	To be determined	Urbanized Area Formula Grant (5307)*
Discretionary (competitive) grant. Escambia County will replace paratransit vehicles that have met or exceeded their useful lives. The new vehicles will be equipped with vehicle camera technology safety system. Acquisition will also include scheduling software to more effectively manage a fleet with zero spares.	Escambia	\$720,000 15 vehicles / \$222,387 scheduling / \$111,014 safety	State of Good Repair (SGR) – 5309* Grant Notification July 18, 2012 for \$1,053,401
Discretionary (competitive) grant for new and replacement buses and facilities to be used for new paratransit replacement vehicles. Grant to assist in implementing the vehicle replacement plan outlined in this Transportation Disadvantaged Service Plan (TDSP).	Escambia	To be determined	Bus Livability (5309)*
Formula (competitive) grant to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit service.	Escambia	6 vehicles	Enhanced Mobility of Seniors and Individuals with Disabilities (5310) submit to FDOT
Formula grant to provide rural transportation services in Escambia County.	Escambia	To be determined	Non-Urbanized Area (5311)
Provide capital improvements for transportation disadvantaged by expanding the fleet inventory with paratransit vehicles.	Escambia	To be determined	American Recovery & Reinvestment Act (ARRA)
Formula (competitive) grant for vehicles, capital equipment, planning, and operating expenses for projects that transport low income individuals to and from jobs and activities related to employment, and for reverse commute projects.	Escambia & Santa Rosa	To be awarded	Job Access & Reverse Commute (JARC) – 5316**
Formula (competitive) grant for capital and operating expenses for new public transportation services and new public transportation alternatives beyond those required by the American with Disabilities Act of 1990 (ADA), that are designed to assist individuals with disabilities.	Escambia & Santa Rosa	To be determined	New Freedom (5317)**

Capital funding to replace, rehabilitate, and purchase buses, vans, and related equipment, and to construct bus-related facilities. Funds are eligible to be transferred by the state to supplement urban and rural formula grant programs (e.g., 5307 and 5311).	Escambia & Santa Rosa	To be determined	Bus & Bus Facilities (5339)
Purchase replacement paratransit vehicles to provide transportation for the elderly, disadvantaged and disabled citizens in Escambia County.	Escambia	To be determined	CTD Trips & Equip Grant
An initiative to help improve transportation options and mobility for America's veterans, service members, and their families. Interlocal Agreement between Santa Rosa County and Escambia County is being processed then a request for proposals will be conducted.	Escambia & Santa Rosa	<u>Escambia: \$130,387</u> Interactive Voice Response Module <u>Santa Rosa: \$92,000</u> Automated Scheduling Software & Mobile Data Terminals	Veterans Transportation & Community Living Initiative (VTCLI) – Santa Rosa County
To determine whether a new or innovative technique or measure can be used to improve or expand public transit services. Service Development Projects specifically include projects involving the use of new technologies; services, routes, or vehicle frequencies; the purchase of special transportation services; and other such techniques for increasing service to the riding public.	Escambia	To be determined	Public Transit Service Development Funds
Provide transportation services coordinated by the Community Transportation Coordinator (CTC).	Escambia Century McDavid Bratt Molino Portions of Cantonment & Beulah	\$ 657,565 \$ 73,063 TBD TBD TBD TBD	CTD-TD County Older Americans DOE-VR DOE-Other Farebox/Co-pay

* **GRANT TO BE COORDINATED THROUGH ESCAMBIA COUNTY / ECAT.**

** **GRANT ADMINISTERED BY THE FL-AL TRANSPORTATION PLANNING ORGANIZATION (TPO).**

Barriers to Coordination

The following are continued barriers to adequate coordination within the Escambia County area:

- A. Lack of commitment with scarce tax dollars.
- B. Perception that coordinated transportation is for “the poor.”
- C. Not enough funding to cover demand.
 - a. Securing Local funding.
 - b. Specific issues directly related to funding sources.
- D. Reluctance of some medical providers to cooperate with transportation coordinator.
- E. Agencies that are receiving state and/or local dollars do not comply with Chapter 427 of FL Statutes.
- F. Maintaining compliance for maximum hours driven – CTC sends more than one driver on out-of-area trips to prevent driving over maximum 12 hours; therefore, causing shortage of in-county drivers for that period.

GOALS, OBJECTIVES, AND STRATEGIES

Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies.

A goal is a statement of purposed intended to define an ultimate end or condition. It reflects a direction of action, and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

The following Goals and Objectives were updated. The Objectives and Strategies are consistent with previous year's Objectives and Strategies. Some wording has been updated to include specific dates and proposed JARC and New Freedom Projects. The goals are categorized into service availability, efficiency, quality of service, necessary funding and program accountability. The strategies are pursuant to adequate funding available.

GOAL 1: Ensure availability of transportation services to the Transportation Disadvantaged

OBJECTIVES	STRATEGIES
1. Provide service to riders who only have paratransit service as a means of transportation.	a. Continue to work with others such as Vocational Rehab, FDOT, Medicaid, CTD, and COA. b. Continue to pursue work related transportation opportunities by meeting with agencies. c. Maximize cooperation between entities not involved in the Florida Coordinated Transportation System. d. Network with other Community Transportation. e. Coordinate by sharing system improvements and funding opportunities with providers who receive FTA, DOT, Medicaid and CTD funding. f. Utilize agency input to assist in developing policies, planning, and procedures.
2. Continue to promote passenger and general public awareness of all transportation services.	a. Update public educational information on transportation services. b. Enhance informational materials for riders of the system and upgrade when necessary. c. Continue to give at least 10 presentations a year to develop public awareness and educate groups about the system. d. Update company website to include system material.

GOAL 2: Ensure cost-effective and efficient transportation services.

OBJECTIVES	STRATEGIES
1. Deliver effective service by the most cost effective means.	a. Monitor and report number of trip denials. b. Monitor and report number of no-shows and take corrective action when necessary. c. Report system efficiency, cost effectiveness monthly to management and identify best practices that would improve the cost effectiveness of the entire system. d. Monitor trips per hour. e. Continue quarterly LCB reporting.
2. Transfer appropriate paratransit riders to fixed-route transit.	a. Transfer three appropriate paratransit riders per month to fixed-route transit.

GOAL 3: Ensure quality of service provided to the Transportation Disadvantaged

OBJECTIVES	STRATEGIES
1. Maintain courteous and respectful customer relations.	a. Conduct customer service training for all new employees and update required training for all existing employees. b. Educate individual and agency customers of all applicable transportation policies and procedures. c. Use rider survey feedback and AOR complaints/commendations as tools to encourage entire staff to improve consistently excellent service in the safest manner. d. Continue to conduct quarterly safety sensitivity training.
2. Ensure and improve customer comfort.	a. Continue preventive maintenance checks including AC, heat, seat belts, and lift equipment. b. Continue visual checks on lights, seats and flooring inside the vehicle.

3. Ensure and improve customer safety.	<ul style="list-style-type: none"> a. Conduct safety training as required for new employees and update for existing employees. b. Report all accidents and road call records. c. Maintain CTC System Safety Program Plan, Hazard and Security Plan, and Maintenance Program Plan. d. Drivers will continue to report daily inspection logs and any discrepancies must be reported immediately so corrective action can be taken. e. Educate nursing homes and dialysis units the importance on preparing clients for transportation in a timely manner preventing unnecessary delay for that vehicle schedule.
GOAL 4: Ensure necessary funding to support the program	
OBJECTIVES	STRATEGIES
1. Solicit funds to meet more of the trip demand.	a. Seek funding from local government to provide local match for transportation services while pursuing private funding through community involvement with local businesses and agencies.
2. Encourage all human service agencies to identify and assign adequate funding to meet transportation needs of their clients.	<ul style="list-style-type: none"> a. Encourage all area human service providers to attend Local Coordinating Board meetings. b. Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients. c. Provide 50% match for voucher purchased local, Medicaid and human services providers within Escambia County. d. The planning agency (WFRPC) will monitor Intergovernmental Coordination and Response request and update the CTC and LCB of grants involving transportation disadvantaged services.
3. Encourage local government to include paratransit services in FTA grant.	a. Continue to stress the need for local government to review data from the CTC and surrounding counties to see the importance of its involvement in paratransit.
GOAL 5: Ensure program accountability	
OBJECTIVES	STRATEGIES
1. Comply with procedures, rules and regulations outlined by Florida Legislature and the Transportation Disadvantaged Commission.	a. Comply with contract standards and submit an accurate Annual Operating Report including all Purchase of Service and Coordination Contracts data. (Continuous)
2. Provide uniform, accurate, and timely submittal of data for contract requirements.	a. Comply with the Community Transportation Disadvantaged contract requirements. (Continuous)
3. Collect, compile report and maintain necessary data for program evaluation.	a. Prepare a quarterly report to the LCB outlining activities over the quarter. (Quarterly)

IMPLEMENTATION SCHEDULE

Increasing system efficiency is a primary component of this Implementation Plan. The implementation plan also involves execution of the plan's policies and goals & objectives. For the TDSP, the implementation plan identifies actions and activities, type of action required, responsible entity for taking the action, and the timing. The Community Transportation Coordinator will provide an overview of the ongoing system improvements and review steps, as well as provide a timeline for actions and strategies to meet the above stated goals.

Action/Strategy	Responsible Agency	Time Frame to be Completed
Continue to collaborate with agencies such as Vocational Rehab, FDOT and Workforce Development.	CTC	Continuous
Coordinate with organizations who have received federal 5317 New Freedom funding for transportation service to people with disabilities.	CTC	Continuous
Review and update, if necessary, the Maintenance Plan, System Safety Program Plan, and the Hazard and Security Plan.	CTC	Continuous
Coordinate with Santa Rosa County and Florida-Alabama TPO to continue Santa Rosa Transit public transportation service, made possible by the Federal Section 5316 Job Access and Reverse Commute (JARC) program.	CTC	Ongoing
Network with other Community Transportation Coordinators by sharing system improvements and funding.	CTC	Continuous
Update website as needed for educating public on transportation services.	CTC	Continuous
Update informational materials (brochures) for riders of the system and upgrade when necessary.	CTC	Continuous
Monitor and report number of no-shows and take corrective action when necessary.	CTC	Continuous
Reward employees for excellent service through internal customer service recognition.	CTC	Quarterly
Provide employee customer service training throughout the year. Pursue additional employee training opportunities.	CTC	Continuous
Use rider survey comments and AOR complaints/commendations as tools to encourage drivers consistently to provide excellent service in the safest manner.	CTC	Continuous
Highlight safety practices by employees through internal safety Briefing program.	CTC	Quarterly
Conduct safety training as required for new employees and updated For existing employees.	CTC	Immediate & Continuous
Report all accident and road call records to DOT, TD Commission and other appropriate necessary agencies.	CTC	Immediate & Continuous

Maintain dialogue with health care facilities to enhance coordination of appointment times.	CTC	Continuous
Encourage area human service providers to attend Local Coordinating Board meetings.	CTC	Ongoing
Comply with contract standards by submitting an accurate Annual Operating Report including all Purchases of Service and Coordination Contracts data.	CTC	Continuous
Comply with the Community Transportation Disadvantaged contract requirements.	CTC	Continuous
Prepare a quarterly report to the LCB outlining activities over the Quarter.	CTC	Quarterly

The Escambia County paratransit vehicle replacement and expansion plan is summarized in Table 13 below and illustrates the requests for paratransit vehicles.

As illustrated in the Needs Assessment (Table 12), there are several funding sources that should be considered each year for the purchase of paratransit vehicles (e.g., 5307, 5309, 5310, 5311, 5339, etc.).

**TABLE 13
ESCAMBIA COUNTY
PARATRANSIT VEHICLE REPLACEMENT & EXPANSION PLAN**

# of Veh	Funding	Unit #	Owned	Year	Tag #	Replacement Year
1	5311	208	County	2010	160296	2015
1	ARRA	1114 (838)	County	2011	TC4422	2016
1	ARRA	1115 (839)	County	2011	TC4424	2016
1	ARRA	1116 (840)	County	2011	TV8578	2016
15	SGR	TBD	County	2014	TBD	2019
6	5310	TBD	FDOT	TBD	TBD	TBD
1	5339	TBD	County	TBD	TBD	TBD

Service Plan

OPERATIONS

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations. This element is intended to give someone with little or no knowledge of the transportation operations an adequate level of understanding. A Glossary of Terms is provided in the appendices of this plan.

Types, Hours and Days of Service

The coordinated system provides service to the urbanized and non-urbanized area of the county except on the following days:

Escambia County Community Transportation (ECCT) July 1, 2015 - June 30, 2016

Holiday Schedule - CLOSED

September 7, 2015	Labor Day
November 11, 2015	Veterans Day
November 26, 2015	Thanksgiving Day
December 25, 2015	Christmas Day
January 1, 2016	New Year's Day
May 30, 2016	Memorial Day

Limited Schedule - No ADA services Call Center & Admin Closed

July 4, 2015	Independence Day
December 31, 2015	New Year's Eve
January 18, 2016	MLK Jr. Day

Sunday through Saturday service provided according to demand. The program offers a door-to-door, advance reservation service to ambulatory and non-ambulatory clients who are funded through the coordinated agencies.

These services are provided through either:

- Subscription Service: Is a regularly recurring service for which trips, routes, and vehicles are prearranged.
- Advance Reservation: A trip request, which is reserved 1 to 14 days in advance depending on funding agency.
- High Volume Group: A high volume group is defined as transportation arranged for the same 7 or more clients riding together for five days a week, from different locations, who have the same pick up and return times, and will be transported to the same destination.

- d. Demand Response: Urgent same day request. Will be evaluated on a case-by-case basis and must be approved by a supervisor.

Clients or agencies calling for subscription service (standing orders) or for the high volume group trips, need only call one time to establish a client file and the needed trip information. As long as there are no changes entered, the trips will be assigned to a vehicle and will automatically print to that vehicles schedule at the set times and days requested.

Acceptable para-transit demand response trips are normally for urgent care and verified with the appropriate doctor's office. All approved demand response trips scheduled on seat availability and a vehicle being in close proximity heading in the direction of the trip request destination.

When arranging transportation, the caller is responsible for providing the date, the appointment time, the return time, the pick-up address, the exact destination address to include building and suite numbers and what mobility device (wheelchair, scooter, walker, child restraint seats, escorts, etc.) will be used if any. Given the reason for the trips, the reservationist will instruct clients when to be ready for pick up prior to the appointment time.

In the urban area, the pick-up time is normally one hour prior to the appointment. Reservationist will then read the trip information back and have the caller verify that the information is correct. All trips are required to provide a return time. Scheduled pick up and return time pickups have a 60-minute window. In the event a return time is not available (dialysis, doctor's office, etc.), the client can opt for a will call return. Your return trip is activated when we receive a call saying the client is ready to go. The vehicle will pick you up within 90 minutes.

The CTC has experienced some problems with nursing homes and dialysis facilities not having all the requirements for transport. This creates delays for other clients riding on the same vehicle. To reduce the recurrence of this problem, an effort has been made to educate the facilities on the importance of having all the requirements for transport.

For clients living in the northern rural part of the county (from Kingsfield Road north), a shuttle service is available Monday through Friday. There is one morning shuttle at 7:00 a.m. and one afternoon shuttle at 1:30 p.m. heading south from the northern most rural area. Returns to the rural areas area at 11:30 a.m. and 4:00 p.m. Clients are picked up at their homes and then dropped at one of seven different destinations in the urban area. If the destination is along the route, clients can be dropped at the door. Additional shuttles may be added in the future based on demand.

Accessing Services

This section includes detailed information regarding: (a) the phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Service; (b) the method and advanced notification time required to obtain services; (c) an explanation of the cancellation process and requirements; (d) no show procedure (both Coordinator and rider), including any applicable penalties; and (e) procedures for dispatching backup service or after-hours service.

(a) Phone numbers and office hours.

Escambia County Board of County Commissioners (BCC) is the Community Transportation Coordinator (CTC) for Escambia County and provides service as Escambia County Community Transportation (ECCT), which is currently operated by First Transit, Inc.

The office is open to the public Monday through Friday from 8:00 a.m. until 5:00 p.m.

Agencies may call the office as early as 8:00 a.m. by calling the agency line: (850) 595-0501

Trip requests from the public can be arranged by calling: (850) 595-0501

Hearing impaired clients may use the
Florida Relay System by calling: 7-1-1 or (800) 955-8770

Text Telephone (TTY): (850) 595-0502

Toll Free: (844) 595-0501

Fax: (850) 595-0503

In person: 3346 McLemore Street, Pensacola, FL 32514

After hours, the phone system will send you to the dispatch office phone, (850) 595-0501, to answer any questions concerning your immediate transportation request.

Trip reservations for Saturday and Monday will be taken on Friday until 4:00 p.m.

The CTC reserves the right to request that clients make reasonable adjustments in pick up times to effectively provide shared ride trips.

- (b) Advanced notification. Request for trips is required at least 24 hours (1 day) prior to the day transportation is needed. ADA requires 24 hours (1 day) advance notice.
- (c) Cancellation requirements. You may call our office to cancel a ride on the day of that trip. Cancellations should be done in enough time to inform the driver before leaving to pick up the client, two hours or more prior to the appointment time. The CTC's office is the only entity to call to cancel trips that will be occurring on future dates. The CTC office number is (850) 595-0501. Clients should never cancel future trips by means of a driver or a carrier.
- (d) No show procedure. Failure to cancel a trip in the proper manner may result in a "no show." A no show occurs when:
1. The client is not ready within the five-minute window given at time of pick-up.
 2. The client is not at the pre-arranged pick up point.
 3. The client refuses to go when the driver arrives.
 4. The client refuses to pay the required fee.

ADA does not allow automatic cancellation of return trip.

Penalties. Actions for excessive no-shows.

1. After a second no show occurs, a letter of warning is sent to the client from the CTC.
2. If a third infraction occurs within sixty (60) days, a letter will be sent out by the CTC notifying the client that they have been suspended from service for a thirty (30) day period.
3. Once the client has been reinstated and another three infractions occur within a sixty (60) day period, the suspension is extended to forty-five (45) days. Once the client has been reinstated again and another three infractions occur within a sixty (60) day period, the suspension will be extended to sixty (60) days. The sponsoring agency may contact the CTC and reinstate their suspended client when unique situations result in a

suspension. The agency is responsible for counseling the clients so future no-shows will be minimized.

There may be occasions when a client is not picked up through no fault of the client (CTC error). This is not a *no-show*. When this type of error occurs and the CTC's office is alerted, we will make every effort to make this client a priority.

Any client who rides under a co-payment program (non-sponsored, or ADA) is responsible for payment each time he or she boards the vehicle. All co-pays are the responsibility of the client.

Prepaid tickets may be purchased at the Escambia County Community Transportation (ECCT) offices in the amounts of \$30 for a book of 20 for Non-Sponsored or \$70 for a book of 20 for ADA.

- (e) **Backup / after-hours service.** Whenever there is a delay due to a mechanical breakdown, traffic or weather conditions, the driver of the vehicle is responsible for making radio contact with the dispatcher and alerting them of the situation. The dispatcher will make every effort to contact the various agencies and/or family members of those clients.

When the cause of the delay is a breakdown or an accident that has disabled the vehicle, other available vehicles will be dispatched to assist in the transport of those clients.

In the event of an accident, the driver will immediately begin to check for any possible injuries. The driver will contact the dispatcher and report the accident and request assistance (ambulance, police, agencies) if needed. The dispatcher will then contact the Safety Manager and the General Manager to notify them of the accident. Other vehicles will be dispatched to assist in the transport of the clients. A detailed accident report will be completed by the driver, the dispatcher and the Safety Manager within 24 hours.

- (f) **Service suspension.** Any client who is violent, seriously disruptive and/or involved in any illegal conduct shall immediately be suspended for 30 days or until an appeal hearing is held. This includes, but is not limited to:

1. Threats of physical harm to other passengers, drivers, or other service personnel.
2. Physical assault or battery on a driver or other passengers.
3. Verbal abuse, intimidation or altercation with driver or other passengers.
4. Unlawful harassment of driver or other passengers, including, but not limited to unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations.
5. Unauthorized use of or willful damage to vehicle equipment.
6. Smoking while on board the vehicle.
7. Repeatedly violating riding rules, including smoking in the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document.
8. Failing to maintain reasonably acceptable personal hygiene standards, which could interfere with the safe operation of the vehicle by the driver or with the use of the service by other passengers.

Eligibility

Non-Sponsor. The CTC is responsible for verifying eligibility for the Transportation Disadvantaged Non-Sponsored program. To become eligible for this program, an application must be completed and submitted to the CTC's office. In order to be eligible, the individual submitting the application must have no other means of transportation available and at least one of the following:

1. a medical statement notifying the CTC of a physical or cognitive disability,
2. be over the age of sixty, or
3. have an economic hardship.

Other cases not meeting these criteria will be evaluated on a case-by-case basis. Proof of eligibility must be accompanied with the application.

Under all instances, there must be no other means of transportation available to the individual submitting the application. Once the application has been approved (normally within seven to ten business days), a letter of eligibility is sent to the applicant notifying them that they are eligible or not for the Non-Sponsored Program.

Also a Rider's Handbook explaining the rules and regulations is sent to eligible recipients at this time. Reservations for the Non-Sponsored Program are only accepted on a first come first served basis the day prior to the trip. The only exception to this is trips going to dialysis or chemotherapy.

Individuals utilizing the Non-Sponsored Program may request trips for two (2) consecutive days providing the funding is available for the first day's trip and the trips for both days are identical. This helps to reduce the number of phone calls coming into the reservation office. This procedure is only allowed based on current funding and may be changed or discontinued based on future funding levels.

Non-Sponsored clients who are using these funds for employment trips are being referred to the West Florida Regional Planning Council (WFRPC) Commuter Service program (www.wfrpc.org/programs/rideon or 850-332-7976x227). By moving those clients into carpools and others means of transportation, these funds will be freed up for other individuals to use. Funding is limited on a daily basis. Once the funds have been depleted for the next day, trip requests are cut off. Reservations for Saturday through Monday trips are taken on Friday.

ADA transportation. ADA transportation is available for individuals unable to access the bus system due to a disability (permanent or temporary) and whose trip begins and ends within $\frac{3}{4}$ miles of the bus route and during the times the fixed route operates. Unlimited rides are available during Escambia County Area Transit (ECAT) service hours.

Eligibility depends on functional limitations of the individual. Depending on the disability and whether or not using the bus system can be a learned (participation in travel training), eligibility may be permanent or temporary.

The ADA specifies three criteria to be eligible:

- Criteria 1: Any person with a temporary or permanent, physician-verified disability who can use an accessible vehicle, but cannot make the necessary trips to the bus stops. All buses are wheelchair lift equipped.
- Criteria 2: Because of a disability, any person who is not able to independently board or disembark from an accessible vehicle, including any disability that prevents a person from identifying a bus, following or understanding directions, waiting at a bus stop, moving from one bus to another, or recognizing a destination.
- Criteria 3: Travel must begin and end within the Escambia County bus service area. Trips that do not begin and end in this service area are not eligible.

A certification process determines ADA Transportation eligibility. Escambia County Area Transit (ECAT) coordinates with Escambia County Community Transportation (ECCT) to process ADA certification. **To apply, call 850-746-8130 ext 200**, request an application form and Medical Verification form to be signed by a licensed physician. After these forms are complete, call to schedule an interview. This interview may take up to ninety (90) minutes. You need to bring all necessary forms to your interview.

The application will be reviewed and the interviewer will discuss your travel ability and limitations. You will have a photo taken for an ID if eligibility is determined. ECAT will provide you with a free round trip on ADA transportation for the interview. You should be notified within 21 days after your interview of your possible eligibility. If the process takes more than 21 days, you become temporarily eligible until a determination is made. You will be mailed written notification of your eligibility along with your identification card. After notification, trips may be scheduled for up to two weeks in advance.

Any person believing that s/he has been unfairly treated, or has any concern or grievance with the certification, service provisions, operation and administration of the Escambia County ADA Transportation Service, shall be advised of the formal grievance procedure, which can be found on ECAT's website at: <https://goecat.com/ada-transportation-grievance-policy/>.

Transportation Operators and Coordination Contractors

There are presently nine carriers participating in the Escambia County Coordinated System. Six are operator/carriers which are paid by the CTC directly for the service that they deliver. The three other carriers are considered a coordination contracted agency.

A coordination-contacted agency is an agency that performs their own client transportation and is utilizing state, federal, or local funds in the process. These agencies are responsible for meeting all of the standards established in the CTC's System Safety Program Plan and are also responsible for reporting Annual Operating Report statistics to the CTC.

If an agency is distributing fixed route tickets, then the number of clients receiving tickets, the type (ten ride, twenty ride, single, monthly, etc.), the number and the total cost must be reported to the CTC. Coordination contracts and the Annual Operating Report statistics are reviewed annually by the Local Coordinating Board.

Escambia County Board of County Commissioners (BCC) is the CTC for Escambia County and provides service as Escambia County Community Transportation (ECCT), which is currently operated by First Transit, Inc. ECCT provides door-to-door service to the ambulatory and wheelchair clientele for such programs as Non-sponsored, Council on Aging, Agency for Persons with Disabilities, Vocational Rehabilitation Services, Department of Transportation, and the various other agencies who request transportation through ECCT's office.

Awesome Taxi is a secondary operator/carrier who will provide service for difficult to schedule trips. The contract person is David Smith.

Tucker/Yellow Cab of Pensacola is a secondary operator/carrier who will provide service for difficult to schedule trips. The contact person is Karen Locklear.

Escambia County Area Transit (ECAT) provides the fixed route service. ECAT offers a bus pass system, which is utilized by several agencies for both the sponsored and non-sponsored programs.

Public Transit Utilization

The CTC and its contract operator continue their efforts to educate appropriate paratransit riders and encourage use of the public transit system provided as Escambia County Area Transit (ECAT), a fixed-route service.

School Bus Utilization

School bus vehicles have not been incorporated into the coordinated program and no agreements are in place for the use of those vehicles.

Vehicle Inventory

A Vehicle Inventory of the vehicles utilized by ECCT is included in the appendices.

System Safety Program Plan Certification

Each Coordinator and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061, Florida Statutes, and Chapter 14-90, F.A.C. The System Safety Program Plan certification can be found in the appendices.

Intercounty Services

Coordinators are required to plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator.

Emergency Preparedness and Response

ECCT works in conjunction with Escambia County Area Transit (ECAT) and Escambia County Emergency Management during times of emergency. When there is advance warning, Emergency Management will contact ECCT and place the coordinated system on alert. ECCT will then notify any necessary carriers of the situation.

In the past, the primary carrier was the only operator who was called upon to assist with evacuation assistance. The media is utilized to notify the public of telephone numbers to call for assistance.

As Emergency Management receives calls, they notify ECAT directly and they notify the carrier with needed trip information, which consists of who to transport, where they are located, if special assistance is required and where they are to be transported. Emergency Management will also be the entity to authorize the return trips.

Educational Efforts/Marketing

A marketing effort has been made by the CTC, which includes various speaking engagements at local agency fairs, seminars, and meetings. The CTC has also been responsible for posting fliers in various locations throughout the rural area. Various local agencies are also distributing brochures and notifying individuals of the services available.

In addition to this, public hearings and LCB meetings are advertised in the local newspaper inviting the general public to participate and voice their transportation concerns. The CTC also requests from the LCB assistance in marketing strategies to make the public aware of the \$1.00 tag renewal donations that will be placed into the non-sponsored program for Escambia County.

*The Florida-Alabama Transportation Planning Organization (FL-AL TPO) kicked off a public transportation campaign in 2013 in order to promote, educate, and garner support for public transportation in the area. The campaign will continue through 2015.

Acceptable Alternatives

The CTC has found no other alternative providers.

Service Standards

Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Local service standards have been developed jointly by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. The following standards have been implemented by ECCT.

Drug and Alcohol Policy. All operators participating in the coordinated system must adhere to Department of Transportation 49 CFR Part 40 and shall have a written Drug and Alcohol Policy in place to be in compliance with FTA and FHWA.

Escorts and children. Children under the age of 16 and individuals requiring special loading assistance will be required to be accompanied by an escort. The exceptions to this rule are considered on a case-by-case basis. The escorts must be able to provide the necessary assistance to the passenger.

Child Restraints. Any child 5 years of age or younger must be transported by using a crash-tested, federally approved car seat. For children **up to 3 years old**, the restraint must be a separate carrier or a vehicle manufacturer's integrated child seat. The carrier is the responsibility of the parent or guardian. For children **aged 4 through 5 years**, a separate carrier, an integrated child seat, or a child booster seat may be used. Seats belts will be required for **5 year olds and older**. All children under the age of six years will be required to ride in the back seat of the vehicles.

Rider Property. Passengers will be allowed to bring up to two carry-on bags or packages on board the vehicle that can be securely placed in their lap or on the floor between the client's legs. Passengers must be able to independently carry any items brought onto the vehicle. Drivers will not be allowed to carry packages. Mobility or medical equipment (e.g., oxygen, cane, etc.) is not counted in the two items.

Vehicle Transfer Points. Vehicle transfer points will be located in a safe, well-lit and secured area that provides shelter.

Local Toll Free Phone Number for Consumer Comment. Toll free phone numbers will be included in the complaint process. The following numbers will be posted on letter size paper with 18 point or larger font in all vehicles.

Escambia County Community Transportation (ECCT) Center: 1-844-595-0501 toll free
TD Ombudsman: 1-800-983-2435 toll free

Out of Service Area Trips. Out of county trips will be considered based on trip purpose and funding source on a case-by-case basis.

Vehicle Cleanliness. All vehicles should be free of dirt, trash, and sand. All vehicle interiors and exteriors will be cleaned on a regular basis.

Billing Requirements to Contracted Operators. The CTC shall make payments to the operator within a seven (7) day period once payment has been received from an agency. Payment will be based upon reconciled driver manifests and completed monthly carrier reports.

The CTC reserves the right to withhold payments if requested information is not provided to the CTC until such time that the information is received.

The operator will be reimbursed by the CTC for those trips actually completed once payment has been received from the requesting agency.

Cancellations, no-shows, rejected claims, and uncorrectable accounts are not reimbursable. If full payment is not received from an agency, the operators will be paid proportionately based on the amount received.

Rider/Trip Data. ECCT will collect the name, phone number, address, funding source eligibility, and any other pertinent information on each client.

Adequate Seating. Vehicle seating will not exceed the manufacturer's recommended capacity.

Driver Identification. All drivers are required to have either picture identification or nametag displayed at all times while transporting passengers.

Passenger Assistance. All drivers will be required to assist those passengers needing or requesting assistance from exterior door to exterior door and on/off the vehicle.

Smoking and Eating on Vehicles. There will be no smoking, to include electronic smoking devices and all e-cigarettes, at any time on any vehicles in the coordinated system. Eating and drinking on board the vehicle will be allowed only as a medical necessity to the passenger and only at the discretion of the driver.

No-Show Policies. Passenger no-shows are defined as trips not canceled prior to dispatch of the vehicle. Please see the accessing service portion of the TDSP update.

Communication Equipment. All vehicles will establish a two-way communication source through the utilization of radio or cellular phone.

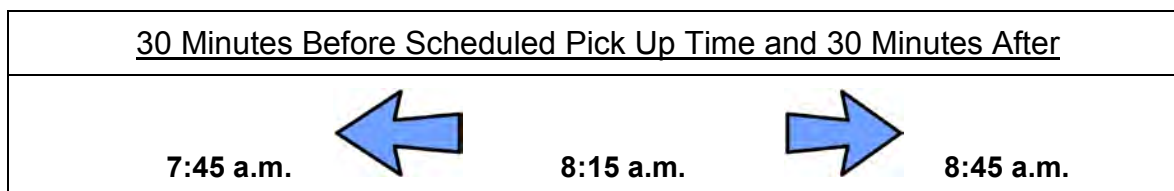
Vehicle Air Conditioning and Heating Equipment. All vehicles must have a workable air conditioning and heating system prior to the transport of passengers within the coordinated system. If either element is not functioning properly, the operator is responsible for repairing prior to providing passenger service with that vehicle.

First Aid Policy. The CTC does not require drivers to be trained in first aid.

Cardiopulmonary Resuscitation. The CTC does not require CPR.

Pick-Up Window. Clients are to be ready for pick up 30 minutes prior to their scheduled pick-up time. The “pick up window” for your trip will be 30 minutes before or 30 minutes after your scheduled pick up time. The driver will only wait five minutes for you to board from the beginning of the pick-up window. If you do not board within five minutes, the driver will notify dispatch, depart without you, and you will be considered a no-show.

For example: Be ready at the beginning of the pickup window. If your scheduled pick-up time is 8:15 a.m., your pick-up window begins at 7:45 a.m., so be ready at 7:45 a.m.



Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client will be told when they need to be ready based on the appointment time and the length of trip. The first 30 minutes of that hour is utilized to pick-up clients.

For scheduled returns, pick-up should occur within 60 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from hospital, etc.), a demand-response trip will be worked into the existing schedule. This could result in an extended wait.

On-Time Performance. The primary operator will have a 90% on-time performance rate for all completed trips.

Advance Reservation Requirements. Prior day request is required for ADA.

Public Transit Ridership. ADA clients are instructed on the use of public transportation when they are initially interviewed for their eligibility.

Complaints. No more than 5 total complaints a month.

Accidents. One chargeable accident per 100,000 miles will be the maximum allowable number of accidents for the evaluation period.

Road Calls. There should be no less than 10,000 miles between road calls.

Call Hold Time. The Escambia County Community Transportation (ECCT) office has a system that will answer the ringing line and direct the call via menus to the appropriate party. As a result, reservationists are no longer required to place the client they are working with on hold to answer ringing lines. This will result in fewer interruptions and faster service for the client. When all reservationists are busy with calls, 90% of those callers on hold should be attended to within three (3) minutes.

Driver Criminal Background Screening. All drivers in the coordinated system must have a clear Level Two background screening prior to providing passenger service.

Service Effectiveness. The CTC and the LCB shall review the Annual Operating Report and determine acceptable levels for the performance measures that will be used to evaluate the service of effectiveness of the contracted operators.

Contract Monitoring. The CTC will perform at a minimum an annual evaluation of the contracted operator using the FDOT Safety Certification process.

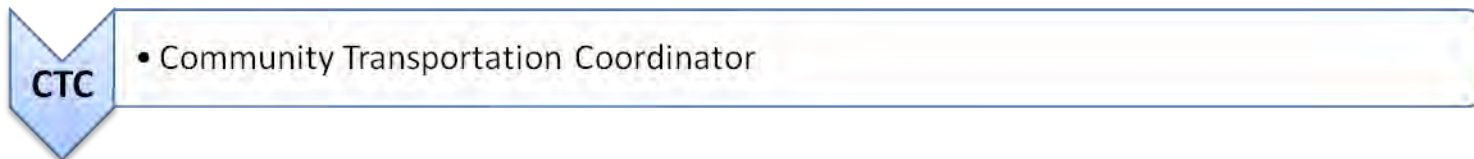
Riding Lifts. Clients who are unable to step up on vehicles will be allowed to ride the lift on vehicles that meet the ADA safety standards; namely, those vehicles having hand rails. Drivers will not ride on the lifts unless unusual circumstances dictate. The safety of the clients is our primary concern.

Local Complaint and Grievance Procedure/Process

The Community Transportation Coordinator (CTC) has established the following grievance procedure as authorized by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, Florida Statutes and Rule 41-2, F.A.C.

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services. The CTC shall make every effort to resolve any problems at the complaint stage prior to becoming a grievance.

Step 1:



The CTC formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private non-profit operators, the designated official planning agency, elected officials, and drivers.

By contacting the CTC office, a written copy of the grievance process and rider policies will be made available to anyone, upon request. The CTC will be responsible for posting on all vehicles in plain view of riders, including transportation subcontractors and coordination contractors, the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance.

All grievances filed must contain the following information:

1. The name and address of the complainant.
2. A statement of the reasons for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
3. An explanation of the requested relief desired by the complainant.

All formal grievances submitted to the CTC shall be mailed to:

Escambia County Board of County Commissioners
Public Works Department, Trans & Traffic Ops Division
Donald A. Christian III
3363 West Park Place
Pensacola, FL 32505
Phone: 850.595.3436
dachrist@co.escambia.fl.us

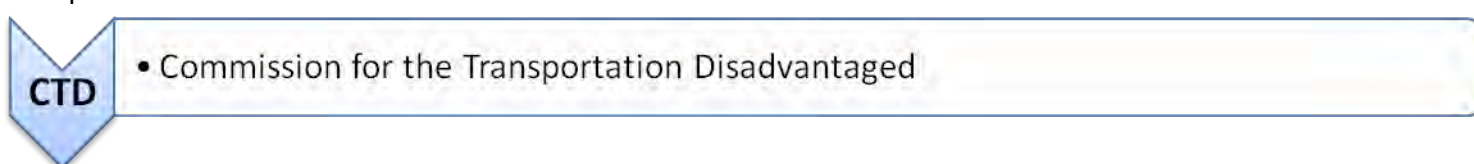
Step 2:



If the aggrieved party is not satisfied with the CTC decision, they may have the Local Coordinating Board (LCB) Grievance Committee hear the grievance and make recommendations to the CTC on their behalf.

To request a LCB Grievance Committee contact the Escambia County Transportation Disadvantaged Coordinating Board Chair at P.O. Box 11399, Pensacola, FL 32524-1399 (phone 850-332-7976 x231 or 1-800-226-8914).

Step 3:



If satisfaction cannot be achieved at the local level, a grievance/complaint can be submitted to the Commission for the Transportation Disadvantaged (CTD) Ombudsman Program/TD Hotline at 1-800-983-2435.

Similar to the LCB, the Commission for the Transportation Disadvantaged can hear a grievance and make recommendations or advise the CTC. Apart from these grievance processes, aggrieved parties also have recourse through Chapter 120, F.S., administrative hearing process or the judicial court system.

Note: At any point in the grievance process, the grievant may submit the grievance to the, CTC, Local Coordinating Board (LCB) or the Commission for Transportation Disadvantaged Ombudsman.

CTC Monitoring Procedures of Operators and Coordination Contractors

The agency conducts an annual evaluation of its Operators and Coordination Contractors to ensure contractual compliance. The agency monitors Operators and Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis to ensure compliance with the Safety System Program Plan, Commission and locally approved standards, and insurance requirements.

A written letter and report are issued to the Operators and Coordination Contractors citing items that require corrections. A deadline is given for corrections to be made. A follow up monitoring is conducted if necessary.

Coordination Contract Evaluation Criteria

The agency conducts an annual evaluation of its Coordination Contractors to ensure contractual compliance. The agency monitors Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis. The evaluation report is provided to the Local Coordinating Board for review and approval of continuation of a coordination contract.

COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION

The Commission has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the Coordinator. This model can be used by the Commission in comparing and approving rates to be paid to and used by Coordinators and in determining cost-based rates to be charged to all purchasing agencies.

The Rate Calculation Model Worksheets and Rates for Services are reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues.

Rates for transportation services are included in the service rates summary table below. The summary table outlines the type of service provided, unit rate, and cost per unit.

The Escambia County CTC has chosen to use the Contracted Services Rate per Passenger Mile. The Rate Model worksheets for FY 2016/17 are located in the appendices for reference.

**Escambia County
Service Rates Summary**

Type of Service	Unit	FY 2015/16 Passenger Mile Rate Only	Amended FY 2015/16 Passenger Mile Rate Only	Approved 05-24-2016 FY 2016/17 Passenger Mile Rate Only	Amendment FY 2016/17 Contracted Services per Passenger Mile
Ambulatory	Passenger Mile	\$ 2.41	\$ 1.62	\$ 1.45	\$ 2.75
Wheelchair	Passenger Mile	\$ 4.13	\$ 2.77	\$ 2.48	\$ 4.16
Stretcher	Passenger Mile	\$ 8.61	N/A	N/A	N/A

Quality Assurance

The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action. The Commission provides feedback on what areas of the plan need to be modified for next year.

The previous Transportation Disadvantaged Service Plan (TDSP) signed review letter and roll call sheet are included in the appendices. The previous TDSP was approved and no items were cited as deficient or inadequate.

Community Transportation Coordinator Evaluation Process

A Local Coordinating Board subcommittee assists the planning agency in evaluating the Community Transportation Coordinator on an annual basis. The evaluation of the CTC is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. The evaluation worksheets are included in the appendices.

In an effort to monitor the services provided to the transportation disadvantaged by the CTC, an annual survey of the riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not. The rider surveys were conducted at the beginning of the year.

A summary of the survey results along with a comparison of the previous two years are included in the appendices along with the comments that were submitted.

The survey results indicate that 43% of the trips were for school/work while 36% were for medical/dental.

Also, it should be noted that 53% use community transportation 11 or more days a month.

If community transportation was not provided, 50% indicated they would not be able to make the trip.

Appendices

Memorandum of Agreement between CTD and CTC

Transportation Disadvantaged Program Concept Chart

Organization Chart

Paratransit Vehicle Inventory

Previous Safety System Program Plan (SSPP) Certifications - *not provided by CTC*

Glossary of Terms

Rider Survey Comments

Rider Survey Results & Comparisons

CTC Evaluation

Rate Model Worksheets

ESCAMBIA COUNTY
CLERK'S ORIGINAL
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Contract # TD 1448

Effective: 7-1-14 to 6-30-19

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and

ESCAMBIA COUNTY BOARD OF COUNTY COMMISSIONERS

the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of

ESCAMBIA county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

Verified By: *D. Harris*

Date: *5/8/2014*

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 - 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 - 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is: Assistant County Administrator Larry Newsom

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on February 25, 2014.

Lumon J. May, Chairperson
Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Escambia County Board of County Commissioners

Agency Name

Lumon J. May, Chairman

Typed Name of Authorized Individual

Signature: *Lumon J. May*

Title: Chairman

Steven E Holmes

Typed Name of Authorized Individual

Signature: *Steven E Holmes*

Title: Executive Director



Childers

Clerk of the Circuit Court

Harris
Deputy Clerk

BCC Approved 04-29-2014

Date Executed

May 8, 2014

Approved as to form and legal
sufficiency.

By/Title: *Kristina H. H. H.*

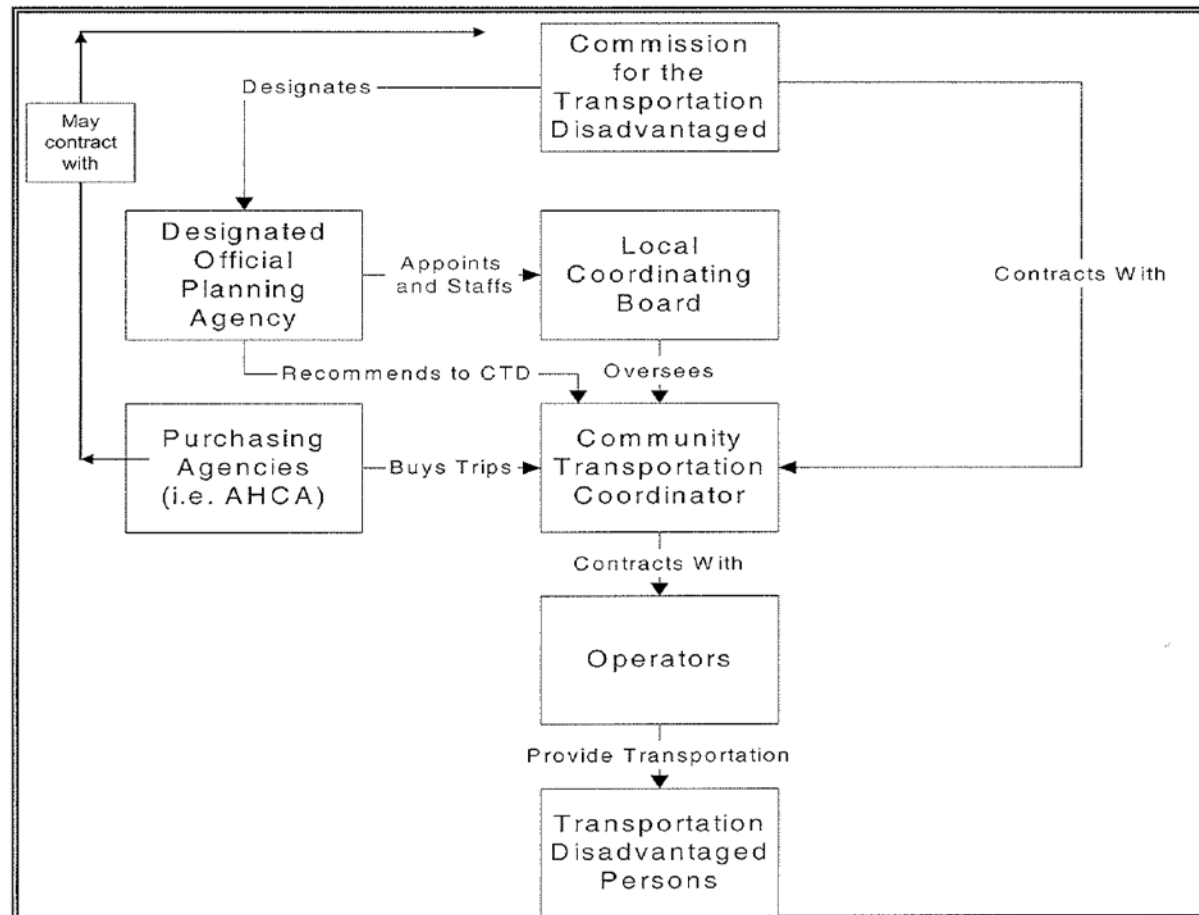
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Rev. 04/02/12

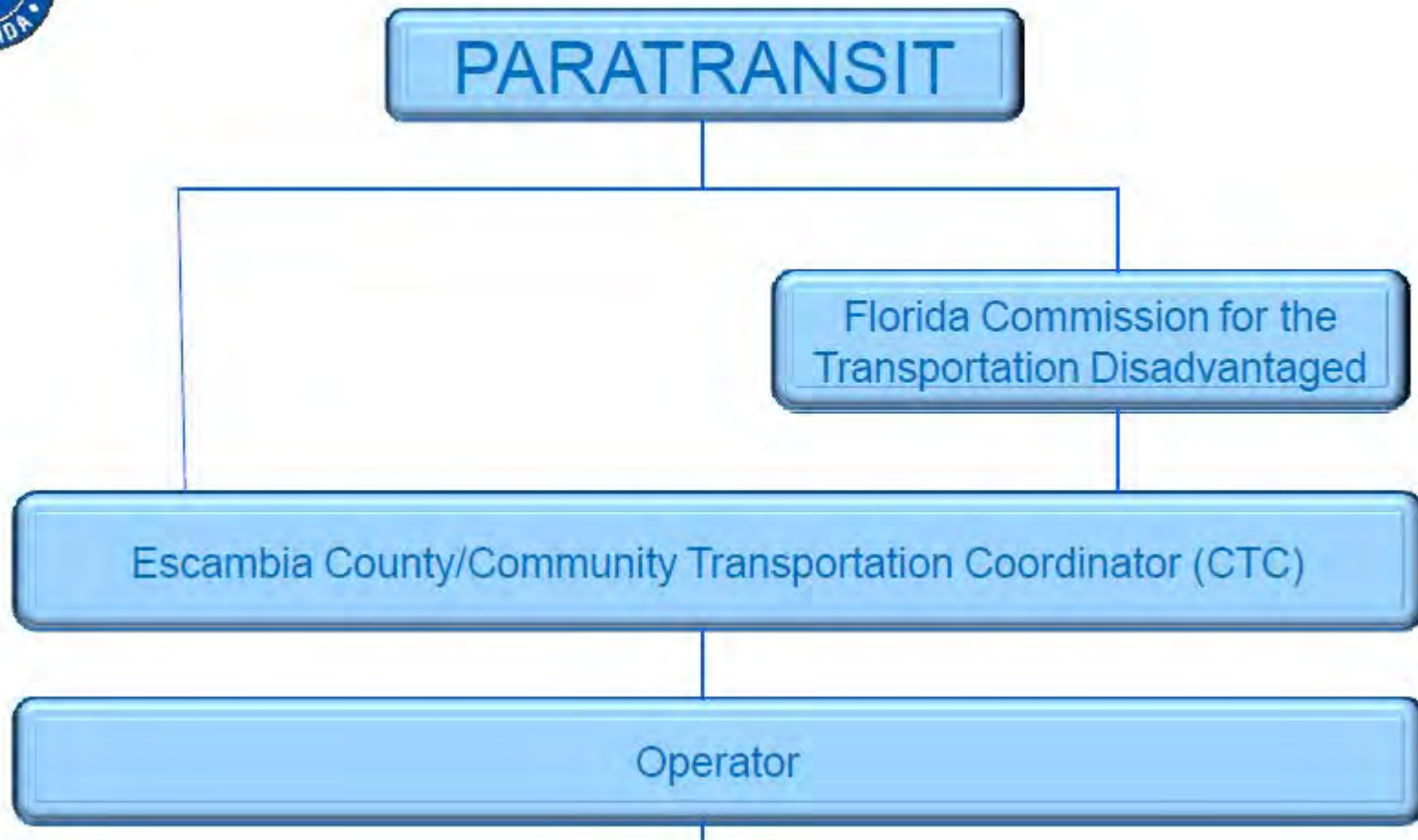
Transportation Disadvantaged Program Concept Chart

Figure 1

Organization of Florida's Coordinated Transportation Program



CTC ORGANIZATION CHART
Figure 2



**PARATRANSIT
Vehicle Roster**

Unit #	License Plate #	VIN #	Ambulatory Wheelchair / Stretcher	# Passengers	Year	Make	Model	Color
19	COUNTY TAGS 240114	1G1ZS518X6F277594	3A	4	2006	CHEVY	Malibu	White
208	COUNTY TAGS 160296	1FTNE24L49DA92601	9A	10	2010	FORD	E250	White
209	COUNTY TAGS TB8579	1GAZGZFA1E1210656	14A	15	2014	CHEVY	350	White
210	COUNTY TAGS TA9959	1GAZGZFA9E1213093	14A	15	2014	CHEVY	350	White
211	COUNTY TAGS TB8655	2C7WDGCGXER478247	3A/1W	5	2014	DODGE	Caravan	White
212	COUNTY TAGS TB8654	2C7WDGCG8ER478246	3A/1W	5	2014	DODGE	Caravan	White
777	822 RAN (FL)	1FADP3F24EL410531	4A	4	2015	FORD	Focus	White
806	477 REX (FL)	1GBE4V1978F416774	12A/2W	15	2008	CHEVY	4500	White
807	478 REX (FL)	1GBE4V1968F403840	12A/2W	15	2008	CHEVY	4500	White
838	COUNTY TAGS TC4422	1GB6G5BG3B1110765	6A/4W	11	2011	CHEVY	4500	White
839	COUNTY TAGS TC4424	1GB6G5BG7B1110574	6A/4W	11	2011	CHEVY	4500	White
840	COUNTY TAGS TV8578	1GB6G5BG0B1110352	6A/4W	11	2011	CHEVY	4500	White
1435	COUNTY TAGS TD8653	1GB3G2CG9E1208624	8A/2W	11	2014	CHEVY	450	White
1436	COUNTY TAGS TD8651	1GB3G2CGOE1208219	8A/2W	11	2014	CHEVY	450	White
1437	COUNTY TAGS TD8652	1GB3G2CG1E1208049	8A/2W	11	2014	CHEVY	450	White
1438	COUNTY TAGS TD8655	1GB3G2CG7E1207651	8A/2W	11	2014	CHEVY	450	White
1439	COUNTY TAGS TD8650	1GB3G2CG7E1208637	8A/2W	11	2014	CHEVY	450	White
1440	COUNTY TAGS TD8645	1GB3G2CG6E1209245	8A/2W	11	2014	CHEVY	450	White
1441	COUNTY TAGS TD3299	1GB3G2CG1E1208679	8A/2W	11	2014	CHEVY	450	White
1442	COUNTY TAGS TD3298	1GB3G2CG0E1207975	8A/2W	11	2014	CHEVY	450	White
1443	COUNTY TAGS TD3300	1GB3G2CG4E1207722	8A/2W	11	2014	CHEVY	450	White
1444	COUNTY TAGS TC6664	1GB3G2CG0E1209869	8A/2W	11	2014	CHEVY	450	White
1445	COUNTY TAGS TD7339	1GB3G2CG0E1209404	8A/2W	11	2014	CHEVY	450	White
1446	COUNTY TAGS TD7340	1GB3G2CG3E1209557	8A/2W	11	2014	CHEVY	450	White
1447	COUNTY TAGS TD7341	1GB3G2CG5E1209611	8A/2W	11	2014	CHEVY	450	White

Glossary of Terms

Commission for the Transportation Disadvantaged - Glossary of Terms and Abbreviations

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

Accidents: when used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

(AER) Actual Expenditure Report: an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Advance Reservation Service: shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

Agency: an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

(ADA) Americans with Disabilities Act: a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

(AOR) Annual Operating Report: an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

(APR) Annual Performance Report: an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

(ASE) Automotive Service Excellence: a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

Availability: a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pickup and delivery time parameters.

Bus: any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons of compensation.

Bus Lane: a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

Bus Stop: a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

(CUTR) Center for Urban Transportation Research: a research group located at the University of South Florida's College of Engineering.

(CMBE) Certified Minority Business Enterprise: any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of management Services.

Chapter 427, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commendation: any written compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

(CDL) Commercial Driver's License: a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

Commission: the Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.

(CTD) Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

(CTC) Community Transportation Coordinator: (formerly referred to as A coordinated community transportation provider) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

Competitive Procurement: obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

Complaint: any written customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

Complete (or Full) Brokerage: type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.

Coordinated Transportation System: includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

Coordinated Trips: passenger trips provided by or arranged through a CTC.

Coordinating Board: an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

Coordination: the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

Deadhead: the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pickup, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

Demand Response: a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

Designated Service Area: a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

Disabled Passenger: anyone which a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

Dispatcher: the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.

Driver Hour: the period of one hour that a person works whose main responsibility is to drive vehicles.

Economies of Scale: cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

Effectiveness Measure: a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

Efficiency Measure: a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

Emergency: any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

Emergency Fund: transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by discreet contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

Employees: the total number of persons employed in an organization.

Fixed Route: (also known as Fixed Route/Fixed Schedule) service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

(FAC) Florida Administrative Code: a set of administrative codes regulating the state of Florida.

(FCTS) Florida Coordinated Transportation System: a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

(FDOT) Florida Department of Transportation: a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.

(FS) Florida Statutes: the laws governing the state of Florida.

(FTE) Full Time Equivalent: a measure used to determine the number of employees based on a 40-hour work-week. One FTE equals 40 work hours per week.

(FAC) Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

General Trips: passenger trips by individuals to destinations of their choice, not associated with any agency program.

Goal: broad conditions that define what the organization hopes to achieve.

Grievance Process: a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

In Service: the time a vehicle begins the route to provide transportation service to the time the route is completed.

In-Take Clerk/ Reservationist: an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

Latent Demand: demand that is not active (I.E., the potential demand of persons who are not presently in the market for a good or service).

Limited Access: the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

Load Factor: the ratio of use to capacity of equipment or a facility during a specified time period.

Local Government: an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

Local Government Comprehensive Plan: a plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.

(LCB) Local Coordinating Board: an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation-disadvantaged services.

(MIS) Management Information System: the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

(MOA) Memorandum of Agreement: the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.

(MPO) Metropolitan Planning Organization: the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C.s. 134, as provided in 23 U.S.C.s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S. Many MPOs have been renamed as TPOs (Transportation Planning Organizations).

Network type: describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

Non-coordinated Trip: a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordinator/operator contract with the community transportation coordinator.

Non-sponsored Trip: transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

Objective: specific, measurable conditions that the organization establishes to achieve its goals.

Off Peak: a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

(OPA) Official Planning Agency: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Operating Cost: the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

Operating Cost per Driver Hour: operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

Operating Cost per Passenger Trip: operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

Operating Cost per Vehicle Mile: operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

Operating Environment: describes whether the community transportation coordinator provides service in an urban or rural service area.

Operating Expenses: sum of all expenses associated with the operation and maintenance of a transportation system.

Operating Revenues: all revenues and subsidies utilized by the operator in the provision of transportation services.

Operating Statistics: data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents and roadcalls.

Operator Contract: a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

Organization Type: describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

Paratransit: elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

Partial Brokerage: type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

Passenger Miles: a measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

Passenger Trip: a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

Passenger Trips per Driver Hour: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

Passenger Trips per Vehicle Mile: a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

Performance Measure: statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

Potential TD Population: (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low-income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

Program Trip: a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

Public Transit: means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

Purchased Transportation: transportation services provided for an entity by a public or private transportation provider based on a written contract.

(QAPE) Quality Assurance and Program Evaluation.

(RBF) Request for Bids: a competitive procurement process.

(RFP) Request for Proposals: a competitive procurement process.

(RFQ) Request for Qualifications: a competitive procurement process.

Reserve Fund: transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

Revenue Hours: total vehicle hours used in providing passenger transportation, excluding deadhead time.

Revenue Miles: the total number of paratransit service miles driven while TD passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

Ridesharing: the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

Roadcall: any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

Rule 41-2, F.A.C.: the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Scheduler: a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

Shuttle: a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

Sole Provider: (also referred to as Sole Source) network type in which the CTC provides all of the transportation disadvantaged services.

Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

Standard: something established by authority, custom, or general consent as a model or example.

Stretcher Service: a form of non-emergency paratransit service whereby the rider is transported on a stretcher, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

Subscription Service: a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

(SSPP) System Safety Program Plan: a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Total Fleet: this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

(TQM) Total Quality Management: a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

Transportation Alternative: those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s.427.018, F.S.

(TD) Transportation Disadvantaged: those persons, including children as defined in s.411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

Transportation Disadvantaged Funds: any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

Transportation Disadvantaged Population: (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

(TDSP) Transportation Disadvantaged Service Plan: a three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

(TPO) Transportation Planning Organization.

Transportation Disadvantaged Trust Fund: a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs, which are not sponsored by an agency.

Transportation Operator: a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

Transportation Operator Contract: the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

Trend Analysis: a common technique used to analyze the performance of an organization over a period of time.

Trip Priorities: various methods for restricting or rationing trips.

Trip Sheet: a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

(UPHC) Unduplicated Passenger Head Count: the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

Unmet Demand: the number of trips desired but not provided because of insufficient service supply.

Urbanized Area: a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size or density.

(USDHHS) U.S. Department of Health and Human Services: a federal agency regulating health and human services.

(USDOT) U.S. Department of Transportation: a federal agency regulating the transportation field.

Van Pool: a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

Vehicle Inventory: an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

Vehicle Miles: the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

Vehicle Miles per Vehicle: a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

Vehicles: number of vehicles owned by the transit agency that are available for use in providing services.

Volunteers: individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

Will-Calls: these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but can not schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

ESCAMBIA COUNTY COMMUNITY TRANSPORTATION
2016 RIDER SURVEY COMMENTS

Comments:

1. I love the drivers.
2. I am very pleased.
3. Bring back messages for non-sponsored trips. Have more than 20 people on hold.
4. Need more buses.
5. Overall the service is good but one time recently they made me 10 minutes late for work!!
6. Problems scheduling early morning rides – they fill up too quickly.
7. Poor Service!!
8. Mail schedule of dates when ADA transit won't run for holidays.
9. Ms. Annie would like to get to the doctor appt. on time and to get back home on time, please.
10. Suggestion: When making reservations, there should be 2 lines. 1. Should be for ADA and 2. Should be for non-sponsored.
11. Cannot thank everyone at ECCT enough! Greatly appreciate!
12. All great drivers. Sometimes be on time someone of them Mr. and Mrs. English, Victor, and Glenda or Susan and Alice, Miss Kisha.
13. You all have very good drivers and reservationist.
14. Dispatchers should be truthful about pick-up times. Drivers vacations should not affect standing scheduled trips.
15. I appreciate the transportation.
16. Very pleased. Only problem is occasional lateness or missed rides.

ESCAMBIA COUNTY RIDER SURVEY RESULTS & COMPARISONS

<u>QUESTION</u>	<u>#</u>	<u>RESPONSE</u>	<u>PBT</u> <u>2014</u>	<u>ECCT</u> <u>2015</u>	<u>ECCT</u> <u>2016</u>	<u>PBT</u> <u>2014</u>	<u>ECCT</u> <u>2015</u>	<u>ECCT</u> <u>2016</u>
DEPENDABILITY - Schedule a trip for the time period I need?	1	A - Very Good	41	97	16	36%	62%	57%
		B - Good	62	47	4	54%	30%	14%
		C - Neutral	7	9	4	6%	6%	14%
		D - Poor	4	2	3	3%	1%	11%
		E - Very Poor	1	2	1	1%	1%	4%
		Total	115	157	28	100%	100%	100%
SERVICE RUNS WHEN I NEED IT?	2	A - Very Good	38	85	15	33%	55%	54%
		B - Good	61	58	4	53%	37%	14%
		C - Neutral	11	8	4	9%	5%	14%
		D - Poor	2	3	4	2%	2%	14%
		E - Very Poor	4	1	1	3%	1%	4%
		Total	116	155	28	100%	100%	100%
EASY TO ARRANGE TRIPS?	3	A - Very Good	49	80	13	43%	52%	46%
		B - Good	56	51	7	49%	34%	25%
		C - Neutral	9	18	3	8%	12%	11%
		D - Poor	1	2	3	1%	1%	11%
		E - Very Poor	0	2	2	0%	1%	7%
		Total	115	153	28	100%	100%	100%
IT IS CONVENIENT TO CHANGE SCHEDULED TRIPS WHEN NECESSARY?	4	A - Very Good	39	71	13	35%	46%	46%
		B - Good	55	55	7	49%	36%	25%
		C - Neutral	11	18	5	10%	12%	18%
		D - Poor	4	7	2	4%	5%	7%
		E - Very Poor	4	2	1	4%	1%	4%
		Total	113	153	28	100%	100%	100%
COMFORT / CLEANLINESS The vehicles are clean and maintained?	5	A - Very Good	34	107	18	29%	69%	64%
		B - Good	67	43	8	58%	28%	28%
		C - Neutral	7	4	1	6%	3%	4%
		D - Poor	4	0	1	3%	0%	4%
		E - Very Poor	4	0	0	3%	0%	0%
		Total	116	154	28	100%	100%	100%
THE DRIVER PROVIDES A SAFE AND COMFORTABLE RIDE?	6	A - Very Good	47	112	21	41%	73%	75%
		B - Good	64	38	5	55%	25%	17%
		C - Neutral	3	4	1	3%	2%	4%
		D - Poor	1	0	1	1%	0%	4%
		E - Very Poor	1	0	0	1%	0%	0%
		Total	116	154	28	100%	100%	100%
WAITING TIME - The vehicle picks me up within 30 minutes of my scheduled time?	7	A - Very Good	12	81	9	10%	53%	32%
		B - Good	60	48	8	52%	31%	29%
		C - Neutral	30	20	7	26%	13%	25%
		D - Poor	7	3	2	6%	2%	7%
		E - Very Poor	7	2	2	6%	1%	7%
		Total	116	154	28	100%	100%	100%
I ARRIVED AT MY DESTINATION AT THE SCHEDULED TIME?	8	A - Very Good	22	87	11	19%	56%	39%
		B - Good	62	48	10	54%	31%	36%
		C - Neutral	21	15	4	18%	10%	14%
		D - Poor	6	3	1	5%	2%	4%
		E - Very Poor	4	1	2	3%	1%	7%
		Total	115	154	28	100%	100%	100%

<u>QUESTION</u>	<u>#</u>	<u>RESPONSE</u>	<u>PBT</u> <u>2014</u>	<u>ECCT</u> <u>2015</u>	<u>ECCT</u> <u>2016</u>	<u>PBT</u> <u>2014</u>	<u>ECCT</u> <u>2015</u>	<u>ECCT</u> <u>2016</u>
COST - Amount I pay for my trip is reasonable?	9	A - Very Good	72	92	18	63%	61%	64%
		B - Good	38	39	7	33%	26%	25%
		C - Neutral	3	13	2	3%	9%	7%
		D - Poor	0	5	1	0%	3%	4%
		E - Very Poor	1	1	0	1%	1%	0%
		Total	114	150	28	100%	100%	100%
THE RESERVATIONIST IS PLEASANT?	10	A - Very Good	77	87	15	66%	58%	54%
		B - Good	33	50	8	28%	33%	28%
		C - Neutral	3	13	5	3%	9%	18%
		D - Poor	1	0	0	1%	0%	0%
		E - Very Poor	2	1	0	2%	0%	0%
		Total	116	151	28	100%	100%	100%
THE DRIVERS ARE COURTEOUS AND HELPFUL?	11	A - Very Good	74	115	19	64%	75%	68%
		B - Good	40	33	7	35%	22%	25%
		C - Neutral	1	4	2	1%	3%	7%
		D - Poor	0	1	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	115	153	28	100%	100%	100%
OVERALL COURTESY OF EMPLOYEES?	12	A - Very Good	65	104	19	57%	69%	68%
		B - Good	41	40	5	36%	26%	18%
		C - Neutral	9	8	4	8%	5%	14%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	115	152	28	100%	100%	100%
OVERALL SATISFACTION OF SERVICES?	13	A - Very Good	47	85	13	41%	55%	46%
		B - Good	46	52	8	40%	34%	29%
		C - Neutral	15	12	4	13%	8%	14%
		D - Poor	6	4	2	5%	3%	7%
		E - Very Poor	2	1	1	2%	0%	4%
		Total	116	154	28	100%	100%	100%
WHERE ARE YOU GOING ON YOUR TRIP (FINAL DESTINATION)?	14	A. Med/Dent	39	79	10	30%	49%	36%
		B. Sch/Wrk	68	41	12	52%	25%	43%
		C. Groc/Shop	8	6	3	6%	4%	11%
		D. Rec/Errand	8	6	1	6%	4%	3%
		E. Other	7	29	2	5%	18%	7%
		Total	130	161	28	100%	100%	100%
ON AVERAGE, HOW OFTEN DO YOU USE COMMUNITY TRANSPORTATION A MONTH?	15	A. Rarely	1	5	1	1%	3%	4%
		B. 1-2 days	4	3	1	4%	2%	4%
		C. 3-4 days	19	31	6	18%	20%	21%
		D. 5-10 days	21	34	5	20%	23%	18%
		E. 11+ days	61	80	15	58%	52%	53%
		Total	106	153	28	100%	100%	100%
IF NOT BY COMMUNITY TRANSPORTATION, HOW WOULD YOU MAKE THIS TRIP?	16	A. Drive	0	15	0	0%	10%	0%
		B. Would not go	32	62	14	30%	40%	50%
		C. Carpool	31	32	4	29%	21%	14%
		D. Other	37	26	7	35%	17%	25%
		E. Bus Service	6	18	3	6%	12%	11%
		Total	106	153	28	100%	100%	100%

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: ESCAMBIA COUNTY BOCC
PROVIDING SERVICE AS: ESCAMBIA COUNTY COMMUNITY TRANSPORTATION

COUNTY: ESCAMBIA COUNTY

CONTACT: DON CHRISTIAN PHONE: 850-595-3436

REVIEW PERIOD: FY 2014-2015 REVIEW DATE: JANUARY 26, 2016

MEETING LOCATION: 4081 E. OLIVE ROAD, PENSACOLA, FL

LOCAL COORDINATING BOARD MEMBERS: FRANK CHERRY AND DON RISAVY

CONTACT INFORMATION: HOWARD K. VANSELOW, 850-332-7976 - EXT 231

OR EMAIL: HOWARD.VANSELOW@WFRPC.ORG

APPROVED FEBRUARY 23, 2016

USING THE AOR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: ☐ RURAL ☒ URBAN

2. ORGANIZATION TYPE: ☐ PRIVATE-FOR-PROFIT
 ☐ PRIVATE NON-PROFIT
 ☒ GOVERNMENT
 ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE: ☐ SOLE PROVIDER
 ☐ PARTIAL BROKERAGE
 ☒ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
 First Transit, Inc, Yellow Cab, and EMS stretcher

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:
 Community Action Program (Head Start), Escarosa Workforce, ECAT (bus tickets and passes), ARC Gateway and Pensacola Developmental Center/Cap Stone.

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
 (Recent APR information may be used)

Name of Agency	% of Trips
Commission for the Transportation Disadvantaged (CTD)	37.33%
Agency for Health Care Administration (AHCA) / MEDICAID	16.20%
Agency for Persons with Disabilities (APD)	2.61%
Department of Elder Affairs (DOEA)	5.55%
Department of Education (DOE)	0.75%
Other	37.55%

REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Total Calls	**Unavailable		

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S. *"Review all transportation operator contracts annually."*

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED? **Day to day monitoring. Email, phone calls, and in person.**

Is a written report issued to the operator? ☐ Yes ☒ No

If NO, how are the contractors notified of the results of the monitoring? **CTC is in constant communication with its operator and notifies by email, phone calls, and in person.**

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED? **Coordination Contractors currently are not have any vehicle or provide any trips. Once vehicles are received the CTC will monitor vehicle compliance through there maintenance program and will also assist where needed to ensure compliance.**

Is a written report issued? ☐ Yes ☒ No

If NO, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

Vehicles will be fixed in house – if not in compliance vehicles are repaired or pulled from service.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] *"Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."*

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

The CTC is not using school buses in the coordinated system.

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING **FIXED ROUTE** PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

Implemented software to help staff know when clients are within ¼ of a mile of a bus stop – if clients in near the bus stop they will try and move from Paratransit to Fixed Route.

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT (Fixed Route)? ☐ Yes ☒ No

If YES, what is the goal?

Is the CTC accomplishing the goal? N/A ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☒ Yes ☐ No

Comments:

CTC is currently trying to update the application process and transfer appropriate paratransit riders to fix route buses.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance <i>"...ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident..."</i>

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$200,000 per person and \$300, 000 per incident

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

\$1,000,000 per person and \$1,000, 000 per incident

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
NA	

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☒ No If yes, was this approved by the Commission?
☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives. <i>"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."</i>
--

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

N/A

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No
(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the CTC, but provided by the purchasing agency. Example: a neighbor providing the trip)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Observed during LCB ride along and during visit.

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards "...shall adhere to Commission approved standards..."

The Committee reviewed the TDSP for the Commission and local standards.

All below areas were in compliance

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	POSTED CLEARLY
Vehicle Cleanliness	CLEAN
Passenger/Trip Database	RouteMatch Paper Manifest and Tablets
Adequate seating	PLENTY OF SPACE
Driver Identification	OBSERVED
Passenger Assistance	OBSERVED
No Smoking, Eating and Drinking	OBSERVED

Compliance with Local Standards "...shall adhere to Commission approved standards..."

All below areas were in compliance

Local Standards	Comments
Transport of Escorts and dependent children policy	TDSP states age 16 minimum without escort.
Use, Responsibility, and cost of child restraint devices	TDSP is consistent with commission approved standards and local coordinating board wishes. Required for all children 5 years old and younger.
Out-of-Service Area trips	TDSP is consistent with commission approved standards and local coordinating board wishes.
CPR/1st Aid	Minimal First Aid training, no certification.
Driver Criminal Background Screening	TDSP is consistent with commission approved standards and local coordinating board wishes. Yes
Rider Personal Property	TDSP is consistent with commission approved standards and local coordinating board wishes. Limit is two bags that the rider can secure on his or her lap or under the seat.
Advance reservation requirements	TDSP is consistent with commission approved standards and local coordinating board wishes.
Pick-up Window	TDSP is consistent with commission approved standards and local coordinating board recommendations.

Measurable Standards/Goals	Standard/Goal	Stats	MET/NOT MET
Public Transit Fixed Route Ridership	No numeric goal at time – CTC reviewing		
On-time performance 89.12%	90%	CTC < 90%	UNMET
Passenger No-shows 5,061	Policy in TDSP		
Accidents 16 / 1,028,320 miles	CTC 1/100,000 miles	CTC 1.56 /100,000	UNMET
Roadcalls 05 / 1,028,320 miles	CTC 1/10,000 miles	CTC .05 /10,000	MET
Complaints 141 / 90,153 trips	CTC < .5% of trips	CTC .17% < .5%	MET
Call-Hold Time 3 min 15 sec	3 minutes	CTC > 3 minutes	UNMET
FINDINGS	The CTC is compliant with the CTD Standards, the Local Standards, and Measurable Standards.		
RECOMMENDATIONS	The CTC should maintain compliance with all standards.		

Trips

Funding Source	# TRIPS	% TRIPS
Commission for the Transportation Disadvantaged (CTD)	33,656	37.33%
Agency for Health Care Administration (AHCA) / MEDICAID	14,608	16.20%
Agency for Persons with Disabilities (APD)	2,357	2.61%
Department of Elder Affairs (DOEA)	5,007	5.55%
Department of Education (DOE)	672	0.75%
Other	33,853	37.55%
Totals	90,153	100.00%



Passenger Satisfaction - The planning agency conducts the rider survey each year. The complete results are included in the TDSP update.

Date of Rider Surveys: February 2015 – March 2015

OVERALL SATISFACTION OF SERVICE			
	A - Very Good	85	55
	B - Good	52	34
	C - Neutral	12	8
	D - Poor	4	3
	E - Very Poor	1	0
	Total	154	100%

In addition to the Yearly Rider Surveys and Trip Observations, Board members requested staff perform a **random sampling** of Escambia County Community Transportation riders:

Eleven riders were called and asked to answer the following questions.
One rider was just approved and had not scheduled a trip.

	Very Good 	Good	Neutral	Poor	Very Poor 
Dependability – Able to schedule a trip for the time period I need.	2	7	1		
Service runs the times when I need it.		6	2	2	
Easy to arrange trips.	4	4	2		
It is convenient to change scheduled trips when necessary.	2	6	2		
Comfort/Cleanliness – The vehicles are clean and well maintained.	7	3			
The driver provides a safe and comfortable ride.	7	2	1		
Waiting Time – The vehicle picks me up within 30 minutes of my scheduled time.		6	4		
I arrived at my destination at the scheduled time.		7	3		
Cost – Amount I pay for my trip is reasonable.	2	6	1		1
The reservationist is pleasant.	7	3			
The drivers are courteous and helpful.	7	2		1	
Overall Courtesy of Employees	7	3			
Overall Satisfaction of Service	8	2			

Where are you going on your trip?
(Only your FINAL destination for this trip)?

- | | |
|--|-------------------------------------|
| a. <u> 2 </u> Medical/Dental | b. <u> 3 </u> School/Work |
| c. <u> 3 </u> Grocery/Shopping | d. <u> 1 </u> Recreation/ Errands |
| e. <u> 1 </u> Other <u> </u> Would not specify_____ | |

On average, how often do you use Community Transportation monthly? (Only select ONE)

- | | |
|--|-------------------------------------|
| a. <u> </u> Rarely: only a few times a year | b. <u> </u> 1-2 days per month |
| c. <u> 1 </u> 3-4 days per month | d. <u> 4 </u> 5-10 days per month |
| e. <u> 5 </u> 11 or more days per month | |

How would you make this trip, if not by Community Transportation? (Only select ONE)

- | | |
|--|-------------------------------------|
| a. <u> </u> Drive | b. <u> 6 </u> Would not make trip |
| c. <u> </u> Ride with someone else | d. <u> 3 </u> Other _____ |
| e. <u> 1 </u> Fixed-route/ transit bus service | - Hope to find a way |
| | - Try to find a ride |
| | - Walk when I could |

Comments

Service needs to be on Sunday
Should be able to schedule same day trips
ADA co-pay is way too expensive
Riding for 6 years – thank you for the service
Application process was good
Not enough drivers
All good
Have not scheduled a trip yet

TRIP OBSERVATION

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

*** REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

January 29, 2016

Person completing conducting the observation:

John B. Clark

Location:

Start 3346 McLemore Drive

Number of Passengers picked up/dropped off:

3

Ambulatory

3

Non-Ambulatory

Was the driver on time?

X Yes ☐ No, how many minutes late/early?
 X Yes ☐ No, how many minutes late/early?
 X Yes ☐ No, how many minutes late/early?

Did the driver provide any passenger assistance?

☐ Yes ☐ No

Was the driver wearing any identification?

X Yes X Uniform X Name Tag X ID Badge
☐ No

Did the driver render an appropriate greeting?

X Yes No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

X Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

X Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

(Side Window) X Yes ☐ No

Does the vehicle have working heat and air conditioning?

X Yes ☐ No

Does the vehicle have two-way communications in good working order?

X Yes ☐ No

If used, was the lift in good working order?

N/A ☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

X Yes ☐ No

Did the driver properly use the lift and secure the passenger?

N/A ☐ Yes ☐ No

If no, please explain:

Comments:

CTC Trip Observation

Date: January 29, 2016

Observer: John B. Clark

Met driver, Stephanie Averhart, at the CTC offices, 3346 McLemore Drive at approximately 8:20 AM.

Picked up first two passengers (A&B) on Ward Street in West Pensacola at approximately 9:00AM.

Picked up third passenger (C) on Seapine Street at approximately 9:22AM.

Dropped of passengers A&B on Marketplace Street (clinic offices) at approximately 9:50AM.

Dropped off passenger C at Royce Street (Council on Aging) at approximately 10:00AM.

Note: all times are approximate.

Comments: Driver was very helpful, friendly and courteous. Was knowledgeable about area. Was a careful and courteous driver.

Level of Cost Worksheet 1

COSTS BY EXPENSE CATEGORY

CTC EXPENSE CATEGORY BY ACCOUNT	2012-2013 Trips: 204,842		2013-2014 Trips: 162,753		2014-2015 Trips: 90,153	
	Total	Trip	Total	Trip	Total	Trip
Labor	\$1,370,421	\$6.69	\$1,281,021	\$7.87	\$1,400,214	\$15.53
Fringe Benefits	431,266	.72	435,290	2.67	119,268	1.32
Services	248,985	.81	283,086	1.74	114,285	1.27
Materials/ Supplies	603,449	2.05	573,542	3.52	317,576	3.52
Utilities	61,780	.21	58,297	.36	26,334	.29
Casualty/Liability	130,432	.48	134,370	.83	253,618	2.81
Taxes	5,058	.55	9,379	.06	\$6,486	.07
Purchased Transportation	499,896	1.93	469,616	2.89	283,713	3.15
Miscellaneous Expenses	16,013	.06	16,028	.10	128,126	1.42
Interest Expense	10,947	.06	12,121	.07	0	0
Leases & Rentals	87,672	.36	90,329	.56	54,840	.61
Annual Depreciation Amortization	22,760	.10	27,441	.17	185,599	2.06
Contributed Service/ Allowable Expense	0	0	0	0	0	0
Allocated Indirect Expenses	0	0	0	0	0	0
SYSTEM TOTAL	\$3,488,679	\$17.03	\$3,390,520	\$20.84	\$2,890,059	\$32.06
		1.	Which expenses are especially high?			
		2.	Are these high expenses acceptable? Are they approved?			
		3.	What strategies could reduce the unacceptable costs?			

FY12/13 & 13/14 Annual Operating Report Completed by Pensacola Bay Transportation

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	0	0		
Private For-Profit	3	3	90,153	100%
Government				
Public Transit Agency	1	0		
Total	4	3		100%

2. How many of the above operators are coordination contractors? **None**
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? **3**
Does the CTC have the ability to expand? **Yes with increased funding**
4. Indicate the date the latest transportation operator was brought into the system. **2014**
5. Does the CTC have a competitive procurement process? **Yes**
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators? **Once**

X	Low bid
X	Requests for qualifications
X	Negotiation

X	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Request for Proposals

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator
	Age of company
X	Previous experience
X	Management
X	Qualifications of staff
X	Resources
	Economies of Scale
X	Contract Monitoring
X	Reporting Capabilities
	Financial Strength
X	Performance Bond
X	Responsiveness to Solicitation

X	Scope of Work
X	Safety Program
X	Capacity
X	Training Program
X	Insurance
	Accident History
X	Quality
X	Community Knowledge
X	Cost of the Contracting Process
X	Price
X	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? **Not sent directly to any operators**

How many responded? **TWO**

The request for bids/proposals was distributed:

X Locally X Statewide X Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? **NO**

Level of Availability (Coordination) Worksheet 3

Planning – What are the coordinated plans for transporting the TD population? **Escambia County Transportation Disadvantaged Service Plan (TDSP)**

Public Information – How is public information distributed about transportation services in the community? **Public Information Office (PIO), Local Coordination Board, working with Centers, and County Web page.**

Certification – How are individual certifications and registrations coordinated for local TD transportation services? **Clients complete Applications**

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community? **Applications are kept on file and client information is stored in the Paratransit Database (RouteMatch Software)**

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call? **Two full time reservationist work from 8 to 5 pm –during peak hours (8 to 10 am) all calls are answered on a first come first serve basis and callers are kept on hold until their call can be answered. After 10 am calls that cannot be answered roll over to an answering machine and then appropriate staff return the call.**

Reservations – What is the reservation process? How is the duplication of a reservation prevented? See above – **Duplication is prevented with the RouteMatch Software.**

Trip Allocation – How is the allocation of trip requests to providers coordinated? **Based on space and funding availability.**

Scheduling – How is the trip assignment to vehicles coordinated? **RouteMatch Software and Scheduler**

Transport – How are the actual transportation services and modes of transportation coordinated? **RouteMatch Software and Scheduler**

Dispatching – How is the real time communication and direction of drivers coordinated? **RouteMatch Software, in vehicle Mobile Data Terminals (MDT's), and two-way radios.**

General Service Monitoring – How is the overseeing of transportation operators coordinated? **Daily meetings, monthly and quarterly reports.**

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated? **Dispatcher's communications with drivers through two-way radios and Mobile Data Terminals (MDT's).**

Trip Reconciliation – How is the confirmation of official trips coordinated? **Daily with RouteMatch Software.**

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated? **Invoice Monthly**

Reporting – How is operating information reported, compiled, and examined? **Monthly, quarterly, and yearly.**

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program? **Lease of Buses and some Equipment from the County**

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision? **Through outreach and coordination with Escambia County Public Information Office (PIO) and Local Coordinating Board, and West FL Regional Planning Council Staff.**

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community? **Coordination agreement.**

Preliminary Information Worksheet

Version 1.4

CTC Name:

Escambia County Board of County
Commissoners

County (Service Area):

Escambia

Contact Person:

Don Christian

Phone #

850-595-3436

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:



Governmental



Private Non-Profit



Private For Profit

NETWORK TYPE:



Fully Brokered



Partially Brokered



Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Escambia County Board of County Commissioners
County: Escambia

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 163,791	\$ 180,000	\$ 175,000	9.9%	-2.8%	Farebox is used as subsidy or match. Collected by operator
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						Projected funding (County) ADA transportation \$630,000.00 / Projected funding (County) \$662,440.00 for transportation services to be used as subsidy or match requirement for Trip & Equipment Grant.
Compl. ADA Services	\$ 639,815	\$ 630,000		-1.5%	-100.0%	
County Cash	\$ 247,839	\$ 619,883	\$ 662,440	150.1%	6.3%	
County in-kind, Contributed Services						
City Cash						
City in-kind, Contributed Services						
Other Cash			\$ 630,000			
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 657,751	\$ 657,565	\$ 666,934	0.0%	1.4%	Funds allocated for Trip & Equipment Grant for transportation services (non-sponsored transportation services at a rate per trip/mile.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 300,000	\$ 300,000	\$ 300,000	0.0%	0.0%	Funds to be used for operations.
49 USC 5310						
49 USC 5311 (Operating)	\$ 85,000	\$ 85,000	\$ 50,000	-35.3%	-9.1%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 390,563			-100.0%		The county will be contracting with brokers. At this time funding, trips, nor miles have been included in the rate model.
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						projected funds to be used for trips at a similar rate
Div of Blind Services						
Vocational Rehabilitation	\$ 8,202	\$ 32,310	\$ 35,600	293.9%	10.2%	
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						projected funds to be used for trips at a similar rate
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 52,657	\$ 85,000	\$ 86,000	61.4%	1.2%	
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

CTC: Escambia County Board of County Commissioners
County: Escambia

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are $\pm 10\%$ and Also $\pm \$50,000$
1	2	3	4	5	6	7

Balancing Revenue is Short By =			None		
Total Revenues =	\$2,567,890	\$2,591,758	\$2,660,974	0.9%	2.7%

Total Expenditures =	\$2,567,890	\$2,591,758	\$2,660,974	0.9%	2.7%
----------------------	-------------	-------------	-------------	------	------

Page 83

County: Escambia

- | | | |
|---|--|---|
| What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues? | <u>Budgeted Rate</u>
<u>Subsidy Revenue</u>
<u>Excluded from the Rate Base</u> | What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment? |
| 3 | 4 | 5 |

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

\$	-	-	
\$		\$	
\$	-	-	

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Worksheet for Program-wide Rates

CTC: Escambia County I Version 1.4
County: Escambia

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 826,564

Rate Per Passenger Mile = \$ 1.70

Total Projected Passenger Trips = 85,217

Rate Per Passenger Trip = \$ 16.51

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 9.7 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.22

Rate Per Passenger Trip = \$ 31.23

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services

2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Escambia County Version 1.4
County: Escambia

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Answer # 2 for Stretcher Service	Do NOT Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
\$ 1,715,748	\$ 843,825		
623,696	202,858		
62,733	22,484		

Effective Rate for Contracted Services:-

	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile -	\$ 2.75	\$ 4.16		
per Passenger Trip -	\$ 27.35	\$ 37.53		
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above - Rate per Passenger Mile for Balance -

Combination Trip and Mile Rate			
\$ 2.75	\$ 4.16		
STOP! Do NOT Complete Sections III - V for Ambulatory Service	STOP! Do NOT Complete Sections III - V for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Escambia County
Version 1.4
County: Escambia

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? ☐ Yes ☒ No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? ☒ Pass. Trip ☐ Pass. Mile
Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
Leave Blank
4. How much will you charge each escort?
Leave Blank

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)
Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles?
Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2016 - 2017			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	826,564	623,696	202,868		Leave Blank 0
Rate per Passenger Mile =		\$1.45	\$2.48	\$0.00	\$0.00 per passenger per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	85,217	62,733	22,484		Leave Blank
Rate per Passenger Trip =		\$13.89	\$23.81	\$0.00	\$0.00 per passenger per group
2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...		Combination Trip and Mile Rate			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$1.45	\$2.48	\$0.00	\$0.00 per passenger per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.74	\$4.70	\$0.00	\$0.00 per passenger per group
Rate per Passenger Trip =		\$26.27	\$45.04	\$0.00	\$0.00 per passenger per group
Program These Rates into Your Medicaid Encounter Data					

BOARD OF COUNTY COMMISSIONERS
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CLAUDIA SIMMONS
Purchasing Manager

February 24, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 1:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

This Addendum #1 for the following:

This addendum provides responses to questions received from the Mandatory Pre-Solicitation Conference on February 22, 2017 that were **not answered** at the pre-solicitation meeting. This addendum is providing all the information available at this time. It is considered by the County that the RFP document plus the information herein provides sufficient information to complete the proposal as requested.

1. Loss run information accident claims (available information attached)
2. Workers Comp Information available
Below is for 1 yr. 2015/2016
 - **Vehicle Liability**
\$342,521
 - **Workers Comp – Operations (6.42%)**
\$168,240
 - **Workers Comp – Maint. (6.0%)**
\$60,585
 - **Workers Comp – General Admin. (1.3%)**
\$9,597
3. List of other agencies with contracts with CTC - MTM, Council On Aging, Vocational Rehab
4. The insurance requirements are as stated in the RFP – no exceptions.
5. Available Maintenance agreement information is contained in the CBA agreement – Addendum #1 PD 16-17.014
6. The information considered to be a Handbook for Employees is contained in ECCT CBA agreement – Addendum #1 PD 16-17.014
7. Rate Model information was provided in the RFP as available.
8. All counts/ rates/ stated quantities in the RFP documents is the best available information to be used for the purpose of responding to the RFP.
9. Personal information regarding employees will not be provided for purposes of this RFP.

Addendum 1
16-17.027

This Addendum Number 1 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons

Claudia Simmons, Manager
Office of Purchasing

SIGNED: _____
COMPANY: _____
CS/lk

All GL Losses represent first dollar losses.

General Liability

Policy Year	Carrier	Val. Date < 3 Months	# of Claims	Paid	Reserve	Total
2016-2017	RLI	9/10/2017	0	\$0	\$0	\$0
2015-2016	RLI	9/10/2017	1	\$0	\$0	\$0
2014-2015	RLI	9/10/2017	1	\$12,000	\$0	\$12,000
2013-2014	National Interstate	8/18/2016	0	\$0	\$0	\$0
2012-2013	National Interstate	8/18/2016	1	\$567	\$0	\$567
2011-2012	Travelers	6/18/2016	1	\$0	\$0	\$0
Total Claims			4	\$12,567	\$0	\$12,567
Average			1	\$2,513		

Commercial Auto Liability & Physical Damage

Auto

Policy Year	Carrier	Val. Date < 3 Months	# of Claims	Paid	Reserve	Total
2016-2017	RLI	9/10/2017	8	\$29,264	\$8,223	\$37,487
2015-2016	RLI	9/10/2017	39	\$67,185	\$3,000	\$70,185
2014-2015	RLI	9/10/2017	44	\$94,298	\$0	\$94,298
2013-2014	National Interstate	8/18/2016	41	\$160,047	\$8,000	\$168,047
2012-2013	National Interstate	8/18/2016	26	\$44,190	\$0	\$44,190
2011-2012	Travelers	6/18/2016	15	\$22,592	\$0	\$22,592
Total Claims			173	\$417,576	\$19,223	\$436,799
Average			29	\$69,596		

Totals

Policy Year	Carrier	Valuation Date	# of Claims	Paid	Reserve	Total Claims
2016-2017	RLI		8	\$29,264	\$8,223	\$37,487
2015-2016	RLI		40	\$67,185	\$3,000	\$70,185
2014-2015	RLI		45	\$106,298	\$0	\$106,298
2013-2014	National Intersate		41	\$160,047	\$8,000	\$168,047
2012-2013	National Intersate		27	\$44,757	\$0	\$44,757
2011-2012	Travelers	06/18/16	16	\$22,592	\$0	\$22,592
Total Claims			177	\$430,143	\$19,223	\$449,366
Average			29	\$69,596		

BOARD OF COUNTY COMMISSIONERS
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CLAUDIA SIMMONS
Purchasing Manager

February 28, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 2:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

This Addendum #2 for the following:

This addendum provides responses to questions received by February 24, 2017 that were not answered at the pre-solicitation meeting.

1. Who will be responsible for ADA and TD recertification process?
A. Para transit Operator
2. Is the provider responsible for providing revenue vehicles?
A. Yes! Right now we have 27 on hand and if more is needed to complete the services it will be the responsibility of the contractor
3. Who is responsible for vehicle maintenance work?
A. the contractor If contractor please provide vehicle list and mileages? Not available for this RFP
4. Who is responsible for fuel?
A. At this time it's the contractor If contractor, what is the fuel consumption trend by vehicle.
2015/2016 \$223,918.45
5. What is the replacement plan for vehicles?
A. All vehicles have a 5 yr replacement of services.
6. What is the annual miles and hours of service?
A. 2015/2016 826,564 miles / 24 hrs 6 days a week
7. How many drivers and are they represented by a union?
A. 31

Addendum 2
16-17.027

8. What are driver pay rates?

A. \$22,880.00 a year

9. Does the contractor provide call takers, reservationists, scheduling, certifications for ADA?

A. YES !!!

10. What are bus cleaning standards?

A. State Statues

11. On pg. 19 – Paying legal defense costs for the county – under which circumstances would this potentially be a liability of the operator? Only when it involves the movement, treatment, etc. of a passenger? What exposure does the operator have legally when a passenger is NOT involved?

A. Unable to address this one at this time. Incident specific.

12. Can you provide a breakdown of the agencies, yearly financial operating support by each agency (if they have a limit or an estimate of normal yearly consumption in dollar amounts) and a breakdown with the total number of trips per agency (specified by AMB, WC, & Stretcher)?

A. This is a total contract and the trips as a whole for 2015/2016 are 826 564 total Ambul. 623,693 W/C 202,868.

13. There is no stretcher rate noted in the rate model – are stretcher trips even offered by the ECCT? If they are offered, are they actually provided by the ECCT or by a contractor (such as ambulance service)?

A. We have not had to provide stretcher services at this. The County does have an emergency vehicle if needed but for daily delivers.

14. Can we have the annual performance evaluation on the 10 dedicated paratransit county owned vehicles – to see if they are already at the correct level of service and if not, the current operator should be responsible for the costs associated in bringing the vehicles up to code.

A. All the County vehicles involved with CTC are state certified and meet all the requirements concerning ADA/TD and Chapter 427

15. Are 2 of the 10 vehicles dedicated to the paratransit service, vehicles that can accommodate the extra large wheelchairs per the specifications in the proposal?

A. All

16. The ECCT needs to maintain all applications for all programs in order to provide continuity to the riders/agencies and in order to uphold the tenants of the contracts that are in place. If the CTC certifies all clients for whatever programs that they are eligible for and maintains all the applications, a stat sheet (to be created/determined) could be provided to the operator so that the clients could be entered into the database for transportation services.

A. I think they are asking will there be a list of all riders for the CTC in a data base. If this is the case yes there is a data base of all riders using the Para Transit services.

17. Is there any obligation of the operator to continue services if the purchase order from the county created for the Paratransit operator runs out of funds?

A. except ADA we have to take all trips because we have a fixed route. All others we can cancel due to lack of funding.

18. Who develops the SSPP?

A. if they are referring to the TDSP Transportation Development Services Plan. The contractor is with county approval

19. Is the preferred cost proposal methodology the rate model format?

A. That is correct

20. The performance based measure percentage penalty is based upon what amount? Not the percentage, but the what is the exact exposure amount that the percentage is related to?

A. The percentage "withholding" due to a Do Not Meets rating is based on the fee paid to the Operator.

This Addendum Number 2 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons, Manager
Office of Purchasing

SIGNED: _____
COMPANY:
CS/lk



First Transit, Inc.
600 Vine Street, Suite 1400
Cincinnati, OH 45202
Phone: 513-241-2200
Fax: 513-684-8852

March 6, 2017

Office of Purchasing, Room 11.101
213 Palafox Place
Pensacola, FL 32502
Matt Langley Building
PO Box 1591
Attn: Claudia Simmons

Re: Specification No. PD16-17.027, Escambia County, Proposal for Operator for Paratransit Services

Dear Ms. Simmons,

First Transit is pleased to have the opportunity to participate in Escambia County's current procurement for Operator for Paratransit Services. As a partner of the County since 2012 and the successful operator of paratransit services since 2014, no one understands this operation, your expectations and our shared customers like First Transit. If selected to continue as your transportation provider, we will provide the high quality transportation services you have come to expect from us at a fair price. Although we are proud of the accomplishments our partnership has seen, we will work continuously to improve our service delivery to the County and our shared customers.

With more than 60 years of transportation operations and management experience, we stand on our record of performance and commitment to safety and quality. First Transit understands the unique and complex nature of Escambia County's paratransit operations. First Transit is experienced in the successful management and operation of paratransit operations in various communities throughout North America and the United Kingdom, with extensive experience in the State of Florida.

Escambia County's paratransit services, through the management and operations provided by First Transit, will continue to offer high-quality, safe and reliable transportation to its ridership while economically and efficiently providing value to the County.

Escambia County will benefit from the selection of First Transit and our enhanced services:

- A truly seamless transition with no disruption in service to Escambia County/CTC or our ridership

- Knowledgeable, experienced Escambia team who knows the service, the community and our shared customers, led by our new General Manager, Yolanda Cooper
- Our contracted services are known for low driver turnover; we will continue to select customer-oriented operators and offer a respectful, fair, and quality work environment
- Our comprehensive safety programs and training processes provide professional training for operators that will lead to delivery of safe, customer-oriented services
- The power of our national network of managers and transportation professionals, providing instant information sharing on a variety of transit matters
- Our company's recognition for safety and quality operations awarded by APTA and the National Safety Council
- Value-added technologies that will improve the customer experience, including enhanced IVR and SMS tools and a customer chat feature

We acknowledge the receipt of the following:

- Addendum 1, February 24, 2017
- Addendum 2, February 28, 2017

We are extremely excited about the possibility of strengthening our partnership with Escambia County with a new contract for these important transportation services. Should you have questions concerning any aspect of our proposal or wish to schedule a meeting to discuss the ability of First Transit and our management team to continue to successfully operate your paratransit services, please feel free to contact Vasti Amaro, Director of Business Development, at (513) 256-2372, vasti.amaro@firstgroup.com. We look forward to discussing our proposal with you.

Sincerely,



Bradley A. Thomas

President

First Transit, Inc.

**BOARD OF COUNTY COMMISSIONERS
ESCAMBA COUNTY, FLORIDA
OFFICE OF PURCHASING**

213 PALAFOX PLACE, 2nd Floor
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CLAUDIA SIMMONS
Purchasing Manager

February 24, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 1:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

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Addendum 1
16-17.027

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Sincerely,

Claudia Simmons

Claudia Simmons, Manager
Office of Purchasing

SIGNED:  Bradley A. Thomas, President
COMPANY: First Transit, Inc.
CS/lk

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CLAUDIA SIMMONS
Purchasing Manager

February 28, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 2:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

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Addendum 2
16-17.027

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10. What are bus cleaning standards?

A. State Statues

11. On pg. 19 – Paying legal defense costs for the county – under which circumstances would this potentially be a liability of the operator? Only when it involves the movement, treatment, etc. of a passenger? What exposure does the operator have legally when a passenger is NOT involved?

A. Unable to address this one at this time. Incident specific.

12. Can you provide a breakdown of the agencies, yearly financial operating support by each agency (if they have a limit or an estimate of normal yearly consumption in dollar amounts) and a breakdown with the total number of trips per agency (specified by AMB, WC, & Stretcher)?

A. This is a total contract and the trips as a whole for 2015/2016 are 826 564 total Ambul. 623,693 W/C 202,868.

13. There is no stretcher rate noted in the rate model – are stretcher trips even offered by the ECCT? If they are offered, are they actually provided by the ECCT or by a contractor (such as ambulance service)?

A. We have not had to provide stretcher services at this. The County does have an emergency vehicle if needed but for daily delivers.

14. Can we have the annual performance evaluation on the 10 dedicated paratransit county owned vehicles – to see if they are already at the correct level of service and if not, the current operator should be responsible for the costs associated in bringing the vehicles up to code.

A. All the County vehicles involved with CTC are state certified and meet all the requirements concerning ADA/TD and Chapter 427

15. Are 2 of the 10 vehicles dedicated to the paratransit service, vehicles that can accommodate the extra large wheelchairs per the specifications in the proposal?

A. All

16. The ECCT needs to maintain all applications for all programs in order to provide continuity to the riders/agencies and in order to uphold the tenants of the contracts that are in place. If the CTC certifies all clients for whatever programs that they are eligible for and maintains all the applications, a stat sheet (to be created/determined) could be provided to the operator so that the clients could be entered into the database for transportation services.

A. I think they are asking will there be a list of all riders for the CTC in a data base. If this is the case yes there is a data base of all riders using the Para Transit services.

17. Is there any obligation of the operator to continue services if the purchase order from the county created for the Paratransit operator runs out of funds?

A. except ADA we have to take all trips because we have a fixed route. All others we can cancel due to lack of funding.

18. Who develops the SSPP?

A. if they are referring to the TDSP Transportation Development Services Plan. The contractor is with county approval

19. Is the preferred cost proposal methodology the rate model format?

A. That is correct

20. The performance based measure percentage penalty is based upon what amount? Not the percentage, but the what is the exact exposure amount that the percentage is related to?

A. The percentage "withholding" due to a Do Not Meets rating is based on the fee paid to the Operator.

This Addendum Number 2 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons, Manager
Office of Purchasing

SIGNED:  Bradley A. Thomas, President
COMPANY: First Transit, Inc
CS/lk



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SECTION 1

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Under Separate Cover – Confidential Financial Statements







SECTION 2

Technical Proposal

SECTION 2
TECHNICAL PROPOSAL



SECTION 2

TECHNICAL PROPOSAL

2. Technical Proposal

The technical proposal is a narrative which addresses the scope of work, the proposed approach to the work, the schedule of the work, and any other information called for by the RFP which the proposer deems relevant.

First Transit and Escambia County – A Progressive Partnership

As a company, First Transit's history, shared with Escambia County since 2012, has been one of growth, innovation, and quality service achievement. We are extremely proud of the progressive partnership we have developed with Escambia County, including the addition of paratransit operations in 2014 and the accomplishments we have seen together.



Together, our vision has always been focused on providing top quality service that keeps our customers at the heart of everything we do. When we create an atmosphere that provides each individual, whether customer, employee or the general public, the respect and dignity they deserve, we achieve this vision.

Our Escambia County location is a model operation for First Transit – achieving outstanding accomplishments in reliability, safety, and customer service that serves as an example of success to other First Transit locations. Our partnership has adapted and grown with the changing needs of our ridership and the transportation system. Together, we will continue to achieve our shared goals for the system's success.

As the successful provider of these services, we have unique insight into the passengers' preferences, the County's expectations and goals, a familiarity with the geographic location and potential service challenges. Our First Transit leadership team

6

Years of collaborative partnership between First Transit and Escambia County



brings a depth of experience and understanding of these services that none of our competitors can touch.

First Transit is poised to continue our outstanding partnership with you as you look to the future of the County's paratransit services. **We celebrate our past successes with the County as we continue to plan for more success in the future.**

Our Accomplishments

Nothing is more important to our qualifications to provide Escambia County paratransit services than our proven experience for the County. First Transit is proud of the many accomplishments we have seen as your transportation provider, just a few of which include:

- Outstanding Rider Survey Results in 2016, as included in the County's Transportation Disadvantaged Service Plan:
 - 93% of riders felt that the drivers are courteous and helpful (giving ratings of good or very good)
 - 92% of riders felt that their driver provided a safe, comfortable ride (giving ratings of very good or good)
 - 92% of riders surveys felts that vehicles were clean and well maintained (giving ratings of very good or good)
- Worked collaboratively with the County to achieve the highest rated Triennial Review on record for Escambia County
- Worked collaboratively with the County to improve their Transportation Disadvantaged model, which resulted in an increase in reimbursable trips
- Revamped the recertification process, resulting in properly transferring customers to the ADA accounting, freeing up space for more Transportation Disadvantaged trips (resulted in daily trips going from 230 a day to 350-400 a day)
- Cleaned up the client database in RouteMatch, resulting in a reduction of unnecessary free bus passes to those who didn't qualify by the County
- First Transit staff from the Escambia County location participated in the Safety Summit presented by the Florida Public Transit Association, in partnership with the Center for Urban Transportation Research, leading workshops

Looking Ahead

Although we are proud of our performance in the provision of Escambia County paratransit services, we will always strive for continual improvement, working very hard to exceed your expectations and goals for this service. In the new contract period, we will continue to provide the safe, customer-focused, high quality transportation services you have come to expect from us, with meaningful enhancements to continue to improve our service delivery. We will also continue looking forward with new technologies, methods and initiatives to take paratransit services to the next level. This includes:

- A new general manager, Yolanda Cooper, whose extensive paratransit experience and results-driven leadership style will have a measurable positive impact on our management of the system
- Addition of Sightmax chat feature to provide a more convenient, efficient way for passengers to connect with our staff to ask questions and gather information
- CallFire IVR and SMS provides notifications to our passengers that we will be arriving shortly and the ability to send system-wide notifications in the event of emergencies or other situations
- New approach to maintenance, outsourcing the paratransit vehicle maintenance, with oversight from First Transit to ensure compliance with our strict standards, and those of Escambia County

Addressing the Scope of Work

As the current successful provider of these important transportation services, we understand the requirements as described in the Scope of Work. As demonstrated throughout our proposal, we will continue to provide the safest, most customer-focused and most reliable services possible for the paratransit passengers in Escambia County. For more information on our understanding of the project, please see Section 2-3 Project





Understanding. For more information on our operations and management plan, please see Sections 2-4 Methodology of the Project and 2-5 Management Plan for the Project.

Schedule of the Work - A Typical Day in Escambia County Paratransit Operations

Quite possibly the best way to begin demonstrating our approach to providing Escambia County paratransit services is to illustrate a “Typical Day” Scenario, detailing a standard 24-hours in the provision of these services. We will go in depth into each key area throughout our proposal.

Beginning at 2:00 a.m., 10:00 a.m. and 6:00pm

Dispatchers arrive and complete the following:

- Clocks in
- Logs into Routematch, phones, checks voice mails for call offs and ADA trips
- Redistributes trips from closed routes if necessary
- Looks through driver schedules and route sheets for any discrepancies (ex. cancels, re-assigns)
- Fills out attendance forms for call offs
- Distributes route sheets and assigns buses
- Completes a positive check in for each driver (DOT Card, Driver’s License, Base ID)
- Completes all required paperwork
- Morning Dispatch- Completes and verifies the time sheets, run deposit sheets that were filled out, files the backup sheets along with multiple other forms that need to be completed during the early morning hours.
- Afternoon Dispatch- Is responsible for the shift change checking the drivers out, collecting fares, Backup Sheets, monitoring accuracy between the Routematch system and the manifests given by the drivers, verifying the amounts and the number of tickets etc.
- Evening Dispatch- Responsible for the monitoring and fixing of the tablets if necessary, completes validations in the Routematch system, ensures the evening drivers are on schedule, works directly with the scheduler to assist in the timely completion of the schedule if necessary
- Dispatchers monitor routes for slack time, assure driver locations at all

Drivers arrive and complete the following:

- Drivers arrive with credentials and “Fit for Duty” (uniform and shoes)
- Driver picks up route sheet and other documentation
- Driver performs 15- min pre-trip inspection and fills out Daily Vehicle Inspection (DVI) paperwork
- Driver turns in completed DVI before pull out
- Driver logs into Mobile Data Terminal (MDT) and performs first radio check
- Driver radios in to dispatch first pick up, departure time, and odometer reading throughout their course of their assigned day

7:45 a.m. to 8:30a.m.:

Reservationists arrive and complete the following:

- Logs in and signs on to Route Match
- Reservationists are ready to start taking reservations at 8:00 a.m. daily for ADA and TD Services
- Completed any filing necessary in the location, monitors and adds standing orders as well as assisting the ADA manager in putting new clients
- Calling all clients in the system to ensure data accuracy for example: addresses, phone numbers, care takers, destinations, etc.

Maintenance Supervisor arrives and completes the following:

- Meets with his shift technicians and covers safety minute and assigns work
- Review any issues noted on driver inspections that were not emergencies and takes appropriate action

5:00 p.m.:

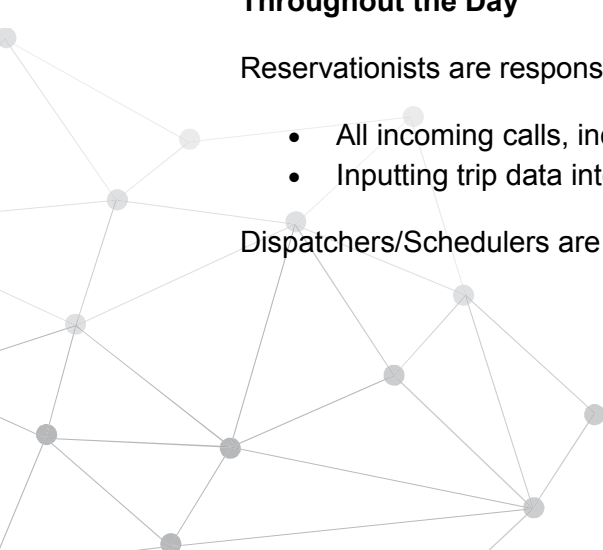
- Schedulers clock in, log into Routematch
- Schedulers look at next day’s calendar for any drivers scheduled for approved time off to update into Route Match

Throughout the Day

Reservationists are responsible for the following:

- All incoming calls, including cancellations, other than same-day issues
- Inputting trip data into Route Match

Dispatchers/Schedulers are responsible for the following:





- Handles road break downs, incidents, accidents
- Proactively scans and monitors all routes to ensure on-time compliance and driver efficiencies
- Performs cancels, no shows by validation process, completes daily paperwork, does hourly safety messages
- Re-assigns driver call offs
- Sends out daily stats report to management by end of night
- Starts the preparation in next days' routes to include any time restrictions and/or management meetings with operators
- Completes assignments and goes through each and every route for efficiency and accuracy on time performance to include passenger per hour count

Drivers are responsible for the following:

- Driver performs arrival upon stopping at a location, completes all pickup procedures and performs a departure before leaving the location, ensuring on time compliance and using the most direct route
- Driver is responsible for writing any applicable incident or accident reports and turning them in to the Safety Manager
- Drivers come back to base to perform post trip inspections
- Drivers check out with Dispatcher

Road Supervisor/Safety Manager is responsible for the following on a daily basis:

- Conduct or supervise interviews and employee selection
- Manage driver training and may conduct driver training, recommend retraining and discipline as required
- Conduct or assist General Manager with safety training and meetings.
- Review accident reports to reduce number and severity of accidents, maintain complete safety files (example is accident report, I-9, bus reports, worker compensation injury reports).
- Maintain or coordinate complete personnel record keeping
- Maintain substance abuse file.

Administrative staff/ADA Customer Relations Manager is responsible for the following on a daily basis:

- Customer relations, ADA applications
- Utilizes quality assurance review process of eligibility determinations to assure that determinations are rendered consistently and fairly



- Oversees and assists with the scheduling of functional assessments, including reserving and monitoring rides, and ensuring appointment notices communicated to applicants.
- Ensures that functional assessments are performed in accordance with established protocols
- Performs random observations of assessments and assessment forms submitted
- Ensures ADA and Transportation Disadvantaged applications are processed within a timeframe compliant with federal and state regulations.

Office Clerk is responsible for the following on a daily basis:

- All invoices incoming and outbound
- Monitoring of the accurate validations
- Ordering of all uniforms
- Monitoring of Routematch information for accurate billing
- Payroll
- Change of profiles
- Termination Profiles
- All trip editing functions
- No Show tracking and sending policy letters
- No fare (tickets owed) policy letters, process and submission to client





SECTION 3

Cost Proposal



SECTION 3
COST PROPOSAL

3. Cost Proposal

The Cost proposal is a presentation of the proposer's total offering price, including the estimated cost for providing each component of the required goods or services.

Proposers should indicate the dollar amount which will be attributed to each sub-contractor, if any.

Please refer to our **Cost Proposal** found on the subsequent pages of this proposal section.

Subcontractors

Yellow Cab of Pensacola

First Transit is proud to partner with Yellow Cab of Pensacola to provide a small portion of our paratransit transportation. Originally founded as Tucker Transportation in 1902, the company provided disembarking passengers from the port of Pensacola with horse drawn transportation. Tucker Transportation began providing taxi service to the Pensacola area in 1925. We have budgeted \$90,000 in the first year for Yellow Cab's services.

Yellow Cab was a competing cab company that operated out of the old San Carlos Hotel at Garden and Palafox Streets, from 1935 until it merged with Tucker Transportation in 1975. Since then, the company has sought to be the premier transportation provider in the Northwest Florida area and live up to its heritage of providing quality service to community residents and visitors.

Pensacola's largest and longest running cab service is also Pensacola's most technologically advanced transportation solution, proudly serving Escambia, Santa Rosa and Okaloosa Counties. Their computer dispatch system matches the closest available cab with the customer's pickup address, ensuring the fastest pickup times possible. Their provision of clean, late model cabs to ensure customer comfort.

With its history and market position, Yellow Cab of Pensacola is able to provide its customers with one of the best taxi fleets in the country.



Maintenance Services

Under our Base Proposal, First Transit will be subcontracting out maintenance services for the paratransit fleet to Escambia County. Please see options as detailed below and on pricing pages.

Pricing Assumptions

For our base proposal, First Transit assumes that vehicle maintenance will be performed by Escambia County at a labor rate of \$57.00 per hour plus parts at cost.

We have provided four pricing scenarios for paratransit services:

- Base Proposal (not labeled on price pages) – First Transit provides all expenses including vehicle maintenance and fuel.
- Option 1 – First Transit provides all expenses including fuel but excluding maintenance parts and maintenance labor.
- Option 2 – First Transit provides all expenses including maintenance but excluding fuel.
- Option 3 – First Transit provides all expenses excluding maintenance parts, maintenance labor, and fuel.



PROPOSAL FORM
Specification Number PD 16-17.027
Operator for Para Transit Services

BASE PROPOSAL

Board of County Commissioners
Escambia County, Florida
Pensacola, Florida 32502

Date: March 6, 2017

Commissioners:

The undersigned, Hereinafter called "Proposer", having visited the sites of the proposed project and familiarized himself with the local conditions, nature and scope of the work, and having carefully developed an acceptable method of providing services as described herein, and having carefully examined the form of agreement and contract documents shall furnish all materials, labor, services and any other items for the proper execution of contract number PD 16-17.027 Operator for Para Transit at the proposed price stated within this proposal, subject to negotiations and final and best offers.

Annual Rates

Rates per Trip	Yr. 1	Yr. 2
Ambulatory	<u>\$32.14</u>	<u>\$33.51</u>
Wheelchair	<u>\$43.85</u>	<u>\$45.67</u>

In reference to the Annual Evaluation detailed in the Scope of Work, if the County/CTC issues an overall annual rating of Does Not Meet, then the Operator will be penalized 1 % at the end of the overall annual fee.

CONTRACTOR REQUIREMENTS

Acknowledgment is hereby made of receipt of the following addenda issued during the proposal period:

Addendum No. <u>1</u>	Date <u>2/24/2017</u>	Addendum No. _____	Date _____
Addendum No. <u>2</u>	Date <u>2/28/2017</u>	Addendum No. _____	Date _____

(PLEASE TYPE INFORMATION BELOW)

SEAL IF PROPOSAL IS BY CORPORATION

State of Florida Department of State Certificate of Authority
Document Number 828834

Occupational License No. 685867 - Fairfield Dr.
687559 -- McClemore Dr.
Florida DBPR Contractor's License, Certification and/or
Registration No. n/a

Type of Contractor's License, Certification and/or
Registration n/a

Expiration Date: n/a

Proposer: First Transit, Inc.

By: Bradley A. Thomas

Signature: 

Title: President

Address: 600 Vine Street
Cincinnati OH 45202

Person to contact concerning this proposal:
Vasti Amaro

Phone/Toll Free/Fax # c: 513.256.2372 / f: 513.684.8852

E-Mail Address: vasti.amaro@firstgroup.com

Escambia County, Florida
Paratransit Services (PD 16-17.027)
March 8, 2017

<u>Annual Expenses</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Driver Wages	\$1,086,937	\$1,127,079	\$1,178,982	\$3,392,998
Driver Taxes and Fringe	\$237,297	\$247,511	\$260,028	\$744,836
Maintenance Wages	\$139,012	\$147,968	\$158,285	\$445,265
Maintenance Taxes and Fringe	\$4,187	\$4,298	\$4,412	\$12,897
Administrative Wages	\$338,256	\$344,501	\$350,861	\$1,033,618
Administrative Taxes and Fringe	\$45,093	\$46,256	\$47,455	\$138,804
Fuel	\$263,789	\$276,881	\$291,386	\$832,056
Vehicle Insurance	\$117,255	\$119,114	\$121,348	\$357,717
Maintenance Parts and Supplies	\$139,858	\$164,679	\$189,410	\$493,948
Maintenance Tools and Equipment	\$3,000	\$3,000	\$3,000	\$9,000
Vehicle Cleaning	\$12,194	\$12,387	\$12,614	\$37,195
Radio Communications	\$5,916	\$5,916	\$5,916	\$17,748
Safety and Training	\$3,118	\$3,116	\$3,194	\$9,427
Recruiting and Hiring	\$8,062	\$6,825	\$6,422	\$21,310
Facility Lease	\$58,200	\$59,655	\$61,146	\$179,001
Utilities	\$14,520	\$14,883	\$15,255	\$44,658
Telephone	\$11,400	\$11,685	\$11,977	\$35,062
Scheduling Software	\$81,976	\$84,026	\$86,126	\$252,129
Startup Expenses	\$0	\$0	\$0	\$0
Misc Admin Expenses	\$53,242	\$54,146	\$44,504	\$151,892
Region and Corporate Support	\$114,057	\$118,866	\$124,014	\$356,937
Profit	<u>\$114,057</u>	<u>\$118,866</u>	<u>\$124,014</u>	<u>\$356,937</u>
Total Contract Expense	\$2,851,426	\$2,971,658	\$3,100,352	\$8,923,437

<u>Annual Trips and Miles</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Estimated Annual Trips				
Ambulatory	61,091	61,091	61,091	183,273
Wheelchair	20,254	20,254	20,254	60,762
Total	81,345	81,345	81,345	244,035

<u>Annual Rates</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Rate per Trip			
Ambulatory	\$32.14	\$33.51	\$34.97
Wheelchair	\$43.85	\$45.67	\$47.61

Note: The total contract expenses and annual rates per trip are based on the annual trips shown above. If the trips or miles deviate from the estimated amounts, then First Transit requests the opportunity to re-negotiate the annual rates based on the actual.

Note: Fuel is based on \$2.35/gallon for gasoline in Year 1, with a 5.0% inflator in each subsequent year.

PROPOSAL FORM
Specification Number PD 16-17.027
Operator for Para Transit Services

OPTION 1

Board of County Commissioners
Escambia County, Florida
Pensacola, Florida 32502

Date: March 6, 2017

Commissioners:

The undersigned, Hereinafter called "Proposer", having visited the sites of the proposed project and familiarized himself with the local conditions, nature and scope of the work, and having carefully developed an acceptable method of providing services as described herein, and having carefully examined the form of agreement and contract documents shall furnish all materials, labor, services and any other items for the proper execution of contract number PD 16-17.027 Operator for Para Transit at the proposed price stated within this proposal, subject to negotiations and final and best offers.

Annual Rates

Rates per Trip	Yr. 1	Yr. 2
Ambulatory	<u>\$29.08</u>	<u>\$30.03</u>
Wheelchair	<u>\$40.12</u>	<u>\$41.43</u>

In reference to the Annual Evaluation detailed in the Scope of Work, if the County/CTC issues an overall annual rating of Does Not Meet, then the Operator will be penalized 1 % at the end of the overall annual fee.

CONTRACTOR REQUIREMENTS

Acknowledgment is hereby made of receipt of the following addenda issued during the proposal period:

Addendum No. 1 Date 2/24/2017 Addendum No. _____ Date _____

Addendum No. 2 Date 2/28/2017 Addendum No. _____ Date _____

(PLEASE TYPE INFORMATION BELOW)

SEAL IF PROPOSAL IS BY CORPORATION

State of Florida Department of State Certificate of Authority
Document Number 828834

Proposer: First Transit, Inc.

Occupational License No. 685867 - Fairfield Dr.
687559 -- McClemore Dr.
Florida DBPR Contractor's License, Certification and/or
Registration No. n/a

By: Bradley A. Thomas

Signature: 

Type of Contractor's License, Certification and/or
Registration n/a

Title: President

Address: 600 Vine Street

Cincinnati OH 45202

Expiration Date: n/a

Person to contact concerning this proposal:
Vasti Amaro

Phone/Toll Free/Fax # c: 513.256.2372 / f: 513.684.8852

E-Mail Address: vasti.amaro@firstgroup.com

Escambia County, Florida
Paratransit Services (PD 16-17.027)
March 8, 2017

Option 1
ECCT provides maintenance

<u>Annual Expenses</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Driver Wages	\$1,086,937	\$1,127,079	\$1,178,982	\$3,392,998
Driver Taxes and Fringe	\$237,297	\$247,511	\$260,028	\$744,836
Maintenance Wages	\$24,038	\$24,470	\$24,911	\$73,419
Maintenance Taxes and Fringe	\$4,187	\$4,298	\$4,412	\$12,897
Administrative Wages	\$338,256	\$344,501	\$350,861	\$1,033,618
Administrative Taxes and Fringe	\$45,093	\$46,256	\$47,455	\$138,804
Fuel	\$263,789	\$276,881	\$291,386	\$832,056
Vehicle Insurance	\$117,255	\$119,114	\$121,348	\$357,717
Maintenance Parts and Supplies	\$14,690	\$15,149	\$15,576	\$45,416
Maintenance Tools and Equipment	\$0	\$0	\$0	\$0
Vehicle Cleaning	\$12,194	\$12,387	\$12,614	\$37,195
Radio Communications	\$5,916	\$5,916	\$5,916	\$17,748
Safety and Training	\$3,118	\$3,116	\$3,194	\$9,427
Recruiting and Hiring	\$8,062	\$6,825	\$6,422	\$21,310
Facility Lease	\$58,200	\$59,655	\$61,146	\$179,001
Utilities	\$14,520	\$14,883	\$15,255	\$44,658
Telephone	\$11,400	\$11,685	\$11,977	\$35,062
Scheduling Software	\$81,976	\$84,026	\$86,126	\$252,129
Startup Expenses	\$0	\$0	\$0	\$0
Misc Admin Expenses	\$53,242	\$54,146	\$44,504	\$151,892
Region and Corporate Support	\$103,486	\$106,865	\$110,527	\$320,878
Profit	<u>\$103,486</u>	<u>\$106,865</u>	<u>\$110,527</u>	<u>\$320,878</u>
Total Contract Expense	\$2,587,141	\$2,671,629	\$2,763,169	\$8,021,939

<u>Annual Trips and Miles</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Estimated Annual Trips				
Ambulatory	61,091	61,091	61,091	183,273
Wheelchair	20,254	20,254	20,254	60,762
Total	81,345	81,345	81,345	244,035

<u>Annual Rates</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Rate per Trip			
Ambulatory	\$29.08	\$30.03	\$31.06
Wheelchair	\$40.12	\$41.43	\$42.84

Note: The total contract expenses and annual rates per trip are based on the annual trips shown above. If the trips or miles deviate from the estimated amounts, then First Transit requests the opportunity to re-negotiate the annual rates based on the actual.

Note: Fuel is based on \$2.35/gallon for gasoline in Year 1, with a 5.0% inflator in each subsequent year.

PROPOSAL FORM
Specification Number PD 16-17.027
Operator for Para Transit Services

OPTION 2

Board of County Commissioners
Escambia County, Florida
Pensacola, Florida 32502

Date: March 6, 2017

Commissioners:

The undersigned, Hereinafter called "Proposer", having visited the sites of the proposed project and familiarized himself with the local conditions, nature and scope of the work, and having carefully developed an acceptable method of providing services as described herein, and having carefully examined the form of agreement and contract documents shall furnish all materials, labor, services and any other items for the proper execution of contract number PD 16-17.027 Operator for Para Transit at the proposed price stated within this proposal, subject to negotiations and final and best offers.

Annual Rates

Rates per Trip	Yr. 1	Yr. 2
Ambulatory	<u>\$28.82</u>	<u>\$30.02</u>
Wheelchair	<u>\$39.80</u>	<u>\$41.41</u>

In reference to the Annual Evaluation detailed in the Scope of Work, if the County/CTC issues an overall annual rating of Does Not Meet, then the Operator will be penalized 1 % at the end of the overall annual fee.

CONTRACTOR REQUIREMENTS

Acknowledgment is hereby made of receipt of the following addenda issued during the proposal period:

Addendum No. <u>1</u>	Date <u>2/24/2017</u>	Addendum No. _____	Date _____
Addendum No. <u>2</u>	Date <u>2/28/2017</u>	Addendum No. _____	Date _____

(PLEASE TYPE INFORMATION BELOW)

SEAL IF PROPOSAL IS BY CORPORATION

State of Florida Department of State Certificate of Authority
Document Number 828834

Occupational License No. 685867 - Fairfield Dr.
687559 -- McClemore Dr.
Florida DBPR Contractor's License, Certification and/or
Registration No. n/a

Type of Contractor's License, Certification and/or
Registration n/a

Expiration Date: n/a

Proposer: First Transit, Inc.

By: Bradley A. Thomas

Signature: 

Title: President

Address: 600 Vine Street
Cincinnati OH 45202

Person to contact concerning this proposal:
Vasti Amaro

Phone/Toll Free/Fax # c: 513.256.2372 / f: 513.684.8852

E-Mail Address: vasti.amaro@firstgroup.com

Escambia County, Florida
Paratransit Services (PD 16-17.027)
March 8, 2017

Option 2
ECCT provides fuel

<u>Annual Expenses</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Driver Wages	\$1,086,937	\$1,127,079	\$1,178,982	\$3,392,998
Driver Taxes and Fringe	\$237,297	\$247,511	\$260,028	\$744,836
Maintenance Wages	\$139,012	\$147,968	\$158,285	\$445,265
Maintenance Taxes and Fringe	\$4,187	\$4,298	\$4,412	\$12,897
Administrative Wages	\$338,256	\$344,501	\$350,861	\$1,033,618
Administrative Taxes and Fringe	\$45,093	\$46,256	\$47,455	\$138,804
Fuel	\$0	\$0	\$0	\$0
Vehicle Insurance	\$117,255	\$119,114	\$121,348	\$357,717
Maintenance Parts and Supplies	\$139,858	\$164,679	\$189,410	\$493,948
Maintenance Tools and Equipment	\$3,000	\$3,000	\$3,000	\$9,000
Vehicle Cleaning	\$12,194	\$12,387	\$12,614	\$37,195
Radio Communications	\$5,916	\$5,916	\$5,916	\$17,748
Safety and Training	\$3,118	\$3,116	\$3,194	\$9,427
Recruiting and Hiring	\$8,062	\$6,825	\$6,422	\$21,310
Facility Lease	\$58,200	\$59,655	\$61,146	\$179,001
Utilities	\$14,520	\$14,883	\$15,255	\$44,658
Telephone	\$11,400	\$11,685	\$11,977	\$35,062
Scheduling Software	\$81,976	\$84,026	\$86,126	\$252,129
Startup Expenses	\$0	\$0	\$0	\$0
Misc Admin Expenses	\$53,242	\$54,146	\$44,504	\$151,892
Region and Corporate Support	\$102,588	\$106,828	\$111,345	\$320,761
Profit	<u>\$102,588</u>	<u>\$106,828</u>	<u>\$111,345</u>	<u>\$320,761</u>
Total Contract Expense	\$2,564,699	\$2,670,701	\$2,783,628	\$8,019,029

<u>Annual Trips and Miles</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Estimated Annual Trips				
Ambulatory	61,091	61,091	61,091	183,273
Wheelchair	20,254	20,254	20,254	60,762
Total	81,345	81,345	81,345	244,035

<u>Annual Rates</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Rate per Trip			
Ambulatory	\$28.82	\$30.02	\$31.30
Wheelchair	\$39.80	\$41.41	\$43.13

Note: The total contract expenses and annual rates per trip are based on the annual trips shown above. If the trips or miles deviate from the estimated amounts, then First Transit requests the opportunity to re-negotiate the annual rates based on the actual.

Note: Fuel is based on \$2.35/gallon for gasoline in Year 1, with a 5.0% inflator in each subsequent year.

PROPOSAL FORM
Specification Number PD 16-17.027
Operator for Para Transit Services

OPTION 3

Board of County Commissioners
Escambia County, Florida
Pensacola, Florida 32502

Date: March 6, 2017

Commissioners:

The undersigned, Hereinafter called "Proposer", having visited the sites of the proposed project and familiarized himself with the local conditions, nature and scope of the work, and having carefully developed an acceptable method of providing services as described herein, and having carefully examined the form of agreement and contract documents shall furnish all materials, labor, services and any other items for the proper execution of contract number PD 16-17.027 Operator for Para Transit at the proposed price stated within this proposal, subject to negotiations and final and best offers.

Annual Rates

Rates per Trip	Yr. 1	Yr. 2
Ambulatory	<u>\$25.76</u>	<u>\$26.55</u>
Wheelchair	<u>\$36.07</u>	<u>\$37.17</u>

In reference to the Annual Evaluation detailed in the Scope of Work, if the County/CTC issues an overall annual rating of Does Not Meet, then the Operator will be penalized 1 % at the end of the overall annual fee.

CONTRACTOR REQUIREMENTS

Acknowledgment is hereby made of receipt of the following addenda issued during the proposal period:

Addendum No. 1 Date 2/24/2017 Addendum No. _____ Date _____

Addendum No. 2 Date 2/28/2017 Addendum No. _____ Date _____

(PLEASE TYPE INFORMATION BELOW)

SEAL IF PROPOSAL IS BY CORPORATION

State of Florida Department of State Certificate of Authority
Document Number 828834


Occupational License No. 685867 - Fairfield Dr.
687559 -- McClemore Dr.
Florida DBPR Contractor's License, Certification and/or
Registration No. n/a

Type of Contractor's License, Certification and/or
Registration n/a

Expiration Date: n/a

Proposer: First Transit, Inc.

By: Bradley A. Thomas

Signature: 

Title: President

Address: 600 Vine Street

Cincinnati OH 45202

Person to contact concerning this proposal:
Vasti Amaro

Phone/Toll Free/Fax # c: 513.256.2372 / f: 513.684.8852

E-Mail Address: vasti.amaro@firstgroup.com

Escambia County, Florida
Paratransit Services (PD 16-17.027)
March 8, 2017

Option 3
ECCT provides maintenance and fuel

<u>Annual Expenses</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Driver Wages	\$1,086,937	\$1,127,079	\$1,178,982	\$3,392,998
Driver Taxes and Fringe	\$237,297	\$247,511	\$260,028	\$744,836
Maintenance Wages	\$24,038	\$24,470	\$24,911	\$73,419
Maintenance Taxes and Fringe	\$4,187	\$4,298	\$4,412	\$12,897
Administrative Wages	\$338,256	\$344,501	\$350,861	\$1,033,618
Administrative Taxes and Fringe	\$45,093	\$46,256	\$47,455	\$138,804
Fuel	\$0	\$0	\$0	\$0
Vehicle Insurance	\$117,255	\$119,114	\$121,348	\$357,717
Maintenance Parts and Supplies	\$14,690	\$15,149	\$15,576	\$45,416
Maintenance Tools and Equipment	\$0	\$0	\$0	\$0
Vehicle Cleaning	\$12,194	\$12,387	\$12,614	\$37,195
Radio Communications	\$5,916	\$5,916	\$5,916	\$17,748
Safety and Training	\$3,118	\$3,116	\$3,194	\$9,427
Recruiting and Hiring	\$8,062	\$6,825	\$6,422	\$21,310
Facility Lease	\$58,200	\$59,655	\$61,146	\$179,001
Utilities	\$14,520	\$14,883	\$15,255	\$44,658
Telephone	\$11,400	\$11,685	\$11,977	\$35,062
Scheduling Software	\$81,976	\$84,026	\$86,126	\$252,129
Startup Expenses	\$0	\$0	\$0	\$0
Misc Admin Expenses	\$53,242	\$54,146	\$44,504	\$151,892
Region and Corporate Support	\$92,017	\$94,827	\$97,858	\$284,701
Profit	<u>\$92,017</u>	<u>\$94,827</u>	<u>\$97,858</u>	<u>\$284,701</u>
Total Contract Expense	\$2,300,414	\$2,370,671	\$2,446,446	\$7,117,531

<u>Annual Trips and Miles</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>3-Year Total</u>
Estimated Annual Trips				
Ambulatory	61,091	61,091	61,091	183,273
Wheelchair	20,254	20,254	20,254	60,762
Total	81,345	81,345	81,345	244,035

<u>Annual Rates</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Rate per Trip			
Ambulatory	\$25.76	\$26.55	\$27.40
Wheelchair	\$36.07	\$37.17	\$38.36

Note: The total contract expenses and annual rates per trip are based on the annual trips shown above. If the trips or miles deviate from the estimated amounts, then First Transit requests the opportunity to re-negotiate the annual rates based on the actual.

Note: Fuel is based on \$2.35/gallon for gasoline in Year 1, with a 5.0% inflator in each subsequent year.



SECTION 4

Qualification



SECTION 4
QUALIFICATIONS

SECTION 4

QUALIFICATIONS

4. Qualifications

The response to the minimum qualification requirements contained below is a list of the minimum qualification requirements prescribed for the RFP. Proposers must provide documentation which demonstrates their ability to satisfy all of the minimum qualification requirements. Proposers who do not meet the minimum qualification requirements or who fail to provide supporting documentation will not be considered for award. If a prescribed format or required documentation for the response to minimum qualification requirements is stated below, proposers must use said format and supply said documentation.

Leveraging our Company-Wide Qualifications to Benefit Escambia County

In addition to our extensive experience with Escambia County identified in Section 2: Technical Proposal and our specific qualifications related to paratransit services and Florida transportation clients in Section A. Qualifications/Statement of Qualifications, we offer the following as demonstration of our expertise, as included throughout this section:



- **Company Introduction** – Escambia County will continue to benefit from First Transit's more than 60 years in the transportation industry and the financial stability of a world-wide transportation leader
- **First Transit's History** – Our company's history demonstrates the growth of First Transit our commitment to continual improvement service quality
- **Our Vision and Values** – In line with Escambia County's vision and values, these concepts have built the foundation upon which First Transit provides unmatched service to our clients and passengers
- **Experience Overview** – First Transit's experience proves our ability to provide safe, reliable, high quality paratransit services



Company Introduction

First Transit, Inc. supplies precision, efficiency, innovation, and all-around expertise to both public and private transportation systems. For over 60 years, First Transit has had hands-on experience with nearly every facet of transportation operations, maintenance, and administration. As the nation's leading provider of public transportation contracting and management services, we know transit.

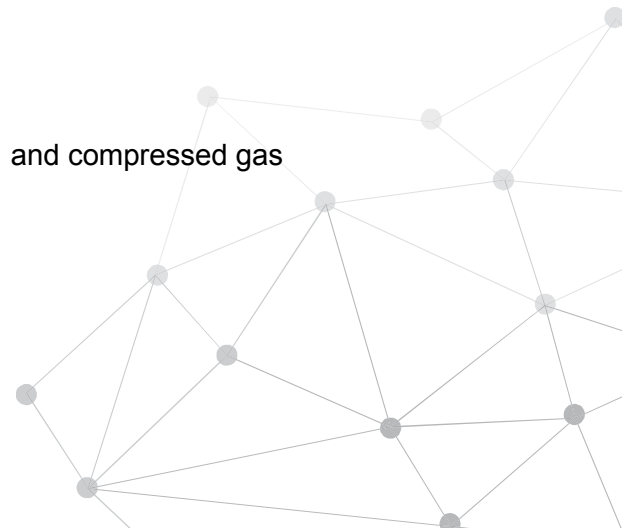
Headquartered in Cincinnati, Ohio, First Transit operates in 320 locations, carrying approximately 350 million passengers annually throughout the United States in 39 states, Puerto Rico, U.S. Virgin Islands, Panama, India and four Canadian provinces. Each day, our managers address the complexities in today's challenging political, economic, social, and operational environments.



First Transit's business practices are designed to offer our customers exceptional customer service, an award-winning safety program, and the highest satisfaction that comes from quality throughout our operations.

By leveraging the unique talents of the professionals in each business unit across the breadth of the company, First Transit participates on assignments of all types, sizes and scopes. Applied in many operating environments, our varied skills include:

- Traditional fixed route and ADA paratransit services under management contracts or turnkey operational contracts
- ADA call centers services and brokerage services for human service transportation
- Flexible Route
- Rural and Urban Transit Systems
- University Transportation Services
- Airport Shuttle Services
- Maintenance and facilities management
- Alternative fuel operations, including electric, hybrid, and compressed gas powered coaches



First Transit's History

Our firm's growth is a direct result of the willingness to embrace change and the desire to build partnerships to achieve common goals.

Founded in 1955 as American Transportation Enterprises, First Transit has had several acquisitions and name iterations. In 1999, the firm was acquired by FirstGroup, plc, our UK-based parent company, and became First Transit (242 contracts and over 11,200 transit vehicles in the US).

FirstGroup is the largest international surface transportation group in the world – with strengths across all five divisions. Sister companies include First Student (54,000 school buses in North America), First Vehicle Services (manages and maintains nearly 38,000 vehicles in North America), Greyhound (20 million passengers annually), UK Bus (1/5 of all local bus service in the UK), and UK Rail (the UK's largest rail operator).

Our name has changed periodically, but our forward-thinking corporate culture of developing our people, leveraging our expertise, and sharing our best practices has always been - and continues to be - steadfast.



With a long and proud tradition in the world of public transportation, First Transit stands behind our promise of superior level of service, performance, and support that is second to none in our industry.



Our Vision and Values

Our Vision: Provide solutions for an increasingly congested world, keeping people moving and communities prospering.

With the world's population now exceeding seven billion and more people living closer together, the problems of congestion multiply and the need for creative transport solutions increases. At the same time, customers expect higher levels of service with greater efficiencies. First Transit is up to the challenge.



First Transit understands transportation systems are the lifeblood of communities — and we work in partnership with customers to help our communities thrive. FirstGroup has grown to become the leading transport operator in the UK and North America. Every day on both sides of the Atlantic, we are relied on to connect communities, making it easier for millions of people to live their lives.

Every one of our 117,000 employees works hard to deliver vitally important services for our passengers. Each year 2.5 billion passengers rely on FirstGroup to get to work, education, to visit family and friends, and much more. Our services open up opportunities and experiences and help to create strong, vibrant and sustainable local economies. Our goal is to be the organization to solve the problems of our increasingly congested world and to help people, communities and society to prosper.



At First Transit, we achieve this through employees holding strong to our five core values and exemplifying these values every day. We demonstrate our **commitment to our customers**, with over 95% on-time performance as a company. Our **dedication to safety** is displayed as we begin every meeting with a safety message. We

Our Values

Committed to our customers - we keep our customers at the heart of everything we do.

Dedicated to safety - always front of mind, safety is our way of life.

Supportive of each other - we trust each other to deliver and work to help one another succeed.

Accountable for performance - every decision matters, we do the right thing to achieve our goals.



Setting the highest standards - we want to be the best, continually seeking a better way to do things.

set the highest standards for ourselves and each other, demonstrated by having more ASE Certified maintenance shops than any other competitor. We **support each other** with regional management teams standing ready to aid local managers with daily challenges. We **hold each other accountable** for our performance with our Dashboard application, displaying performance data at a glance.

Experience Overview

With 320 contracts in 39 states, Puerto Rico, India, Panama and four Canadian provinces, First Transit **sets the standard for excellence** in transportation. Global in scale and local in approach, we carry approximately 350 million passengers across more than 390 million miles annually. First Transit has approximately 16,000 employees and operates 11,200 buses/vehicles. We are a market leader in each of our core business segments:





- Fixed route
- Paratransit
- Shuttle (University, Airport, Commercial)
- Transportation Call Centers

Each and every day for more than 60 years, First Transit managers and employees deliver safe, high quality, cost effective service in challenging political, economic, social, and operating environments. With the **best safety record in the industry, the highest customer service standards and the best training available**, First Transit offers our customers the optimal solution for their transportation needs.

With innovative technologies like **Paperless Shops** to increase the efficiency and accuracy of our maintenance workflow and reporting and our proprietary **Info-Suite Applications** to optimize operational parameters, we keep our customers on the cutting edge of the transportation industry. By working with our partners to introduce new fleets, powered by alternative fuels when possible and endorsing the latest in clean engine technology, First Transit achieved a 6.7% reduction carbon emissions.

91%

In our FY2015-2016 customer satisfaction survey, 91% of our customers agreed that First Transit "is a company I can trust."



Proven Performance

Although the sheer number of our contracts is impressive, what is really important is the quality of service First Transit has brought to each and every one of our locations, the strong relationships with our clients and the improved transportation services for our shared customers.

LONGEVITY

Nothing illustrates First Transit's strength as a transportation provider like the number of customers who choose to stay with First Transit, renewing contracts with us over and over again. When First Transit makes a promise to our customers, we stand by it. Many of our clients have been with First Transit for decades.

In FY 2015-16, 96% of our current customers chose to renew/extend contracts with First Transit when they expired.

AWARDS AND RECOGNITIONS

First Transit is proud of the innovative, high quality transportation services we provide our clients and of the many awards and recognitions we have received over the years. Our complete list is far too long to include here, but below we highlight just a few of our recent recognitions:

- FirstGroup America **has over 74 ASE Blue Seal of Excellence Certified Shops**, including our Escambia location, more than all of our competitors combined. We have achieved this prestigious certification for many of our facilities within two years or less after taking over the service.
- Tri Delta Transit, Eastern Contra Costa Transit Authority was named the **best system of its size in North America** (four million and under passenger category) by the American Public Transportation Association (APTA) in 2014.
- Many of our systems have received recognition as the **best system of its size** from their respective state associations, including Sun Metro in El Paso, TX and Metro Mobility in Minneapolis, MN in 2014.



A Trusted Partner

"Our relationship with First Transit can be best described as a partnership. We operate in close communication with First Transit, who understands our goals, needs, priorities and focus on the customer and has internalized our values into their own."

- *Ronnie Siriani, NJ
TRANSIT*



- Many of our managers, region and corporate support personnel were named as the **“Top 40 Under 40”** by Mass Transit Magazine.
- First Transit received the **Confirmit ACE Award for Excellence in Customer Service** and was ranked **Gold in Business** in the Community’s Corporate Responsibility Index in 2013.
- We received the **2015 Arizona Department of Environmental Quality’s Voluntary Environmental Stewardship Program –Platinum Level Award** in recognition of our excellent history of environmental compliance and exceeding the minimum industry standards and legal environmental requirements.

Additional Qualifications Information

As required by the RFP, our Statement of Qualifications, including our specific experience in paratransit operations and in the State of Florida, is included in Section A. Qualifications/Statement of Qualifications.





SECTION A

Qualifications / Statement of Qualifications



SECTION A

QUALIFICATIONS/STATEMENT OF QUALIFICATIONS

A. Qualifications/Statement of Qualifications

Include a description of all experience (paratransit, ADA, Medicaid, CTC and/or Transportation Disadvantaged) in Florida, qualifications including any minimum qualifications, financial stability, recent references of the proposer's performance on contracts of similar scope and size required. A specific format may be required of the proposers. Experience may be included as the number of years, level of technical knowledge, educational degrees and certifications required. Financial stability maybe determined by requesting the proposer's most recent financial statement, certified audit, balance sheet, or evidence of bonding capacity.



Nothing is more important to our qualifications here than our proven experience with Escambia County. We are proud of our partnership that began in 2012, and as the operator of paratransit services since 2014. After a successful transition and

implementation, First Transit has proven to be a high quality, trusted partner of the County in the provision of paratransit services.

We are proud of our collaborative efforts with the County over the last contract period to improve the Transportation Disadvantaged model, which resulted in an increase in reimbursable trips. Revamping the recertification process resulted in properly transferring customers to the ADA accounting, freeing up space for more Transportation Disadvantaged trips (resulted in daily trips going from 230 a day to 350-400 a day). We are committed to continuing to work to find ways to improve our service delivery and bring additional value to the County.

Our partnership with Escambia County, including accomplishments we have achieved together, was highlighted in Section 2. Technical Proposal. Our company's long history was discussed in Section 4. Qualifications. Our nation-wide paratransit experience and our satisfied clients throughout the State of Florida is included on the following pages.



Leveraging our Related Experience and Qualifications to Benefit Escambia County

In addition to our extensive experience with in Escambia County, our accomplishments in collaboration with you and the action plan built upon that success, the following aspects of our nation-wide experience and qualifications (including those specifically in the State of Florida) will continue to benefit Escambia County and our paratransit passengers, as described throughout this section:

- **Paratransit Experience** – Our nation-wide paratransit expertise allows us to derive best practices and procedures that benefit Escambia County
- **Florida Experience** – Our experience includes over a decade of providing high quality paratransit services in the State of Florida
- **Understanding of Florida Subcontracted Transportation Provided Agreement** – First Transit has proven understanding of Florida-specific approaches to service, rules, regulations and funding sources that provides benefits to Escambia County
- **Financial Stability** – First Transit's position as a financially stable world-wide transportation leader with strengths across multiple divisions provides assurances to the County
- **References** – First Transit has provided references of similar paratransit clients, including NJ TRANSIT, Maryland Transit Authority, San Diego Metropolitan Transit Authority and Metro Mobility in Roseville, MN



Paratransit Experience

First Transit operates safe, reliable and cost-effective paratransit operations throughout the United States and Puerto Rico. First Transit has provided paratransit services since 1985. We currently manage the operation of more than **50 paratransit systems and an additional 32 combined paratransit and fixed route services**, providing millions of trips on an annual basis in both rural and large metropolitan settings. Of our total contracts, **nearly one quarter are paratransit contracts**, and another 12% have a paratransit component.

An undisputed leader in paratransit operations, in addition to Escambia County, our paratransit clients include NJ TRANSIT, where we operate four of the five regions with **600 vehicles** and Maryland Transit Authority, where our successful transition and startup received accolades from our client. Our relevant experience also includes operations like Metro Mobility in Minneapolis, MN, where we overcame on-time performance challenges with comprehensive solutions that resulted in a consistent **98% OTP**.

First Transit is an accomplished provider of ADA paratransit services, including all management, reservations, scheduling, dispatching, safety, on-road operation and supervision, customer service calls, vehicle supply, maintenance, cleaning, fueling, fare collection, personnel and subcontractor hiring, training, and management, subcontractor management and auditing, and policy enforcement, and fully understands the importance of system efficiency and the need to strive for continual improvement in productivity and passenger satisfaction.

NJ TRANSIT, New Jersey

Strong Partnership

First Transit is the majority provider of AccessLink Services for NJ TRANSIT, providing ADA paratransit services since 1996 (since 2007 as First Transit). We operate four of the five regions using five facilities throughout the State of New Jersey, which includes both urban and rural service areas.

We operate 352 vehicles for NJ TRANSIT with an annual ridership of over one million and provide most operations functions including maintenance, scheduling and service control.

We have proven our adaptability and commitment through variations in operational hours, weather and crises events, peak transportation periods and changes in services locations. Regions and services, all without service failures.

CASE STUDY





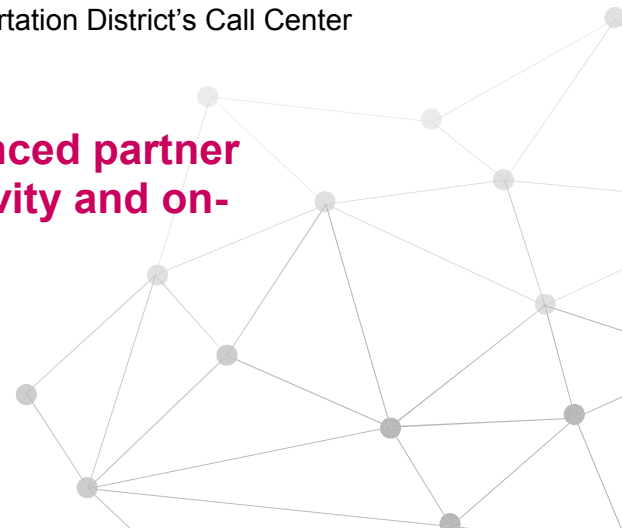
First Transit has brought improvements in safety, training and customer service initiatives, as well as operational efficiencies and an improved customer/contractor relationship to our paratransit locations across North America. A sample list of current First Transit paratransit customers is provided below ranging from small to large.

Customer Name	Customer Since
Columbus County Interagency Transportation, Inc.	7/1/1987
City of Durham	7/1/1993
New Jersey Transit Corporation - Region 6	6/10/1996
East Bay Paratransit Consortium	7/1/2002
Broward County Transit	1/1/2015
New Jersey Transit Corporation - Region 4	5/7/1996
SamTrans – RediWheels	11/1/2014
Palm Beach County – PalmTran	2/15/2015
Maryland Transit Authority (MTA)	2/19/2013
San Diego Metropolitan Transit System	7/1/2000

First Transit complies with all the requirements of the Americans with Disabilities Act (ADA) as they pertain to the delivery of operations and maintenance transit services. Beyond that, providing superior customer service is instilled in our employees from training through service delivery. Annual ADA refresher training is provided to all drivers.

We also use a number of scheduling systems such as **Routematch**, **Trapeze** and **Trapeze's PASS, NOVUS and Simpli** systems, **StrataGen Adept**, and **RouteMatch to optimize our paratransit systems**. Further, we manage a number of paratransit call centers throughout the United States, including the State of Illinois Non-Emergency Medical Prior Approval Program, Denver Regional Transportation District's Call Center and King County (Seattle) Paratransit Control Center.

First Transit is your experienced partner to deliver excellent productivity and on-time performance.



Florida Experience

First Transit and our sister company, First Vehicle Services, currently operate over 20 Florida locations (see map to the right), maintaining over 10,000 vehicles and employing over 1,300 employees in the state. We have been authorized to do business in the state since 1972.

Our history with paratransit services in Florida expands over 10 years. We began providing paratransit services with a contract in Jacksonville that we began to operate in 2007.

First Transit **has become a provider of choice** in the Florida transportation market by being a partner in providing responsive, customer-oriented services. Since 2014, our region management team has been responsible for the seamless transition of five contracts in Florida, ensuring we meet the needs of our clients and our passengers and providing minimal disruption to services. Our successes in transitioning services have included:

- Providing additional regional and corporate support during the Palm Tran transition that led to a reduction in customer complaints
- Improvements in on-time performance, maintenance, and safety in our Bay County TPO startup

Letters attesting to the quality of First Transit's startups at these Florida locations have been included in the **Attachments** to this proposal.

At any given time, we can mobilize personnel from any of our Florida locations to support the Escambia County operation in the event of an emergency or time of need.

Understanding of Florida Subcontracted Transportation Provided Agreement

With our extensive experience in Florida, we manage and provide services as the Community Transportation Coordinator (CTC) in several of our locations. We understand the Transportation Disadvantaged program and its mission to coordinate human services transportation and the mandate under the Florida Commission for the Transportation Disadvantaged.





One of the key components of the program is the maximization of all available funding sources. Our experience provides Florida agencies with the assurance of expert account management, making sure trips are charged to the proper funding source. Additionally, we understand the importance of service availability and capacity for the un-met needs. We have experience with industry scheduling software to assist staff with improved productivity and proper billing of agencies for the trips which qualify under the Transportation Disadvantaged Program.

Financial Stability

First Transit benefits financially from being part of an international transportation giant – FirstGroup plc. FirstGroup plc. operates five divisions that have similar core skills and expertise, diversified by geography, customer base, and mix of contract-backed and passenger revenue. This diverse business model further increases the stability of our corporation, ensuring Escambia County that you will have a financially stable operator throughout this contract term and beyond.



FirstGroup plc is the leading transport operator in the UK and North America. With revenues of more than £6.9 billion per year and approximately 120,000 employees, we transport more than 2.5 billion passengers every year.

Our objective is to create long term value for the County and other local community stakeholders through sustainable, integrated transport services that are safe, reliable, and meet the needs of our passengers and communities.

The expansive size of our parent company, FirstGroup America – the North American division of FirstGroup plc, ensures that our Escambia County operation will be based on financial strength and stability, which smaller transit contractors cannot provide.

First Transit's key characteristics for financial stability are as follows:

- A market leader in highly a fragmented \$22bn US transit marketplace – approximately 30% is outsourced



- Established credentials and proven track record in successful transit service across all operating divisions including fixed route, paratransit, demand response, shuttle, university, call center, and rail
- More than 320 transit locations across core business segments

The scale of our activities means that our core skills are employing and training professional, dedicated employees. We are **Committed to our Customers** and their safety; procuring, deploying and maintaining a wide variety of vehicle fleets and other physical assets. Our financial strength and stability enables us to stand behind our Escambia County proposal and keep our commitments to you, our client.

We strive to improve our Escambia County paratransit performance by sharing best practices across our businesses to provide high quality services that are safe, reliable, and meet the needs of County/CTC customers.



First Transit maintains a strong financial position that creates value to Escambia County. We reinvest in our people, our operations, and the communities we serve.

Financial Statements

Included **under separate cover** are our most recent years' audited financial statements for First Transit's parent company, FirstGroup America. There are no stand-alone audited financial statements for First Transit as it is a wholly owned subsidiary of FirstGroup and included as part of the FirstGroup America annual audit.

These financial statements demonstrate that we possess substantial financial capacity and stability to fulfill our obligations under the terms of this RFP.

Further financial information is available on the web site www.firstgroupplc.com.



Paratransit References

As further evidence of the high level of services we provide, we have provided the following paratransit operations as additional examples. Please feel free to contact the following reference locations.

Bay County, Florida



First Transit's Bay County services are a mix of Demand Response/Paratransit and Fixed Route services. First Transit has operated the demand response contract since June of 2014 and the fixed route contract since July of 2014.

First Transit is proud of our performance for Bay County. Current on time performance is 98%. Productivity runs at 2.5 per hour. Complaints average only two-to-three per month for both services, fixed and demand response. We take all feedback seriously, analyzing for trends and addressing our customers concerns quickly and comprehensively.

Work Performed	Demand Response/Paratransit and Fixed Route
Current Status	Active since 2014
Fleet Size	44 Vehicles
Work Force Size	72 Employees
Contact:	Angela Bradley Transit Systems Administrator 850-248-2689 abradley@baycountyfl.gov

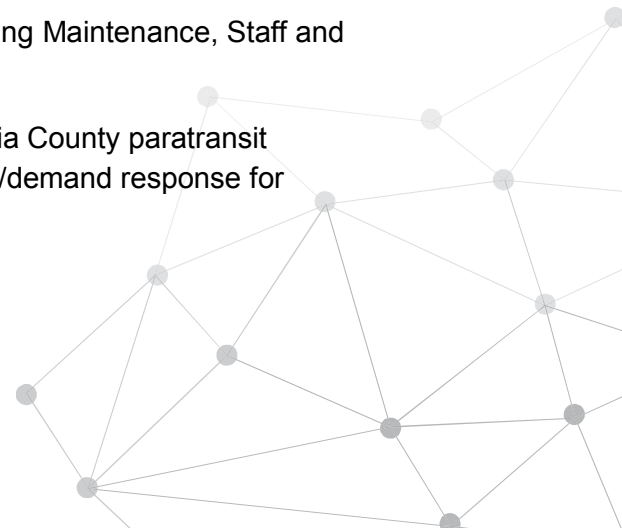
Customer satisfaction is very high, as evidenced by the reference letter included as an **Attachment**.

Demand Response service includes 26 vehicles that supports 500 plus trips a day. Operations run Monday through Saturday.

Bay Town trolley operates six days a week with eight routes that services 2,500 riders a day. The trolley operates 18 vehicles, 10 at peak service. The trolley has 298 stops and 26 bus shelters we maintain as part of the contract.

There are 72 First Transit employees in Bay County, including Maintenance, Staff and drivers.

Our Bay County operation has many similarities to Escambia County paratransit services, including the provision of safe, reliable paratransit/demand response for qualified passengers and nearby geographic location.



NJ TRANSIT - Access Regions 2, 4, 5, & 6



First Transit is the majority provider of AccessLink services for NJ TRANSIT, providing ADA paratransit services for four of the five regions throughout the state of New Jersey. We operate **352 vehicles** for the services with an **annual ridership of over 1 million combined over the four contracts**. Each of these individual contracts have

many similarities to our Escambia County paratransit services in terms of approach. Like our Escambia County contract, these are turnkey operations in which First Transit is responsible for scheduling, dispatch, operations, and maintenance. First Transit schedulers and dispatchers utilize the Trapeze scheduling software and First Transit's proprietary Info-Manager software. **Since 1996**, First Transit has partnered with NJ TRANSIT in the provision of quality paratransit services, providing "One Team-One Service" to the AccessLink ridership.

Work Performed	ADA Paratransit
Current Status	Active since 1996
Fleet Size	352 Vehicles (over four separate contracts)
Work Force Size	519 Employees (over four separate contracts)
Contact:	Ronnie Siriani (973) 491-4260 rsiriani@njtransit.org

Customer satisfaction is very high throughout our NJ TRANSIT operation. First Transit provides thorough, quick feedback on all customer complaints and commendations received.

First Transit has been very successful with the **Small Business Enterprise (SBE) Program at NJTRANSIT**. The required SBE component goal varies from 2% to 5% on each of the four contracts. We use SBE contracts for a variety of functions, including staffing, consulting, builders, uniforms, staffing, janitorial services, office supplies, oil, fuel, parts and equipment. First Transit partners with **between 18 and 25 SBE vendors per contract**, some of which are repeated amongst the four contracts.

Some accomplishments include:

A True Partnership

"Our relationship with First Transit can be best described as a partnership. We operate in close communication with First Transit, who understands our goals, needs, priorities and focus on the customer and has internalized our values into their own."

- Ronnie Siriani, NJ TRANSIT



- Region 2 has **increased productivity 5% from 1.65 to 1.72**, resulting in a savings of \$1.2M since 2005, while maintaining on-time performance goals
- Exemplary safety statistics in every region, including Region 4 achieving **.37 preventable accidents per 100,000 miles**
- seamlessly **merged two regions** (1 & 4) into a single larger region 4, saving NJT money through the shared use of staff while maintaining a **high on-time performance rate over 97%**
- AccessLink services continually receives **the highest rating of all NJT services on NJ TRANSIT's scorecard**, most recently achieving an 8.3 rating, based on passenger approval
- Providing emergency services in the aftermath of Hurricane Irene and Hurricane Sandy

A **reference letter** from our NJ TRANSIT client has been included as an **Attachment**.

San Diego Metropolitan Transportation System



Since 2000, First Transit has been providing paratransit service for the San Diego Metropolitan Transportation System. At this location, the team uses over 142 vehicles to provide over **360,000 annual paratransit trips**.

Work Performed	ADA Paratransit/Shuttle
Current Status	Active since 2000
Fleet Size	142 Vehicles
Workforce Size	287 (including shuttle service as well)
Contact:	Bill Spraul, COO (619) 238-0100 x6400 Bill.Spraul@sdmts.com

In September 2012, First Transit worked in cooperation with MTS to implement **new ADA paratransit policies** that included the adoption of a door-to-door service model much like Escambia County, Do Not Leave Alone policy, and hand-to-hand paratransit transfers. First Transit implemented all policies with no reduction in the quality or efficiency of our service delivery.



Just a few of our accomplishments include:

- **Productivity** – 2.1 passengers per hour in a service area of approximately 400 square miles
- **On-Time Performance** – 93%
- **Valid Complaints** – .08 per 1,000 passengers
- **Low Hold Time** – 16 second average hold time for reservation center/call center
- **Facility Management** – Construction and development and transition to an ADA Paratransit six-acre facility with no service disruption or service complaints

Professional Relationship

“We have a great professional relationship with First Transit’s local management and regional team. I believe that First Transit acts with integrity.”

- San Diego MTS Customer Survey

PACE – Chicago, IL



First Transit has been supplying paratransit services for PACE Suburban Bus since 1990 in Lake County, IL. We currently have five paratransit contracts with PACE, including (in addition to Lake County), Will County, North Cook County and McHenry County, as well as the most recently initiated City of Chicago paratransit services. First Transit’s operation of the City of Chicago work began includes 97 vehicles and 109 employees. PACE’s service area covers 3,500 square miles and it is the one of the largest bus services in North America.

PACE’s ADA Paratransit Service provides origin-to-destination transportation to ADA Paratransit eligible individuals who are unable to use accessible mainline and rail service due to their disabilities. PACE ADA

Work Performed	ADA Paratransit
Current Status	First contract in 1990, currently operating five separate contracts with the addition of the City of Chicago paratransit services
Fleet Size	Varies by contract – smallest has 22 vehicles and largest has 97
Work Force Size	Varies by contract – smallest has 35 employees and largest has 109
Contact:	Melinda Metzger, Assistant Executive Director 550 W. Algonquin Road Arlington Heights, IL 60050 Phone: 847 228 2302 Email: melinda.metzger@pacebus.com



Paratransit is a shared-ride program, meaning that multiple individuals' trips are grouped together in an effort to meet all trip requests and improve efficiency.

First Transit's current PACE contracts have seen the following achievements:

- Successful implementation of two Call N Ride Services in Will County and one in Lake County and North Cook County
- Implementation of the Rosemont Circulator and Rosemont Lunch Time Shuttle
- Smooth, successful transfer of the Lake County Call Center to the current operations in the Northern Call Center

Unmatched Support

"Top management is very committed. I feel I can call and get responsiveness."

- PACE Customer Survey Results

Metro Mobility, Roseville, MN

Proudly operating paratransit service since 1993, our Metropolitan Council - Metro Mobility project operating out of our Roseville MN location, utilizes more than 200 client provided buses transporting passenger over a broad swath of the Minneapolis region. Our contract for these services was recently renewed for another term.

Work Performed	ADA Paratransit – Call Center, Operations, Maintenance and Facility
Current Status	Active since 1993
Fleet Size	128 Vehicles
Work Force Size	307 Employees
Contact:	Andrew Krueger, (651) 602-1689; andrew.krueger@metc.state.mn.us



A couple years ago, the client, local management team and regional support persons for Metro Mobility met to discuss solutions and create an action plan to increase On Time Performance. The entire operation became part of the solution as dispatchers, call takers, schedulers and maintenance all had their part in solving this problem. Daily analysis of what time points were causing the deviation to meeting the on-time goal of 95%. This led to a number of solutions, including shift changes to allow for better vehicle utilization, scheduling changes, more thorough and earlier identification of possible issues by dispatchers, improved communication and a re-emphasis in training. First Transit now

has the highest ranking of on-time performance, consistently 98%, a source of pride for the entire First Transit team. Our customer satisfaction rating is at an all-time high, with a very low number of complaints received.

Budget Increases

As our relationship with Escambia County has shown, we honor our contractual commitments. However, on occasion First Transit has approached other clients regarding RFPs containing faulty data that had been utilized to develop pricing for a bid. In these cases, we were normally able to arrive at a resolution equitable to both parties.

In instances where there were significant changes to the scope of work or other substantial changes to contract terms or details of service delivery, First Transit and our clients have negotiated equitable rate adjustments on occasion.





SECTION 2-2

Introduction



SECTION 2-2

INTRODUCTION

2-2 Introduction

Proposals shall include the complete name and address of their firm and the name, mailing address, and telephone number of the person the County should contact regarding the proposal.

Proposals shall confirm that the firm will comply with all of the provisions in this RFP; and, if applicable, provide notice that the firm qualifies as a County proposer.

Proposals shall be signed by a company officer empowered to bind the company. A proposer’s failure to include these items in their proposals may cause their proposal to be determined to be non-responsive and the proposal may be rejected.

Organization	First Transit, Inc. 600 Vine Street, Suite 1400 Cincinnati, OH 45202		
Services	Transit Contracting, Transit Management, Transit Consulting		
Contact	Vasti Amaro Director of Business Development 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 [p] 513-256-2372 [f] 513-684-8852 [e] vasti.amaro@firstgroup.com	Sharad Agarwal Senior VP, Strategy and Growth 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 [p] 310.213.8503 [f] 513.684.8852 [e] Sharad.Agarwal@firstgroup.com	
Form of Business	Corporation	Incorporation	Delaware in 1969
Number of Employees	Employs more than 19,000 people; Manages 4,000 employees		
Federal I.D. Number	23 – 1716119		



US DOT#	1002211	Motor Carrier	MC – 576222
Officers	Bradley A. Thomas, President James Tippen, SVP of Finance Michael L. Petrucci, SVP, General Council & Secretary	Barbara Telek, Treasurer Brian Beechem, Asst. Secretary Christa McAndrew, Asst. Secretary Nancy Eliason, Asst. Secretary	
Regional Location Contact	Dave Van Fossen Region Vice President 1020 Center Street, Suite 16, Horseheads, NY 14845 Cell (281) 932-7015 david.vanfossen@firstgroup.com		

Compliance with Requirements

First Transit will comply with all of the provisions in this RFP. As the current provider of these services, First Transit clearly qualifies as a County proposer, exceeding all minimum qualifications. Our State of Florida business license has been included as an **Attachment**. We are happy to provide any further documentation evidencing this fact, if required by the County.

Proposal Signature

First Transit’s proposal has been signed and sealed by Mr. Bradley Thomas, who is President of First Transit, Inc. and an authorized company officer empowered to bind the company.





SECTION 2-3

Understanding of the Project

SECTION 2-3
UNDERSTANDING OF THE
PROJECT



SECTION 2-3

UNDERSTANDING OF THE PROJECT

2-3 Understanding of the Project

Proposers shall provide a comprehensive narrative statement that illustrates their understanding of the requirements of the project and the project schedule.

As the successful incumbent provider of these services, no one understands this project or your expectations for safe, reliable paratransit services than First Transit. We will provide door-to-door paratransit transportation services to residents of and visitors to Escambia County, Florida, including all resources necessary to provide such services as required by the



CTC/County to meet the needs of the County's paratransit program. Applicable services will be provided under the Americans with Disabilities Act (ADA).

We also understand that the County is dedicated to providing these services to complement and maintain the quality of life in Escambia County and are committed to continuing to partner with you to do just that. We are fully aware that the demand for these services continues to grow. We will continue to ensure that Escambia County residents have access to safe, reliable and customer-focused transportation services.

We know that the County's objective for the current procurement is to select the most qualified and experienced contractor to serve as the operator for these services. As a leading provider of paratransit services nation-wide with proven experience in Escambia, we have demonstrated throughout this proposal, and with our daily service delivery, that we are the best choice. In addition to the high level of service we provide, through our commitment and this proposal, we have also and will continue to provide value, efficiency and a fair price to the County.



Exceeding Escambia County's Performance Standards

First Transit has thoroughly reviewed the standards of performance outlined by Escambia County in the current RFP. We thoroughly understand these standards and have consistently exceed similar expectations at many of our paratransit locations across North America.

Our entire operation will continue to revolve around adhering to these standards in the provision of your transit service. The chart below explains our understanding of a few of Escambia County's performance standards, our current performance and strategies to exceed them in the new contract.

Performance Standard in Escambia County RFP	Current Performance	Measures to Gauge Progress	Strategies to Meet/Exceed Performance Standard
On Time Performance (Standard is 90%)	Continuing to improve, our On Time Performance has consistently been very close to exceeding this standard while also providing desired productivity, new technology tools proposed will allow us to continue to improve	Tools within RouteMatch scheduling software Review First Transit's Dashboard Information and other system reports Monitoring by supervisors and management	Sufficient standby drivers available in case of late arrivals Time Checks by Road Supervisors and management staff Re-training for individuals continually not meeting time performance Adding tools such as enhanced IVR that will help to ensure our passengers are ready when we arrive, positively impacting On Time Performance
Customer Survey Results (Standard is 90%)	Customer Survey Results for 2016, as included in the County's Transportation Disadvantaged Service Plan reported that 93% of riders felt that	Report on response time for resolving complaints Passenger survey results Monthly reports on # of customer	Extensive customer service training Analyzing for trends and developing action plans based on rider survey results Adding customer-facing technologies such as chat

	the drivers are courteous and helpful, 92% of riders felt that their driver provided a safe, comfortable ride and 92% of riders surveyed felt that vehicles were clean and well maintained	complaints and commendations	features and enhanced IVR/SMS capabilities Recognizing drivers who receive strong survey results
Valid Customer Complaints (Standard is no more than one per month for each operator)	Our operators consistently exceed these requirements, with a low number of complaints received	Monthly reports on # of Customer Complaints Report on response time for resolving complaints Passenger surveys	Quick, thorough response to customer complaints Extensive customer service training Analyzing for trends and developing action plans based on complaints and commendations Adding customer-facing technologies such as chat features and enhanced IVR/SMS capabilities Recognizing drivers who receive commendations and compliments from passengers
Overall Operator Rating	First Transit welcomes feedback and evaluation from Escambia County and our passengers	Review of operator ratings	Communication and coaching of operators when necessary Extensive Training Program Analysis of trends Consistent communication with operators on their performance and plan for continual improvement
Vehicle Safety Inspections (Vehicle must meet all minimum)	We have passed all inspections/audits as your	Review of audit and inspection results	Comprehensive pre-trip inspections by drivers and appropriate follow-up



safety requirements)	paratransit operator, including triennial reviews.		Following First Transit's extensive Safety rules and regulations, as well as the County's expectations
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Project Schedule - Implementation Plan

As the successful incumbent provider for these important transportation services, First Transit is the only contractor who can provide a truly seamless transition to a new contract. Escambia County and its riders will continue to see the high quality service they have come to expect from us without any disruptions.

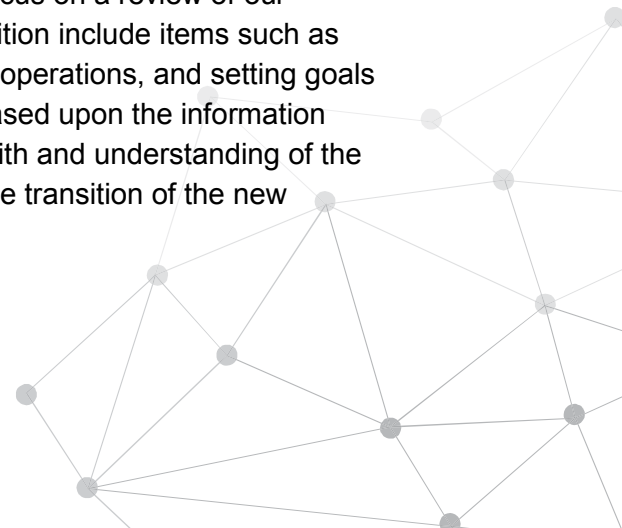
First Transit maintains a full staff on-site at Escambia County, which is led by the General Manager, Yolanda Cooper. To ensure a smooth transition into the next contract, Yolanda and RVP Dave Van Fossen will meet with Escambia County to ensure that all required program plans are delivered on-time for the new contract. Upon contract award, Yolanda, Dave and SVP Tim McCann will meet with Escambia County to finalize the transition plan, including confirming:

- Key personnel
- Timelines for completion of audits
- Roles and responsibilities
- Hiring as needed
- Compliance with all milestones

We will also establish a schedule for weekly (or more frequent) meetings to monitor progress and resolve any issues and concerns throughout the transition period. As the current operator of the Escambia County services, we foresee no concern in the continuation of our operation, and the transition of services to the new contract.

Transition and Start-up Activities

As the current provider, First Transit's transition activities focus on a review of our service with the new contract term. Milestones for our transition include items such as reviewing our current policies and procedures, auditing our operations, and setting goals and objectives for continuous improvement in the future. Based upon the information provided in the RFP, as well as our long-term experience with and understanding of the services to be provided, we have included a schedule for the transition of the new contract.



Task	Begin Date	End Date
Transitional Timeline and Scope of Service Review		
Statement of understanding of service standards, contract negotiations with Escambia County	3/13/17	3/13/17
Notice of Intent to Award	3/15/17	3/15/17
Board award by Escambia County and authorization to execute contract	3/16/17	3/16/17
Contracted approved and signed by Escambia County and First Transit	3/17/17	3/17/17
Notice to Proceed issued to First Transit	3/17/17	3/17/17
Scope of Service Implementation – With Escambia County Review		
Review current union labor work rules, policies with Escambia County	3/20/17	3/23/18
Labor Negotiations, Recruitment, Training and Staffing Requirements		
Review current drug and physical examination locations	3/20/17	3/21/17
Review current First Transit background check process with the Escambia County	3/22/17	3/23/17
Provide detailed training schedule to Escambia County for all employees for new aspects of the contract, service changes, refresher training	4/5/17	4/5/17
Vehicle Maintenance and Revenue/Non-Revenue Fleet, Equipment		
Review assigned vehicle records, parts inventory, equipment, tools with Escambia County staff	4/10/17	4/15/17



Fleet Inspections for new contract baseline conditions determination	4/17/17	4/19/17
Review requirements and deliverables with maintenance contractor	4/21/17	4/21/17
Fare Collection		
Review all current program processes, fares, control and security with Escambia County staff	4/24/17	4/25/17
Driver Scheduling		
Analyze scheduling processes and practices with Escambia County and suggest any revisions	5/1/17	5/15/17
Service Start		
Follow-up meetings with Escambia County on any open issues	Ongoing	
Successfully initiate service under new contract		

Additionally, as the project progresses to the new contract, a task-by-task transition plan for key items will be developed and produced, reflecting the updated status of key decisions, coordination with Escambia County, fleet and equipment needs, and any contract changes. First Transit foresees no problems in the transition to a new contract within human resources, accounting, safety/security, labor relations, facility management, asset management and administration.





SECTION 2-4

Methodology Used for the Project



SECTION 2-4
METHODOLOGY

SECTION 2-4

METHODOLOGY USED FOR THE PROJECT

2-4 Methodology Used for the Project

Proposers shall provide a comprehensive narrative statement that sets out the methodology they intend to employ and that illustrates how their methodology will serve to accomplish the work and meet the County's project schedule.

Escambia County/ CTC has invested significant resources into the critical transportation opportunity to continue to be your partner and will continue to be good stewards of this service. Through the leadership of highly seasoned managers, First



Transit will continue to operate on three cornerstones: **Safety, Customer Service, and Efficiency.**

- **Safe, reliable transportation** focused on ensuring passengers and employees arrive at their destination in the same condition in which they arrived
- **Customer service** and **reliability** through a focused approach in call center operations; as well as hiring and retaining the right people, offering them industry leading training, and supporting them each day to allow them to care for their passengers as if they are members of our family
- **Efficiency in productivity** optimizing RouteMatch software, expertise of local leadership, and organizational support from industry leaders that are prepared to work with Escambia County/ CTC to achieve continued improvement in cost effectiveness

First Transit will continue to provide:

- **An Excellent Local Leadership and Management Team** – Yolanda Cooper, on-site General Manager, serving Escambia County on-site with a 100% commitment, as well as a dedicated key management team
- **Industry Leading Regional Support** – Tim McCann, Senior Vice President, Dave Van Fossen, Region Vice President and Region Director of Operations,



Shannon Borst, coordinating the management of the system to ensure your satisfaction

- **Customer Service Focus** – A customer support staff composed of seasoned safety, training, IT, fleet maintenance, and paratransit operations professionals to provide ongoing assistance to enhance system efficiency and effectiveness

The First Transit team will continue to work in cooperation with Escambia County and strive each day to exceed the expectations of our passengers, the community, and Escambia County staff.



The team will continue to work with transparency and in close partnership with Escambia County staff to deliver excellent service to our passengers in a cost effective manner.

THROUGHOUT THIS SECTION:

Ensuring Operational Success through the Right Methodology

Elements of our project methodology, as described throughout the rest of this section, that will lead to continued success in our service delivery for Escambia County paratransit services include:

- **Operations Management** – General Manager Yolanda Cooper and her leadership team will continue to work collaboratively with the County, with the support of First Transit's Region and Corporate experts
- **Ongoing Innovation** – First Transit's staff will continue to provide RouteMatch for scheduling, optimized with the expertise of our staff, as well as new, customer-facing tools
- **Call Center Operations** – Best practices derived from our nation network of paratransit operations will continue to lead to effective, efficient reservations, dispatching and scheduling
- **Bus Operators** – Hiring and retaining experienced, customer-focused operators and providing them with the tools and support they need to succeed will continue to be the key to our success





Operations Management

Our operations approach **will continue to focus on operational transparency and collaboration with the County and improving the customer experience while achieving greater cost efficiency.** The approach starts with the diligent management of our senior staff, led by our on-site General Manager, Yolanda Cooper. She is responsible for closely monitoring the daily key performance indicators that reflect service quality and efficiency. Areas of focus include missed or excessively late trips, on-time performance, productivity, road calls, accidents/incidents, and complaints. Service performance outside acceptable parameters will be analyzed to determine what processes must be implemented to improve performance.

Our General Manager will continue to meet regularly with Escambia County/ CTC staff to review performance. During these meetings, areas for improvement will be identified and real action plans developed. However, action plans are only as good as the implementation that follows. Yolanda does not mistake action plans for results. Only follow-through on the actions identified, and achieving the desired results, is acceptable.

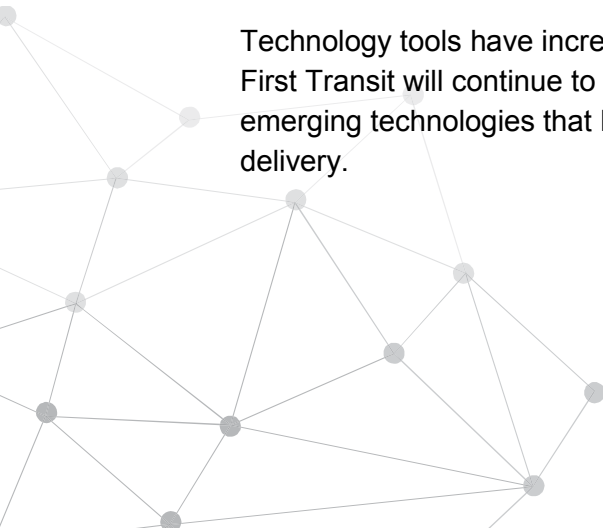
Additionally, these meetings allow for the coordination and communication that is so critical to the success of paratransit operations. First Transit stands ready to apply additional resources to meet any challenge. Yolanda and her team will continue to be supported by region and corporate experts who will ensure your satisfaction with our services.

Ongoing Innovation

First Transit views innovation as a key aspect that is vital to the success of our three guiding objectives for Escambia County:

- **Transparency** (in operations improvements and financial condition)
- **Cost Effectiveness** (continually lowering costs through productivity and operating efficiencies)
- **Customer Experience** (real-time customer interface, customer care)

Technology tools have increasing impact our transportation services industry-wide, and First Transit will continue to ensure that we keep Escambia County on the forefront of emerging technologies that have been proven and will truly enhance our service delivery.





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We will continue to provide RouteMatch scheduling software, as described below, for scheduling of paratransit services, which has proven to be an effective tool for Escambia County. We have also proposed the addition of several new tools, including a customer chat feature and enhanced IVR, to provide additional customer-facing benefits.

The expertise of our local, region and corporate teams in the area of innovation and technology will ensure the right tools are incorporated into our daily service delivery and that we reach our mutual goals for the County's paratransit service together.

RouteMatch

As it has proved to be an effective tool, First Transit will continue to utilize RouteMatch for implementation of the AVL and MDC solution for the Escambia County/ CTC vehicles. RouteMatch's approach for service is built around three core teams of **RouteMatch's Professional Services Organization (PSO)**:



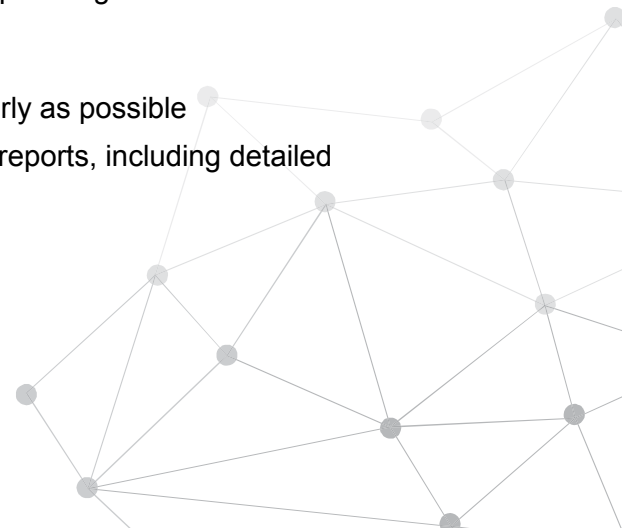
- **Project Management Office** – provides project management and design expertise
- **Technical Services** – provided engineering and installation expertise
- **Educational Services** – provide expertise in adult education of complex transit systems

Refined through more than 550 installations, RouteMatch's technology and implementation expertise ensures that customers' requirements, timelines, and budgets are met with minimal interruptions and maximum optimization.

The RouteMatch PSO group consists of project managers, business consultants, training consultants and technical personnel devoted to assisting customers in all phases of implementation by:

- Defining guidelines for roles and responsibilities
- Developing a roadmap for scheduling and resource planning
- Creating weekly feedback loops and reviews
- Implementing a systematic, proactive project plan
- Training First Transit staff on the base system as early as possible

RouteMatch will provide weekly and monthly project status reports, including detailed attention paid to issues, risks, and key action items.



Please refer to the **Attachments** section of this proposal for a full description of the RouteMatch system capabilities including the reporting and invoicing functions.

FIRST TRANSIT'S EXPERIENCE WITH ROUTEMATCH SOFTWARE

First Transit will continue to provide extensive support to our local management team and our partnership with Escambia County. This includes the management and optimization of the RouteMatch software package for effective and efficient service for our passengers.

First Transit's operations review team led by **Jonathon Lampert, Director of IT Business Engagement**, will be on site during the transition and throughout the term of the contract to evaluate the system and optimize system parameters. Additionally, **Tacy Highland, Senior Business Analyst**, will directly support our location to provide refresher training and system customization to ensure that we continue to meet Escambia County's service needs.

In coordination with Yolanda, First Transit Corporate IT staff will also provide ongoing training to reservations, scheduling and dispatch staff in all technology systems as needed. First Transit has experience with scheduling software paired with MDC/AVL systems in paratransit operations across the United States.

In addition to the experience of the local team, First Transit's nationwide operations provides Escambia County with a network of peer agencies for an expanded technology resource. We have extensive experience with the RouteMatch scheduling system in a variety of call center and paratransit environments, a few of which are listed below.

Account Name	Location	User	Fleet Size
Nashua	Nashua, NH	6	21
City of Pasadena	Pasadena, CA	4	11
Columbus County	Whiteville, NC	2	16
Denver RTD	Denver, CO	60	350
First Ride	Denver, CO	4	17
Greene County	Xenia, OH	10	35
Minneapolis Spring St	Minneapolis, MN	7	22
Santa Maria	Santa Maria, CA	8	55



Account Name	Location	User	Fleet Size
SEPTA	Conshohocken, PA	65	35

Our management, dispatching and scheduling staff will complete advanced scheduling training with RouteMatch software to optimize system parameters for increased on time performance and productivity. This includes scheduling principles and theory, tactics for increasing system productivity, familiarization with service areas, and system analysis tools.

First Transit's management team has the technical expertise and support necessary to:

- Train other staff as necessary in the use of the RouteMatch scheduling software
- Ensure knowledge and application of RouteMatch and Info-Manager to optimize vehicle schedules and customer service
- More effectively monitor and manage service for improved performance

Two-Way Radios

First Transit utilizes two-way mobile radios for communications with drivers. CES Team One Communications, Inc. will provide the radio systems. Our drivers, managers, supervisor and, ultimately, our passengers rely on our ability to communicate and be responsive to operational issues.



Outbound and Inbound IVR and SMS Technology - CallFire

Automated SMS (text) and IVR (Interactive Voice Response) messaging enables First Transit or County personnel to our reminders of upcoming trips scheduled, as well as notice of impending arrivals. Customers will also have the ability to easily confirm and cancel their trips.



In addition, mass messages can be sent to update all system users on weather events impacting service and similar issues. This feature would also allow for broadcasting of emergency information and plans immediately.

With an IVR system, it is easy to set up surveys, polls, appointment reminders, payments, and more for inbound or outbound uses. Customers interact using a simple keypress. CallFire IVR technology is easy-to-use with a simple drag and drop menu or XML.

Real-Time Online Customer Chat Feature - SightMax

In an additional effort to ensure we are making it as convenient as possible for customers reach our staff, we are proposing to introduce SightMax. SightMax is a live chat software program that provides live help, support and real-time website monitoring. SightMax allows for live person-to-live person website interaction. Customers will simply select a chat icon on the County's website and be connected to our staff automatically.



As more and more of us complete our personal business online, this chat feature will save our customers time and encourage feedback in this easy-to-use format. There are also efficiency advantages, as our staff can speak to numerous riders at once via the chat function, monitor website traffic, and run reports for enhanced service analysis.

For quality assurance, chat transcripts and past visitor navigation are automatically saved to a SQL database when the session is finished. Our supervisors and managers can share and view saved transcripts, as well as perform detailed searches in the transcripts, for effective customer service monitoring.

Through real-time monitoring, staff can also send customized pop-up graphics to invite website visitors to chat, and ensure our passengers find the information they need. As an additional convenience, our riders will be able to text a preassigned number and initiate the same chatroom features but via text.

Call Center Operations

Reservations Service Management Strategies

First Transit understands that our staff will handle all aspects of reservations, including cancellation and ride check calls from Monday-Friday 8 a.m. to 5 p.m. First Transit will provide staffing for reservations in accordance with Escambia County/ CTC's business hours for the Call Center operation. The Call Center will continue to take calls beginning at 8 a.m. and will handle all cancellations, evaluate recently completed trip performance,



reduce no-shows, optimize next day schedules, and answer customers calling to check the status of their trip throughout the day

The Reservations Department serves as the first point of contact for your clients after they have been approved to use the service. Thus, it is imperative that each call be conducted in a polite, courteous, and professional manner. This call experience will often determine the client's overall impression of the entire program.

Our highly effective **Customer First** training program and our comprehensive employee monitoring program ensures that each customer will be greeted by a polite and knowledgeable reservationist with every call.

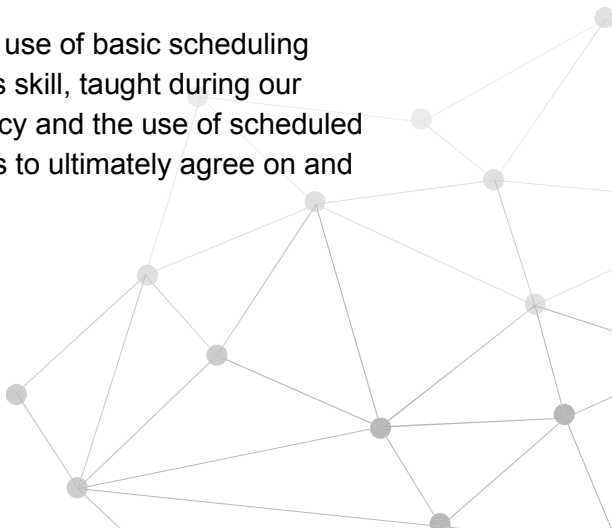
Training for Call Center Reservationist team includes:

- Proper use of the call center agent telephone
- Proper telephone etiquette
- Customer empathy training
- ADA guidelines relative to trip reservation and scheduling
- Escambia County/ CTC and First Transit policies
- RouteMatch software booking and scheduling training

RESERVATIONS PROCESS

The Call Center Reservationist team is responsible for verifying passenger eligibility, processing trip requests, fielding "Where's My Ride" inquiries, and modifying and canceling existing reservations in a "real time" environment. These functions utilize the latest RouteMatch scheduling software. At the time of the call, the Reservationists verbally confirm each customer ID, trip date, pick-up/appointment times, street addresses, phone numbers, attendants, and mobility devices, during and before the end of each call, thereby reducing the number of potential data-entry errors. The use of scripts also helps to ensure consistency in the process of requesting and entering trip information. This ensures that our operation is based on complete and accurate information.

During the booking process, our Reservationists employ the use of basic scheduling strategies to evaluate the best available routing solution. This skill, taught during our comprehensive training program, maximizes service efficiency and the use of scheduled hours. Reservationists conduct negotiations with passengers to ultimately agree on and confirm a pick-up time with the passenger.



As an added benefit for the new contract, passengers will be able to contact our Reservations staff through chat, as described earlier in this section. Chat functionality will bring a new level of convenience to our customers and increased efficiency for our reservationist staff, who will be able to handle multiple chat conversations at once.



First Transit provides excellence in service provision by establishing high performance standards from the very beginning of the Trip Lifecycle.

Scheduling Service Management Strategies

On-time performance, service productivity, and safe schedules rely on a practical, well-planned service day with tours that are properly constructed for successful delivery. To accomplish this, our scheduling staff is responsible for reviewing, revising, and producing final, daily driver schedules on a daily basis. They utilize the latest RouteMatch scheduling software to accomplish these tasks. Our scheduling staff will complete Advanced Scheduling Training with RouteMatch software, advanced scheduling principles and theory including tactics for increasing system productivity, advanced familiarization with service areas, and use of advanced system analysis tools. We will also incorporate our paratransit scheduling best practices and strategies accumulated from our other paratransit operations within the training curriculum. This will provide consistent and proven methods for maintaining and improving operational performance.

Our management/ supervisory staff have the technical expertise and support necessary to:

- Train staff as necessary for their positions in the use of RouteMatch
- Provide customized performance reports and operating data
- Ensure that scheduling staff are knowledgeable of and apply the tools and techniques in RouteMatch designed to optimize vehicle schedules
- Assess the use of RouteMatch and the performance on services on at least a semi-annual basis and provide the Escambia County/ CTC with a written report identifying potential improvements and opportunities for retraining and specialized training



SCHEDULING PROCESS

Once trips are created and confirmed by our Reservationists, scheduling staff begin the process of organizing and refining the requests and overall schedules for shared-ride service. The scheduling team's primary focus is to comply with ADA, FTA and Escambia County/ CTC guidelines and Transportation Disadvantaged Service Plan (TDSP) requirements as they relate to scheduled pick-up, drop-off, ride time, and system productivity. In addition, the Schedulers are responsible for manually scheduling unassigned rides, coordinating callbacks with call center agents where necessary, and adjusting future schedules in anticipation of major events and/or inclement weather. Scheduling staff also work closely with Management and Dispatch to coordinate driver breaks, lunches, and splits to improve resource availability. Additional system management will include accommodating last minute or unexpected shifts in demand.

In utilizing RouteMatch for the Escambia County/CTC paratransit operation, our scheduling staff quickly and efficiently isolate violations and inefficiencies that require resolution to operate safe, cost-effective schedules. Not only are they able to identify typical scheduling scenarios such as late arrival times, illogical routing, and unrealistic speeds, but they have access to up-to-date calculations. These calculations include productivity, estimated on-time, deadhead, slack, and appropriate trip grouping, on a route-by-route basis to 'drill down' and more granularly resolve potential impacts to performance. All of this is done while maintaining an exceptional level of quality assurance for our customers.

Once the most desirable scheduling for a route is identified, the route can be frozen for the day so that future rounds of batching do not split up groups or other specially scheduled trips. First Transit assigns trips that are outside the productivity and efficiency range of primary service to the supplemental service only as a last resort, ensuring overflow is used in an efficient and responsible manner.

Because subscription service is such a critical key to higher productivity and enhancing the reliability and consistency of daily schedules, First Transit makes it a policy to employ best practices in Template Schedule management. We continuously optimize and anchor the subscription templates to ensure the "backbone" of the service is still being managed and routed productively. Renegotiation of subscription times is included in this process, constantly refining how scheduled template hours can be put to better use. This regular, repeated revision of the template schedule serves to fill in gaps left by cancelled or modified subscriptions, and improves how the subscriptions are scheduled into available service.



First Transit will continue to analyze scheduling practices and RouteMatch parameter settings to ensure scheduling is done as effectively as possible.

SCHEDULING OBJECTIVES

Productivity Improvements: Optimizing Assignments

First Transit uses multiple RouteMatch batching strategies that regularly run in the background and to reintegrate any overflow-scheduled trips back into regular service hours. This includes creating automated batching jobs specifically configured to identify trips.

Balancing Productivity with Passenger Ride Time and On-Time Performance

First Transit takes a holistic approach to managing service delivery Key Performance Indicators (KPI). We recognize that productivity plays a big part in a successfully run operation. First Transit has operational strategies to help monitor and improve this aspect of service. There are multiple ways to review and positively impact the productivity in a system, from using the scheduling system functionality to employing the use of additional tools for augmenting and enhancing the existing system. An overview of these features follows:

- **Using existing scheduling software functionality with RouteMatch –** Including Trip Bumping, Bad Trip Locator, and batching to optimize and improve schedules.
- **Developing and implementing key foundational scheduling strategies** that focus on improving service:
 - **Implementing Core Routes** – Routes that do not change seasonally. Routes should be seeded with subscription requests and assigned to senior, high performing employees, for the highest and most consistent performance
 - **Implementing Flex Routes** – Routes where the Start and End times adjust based on current demand. Routes should have a mix of seeded subscriptions and demand. Flex Routes should not adjust by more than 60 minutes
 - **Daily Optimization Batching** (future days)
 - **Dispatcher-Scheduler position** – This position focuses on implementing same-day proactive scheduling tactics, in advance of and in preparation for, the period in which the Dispatcher is focused on service. This reduces the



amount and complexity of work required of the Dispatcher, freeing up some of their time to work more aggressively in maintaining and exceeding service KPI standards

- **Continuing a strong Template Management strategy** – This process includes continuous review of current template status to identify potential optimization opportunities due to subscription changes and cancellations, a practice of subscription negotiation and renegotiation as service changes in order to better construct the essential backbone of service
- **Live Day/Real Time tools**
 - **Same Day Cancels** – Gaps in service caused by same day cancels so the scheduled hours can be used more efficiently
 - **Slack Map** – Routes with slack or idle time
 - **End of Route** – Routes with slack or idle time towards the end of the route so poorly performing routes can be broken down and trips redistributed
 - **Group Trips** – Groups being picked or dropped at the same location in order to better optimize with scheduled routes and times
- **Reporting tools**
 - **Periodic trend analysis** – Receive individualized trend analysis for various service issues that may currently be occurring in the system

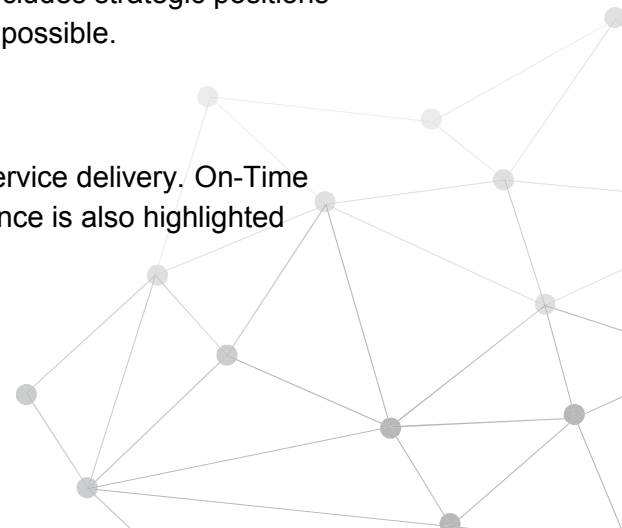
On-time performance is managed much in the same way, with close evaluation of the scheduling process to specifically identify and improve upon this specific aspect of service performance.

Dispatch Service Management Strategies

First Transit will continue to conduct all dispatching for the Escambia County/ CTC service. Dispatch service is an integral function that contributes to increase on-time performance and productivity. Based on the extensive experience gained through operating paratransit operations across the United States, we have identified key tactics to achieve the best out of the Dispatching operation. This includes strategic positions and methods to manage same-day service as efficiently as possible.

ON-TIME PERFORMANCE

The focus of any successful operation is on the details of service delivery. On-Time Performance is detailed here, but its emphasis and importance is also highlighted prominently throughout this proposal.



It is critical that each member of the dispatch/supervisory staff, every Primary and Supplemental Driver, each Call Center staff member, and every manager has a clear understanding of his or her duties, and is held responsible for accomplishing them. It is from this perspective that service parameters are constantly monitored, and corrective actions determined to keep service on time during all hours of operation.

Below is a brief position description of First Transit's dispatchers for the Escambia County/ CTC service to monitor on time performance, including missed trips.

- Ensures that service meets or exceeds the Escambia County/ CTC's and First Transit expectations for high quality, safe transit services
- Monitors AVL and radio communications, as well as 'Where's My Vehicle' status calls from customers
- Responsible for knowing all the Escambia County/ CTC standards for service delivery
- Coordinates with the other staff for issues regarding service delivery including vehicles running late, accident/incidents, traffic problems, and on board incident/emergencies
- Utilizes radio to monitor the location of each vehicle on route and monitors the scheduling system for on-time performance to ensure timely performance is maintained
- Creates and implements solutions to trips running behind to minimize late service and eliminate missed and extremely late service.
- Immediately reports and logs road emergencies or other events that may inhibit the performance of the service
- Contacts the Escambia County/ CTC staff and emergency services such as police, ambulance and fire authorities when appropriate

DISPATCHERS

The Dispatchers impact the overall performance of service, as they are responsible for setting the tone on route timeliness before the vehicle is even in service. These individuals have a thorough knowledge of Escambia County/ CTC policies and procedures, ADA policies, RouteMatch driver scheduling and dispatch systems, First Transit policies and best practices, and Amalgamated Transit Union (ATU) #1395 labor agreement. In addition, our Dispatcher staff will be thoroughly trained in radio and MDT usage and RouteMatch. This assistance includes communicating with our drivers both directly through radio and at the Window for assistance with operational issues related to passengers, vehicle breakdowns, accidents, and incidents.



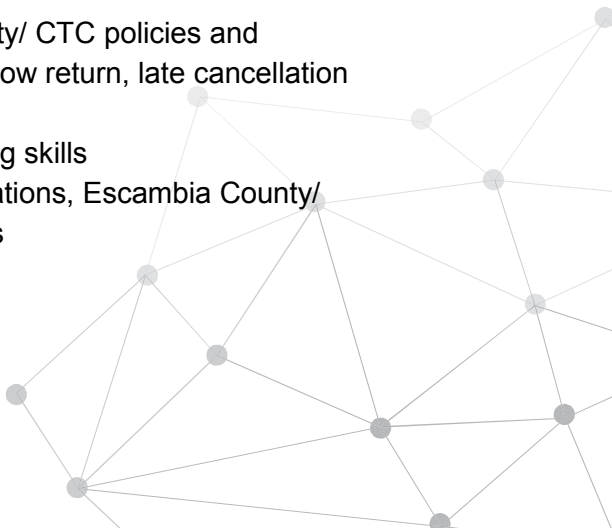
First Transit Dispatchers ensure drivers are ready for service and that drivers meet compliance requirements (e.g., license, fitness for duty, uniform, paperwork, fares, etc.). Window staff will assign work runs and vehicles, guaranteeing accurate schedule, manifest and vehicle assignments. Other assigned responsibilities for this position include managing timeliness of daily deployment and return of vehicles and drivers. Our Dispatchers monitor and manage timely deployments and returns according to the schedule and receive notification of routes that violate scheduled times. This initial management greatly impacts system performance, to maintain on-time performance before the route departs base. This results in a reduction in the “domino effect” that late deployments impact the timeliness of subsequent route events.

In order to effectively balance operational needs with available personnel resources, the Dispatchers also monitor driver work hours and assign extra board service as needed, using First Transit procedures for efficient utilization of labor and vehicle assignments. Vehicles assignments are based on the availability of vehicles as determined by the maintenance department. Our Dispatchers will also communicate with other staff regarding vehicle and driver availability, schedule adherence, and any other operational issues that impact service.

Effective ADA paratransit dispatch practices ensure that we maintain established performance standards, and all riders receive a reliable and safe transportation experience.

In addition to having full knowledge of Escambia County/ CTC and First Transit accident and safety reporting procedures, our Dispatch staff undergo Advanced Scheduling and Advanced Dispatch training using RouteMatch scheduling software. This training addresses functional use of the scheduling software as well as basic principles and theories in scheduling and dispatching service. This introduces advanced concepts for greater success in managing complex transit systems and includes:

- Advanced principles of increasing system productivity (leveraging slack time to optimize routes, and monitoring efficiency of end-of-route trips to identify opportunities to reduce hours where possible, etc.)
- Advanced training of ADA, FTA and Escambia County/ CTC policies and procedures including the fare matrix, no-show, no-show return, late cancellation and no-stranded passenger policies
- Radio system training, including basic troubleshooting skills
- Use of communications system including FCC regulations, Escambia County/ CTC communication guidelines, and use of 10-codes



- Refresher on a regular basis and additional training when a new version of RouteMatch software is installed

DISPATCHING OBJECTIVES

The Dispatchers will perform “real time” schedule updates to effectively manage day-of-service changes using the RouteMatch dispatch module. They are also responsible for monitoring on-time performance, notifying customers of potential late pick-ups, rescheduling trips, and optimizing slack time resulting from no-shows and late cancellations. At a minimum, our Dispatchers:

- Monitor and manage the performance of scheduled trips
- Reassign trips as needed to ensure on-time performance and system productivity is maintained
- Contact customers when necessary to advise them of late pickups when there is no other on-time alternative, due to vehicle breakdown, etc.
- Comply with and enforce Escambia County/ CTC No-Show and Late Cancellation policies
- Provide continuous monitoring and controlling of assigned radio frequencies during all hours that service provider vehicles are out of the yard
- Ensure all voice radio communications pertain to service and that FCC rules and regulations are enforced (data and voice communications)

Customer Services Manager/ ADA Coordinator

We recognize that each customer is entitled to and expects the highest level of customer service and the most positive experience possible. We manage our operations with the philosophy that you are only as good as the previous day’s performance. We strive each day to raise service standards and deliver the highest level of customer service possible.

In addition to ensuring ADA compliance for this project, our Customer Service Manager/ ADA Coordinator is responsible for providing comprehensive documentation, investigation, follow-up, and resolution for all related comments, complaints, and inquiries.

Our Customer Service Manager/ ADA Coordinator is the primary liaison between First Transit’s operation and Escambia County/ CTC’s customer relations department. This individual will attend monthly Customer Relations meetings and other meetings as required by Escambia County/ CTC.



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We believe that customer comments and feedback are extremely valuable in assessing our overall performance. Our Customer Service staff will provide a response to all customer comments, complaints or inquiries, in a timely manner. This response will include a detailed understanding on the individual concern as well as an explanation of our findings and resolutions. Customer complaints will be classified in accordance with Escambia County/ CTC policies and responded to accordingly.

Our Customer Service Manager/ ADA Coordinator is responsible for helping to track no shows and late cancels, and will also issue customer notifications. Our Customer Service Manager/ ADA Coordinator and staff work cooperatively with key manager, our customers, vendors, and with Escambia County/ CTC to develop action plans for continually improving services.

Bus Operators

As the incumbent provider, First Transit already has a group of well-trained, experienced and customer-focused operators proudly providing these services every day. When necessary, First Transit will continue to recruit and train Bus Operators to provide the services described in this RFP.

First Transit achieves continual improvement of driver performance through thorough training programs, honest feedback, and employee accountability. We consider it extremely important to spend additional time with an employee who is having difficulty in delivering outstanding performance.

Performance concerns could include:

- Absenteeism
- Late dispatch check in
- Not meeting on-time performance
- Passenger complaints
- Safety concerns

When we observe these issues, our supervisors and managers spend time with the employee to determine the cause. We jointly develop an action plan with the employee to help them improve once we understand what is behind the performance issue. If retraining is necessary, the driver is retrained in whatever areas are deemed necessary, with follow-up observation to ensure the problem does not reoccur. While it is our goal to help every employee improve, sometimes we must provide progressive discipline in order to hold employees accountable and to document performance expectations.

Our road supervision efforts are very important to supporting our drivers. We provide drivers feedback on their performance to help them understand how they are doing

relative to Escambia County and First Transit expectations. Our Supervisors understand the issues our drivers face and can offer genuine solutions to tough situations.

Drivers as Ambassadors

Our corporate culture ensures that each driver has a clear understanding of how we value them as individuals and as First Transit employees, and what is expected of drivers regarding their job performance.

We communicate to trainees that our role as a company is to provide safe, courteous, and efficient transportation for each Escambia County passenger we carry. Following this role, First Transit creates an open, cooperative, and supportive working atmosphere to meet service expectations.

First Transit strives not only to hire employees that will help us meet our objectives, but to effectively communicate service standards. This helps drivers understand that they are expected to deliver superior customer service, and will receive fair treatment and support from all First Transit staff.







SECTION 2-5

Management Plan for the Project



SECTION 2-5
MANAGEMENT PLAN

SECTION 2-5

MANAGEMENT PLAN FOR THE PROJECT

2-5 Management Plan for the Project

Proposers shall provide a comprehensive narrative statement that sets out the management plan they intend to follow and illustrates how their plan will serve to accomplish the work and meet the County's project schedule.

Management Approach

First Transit has implemented a multi-faceted management approach at each location to support successful operations for our customers. For our



partnership with Escambia County, the five parts will continue to consist of the following:

- **Yolanda Cooper, General Manager** serving Escambia County on-site for successful performance and operational transparency
- **Dave Van Fossen, Region Vice President (RVP)** overseeing our management of the system to ensure customer satisfaction
- **Regional Customer Support Staff**, composed of seasoned professionals, enhancing system efficiency and effectiveness
- **Value-Added Services** implemented in coordination with Escambia County, improving passenger satisfaction, cost-containment, and reporting of transit information for efficient operations
- **A Nationwide Transit Network** of First Transit customers and staff to share information and experiences, incorporate operational best practices, and provide continuous improvement for Escambia County service

First Transit takes great pride in offering more than just experienced managers to our customers. We offer a comprehensive package that includes expertise from across the country. In addition to our resident transit professionals to manage the Escambia County system, First Transit's team will draw upon an unparalleled nationwide transit network, a rich and diverse collection of experience, to support the success of daily operations.



THROUGHOUT THIS SECTION:

Ensuring Operational Success through the Right Management Plan

Elements of our management plan, as described throughout the rest of this section, that will lead to continued success in our service delivery for Escambia paratransit services includes:

- **Project Staffing** – Our comprehensive and efficient staffing plan ensures our services are delivered at this high level expected by the County and our passengers
- **First Transit's Safety Culture** - At First Transit, we believe that "If you cannot do it safely, don't do it!" and ensure a safety-first approach throughout Escambia County operations
- **Recruiting, Retention and Hiring**- First Transit's recruitment and retention efforts include a computerized applicant tracking system, job fairs and employee appreciation events
- **Maintenance Excellence** - A high quality maintenance program begins with a focus on preventative maintenance, we will ensure our local maintenance partner exceeds the expectations of First Transit and the County
- **Customer Service** – Customer Service will remain a top priority for Escambia County paratransit services, ensuring that we continue to receive a low number of complaints and high ratings on passenger surveys
- **Grant Writing Experience** – First Transit's expertise will continue to ensure that the county receives funding from all available sources

Project Staffing

As the current successful incumbent provider of the County's paratransit services, we have an unmatched understanding of the staffing levels needed to provide these services at the high level you expect. The chart below outlines our proposed staffing levels for the new contract, based on our experience and the information provided in this RFP. First Transit will provide sufficient oversight personnel and direction during all hours of operation.

Position	FT/PT	Year One Pay Scale
General Manager	1 FT	\$71,400 Annual
Operations Supervisor	1 FT	\$11.73 Hourly
Safety Supervisor	1 FT	\$15.30 Hourly

Position	FT/PT	Year One Pay Scale
Customer Service Manager/ ADA Coordinator	1 FT	\$17.28 per hour
Administrative Assistant	1 FT	\$17.50 per hour
Scheduler	1 FT	\$12.61 per hour
Dispatchers	3 FT	\$11.22 to \$11.73 per hour
Reservationists	2 FT	\$9.18 to \$10.20 per hour
Drivers	36 FTE	\$10.30 to \$13.11 per hour after training
Technicians	Outsourced - Provided through local partner	
Utility Worker	1 FT	\$11.22 per hour
Total	48 FTE, plus maintenance	

As required by the RFP, detail on the qualifications and experience of First Transit's local management team, as well as our region and support systems is included in Section 2-6 Experience and Qualifications.

First Transit's Safety Culture

Safety is not simply found in a set of policies and procedures. Safety comes from conditioning proper thought processes and behaviors, preparing for situations, and knowing how to respond in ways that protect the well-being of our employees, those with whom we work, and those we serve.

First Transit's Safety Program encourages all First Transit employees to replace risky behaviors and thought processes that jeopardize safety in the workplace. Through the program, we are striving to build a cultural identity that is focused on:



- Rewarding improvements in both individual and team performance
- Encouraging group safety awareness activities
- Recognizing and rewarding personal safety longevity

From management to operations, safety is the number one value of every First Transit employee. Our program was initiated to minimize risky behavior for the greater good of each person and our entire team. No priority or perceived priority should be pursued without following safety standards.

We emphasize this safety culture in our employee recruiting, selection, orientation, training, education, and management support. Our drivers, mechanics, and other employees are expected to look out for the safety of the passengers we transport each day. That same protection is given to our coworkers, those that depend on each of us to do our jobs without shortcuts that can cause injuries. Safety is continually stressed and reinforced throughout our day-to-day operations, in our employee reviews, and at every management and employee meeting.

As just one example of our safety culture in place for Escambia County, First Transit staff from the County participated in the Safety Summit presented by the Florida Public Transit Association, in partnership with the Center for Urban Transportation Research, and leading workshops on safety-related topics.

Be Safe – Safety Leadership Program

The Be Safe Safety Leadership training program focuses on positive reinforcement to build safe operational and maintenance practices. To do that, we improve the knowledge, foresight, awareness, judgment, and skills of our employees to encourage preventive approaches to safety.

The Be Safe Program is incorporated into manager and supervisor training through hands on, interactive training by certified Performance Management Consultants, further supported by additional elearning modules. The training helps managers identify how their own everyday behaviors, and those of their team to influence safe behaviors and

If you cannot do it safely, don't do it!

This is First Transit's core philosophy. Safety is at front of mind at all times.



overall safety for the clients and communities we serve. First Transit’s managers and supervisors in Escambia County have all completed the Be Safe training and are utilizing it in their daily interactions with staff.

Led by location managers and supervisors, Be Safe encourages safety conversations to promote employee accountability to achieve safety. As frontline leaders, the managers and supervisors implement skills-based training to shape, promote, and maintain positive safety behaviors. Be Safe reinforces our group-wide safety goal of Zero – this means zero accidents, zero injuries, and zero fatalities.

The Be Safe Program ensures our employees:

- Understand the behavioral causes of safe and at-risk behavior and how to create the optimal conditions for safety
- Develop proactive safety practices, measure performance, and improve safety behaviors
- Are confident in their skills to have consistent and quality safety conversations
- Uphold a measurable three-point framework for safety conversations – plan, touch-point, review
- Use the insight and data from safety conversations to make and influence better safety decisions

First Transit focuses beyond simply changing our safety processes and systems toward fundamentally changing our day-to-day safety habits and behaviors. As leaders, managers play a critical part in this process through daily interactions with employees to encourage, reinforce and influence good safety behaviors.

Be Safe Accident and Incident Prevention

ACTIVE CARING

Active Caring makes sure that injury prevention drives our day-to-day management activities. It is based on remembering at all times that “If you cannot do it safely, don’t do it.” Active Caring is gaining the courage to have safety conversations, performing safety tours, risk assessing for your sake and others, and taking a “brother’s keeper” approach to safety by encouraging others to adhere to safety principles at work, just as they do at home.



PERFORMANCE MANAGEMENT

Performance Management requires our managers to take an active role in helping achieve our goal of zero collisions and zero lost-time injuries. Safety must drive the decision-making and guidance provided by our managers. Our managers are the force that puts our safety policies, procedures, laws and regulations into practice, and they are responsible for measuring the performance of our staff against our goals.

Although we will always continue to evaluate our safety performance via Key Performance Indicators, performance management is a more proactive way of modifying unsafe or potentially unsafe employee behaviors before accidents or incidents occur. We are increasing developing new methods to measure and identify indicators of potential behavior issues we proactive behavior modifications can take place.

CONTINUOUS IMPROVEMENT

Continuous Improvement is critical for reaching our zero goal. Safety is not a one-time occurrence. It is part of our culture and everything we do today, tomorrow, and every day we come to work. Our safety standards and best practices are continually updated with input from industry safety experts, fellow industry leaders, and our front line employees. We analyze safety trends to identify corrective patterns, then incorporate changes to improve our overall performance. First Transit leverages its vast experience nation-wide and the experience of our sister companies across the globe to develop best practices in safety, identify trends and develop action plans.

Moving Ahead for Progress in the 21st Century Act (MAP-21)

First Transit has already put MAP-21 in action and incorporated Safety Management Systems (SMS) principles into our culture. We have and will continue to be ahead of the game in terms of local, state and federal regulations and FTA requirements regarding safety programs and procedures. Our SMS and System Safety and Security Plan combine established systems safety engineering principles with advanced organizational management techniques. Our SMS supports continuous improvement in safety performance through a positive safety culture founded on four basic principles:

- Safety policy
- Safety risk management
- Safety assurance
- Safety Management Systems (SMS)



- Encourages managers and employees to work together to identify hazards and act in concert before system failures occur. (Our Injury Prevention Database)
- Everyone is held accountable making sure we deliver positive safety results.
- Is about making the system safer for everyone. (If you cannot do it safely, don't do it!)
- We empower our employees to assess their own safety risks and prioritize the risks.
- Our safety principles and practices are already in place, integrating human factors and human performance management into existing maintenance, training, and hazard management processes.

We take pride in our approach-involving and share our knowledge among the public, transportation agencies, state agencies, and the FTA.

First to Zero

When safe behavior becomes instinctive, quality of life improves, working conditions are more favorable, and collisions and injuries are reduced. As part of our extreme focus on safety in the workplace, we have initiated a **First to Zero goal**, which means we will strive to **achieve zero collisions and zero lost-time injuries**.

As we strive to reach First to Zero, we will build on the accomplishments we have already achieved. Our key safety actions for the current year include:

- Expanding the usage of Smith System driver safety training across all businesses
- Implementing campaigns designed to prevent passenger injuries related to slips, trips, and falls
- Championing the National Safety Council's campaigns around teen driving, distracted driving, and safe communities
- Implementing actions to prevent injury when handling passengers, wheel chairs, baggage and freight
- Provide training on dispute resolution to preventing assaults by difficult passengers

First Transit's System Safety and Security Plan

Our System Safety and Security Plan (SSSP) is based upon federal safety regulations and describes the standards in place for driver and maintenance employee hiring,



training, vehicle safety, and record keeping. Our SSSP is divided into six core areas of focus:

1. Employee selection
2. Employee training
3. Substance abuse testing and education
4. Safety maintenance
5. Security awareness
6. Accident and safety data acquisition

Below is a broader description of each SSSP Core.

CORE 1 – EMPLOYEE SELECTION

Working for First Transit requires a sense of commitment and dedication to safety that is not found in other companies. We insist that our employees be committed to safety, reliability and customer service. To ensure this happens, we use predictive data and a thorough evaluation process when selecting new employees. We require a safe driving record, past employment verification, a criminal background check, motor vehicle record review, employment eligibility verification, and a drug screen.

CORE 2 – EMPLOYEE TRAINING

In support of our security plan, our training programs are focused on safety and security. Below is a brief overview of the kinds of training we provide our employees.

Training	Description
Driver Training	The new driver education and training process provides learning opportunities in two areas of focus – classroom (knowledge-based) and behind the wheel (skills-based). All training is taught by First Transit’s certified instructors. Classroom and behind-the-wheel (BTW) training for new drivers includes programs based on TSI and Smith System modules.
Certified Instructor Program	We combine our own instructor certification program with the Transportation Safety Institute’s (TSI) certification program to create a standard training initiative that is built on industry-leading quality and excellence. Our certified trainers provide competency-based job-related training. All TSI-certified instructors are registered with the Department of Transportation (DOT), which provides unmatched training regulation and compliance. In addition, our instructors also are certified by the highly reputable Smith System Driver Improvement Institute.

Training	Description
Ongoing In-Service Training	<p>We provide ongoing in-service training to help our drivers keep their skills up to date. Drivers participate in mandated annual safety meetings and periodic safety awareness campaigns that provide detailed instruction on defensive driving techniques and other safety-related issues.</p> <p>Both regularly scheduled and random road observation checks evaluate our drivers' compliance with policies and procedures and rate their overall proficiency. In addition, every driver is required to undergo a ride-along evaluation once every 12 months with a certified trainer.</p>
Collision Retraining	<p>Drivers involved in collisions are required to take part in our collision-retraining program. Certified instructors lead the two-hour classroom and behind-the-wheel retraining course that focus on identifying root causes and contributing factors when collisions occur. Once causes or contributing factors are determined, we retrain drivers to correct issues such as improper backing or improper mirror use.</p>
Safety Training	<p>Every module in our driver training programs has an underlying theme of safety. Training modules such as Vehicle Familiarity, Vehicle Maneuvering, Service Area Familiarization, Passenger Assistance Training, and Defensive Driving are specifically designed to provide drivers with the knowledge they need to operate revenue vehicles safely.</p>
Safety Re-training	<p>Mandatory monthly safety meetings for the Escambia County service include topics of local importance and will reinforce the important position that safety occupies on the job.</p> <p>All drivers receive routine and continuous in-service training on the safe operation of revenue vehicles. Additionally, drivers and dispatchers receive annual refresher training on safe operations.</p> <p>This process also includes identification of "high interest" drivers and appropriate behavior modification efforts to proactively improve safety habits.</p>
Safety Discipline	<p>We have strict operating regulations regarding safety and injury-prevention measures. We focus disciplinary action on the incident, not the severity of the outcome. Any employee who demonstrates a disregard for safety is held accountable for his or her actions, since unsafe performance can result in an escalation of risk. Repeated violations will result in termination.</p>



SAFETY TRAINING PARTNERS

We have partnered with many of the organizations that drive industry-wide instructional standards and programs to help develop our own safety training needs. We rely on their experience, research, and continual program updates to help us stay on the leading edge of employee training.

National Safety Council

The National Safety Council's (NSC) mission is to save lives by preventing injuries and deaths at work, in homes and communities, and on the roads, through leadership, research, education and advocacy.

Working with NSC, we have adopted the following initiatives to help achieve our own injury prevention goals:

- NSC membership and training
- Participation in the NSC Congress & Expo panels and technical sessions
- Participation in NSC's Safe Communities America program
- Involvement in symposiums and advisory roles
- Planned meeting on teen driving initiatives
- Development of FirstGroup's 2008 Cell Phone Policy (total ban)

Smith System Driver Improvement Institute

Our preferred driver-training program incorporates the Smith System of Defensive Driving program. The focus of this class is hands-on, behind-the-wheel learning in actual driving environments. Smith System classroom training includes:

- Common factors that cause collisions
- Smith System's Five Keys to Space Cushion Driving
- The 5 Keys plan to avoid backing collisions
- Use of important traffic information to gain an advantage

Prestigious Safety Recognition

The NSC selected FirstGroup as a recipient of the 2009 Green Cross for Safety Medal. To this day, FirstGroup is the only ground transportation company to receive this important award recognizing companies committed to improving safety and health in the workplace and the community.



- Isolate and insulate the vehicle in traffic
- Forecast the probable activities of other drivers
- Reduce fuel consumption
- Reduce vehicle maintenance costs

Transportation Safety Institute

We use the Transportation Safety Institute's (TSI) professional modules for our TSI instructor-training program, and for our training on customer service with regard to passenger assistance and ADA issues. All TSI-certified instructors are registered with the DOT.

National Transit Institute

Our passenger, facility, and vehicle security programs are based on industry-leading security standards, including:

- Public Transportation System Security and Emergency Preparedness Planning Guide (published by the US Department of Transportation)
- Transit Security Handbook
- Transit Security Procedures Guide
- National Transit Institute's pocket handouts
- Employee Guide to Workplace Violence – Prevention, Response, and Recovery
- Employee Guide to System Security – Observe and Report

NTI's Multimodal Transportation Planning courses support the following standards:

- Transportation Equity Act for the 21st Century
- Intermodal Surface Transportation Efficiency Act of 1991
- Clean Air Act Amendments of 1990
- SAFETEA-LU, and their regulations and support of the good practice of multimodal transportation planning

CORE 3 – SUBSTANCE ABUSE TESTING AND EDUCATION

First Transit, the Federal Transit Administration (FTA), and the US Congress have determined that alcohol abuse and illegal drug use pose specific dangers to the safety and welfare of the nation. Furthermore, the FTA has specifically stated that the use of alcohol and illegal drugs significantly affects the performance of individuals involved in the mass transportation industry. Because of the risks to employees, passengers, and



the community at large, it is our policy – and that of the FTA – that safety-sensitive employees be free from the influence of drugs and alcohol.

CORE 4 – SAFETY MAINTENANCE

All maintenance personnel are trained in shop safety, OSHA standards, vehicle maintenance, driving techniques, and safe driving. Employees are continually evaluated and tested throughout the training program. Those who do not demonstrate the required level of proficiency are provided additional training or are removed from training.

We audit our training procedures to verify that all policies are enforced to prevent incidents, collisions and injuries. Safety audits include government level auditors from FTA, OSHA, DOT, and third-party auditors. We also provide our own internal corporate auditors and local on-site safety auditors. From First Transit's director level and above, each auditor is responsible to do a spot check safety tour at least 12 times a year at any given location.



CORE 5 – SECURITY AWARENESS

We are keenly aware of security threats that exist in our current culture. Our management and staff are trained to closely scrutinize the security of our buildings, facilities, and vehicles at all times, promptly reporting of any inconsistencies or identifiable threats.

Protecting our facilities takes more than fences, security cameras, and proper lighting. Our approach to protecting our facilities includes an overall sense of awareness on the part of our employees. Our staff is responsible for securing all facilities and maintaining a heightened sense of awareness at all times.

All visitors, vendors, and suppliers who enter our facilities should be carefully scrutinized. Although we want to maintain a reasonable level of trust in those who do business with us, our employees recognize that any person who enters a facility on a temporary basis has the potential to be a security risk.

CORE 6 – ACCIDENT AND SAFETY DATA ACQUISITION

Our regard for the safety of our passengers and staff is paramount. Any injury, collision, or incident involving a First Transit driver will be investigated to determine cause and responsibility. Investigations are performed in any situation when a vehicle is damaged, a vehicle leaves the traveled roadway, or a passenger or driver is injured.

If a driver is involved in a preventable injury or collision, he or she is placed on administrative leave pending the outcome of the investigation. All investigations are conducted by unbiased management personnel. At the conclusion of the investigation, appropriate action is taken, which may include a written warning, retraining, a

Transit Authority of River City (TARC) – Louisville KY

Safety Wins with Campaigns

CHALLENGE: When First Transit took over the TARC contract from a competitor, the safety statistics were surprising, to say the least. With 80% incumbent drivers, First Transit took on the challenge of improving safety as quickly as possible.

OUTCOME: Through focused retraining and numerous safety campaigns, the TARC location saw a 60% reduction in accidents and incidents over a five-month period from the previous year.

Our TARC location received First Transit's company-wide Safety Award for their dedication and incredible improvement in such a short time.

CASE STUDY





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suspension, or termination. If a settlement is necessary, we coordinate the efforts of insurance companies, maintenance personnel, and our management to ensure that we reach a prompt, equitable agreement that protects the interest of First Transit and our clients.

Recruiting, Retention and Hiring

At First Transit, we look at our company as more than just a provider of transit services. We're a community resource. Our passengers rely on us to safely transport them to school, work, and to the many other destinations that are part of their daily lives. Our employees are key to provided safe, reliable services. We will continue to ensure that we retain our valuable employees and recruit and hire high quality personnel when needed.

As the incumbent contractor, First Transit already has a workforce of trained and talented drivers operating the Escambia County paratransit service. Upon contract award, First Transit's management team will ensure drivers are made aware of any changes to current contract terms. Our management team will also perform a review of driver files to ensure training and licensure is up to date.

The stability of the workforce and minimization of turnover are key to First Transit's successful contract operation for the County. Our retention efforts include sustaining a positive work environment through approachable management staff, the potential for promotion from within and employee appreciation events.

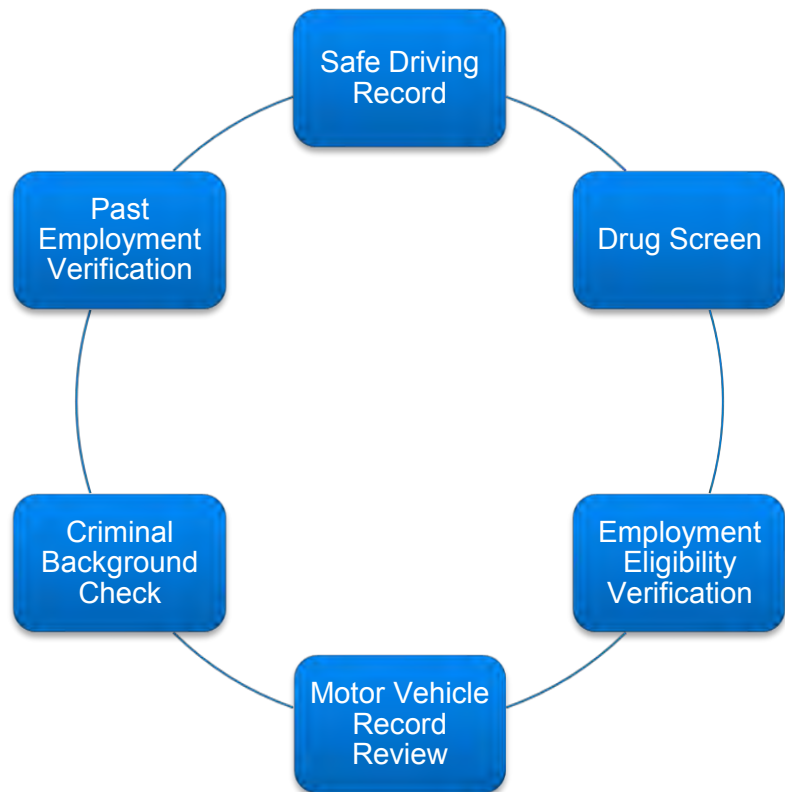


When it is necessary to recruit and hire new personnel, we do this by sending our teams and recruiters out in the community to attend local career fairs and events, along with partnering with local CDL and Tech schools to provide opportunities for new graduates.

We have worked with many national transit organizations to identify best practices and effective ways to recruit drivers and technicians. We'll work with local and state employment agencies, workforce development agencies, multi-cultural organizations, Veteran Affairs and military outplacement programs to find dedicated, hard-working people who want to be valued members of the First Transit team.

Working for First Transit requires a sense of commitment, attention, and diligence that is not found in other companies. **That's because we're in the business of transporting people – individuals and families that trust us to provide a consistently safe experience every time they take a seat on one of our vehicles.** We insist that our employees be committed to safety, reliability and customer service. To ensure this happens, we require a safe driving record, past employment verification, a criminal background check, motor vehicle record review, employment eligibility verification, and a drug screen.

Our recruitment efforts to find high quality employees includes:





- The use of eArcu, an new online recruiting tool to generate interest in applying for work at First Transit and successfully track candidates throughout the hiring process
- Ongoing assistance and support from Regional Field Recruiters and a centralized Talent Acquisition team to ensure the candidate experience is positive, effective, and efficient
- Strategic search methods are used to “source” qualified candidates from multiple resume databases
- Create & enhance partnerships with tech/vocational schools and other local community schools to improve our branding through networking, campus visits, and career events
- Continuous efforts in analyzing wage surveys and local market trends to ensure we are offering competitive opportunities to qualified candidates
- Yard signs and sandwich boards strategically located throughout the community
- Distribution of flyers during neighborhood events, such as parades, flea markets, farmer’s markets, and sporting events, as well as at local businesses, churches, libraries, police and fire stations and community centers
- Niche-specific online job boards
- Our own intranet (First Bulletin)
- Local publications including, but not limited to, the classifieds in the local paper, free-to-the-public papers, and community newspapers and bulletins
- Postcards or letters mailed to local households

RECRUIT MILITARY®

CONNECTING VETERANS TO CAREERS

First Transit has partnered with RecruitMilitary to support the employment of current active military and veterans. RecruitMilitary is a full-service military-to civilian recruitment firm that connects job seekers who have military backgrounds with employers. Their hiring services are free to men and women of all ranks/rates and all branches of the service who are transitioning from active duty to civilian life, veterans who already have civilian work experience, members of the National Guard and Reserves, and military spouses and other family members.

Through this partnership, First Transit attends multiple job hiring events, and has access to a database of over 700,000 current active military and veterans to provide new employment opportunities to this skilled workforce. Additionally, our field managers and recruitment teams have completed hours of training to expand our employment marketing, improve recruitment of military applicants, and retain some of America’s experienced veterans.

- Radio advertisements and promotions
- Local networks and cable television advertisements
- On-site, local and regional job fairs
- Billboards

Training Excellence with First Transit

First Transit's industry-leading training program is one of the primary cornerstones of our success in the transportation industry. The training we provide for our drivers ensures safe, customer-focused service day-in and day-out across our 320 locations. With comprehensive, up-to-date content and certified, experienced trainers teaching all training, First Transit provides a program that is unmatched by any of our competitors. We recognize that the training we provide has a profound impact on every aspect of service delivery – including safety, customer service, overall quality and efficiency and will continue to work diligently to see that our drivers and employees receive the tools to succeed.

Proven Results

“As a direct result of the quality training invested into each member of their (First Transit's) staff, we have seen excellent safety records in the past year.”

- *Robin Chiarelli, Client,
SunTrolley, Fort
Lauderdale, FL*



As a testament to our success, our new locations often see significant improvements in their safety records after First Transit institutes our comprehensive training program. At our Louisville, Kentucky location, a 60% reduction in accidents and incidents from the previous year (and prior contractor) was realized after implementation of First Transit's Training Program (please see the full case previously in this section in our safety information).

The Right Content

First Transit ensures we have up-to-date material and content in place through the following measures:

- First Transit is the only private contractor to use official US Department of Transportation (USDOT) training manuals for core training of its drivers.
- Throughout our training modules, we provide an emphasis on safety and customer-service
- Evaluation and constant revision to our curriculum takes place through the collaboration of experts on our local, region and corporate teams
- We ensure that new technology is incorporated into our training program, allowing our employees to get the most out of the tools available

The Right Delivery

Our comprehensive training program is delivered by experienced, trained and certified professionals in a manner proven to achieve results. The following highlights of our training delivery ensure that our programs are effective:

- First Transit's Transportation Safety Institute-certified instructors are capable, experienced, registered with the Department of Transportation (DOT) and certified by the highly reputable Smith System Driver Improvement Institute
- We are the only transportation provider providing truly one-on-one behind the wheel training, making sure each driver receives the customized feedback and support to be truly ready to get behind the wheel
- Our Training Programs are customized to the skills, education and needs of our trainees

The Best Preparation

"Of all of my driving jobs, First Transit's training program is the most extensive. It really prepares you to get out on the road."

*- First Transit Driver,
NJTransit, New Jersey*



- First Transit provides more standard training hours than our competitors, as well as more refresher and follow-up training
- We evaluate an employee's learning and retention through written quizzes, driving tests, and customer service skills evaluations, all of which must be passed to qualify to operate a vehicle

Driver Training Program

All new drivers for Escambia County paratransit services receive a **minimum of 54 hours of training** including training in all First Transit - Escambia County routes, vehicle maneuvering, passenger assistance techniques and customer service, regulatory issues, workplace violence, system security, blood borne pathogens, hazardous materials, and ADA requirements. Under the FTA MAP 21 guidelines, we have added a course in Distracted Driving and Fatigue Awareness for drivers.

Driver Training Program	Hours
Classroom Training	20.00
Behind the Wheel	24.00
Cadet-in-Revenue	10.00
Total	54.00

The curriculum for our training program features:

First Transit / TSI Classroom Training Manual	First Transit Injury Prevention
First Transit specific DVDs	Facilitator Guides
Participant Guides	Behind the Wheel Manual
Minimum Standards	Written Tests
Skills Assessments	Proficiency Workbook

Not only are our on-site trainers and managers overseeing the training and progress, but our regional management staff also accesses this information for quality control and oversight purposes. Our instructors have access to our Safety Resource Center that includes all policies and procedures for employee training and management.



CLASSROOM TRAINING

The following minimum classroom instruction is provided:

Classroom Training	DVD / Video	Hours
First Transit - Introduction, Company Policy and Procedures	Welcome to FT	1.00
Bus Operations		0.50
TSI - First Transit Defensive Driving / Smith System Curbing Transit Employee Distracted Driving	Smith System Certified Trainer Critical Point Out of Harm's Way	5.00
NTI - Security Awareness	Warning Signs video & Tri-fold Pamphlet	1.00
The Operator Drug and Alcohol Awareness Program TSI - Fatigue Sleep Apnea Awareness Injury Prevention and Risk Assessment Back Safety FT - Basics of Safety Safe Work Methods	Basics of Safety Safe Work Methods DVD	4.00
Customer Service Mobility Device Securement	DVD - A.C.C.E.S.S. Matters QRT Safe and Secure Ten Commandments	5.00
TSI - Emergency Procedures	TSI - Emergency Procedures	1.00
FT - Map Reading / Use / Scheduling		1.00
FT - Communication Use & Operation		0.50
Hazard Communication	Global Harmonization Blood Borne	1.00
Total Hours of Classroom		20.00

BEHIND-THE-WHEEL TRAINING

In-class instruction is only part of our comprehensive training program. To familiarize new drivers with actual on-road situations and hazards, all drivers complete First Transit Behind-the-Wheel Training. This involves closed-course instruction, controlled course instruction, and road work training.

- **Closed course instruction** trains drivers in complete vehicle maneuverability in a secure area. This training uses simulated obstacles and road situations that replicate the Escambia County service area.
- **Controlled course work** allows the driver to become more familiar with handling the vehicle in a controlled area. The course is designed specific to the service area, on two lane roads with minimal obstacles, and is less than 35 mph. Drivers learn the challenges of routes and service area characteristics, and develop skills to anticipate and manage actual driving situations.
- **Advanced road-work** training is conducted on a one-on-one basis with qualified trainers. No passengers are on-board during road-work training, while the new operator becomes familiar with service area routes. Drivers are credited ONLY for the time they are actually operating the vehicle during road-work instruction.

Behind-the-Wheel training courses include the following modules:

Behind-the-Wheel (BTW)	Hours
Closed Course (Group Work)	
Vehicle Orientation – Pre-Trip Inspection; Seat Adjustment; Mirror Adjustment; Braking, Accelerating and Transmission; Wheelchair Securement	10.00
Reference Points – Lane Position; Right Side / Left Side; Backing Point; Forward Stop; Pivot Points; Turning Points	
Vehicle Control – Straight in Lane; Left Turn; Right Turn; Lane Changing - Moving Right or Left	
Controlled Course	
Smith System; Intersections; Service Stops; Backing	4.00
Advanced Road Work	
Smith System Commentary Driving; Roadways; Expressway / Highway Driving; Intersections; Service Stops	9.00



Behind-the-Wheel (BTW)	Hours
Final Evaluation	1.00
Cadet Training	10.00
Total Behind-the-Wheel Training	34.00

DRIVER EVALUATION

The safety of our passengers is our number one priority — one that simply cannot be compromised. After completing behind-the-wheel training, drivers demonstrate that they have mastered required skills by successfully completing a thorough final evaluation before progressing to cadet training. We do not allow a new hire to operate a vehicle with revenue passengers until this phase of training is completed satisfactorily.

Each driver must pass the Final Evaluation in order to receive certification as a First Transit driver – a mandate over and above established State and USDOT requirements.

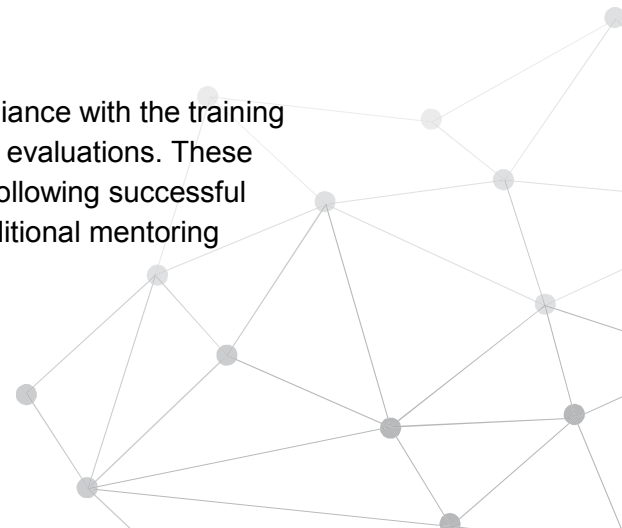
CADET-IN-REVENUE SERVICE TRAINING

The final step in new-driver training – and the transition from instruction to real-world experience – is our Cadet-in-Revenue Service Training. Each new driver, or cadet, is coupled with a certified cadet trainer, who is typically a mentor or senior operator. This one-on-one evaluation includes in-service training hours on actual transit routes.

Cadets demonstrate their ability to drive safely, provide excellent customer service, and assist persons with disabilities and mobility devices. Cadet trainers conduct a final evaluation after the Cadet-in-Revenue modules are completed. Only cadets who successfully pass this final stage of training are qualified to be assigned manifests or routes.

POST-TRAINING EVALUATIONS

To monitor driver performance and ensure continued compliance with the training principles, all new operators undergo three (3) post-training evaluations. These evaluations are completed 30 days, 60 days, and 90 days following successful completion of the training program. Evaluations provide additional mentoring



opportunities for new drivers and additional support as successful members of the First Transit team. Operators who need additional training will be referred to and assessed by the Safety Department.

Management Training

STAFF CROSS TRAINING

The successful management of transit operations requires flexibility. Depending on external and internal influences, our General Manager must have the ability to adjust staff positions to adapt to day-to-day circumstances. That is why all lead/ supervisory staff is cross-trained to meet the needs of each department in the event of sickness, vacations, peak times, and unforeseen circumstances.

FIRST TRANSIT UNIVERSITY

From senior executive to new employee, everyone at First Transit is considered to be a tremendous asset to our overall success. To lead this group of valued employees, we continually build and nurture a high-performing management team that is dedicated, focused, and well-trained in providing the guidance needed to properly serve our clients and communities.



First Transit University (FTU) creates a company culture of continued learning where employees expand their individual capacity to deliver results, where innovative thinking is encouraged, and where the collective experiences of our staff are harnessed and shared across the group. To deliver on this mission, FTU conducts the following management training modules for continuous development and improvement of our leadership teams.

- **Frontline Manager Training** – Designed for new and prospective Contract Managers, this program offers training in all functional areas of the position, such as accounting, finance, human resources, safety, and maintenance. There is also an emphasis on team building and team roles and responsibilities regarding safety, customer satisfaction, public perception, and overall quality assurance
- **Managers' Meeting** – We bring our region General Managers, select Assistant General Managers, and Region Vice Presidents together for a conference that includes operational, technical and leadership training. Sessions generally focus



on issues facing the transit community, including safety, passenger relations, customer satisfaction, labor relations, environmental compliance, preventive maintenance, ADA compliance, and other federal regulations

- **Technical Training** – Our managers are encouraged to take advantage of technical training opportunities. For maintenance employees, this includes on- and off-site training offered through vendors and vehicle parts manufacturers such as wheelchair lifts, air conditioning systems, engines, and brake systems

ELEARNING COURSES

First Transit continues to make the best use of technology to support our managers by giving them the most recent training tools at their disposal. Most recently, FTU has added electronic learning resources, enhancing leadership development opportunities for First Transit's most valued resource – our employees.

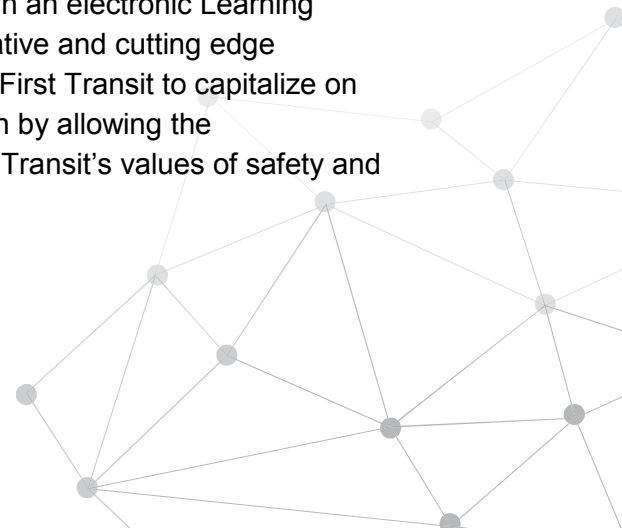
First Transit Managers and Supervisors complete the leadership development curriculum via eLearning. The eLearning courses include subject matter on coaching, discipline, providing feedback, motivating employees, delegation, diversity in the workplace, and building a productive team.

Monthly links to leadership courses will include the following:

- Business Ethics
- Leadership
- Valuing Diversity in the Workplace
- Conducting Performance Reviews
- Communicating Persuasively
- Delegation
- Job Candidate Interviewing
- Selecting Top Talent
- Developing Strong Leadership Teams
- Mentoring for Improved Performance
- Employee Motivation
- Delivering Effective Feedback
- Change Management

Upon completion of these courses, each First Transit Manager and Supervisor will finish almost 20 hours of leadership training.

In addition, FTU is developing additional coursework through an electronic Learning Management System (LMS), specialized to the most innovative and cutting edge practices in the transit industry. Customized training allows First Transit to capitalize on the expertise of our most stellar managers across the nation by allowing the development of transit-specific curriculum. This keeps First Transit's values of safety and customer service on the forefront of all learning.



First Transit Managers and Supervisors will have access to education at their own pace, and allow repetition of courses as needed to brush up on skills. The FTU Learning Management System became accessible to all Managers and Supervisors in mid-August of 2013. It will be continuously improved through ongoing curriculum development.

Because business changes and evolves, management solutions must keep pace through continual improvements and modifications. FTU is committed to improving the effectiveness of our management team with future programs such as executive training and development sessions, monthly training webinars, self-lead training programs, tuition reimbursement benefits, and mentor programs.

Maintenance Excellence

First Transit is proud of our maintenance program for Escambia County, as your current ECAT Transit Management Provider. Our dedication to preserving the County's investment in the fleet is evidenced in our commitment to preventative maintenance. First Transit completes 100% of our preventative maintenance on time at the Escambia County shop. Our maintenance shop in Escambia is ASE Blue Seal Certified, a testament to the quality of maintenance we provide and the investment we make in properly training our technicians.

Although our base proposal assumes that we will be contracting out maintenance services for the paratransit fleet to the County, we hope that we will continue as your Transit Management provider, providing maintenance services for the County. If not, we will ensure that our strict standards, as described throughout this section, are upheld by the maintenance services provider.

Our guidelines for successful maintenance are as follows:

- **Every repair is made in accordance with original equipment manufacturer (OEM) standards.** This is the most cost-effective and efficient approach to assuring proper vehicle operation.
- **Preventive maintenance is a priority.** This continuous process improves the manner in which we can diagnose and address issues before they become more costly and detrimental to our level of service.
- **The use of well-trained and skilled technicians** leads to accurate problem diagnosis, reduced repair costs, and increased vehicle availability.
- **Complete and accurate maintenance records** allow for rational, logical decisions regarding our fleet vehicles and equipment.



- **Clearly stated performance standards** establish shared quality expectations and serve as a guide for management oversight.
- **Tracking inventory by individual part and repair** improves inventory management and historically based stock levels.

Together, **FirstGroup America is responsible for the safe operating condition and asset lives of over 110,000 vehicles and equipment**, making our industry-leading company uniquely qualified to handle responsibility of the maintenance of the Escambia County/ CTC fleet.

Nationwide, First Transit manages and operates 11,200 vehicles, with direct maintenance performed on 8,700 vehicles. Our First Vehicle Services division directly maintains over 38,000 pieces of equipment ranging from buses, emergency response vehicles (fire apparatus, police cars, ambulances, etc.) and sedans to sanitation trucks, construction equipment, specialized equipment, and small equipment. Our First Student and Greyhound divisions directly maintain another 53,000 buses ranging from over the road coaches to small buses and small vans.

Preventive Maintenance Program

The backbone of First Transit's commitment to exceptional maintenance is a strong Preventive Maintenance (PM) Program.

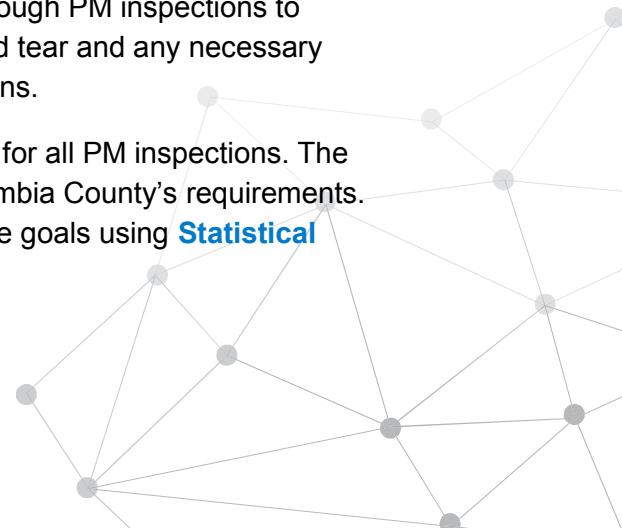


Our comprehensive PM program will protect your capital investment in the fleet, keep the fleet operational and available, and provide a high level of reliability and safety for your ridership.

Preventive Maintenance Inspections

Every Escambia County paratransit vehicle undergoes thorough PM inspections to remain in top condition. Systems are inspected for wear and tear and any necessary adjustments are made in accordance with OEM specifications.

Our computer systems log vehicle miles, which is the basis for all PM inspections. The frequency of these inspections is customized to meet Escambia County's requirements. Our Quality Control program monitors each vehicle's service goals using **Statistical**



Process Controls, monitoring the statistics of our preventive maintenance program to achieve continuous improvement and maintenance excellence.

The level and complexity of each PM inspection depends on the type of equipment and the number of miles operated since the last maintenance check. We categorize PM inspections into three designations: **A**, **B**, and **C inspections**. Sample intervals and procedures are reflected in the following table:

Paratransit Route PM Inspection

Inspection	Interval	Details
A	4,000 miles	Engine service, including engine oil, filter change, and comprehensive vehicle inspection
B	24,000 miles	A-inspection plus fluid changes and brake inspection
C	48,000 miles	A- and B-inspections plus and a comprehensive vehicle inspection of all systems

The PM Process

Preventative maintenance is assigned to a trained, qualified technician for inspection. Inspections are documented on an itemized PM inspection form and a repair work order form. This includes the date, life miles, and description of the work performed, list of the repairs made, discrepancy sheet, parts used, mechanic's name, and time spent on repairs.

All work is performed to OEM specifications and in accordance with the Federal Motor Carrier Safety Regulations Handbook.

Upon completion of work the inspection check sheet is reviewed and spot checks are performed on the vehicle. If any issues are identified, they are corrected before the vehicle is returned to revenue service.



Daily Driver Inspection Program

Every Escambia County driver's daily routine includes a pre-trip inspection designed to identify safety issues and items in need of immediate attention. This can include air leaks, fluid leaks, burned-out light bulbs, graffiti, and body damage. The driver notes any defects on the Driver Vehicle Inspection Report (DVIR), which immediately alerts maintenance personnel of pressing issues.

All DVIRs are collected during PM pull-ins. Each vehicle is visually inspected and the DVIR is reviewed for any follow-up repairs. If necessary, the driver places the vehicle out of service until proper repairs can be made.

Driver inspections include:

- Radiator coolant level
- Tires (visual check for cuts, worn tread, penetrations or obvious low pressure)
- Brakes (operation of hand brake, foot brake and brake lights)
- Lift/ramp full cycle
- Headlights, sidelights, tail lights and direction indicators
- Horn
- Windshield wipers and washers
- Passenger doors
- Interior lights
- Interior cleanliness and seat condition
- Fire extinguishers
- Passenger communication bells or buzzers
- Directional signals and flashers
- Seat belts
- Air conditioner/heater/defroster
- Steering
- Radio
- Body's exterior, interior and associated equipment and supplies
- Transmission and engine operation
- Wheels and lugs
- Vehicle cleanliness

AIR-CONDITIONING AND HEATING SYSTEMS

Our extensive PM program includes specific climate control system procedures, which meet or exceed manufacturer recommendations.



Every PM inspection includes several checks to the climate control system. Furthermore, the entire system undergoes detailed inspection and cleaning to ensure optimum performance prior to peak air conditioning and heating seasons. Air-conditioning repairs are made in accordance with all applicable regulations, including those outlined in the Clean Air Act of 1990. This includes the use of certified mechanics, an approved Freon recovery system, and the tracking of refrigerant used for each repair.

BRAKE SYSTEMS

Brake system inspections and repairs are made during scheduled PM. Any defects or other safety-related system issues are corrected and tested prior to the vehicle being placed back into service. Our policies require the use of OEM quality parts and repair practices to maintain our brake systems.

TIRES

Only brand tires are used on our vehicles. The brand names of choice include Michelin, Bridgestone, and Bandag.

Our tire maintenance plan includes:

- Daily pre-trip and post-trip inspections by drivers, documented in the DVIR
- Daily inspection at the fuel island by the utility personnel, documented on the fuel log
- PM inspections, documented on the task list for the inspection
- Tire mounting and dismounting, wheel inspection, and wheel and tire installation on vehicles, as necessary
- In-shop tire and wheel installation, as necessary
- Tire tread depth inspections
- Quality Control review to ensure compliance with our tire maintenance policies

WHEEL CHAIR RAMPS AND LIFTS

For the safety of our passengers, it is critically important to make sure wheel chair ramps and lifts are functioning properly at all times. During PM inspections, technicians lube the lift and perform a comprehensive inspection of the entire system, including the platform, sensors, barrier, securement devices, and controls. Technicians pay particular attention for structural deficiencies and hydraulic leaks. Most importantly, all lifts and ramps are cycled daily before vehicles enter service. Drivers are required to promptly report lift malfunctions, and vehicles are removed from service until proper function is restored.



FLUID REPLACEMENT AND LUBRICATION

All lubrication, oil, and filter change intervals are performed in accordance with OEM and Escambia County/ CTC specifications. Additionally, we regularly check engine oil, transmission fluid, coolant, and differential fluid levels.

RADIOS AND COMMUNICATIONS SYSTEMS/SURVEILLANCE SYSTEMS

All communications and security systems are checked during pre-trip inspections. Any unit not working is reported immediately and the vehicle is taken out of service.

Defective units under warranty are repaired by a manufacturer-approved shop to adhere to warranty requirements. Items not under warranty are repaired by qualified employees or vendors.

FOLLOW-UP REPAIRS

After the PM inspection is complete, any necessary follow-up repairs are assigned to specialized technicians. Only after final follow-up repairs are made will vehicles be released into revenue service.

Unscheduled Maintenance Repairs and Services

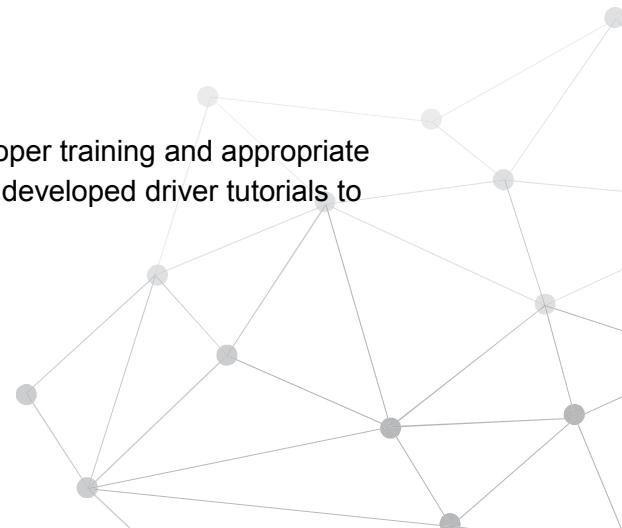
Corrective or unscheduled maintenance is most often a result of:

- Road calls
- Electronic Driver Vehicle Inspection Report (DVIR)
- Accidents

While some unscheduled maintenance will always be needed, we take appropriate steps to minimize the impact on our fleet availability, service levels, and budgets. Thorough training of drivers and oversight of our maintenance provider, along with our PM Program, helps us address potential issues early, when repairs are more manageable and have less long-term impact.

ROAD CALL AVOIDANCE

A significant number of road calls can be minimized with proper training and appropriate policies and procedures. Our maintenance department has developed driver tutorials to



provide guidance on mechanical issues that can occur on the road. Our dispatchers also use these procedures to assist drivers and to determine if road calls can be avoided.

ROAD CALL PROCEDURES

Our general manager or on-duty dispatchers make appropriate decisions regarding the response to mechanical breakdowns and accidents. Any vehicle that breaks down while carrying passengers is immediately replaced with a new vehicle delivered by a stand-by driver. Passengers WILL NOT be delayed while a technician attempts to correct a problem.

Any vehicle that breaks down while deadheading into service is immediately replaced, and a spare vehicle is sent to cover scheduled stops that may be impacted, which eliminates late arrivals.

Emergency road service is available during all operating shifts. Depending on availability, a technician is sent to repair an inoperable vehicle, or the vehicle is towed back to the garage for service.

In the event of any road call, an incident report is filed with all pertinent vehicle information, condition assessment, actions taken, time and signatures of those involved. The road call report becomes a permanent part of the vehicle history file.

MINIMIZING DOWNTIME

Breakdowns and accidents happen, despite our best efforts to keep the fleet in optimal operating condition. To minimize downtime in these situations, our staff works quickly to identify root causes of breakdowns and make repairs efficiently. By understanding the origin of the problem, our technicians can spend less time diagnosing issues and more time making repairs. For our passengers, this means that downtime is kept to a minimum.

All road calls are entered into our KPI maintenance report. This information is used to identify trends, repeat failures, systematic issues, problematic vehicles, and drivers in need of retraining. KPI maintenance reports and road call reports from all First Transit locations are reviewed on a monthly basis to track similarities and address problem areas as necessary.



Customer Service

At First Transit, customer service is in everything we do. It's engrained in the way we interact with passengers, how we respond to their feedback, how we maintain and operate our vehicles, how we handle our day-to-day responsibilities, and how we serve you, our client.

It is this focus on customer service that leads to excellent results in passenger surveys for the paratransit services in Escambia County, including extremely high ratings in key areas of operator courtesy and friendliness.

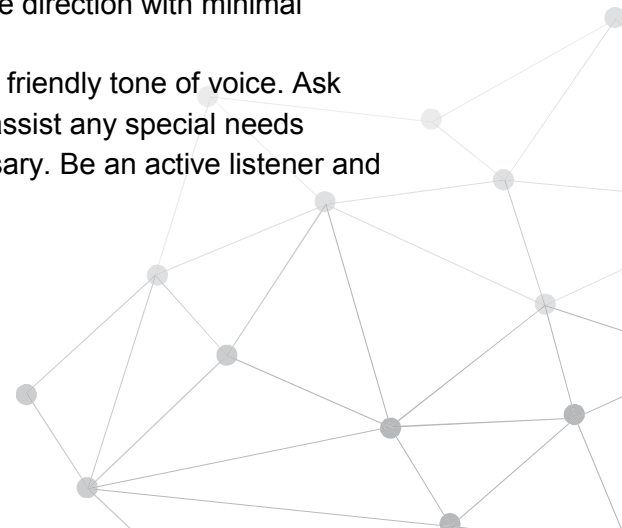
Our corporate culture drives us to provide the best customer service in the fixed route, shuttle, and paratransit industries. To achieve this, we train our staff to identify with customers' needs and expectations. Furthermore, everyone in our company is empowered to do whatever it takes to exceed ridership expectations. Everyone has an opportunity to positively impact a customer. That's the First Transit way.



Meeting expectations is what's expected of us. But we strive to exceed those expectations: Exceptional customer service every day and in every customer interaction.

At the core of our customer service commitment are behavioral standards that come from our comprehensive training programs and our service-oriented culture.

- **Professional Attitude** – Wear specified uniforms that are clean and maintained. Be well groomed and ready to work at designated times and positions. Be calm, energetic, pleasant and polite. Smile, make eye contact, and be committed to excellence.
- **Superior Customer Service** – Go out of your way to meet customer needs, providing personalized service when appropriate. Work as an effective team member with an enthusiastic attitude. Be able to take direction with minimal supervision.
- **Effective Communication** – Speak clearly and in a friendly tone of voice. Ask questions to clarify customers' understanding, and assist any special needs passengers. Seek bilingual assistance when necessary. Be an active listener and demonstrate attentiveness and sincerity.



- **Problem Solving** – Handle and resolve difficult situations promptly. Be discrete, apologize to the customer or driver, and suggest solutions. Remain calm and notify a supervisor when necessary to keep a situation from escalating. Be a proactive problem solver and anticipate potential issues.

And we extend to our riders a set of customer rights that we are committed to delivering every day.

- The customer receives prompt, friendly, courteous service and accurate information.
- The customer receives a smile and thank you.
- The customer is treated with respect, dignity, care and compassion.
- The customer has the right to depart with minimal waiting time.
- The customer will be kept informed during service delays and handled with extra care in these circumstances.
- The customer will receive prompt answers to his or her questions.

Proactive Customer Response Action Plan

The vast majority of our customer comments are received from telephone calls, written communications, personal contact and surveys. The objective of our Customer Response Action Plan is to respond quickly to satisfactorily resolve each complaint based on its merits.

Each complaint received from our customer service staff will be investigated and responded as quickly as possible. Critical complaints will be investigated and responded to within 24 hours. The opinion of the passenger will be considered carefully when evaluating and resolving problems or disputes.

ACCEPTANCE OF CUSTOMER COMMENTS

Responding to customer comments is a collaborative process. First Transit will work with Escambia County staff to respond to customer comments using the guidelines below:

CUSTOMER FEEDBACK

Providing our riders with safe, comfortable, on-time service is the reason we are in business. So when our customers provide input, we make it a point to listen. All input – whether a suggestion, complaint, or commendation – is taken seriously, given proper attention, and is followed up on quickly to help improve the way in which we serve our riders and our communities.



- First Transit personnel receives customer comments from the client or customer
- The Customer Comment Form is completed, including date, time, employee name, employee description, and a brief summary of the comment
- To the extent possible, the comment will include the exact statements of the customer
- Upon acceptance, the comment is date-stamped and an investigation is initiated

COMPLAINT RESOLUTION

Our goal is to resolve most customer concerns quickly and fairly. Almost all complaints are resolved within 24 hours of the initial call. However, more serious concerns warrant a more in-depth investigation that may require a meeting with the complainant.

When customer complaints are received, we initiate the following procedures to facilitate a fair and thorough resolution:

Complaint Resolution Process	
General Manager's Involvement	The General Manager's role in complaint resolution is twofold. First, the GM is responsible for the timely resolution of all complaints and serves as a liaison between our operations and the community. Second, the GM serves as a customer advocate during the process.
Initial Investigation	The Operations Manager reviews pertinent manifest data, then interviews dispatchers, road supervisors, the vehicle operator, maintenance technicians, or other staff, as needed. Information is recorded and the root cause(s) of the complaint is determined.
Complainant Meeting	If necessary or requested, the GM arranges a meeting with the complainant to review all pertinent information. Results of the meeting are documented and a resolution is agreed upon at this time.
Additional Investigation	Based on the complainant meeting or facts that emerge from witness statements, the GM may initiate additional fact-finding efforts to resolve the complaint. Vehicle maintenance records and the driver's personnel file are reviewed and all information is used in developing a resolution.
Exploration of Remedy	If a passenger complaint is the result of a preventable action on the part of an employee, the GM is responsible for the appropriate re-training or disciplinary action. The complainant and

Complaint Resolution Process	
	Escambia County staff are made aware of any remedies put into effect.
Discussion in Weekly Staff Meeting	The GM reviews the proposed resolution with all appropriate First Transit staff to ensure compliance with all service policies and procedures.
Resolution	Resolution occurs when the GM has determined that the cause of the problem is understood, the appropriate employees have taken action to prevent the problem from recurring, and the passenger is satisfied that the complaint is resolved. Escambia County receives documentation regarding the final resolution.
Re-training	If a complaint is determined to be the result of a preventable action on the part of an employee, the appropriate re-training takes place. Concerns involving route operations are addressed and documented by our Road Supervisors. Concerns involving safety are addressed and documented by our Safety Department. Concerns relating to vehicle maintenance are addressed and documented. In every instance, we attempt to make re-training a positive and productive experience for the employee. This creates a learning environment and ultimately increases the level of satisfactory employee performance in the future.
Evaluation	Complaints are reviewed, resolutions are discussed, and possible trends are evaluated at regular staff meetings. This helps us avoid the development of systemic problems in the future, and ensures that successful solutions adhere to First Transit and Escambia County policies and procedures.

Grant Writing Experience

First Transit operates 320 locations on behalf of our customers, including services for Departments of Transportation (DOTs), universities, federal agencies, municipal organizations and private companies. Each of these successful operations is built on three cornerstones: **Safety, Quality, and Cost Savings**. First Transit's business practices are designed to offer our customers substantial cost savings, award-winning safety records, and the highest satisfaction that comes from quality throughout our operations.



First Transit is proud that we have passed all audits and assessments by regulatory agencies as the provider of paratransit services in Escambia County, including successful FTA Triennial Reviews.

Like Escambia County, the vast majority of First Transit's contracts involve the operation and/or management of public transportation systems receiving federal funding that are subject to Federal Transit Administration (FTA) reporting requirements including Uniform System of Accounts requirements and National Transit Database (NTD) reporting. For these contracts, First Transit gathers and maintains information in compliance with the Uniform System of Account and submits the information to our clients to enable submittal of NTD reports to the FTA along with the other required reporting areas.

First Transit's involvement in Federal Transit Administration Funding encompasses numerous transit systems, receiving grants including:

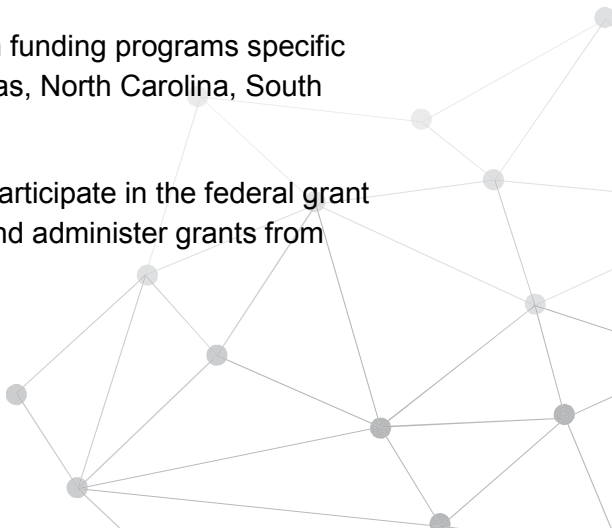
- Section 5303 – Metropolitan Planning
- Section 5307 – Urbanized Area Formula Program
- Section 5309 – Major Capital Investments
- Section 5310 – Transportation for Elderly Person and Persons with Disabilities
- Section 5311 – Formula Grants for Other than Urbanized Areas
- Section 5316 – Job Access Reverse Commute
- Section 5317 – New Freedom
- ARRA – American Recovery & Reinvestment Act
- TIGER – Transportation Investment Generating Economic Recovery
- TIGGER – Transit Investments for Greenhouse Gas and Energy Reduction Program

In addition, First Transit locations successfully compete for grant funds from other federal agencies to supplement the FTA funds and further enhance the systems. These include but are not limited to:

- Department of Energy Grants
- HUD Grants

Transit systems contracted to First Transit also participate in funding programs specific to the state in which they operate, such as the states of Texas, North Carolina, South Carolina, and Tennessee, among others.

As an example, First Transit systems in the state of Texas participate in the federal grant programs listed above. In addition, these systems receive and administer grants from



the Texas Department of Transportation (Tx-DOT) for a myriad of capital and operating projects. First Transit is very knowledgeable of the Tx-DOT reporting requirements and the grant processing procedures.

First Transit has hands-on experience with every facet of public transportation operations, maintenance and administration. Each and every day, First Transit managers deal with the complexities of operating in today's challenging political, economic, social and operating environments. Our skills are varied, being applied in many operating environments including:

- Traditional fixed route and paratransit services under management or turnkey contracts
- Rural and Urban Transit Systems
- Federally funded operations
- Federal, State and Locally funded Grant operations
- University Services
- Airport Shuttle Services
- ADA call centers services and brokerage services for human service transportation
- Light rail transit operations
- Maintenance and facilities management
- Alternative fuel operations including electric, hybrid and compressed gas powered coaches
- Management of Systems
- ITS systems

Community/ Stakeholder Satisfaction

At First Transit, we believe that when we enter into an agreement with a federally or publicly funded transit agency, such as Escambia County/ CTC, we also enter into a relationship with the communities and stakeholders the agency serves. This is an important role to play and must be treated as seriously as the contractual relationship.

In order for the partnership between Escambia County/ CTC and First Transit to continue to succeed, the community must be satisfied with First Transit as a responsible corporate citizen, and stakeholders must have confidence in First Transit as a steward of their best interests.

To accomplish these levels of satisfaction, we employ the cornerstones of our Customer First philosophy.

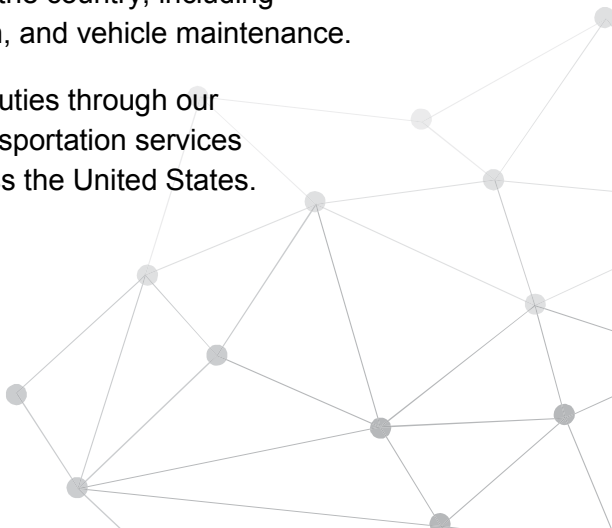


- **Performance** – Stakeholders and community leaders have placed their trust in Escambia County/ CTC. In turn, Escambia County/ CTC has placed their trust in us by selecting First Transit. We earn that trust every day by performing, delivering safe, high quality, cost effective service.
- **Communication** – For community leaders and other Escambia County/ CTC stakeholders to be satisfied with First Transit as a contractor, we make ourselves available to them, to share ideas, listen to concerns, and discuss community needs. Communication is as important at this level as it is at the passenger and transit agency levels of customer satisfaction. We make it a priority to become a valued member of the community, so that community leaders know who we are and are comfortable approaching us.
- **Value** – We do not perceive ourselves merely as a contractor or employer. We believe it is critical to contribute back to the community, by actively supporting public transportation and participating in endeavors that are important to Escambia County/ CTC. We do this on a national and regional level by actively participating in APTA and other programs that build support for public transportation.
- **Community Relationships** – The final ingredient to satisfying the community and Escambia County/ CTC stakeholders is to build and sustain a relationship with community leaders that foster growth and best-in-class public transportation services. Our senior managers and corporate support staff assist our General Manager in making sure that he has the tools and resources needed to maintain a positive image in the community, for First Transit as well as Escambia County/ CTC.

Knowledge of Public Transit Operations and Regulations

First Transit is very familiar with the challenges of Public Transit, and with Escambia County/ CTC's expectations, operations methods, and customers. Our experience is focused on providing efficient and effective operations. Depending on our customers' contractual specifications and requirements, First Transit provides a wide variety of related services for our transit operations customers across the country, including management, operations, reservations, scheduling, dispatch, and vehicle maintenance.

First Transit has demonstrated our ability to perform these duties through our performance for the County, our expertise as a regional transportation services contractor as well as at our other contracting locations across the United States.





First Transit is a comprehensive transit service provider with practical experience to meet nearly every transit related need. Our depth of knowledge is rooted in our stable workforce and the longevity of many of our managers and contracts, as well as the knowledge base of our sister companies.

Our proposal offers a professional relationship with strategies proven in the transit industry, providing Escambia County/ CTC with the best possible services.







SECTION 2-6

Experience and Qualifications



SECTION 2-6

EXPERIENCE AND QUALIFICATIONS

2-6 Experience and Qualifications

Provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Provide a narrative description of the organization of the project team.

Provide a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed;

[a] title,

[b] resume,

[c] location(s) where work will be performed,

[d] itemize the total cost and the number of estimated hours for each individual named above.

Provide reference names and phone numbers for similar projects your firm has completed

Demonstrating the Experience and Qualifications of First Transit's Team for Escambia County Paratransit Services

Throughout this section, as required by the RFP, First Transit demonstrates how having experienced, knowledgeable staff in place, supported by the proactive support of region and corporate experts, will lead to continued success for the County's paratransit operation:

- **Organization Chart** – First Transit's proven organizational structure, as well as our clearly defined lines of responsibility, will continue to ensure the accountability of our staff
- **Personnel Roster** – Each team member has an important role to play in our success
- **Escambia Local Management Team** – Experienced staff lead by new General Manager Yolanda Cooper will provide motivating leadership for our team

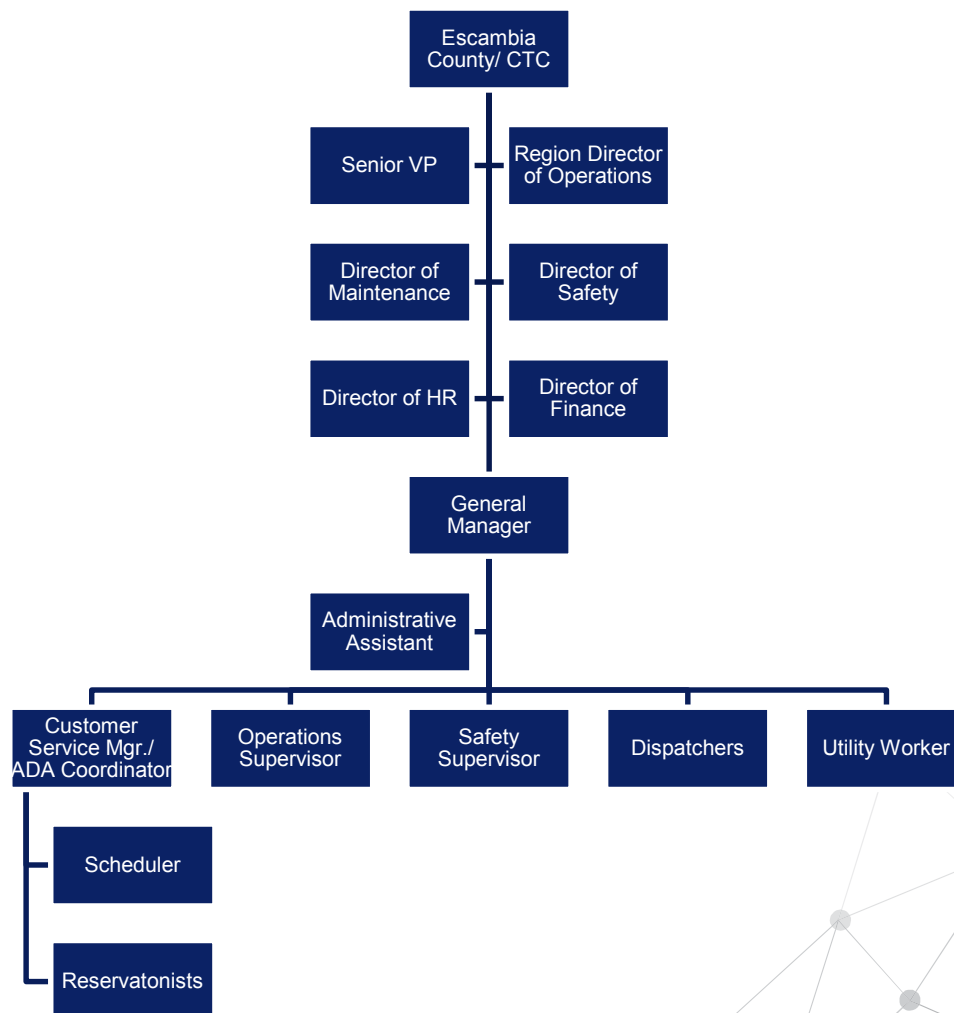




- **East Region Customer Support** – Proactive, consistent support from region and corporate experts to provide additional depth, led by Region Vice President Dave Van Fossen
- **Corporate Support** – Experts in important aspects of paratransit operations, including safety, human resources, maintenance and Technology, will continue to support the Escambia operation
- **Location Where Work is Performed** – **First Transit's facility located at 3346 McLemore Drive, Pensacola, Florida 32514, will continue to meet the needs of the Escambia paratransit operation**
- **References** – Our references included in Section A. Qualifications/Statement of Qualifications provide examples of First Transit's quality service

Organizational Chart

First Transit's organization chart for these services follows.





Our Staffing plan is detailed in Section 2-5 Management Plan.

Personnel Roster

First Transit will provide a professional management team, operations staff, and support personnel to serve Escambia County/ CTC's complete transportation needs.

The following is a brief overview of each job description.

Position	Responsibilities
General Manager	<ul style="list-style-type: none"> • Complete oversight of operations, maintenance, safety and administrative duties • Primary liaison with customer • Provide leadership and support for all project personnel • Maintain strong safety culture and encourage continuous improvement
Operations Supervisor	<ul style="list-style-type: none"> • Oversee quality of daily operations • Management and oversight of drivers, dispatchers • Ensure on time performance, productivity, etc.
Safety Supervisor	<ul style="list-style-type: none"> • Ensure safe operations • Oversight of training program • Accident investigation





Position	Responsibilities
Customer Service Manager/ ADA Coordinator	<ul style="list-style-type: none">• Manage on-time performance of bus operators• Continual service monitoring utilizing scheduling system• Immediate response to operational issues• Taking trip calls, negotiating rides, scheduling trips and managing daily manifest schedules• Distribute, collect, approve/deny certifications and recertification of ADA clients• Maintain accurate and current files, providing monthly certification reports• Sell, invoice, track, and report on tickets to clients and/or agencies• Track and collect back fares/no show fares for all ADA clients• Provide client with daily rider no show/no fare log
Administrative Assistant/Payroll	<ul style="list-style-type: none">• Facilitate business information and administrative activities in support of management personnel• Prepare financial and statistical data• Payroll and benefits administration• Timely, accurate collection and reporting of service data, including database and other required reports
Dispatcher/Scheduler	<ul style="list-style-type: none">• Manage subscription templates and demand rides to create efficient driver schedules• Review and correct route structure for greater efficiency, optimal ride durations, and on-time performance• Manage and track carriers' daily trip performance measures, punctuality, and service• Manage emergency situations for vehicle operators
Reservationist	<ul style="list-style-type: none">• Proficient use of reservations and scheduling software• Familiarity with all database policies and service requirements• Handle front-line customer interactions with the public, including call management, scheduling demand-response service, negotiating pick-up times, and providing support for trip edit functions, as needed

Position	Responsibilities
Drivers	<ul style="list-style-type: none"> • Primary passenger-relations contact • Provides safe transportation and exceptional customer service to the passengers • Perform scheduled runs, assist passengers as needed, complete pre-trip and post-trip vehicle inspections
Utility Worker	<ul style="list-style-type: none"> • Provide vehicle fueling • Vehicle cleaning

Escambia Local Management Team

The key to any successful operation is an experienced, motivated, and high-performing management team. As the incumbent provider of these important transportation service, First Transit's successful management team is already in place, and provides knowledge, experience and stability that none of our competitors can provide.

Our management team brings proven knowledge of the transit industry and the service area, experience leading successful organizations, including Escambia County, and the energy and passion for delivering efficient operations. A representative from the management team will always be on call to respond to Escambia County concerns or emergencies, ensuring proactive and responsive service 24 hours a day.

Resumes for our key personnel have been included as an **Attachment**. All key personnel are 100% dedicated to Escambia County. Information on their salaries/wages was included in Section 2-5 Management Plan for the Project.

Yolanda Cooper, General Manager



With a decade of well-rounded experience in the transportation industry and seven years in management First Transit is very proud to propose that Yolanda Cooper continue in her new position as General Manager for Escambia County Paratransit Services. Although she has just arrived recently, we are confident that her experience leading other paratransit locations in Florida and her passion for customer service and operations excellence has made her the right choice to fulfill this important role.



For the past 2 ½ years, Yolanda served as the General Manager for a private company providing medical transportation in Orange, Seminole, Osceola, Palm Beach and Broward Counties in Florida. There, she stabilized the workforce, ensuring operator and staff success by giving operators all necessary tools, documentation, training and equipment.

Her previous experience also includes serving as the Operations Manager and Safety Manager for fixed route and paratransit services in Leesburg, Florida (Lake County). She also has experience in scheduling and dispatch for paratransit operations, including significant experience with Routematch.

An effective and results-oriented manager, Yolanda will provide motivational leadership for our Escambia County Team. Yolanda is dedicated solely to Escambia County paratransit services, performing all on-site management duties on your behalf, and with complete decision-making authority regarding the operation of transit services. She is dedicated to this project 100% and will not be assigned partial responsibility for any other transportation operation while serving in the capacity of General Manager.

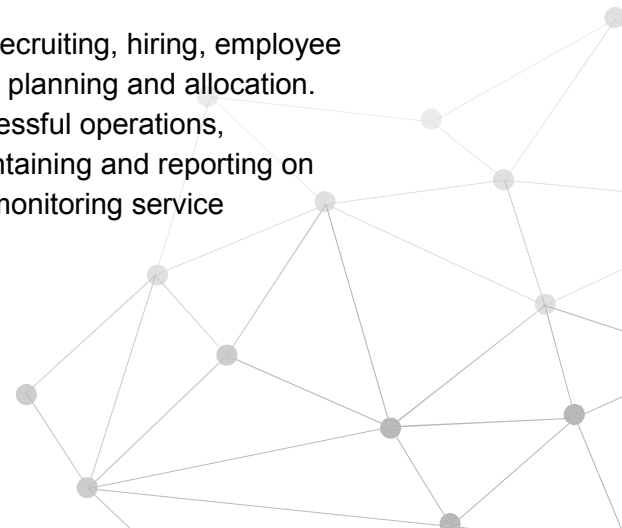
Looking Forward

"I'm excited to be a part of the Escambia County Operation, and look forward to combining the existing success of the operation with my previous experience, so that we can continue to improve service for our customers."

- Yolanda Cooper,
General Manager

RESPONSIBILITIES

- Primary Contact – Yolanda will continue to serve as the primary contact for Escambia County.
- Performance Management of Personnel – She is responsible for the performance of her managers, contract compliance, and ultimately all operators, dispatchers, reservationists, maintenance workers, drivers and all other personnel who serve Escambia County/CTC.
- Employee Relations – She is responsible for talent recruiting, hiring, employee retention, motivation, labor relations, and work force planning and allocation.
- Operational Oversight – She is responsible for successful operations, maintaining corporate policies and procedures, maintaining and reporting on expenses and revenues, managing all assets, and monitoring service performance goals.

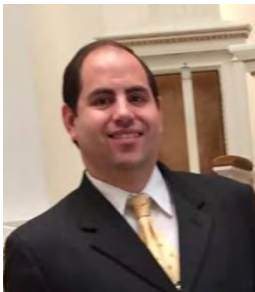


- Operational Data – She is responsible for collecting, maintaining, and reporting on all operational data, with support of First Transit’s Regional Vice President Dave Van Fossen.
- Safety and Security – She is responsible for the safety and security of passengers, employees, fleet, and facilities by assuring that standards for safety, customer service, and professionalism are maintained throughout the region. This includes proper fleet and facility maintenance and repair.
- Regulatory Compliance – She is responsible for all governmental regulations, and compliance with Local, Regional, State and Federal established standards and procedures.
- Community Relations – With assistance from Region Vice President Dave Van Fossen, Director of Operations Shannon Borst and First Transit’s Senior Vice President Tim McCann, the General Manager will continue to maintain a positive community presence and be responsible for all community outreach activities. She is ready to respond to any issues related to service delivery.

Led by Yolanda, First Transit’s management team is responsible for promoting and maintaining effective communications throughout the local staff.

- Lines of authority are clearly defined
- Proper resources will be allocated to maintain a high level of employee performance
- Employee expectations will be established and agreed upon
- Performance reviews will be conducted to measure employees’ progress toward goals
- Open channels of communication will be assured throughout the organization

Toby Lorge, Operations Supervisor



First Transit is pleased to propose that Toby Lorge become our Operations Supervisor for the Escambia County operation. Currently serving as Dispatch Supervisor, Toby manages the after-hours operations of the department, writes and develops Standard Operating Procedures (SOPs) and Training Guides for the dispatch department. Toby has an excellent rapport with the Escambia County drivers and we are confident that he will excel in the Operations Supervisor role.



A Naval Service Veteran, Toby is dedicated to client satisfaction and accomplishing the company's mission. Toby excels at utilizing modern technology, including RouteMatch to increase productivity and efficiency.

Toby is responsible for all transportation activities, including oversight of dispatching vehicles on schedule, driver operation and supervision while in service, and the accuracy of data collection and reporting. In support of the general manager GM Yolanda Cooper, Toby monitor and evaluate all activities to promote successful operation and full compliance with Escambia County requirements.

RESPONSIBILITIES

- Management Support – Toby will be accountable to our General Manager for the quality of service delivery, and will support Yolanda with daily operational activities.
- Employee Relations – He will coordinate operations personnel selection, recruitment, and training with the Safety Manager.
- Operational Oversight – He will continue to monitor and evaluate operations activities, including vehicle on time statistics, missed runs, revenue/cost data, total work hours, total pay hours, customer compliant data, accident data, road call data, other operations related functions.
- Safety and Security – He will continue to coordinate with administrative staff for verification of operations payroll, accuracy of revenue collection and reporting, the administration of our drug and alcohol testing program and training/personnel file administration.
- Provides direct operational oversight to deliver safe and reliable operations for Escambia County with our reservations, dispatch and operating personnel delivering passenger satisfaction.

Eric Lucas, Safety Supervisor

First Transit is pleased to propose Eric Lucas to serve as Safety Supervisor for Escambia County operations. Coming to us from Capitol Heights, Maryland, where he served as the Quality Assurance Manager, Eric is excited to bring his extensive paratransit expertise to the Escambia County leadership team. As the Quality Assurance Manager in Capitol Heights, Eric ensures the overall quality of the large paratransit operation, including on time performance, fleet condition, operator performance and system communications.



Eric's experience includes 16 years of exemplary driving experience in Bristol, PA, Georgetown, DE where he received recognition as a safe, reliable and customer-focused driver. He currently holds a CDL Class A license.

His career also includes 17 years of military experience with the United States Army, where he focused on Transportation and Logistics Support, Supervision and Coordination

Eric will oversee all aspects of operator training. He conducts regularly scheduled safety meetings with maintenance and operations personnel, including operators

RESPONSIBILITIES

- Employee Relations – He will supervise recruiting efforts, conduct reference checks and DMV verification for prospective employees, process new hires, oversee physicals and drug/alcohol testing, and monitor credentials and licenses.
- He will develop and implement a Safety Action Plan, chair the Safety Solutions Team, conduct monthly safety meetings, conduct observed and unobserved ride checks, review accidents and incidents with operators, and assign refresher training or recommend disciplinary action, as needed; gather information, investigate, and report on safety, accident, and Worker's Compensation issues.
- Customer Service – He will ensure that Escambia County services are provided in a safe, reliable and timely manner, and will conduct semi-annual location audits to maintain performance standards.

East Region Customer Support Staff

Tim McCann, Senior Vice President

Tim began his career with First Transit in 1997, holding various positions in operations, business development, and IT before working his way up to the position of Region Vice President. He has Bachelor of Arts degrees in economics and policy studies from Syracuse University, and has completed Transportation Leadership Development Training. Tim works closely with General Managers to ensure the efficiency of personnel, effectiveness of communication, and a high level of morale within the operational area. His region includes numerous University shuttles, airport shuttles, fixed route systems, and paratransit operations. He brings valuable experience





from previous positions as a project manager in paratransit operations, and is committed to exceeding your expectations regarding service quality, passenger growth, and responsiveness to stakeholders' needs.

Dave Van Fossen, Region Vice President



Dave has more than 25 years' experience in transit management, including safety and training, maintenance, labor relations and operations. He earned a Bachelor of Science Degree from the University of Alabama in Business Administration and a Master's Degree from Alabama A&M in Community Planning. As Region Vice President, he will make certain all management and staff clearly understand Escambia County goals and are compliant with the contract. Dave will also develop the management team and supervise

the operation through regular site visits, conference calls, reports, and annual budget reviews. His diverse background and experience give him a unique perspective in assisting the day to day operations on the locations he oversees.

Shannon Borst, Director of Operations

Recently promoted to Director of Operations for our East Region, Shannon Borst has been in transportation management for 12 years with extensive experience with paratransit operations utilizing the Trapeze scheduling system and Mobile Data Terminals. Most recently serving as the District Manager in the Chicago area for our Pace Suburban paratransit contracts since 2007, Shannon will provide consistent support for the Escambia County operation. Among her many accomplishments as District Manager, Shannon implemented monthly regional safety meetings with all general managers and safety managers to improve safety awareness and internal communication.



Shannon's previous positions range from paratransit manager, safety manager and general manager. Before becoming district manager of the Chicago-area, she served as general manager of the 32-vehicle, 60-employee Pace paratransit system in McHenry, Illinois. While there, she was responsible for FTA Safety and Security audits, which resulted in a very successful audit with zero findings.

Paul Meredith, Director of Safety



Paul has over 25 years of transportation management experience in the area of regulatory compliance, training and program development. He has also managed compliance operations dealing with state and federal regulations, including OSHA, EPA, and drug and alcohol testing programs. Paul's primary responsibility is the management and coordination of safety compliance for the region. He conducts regular on-site safety audits to check for compliance with state and federal regulations, and with the First Transit Occupational Safety and

Health Program. In addition, he coordinates the development of training programs and curriculum for our operating locations.

Wayne Johnson, Director of Maintenance

Wayne has more than 27 years of maintenance experience and more than 18 years of maintenance management experience spanning both school and transit bus operations. His education includes the completion of the U.S. Army Heavy Wheeled Vehicle Repair course and Vehicle Recovery School, and Heavy Duty Diesel Truck Technology at Dakota County Technical College in Minnesota.

Wayne provides oversight of regional maintenance functions, carefully monitoring maintenance standards, repair efficiencies, and maintenance training programs. He has hands-on experience implementing and managing maintenance quality control programs, and performing equipment inspection of transitioning vehicles. Wayne is headquartered in Cincinnati, OH.





Danny Guerdon, Human Resources Manager



Danny has been in the transportation industry since 1991. Danny first joined Vancom Inc., a seven-(7) state, South Holland, IL, based company, as Director of Risk Management for the Corporate Insurance Program. He then transitioned into Human Resources with an emphasis on employee relations, management and employee development.

Mr. Guerdon came to Laidlaw as a result of the Laidlaw acquisition of Vancom Transportation in 1997. Danny subsequently joined First Transit as a result of the Laidlaw acquisition. Mr. Guerdon has a Bachelor of Arts degree from Indiana University and a Masters in Business Administration from Loyola University in Chicago, Illinois.

Mr. Guerdon is currently the Region Human Resources Manager responsible for supporting the company's southern states and his responsibilities include employee training, labor relations, employee relations and staff training and development.

Jennifer Green, Senior Director of Finance

As Senior Director of Finance, Jennifer provides management reporting and analyses of all financial and operating data for our East Region locations. She is responsible for business and financial forecasts for the division and each of its locations. Jennifer also prepares financial and business updates, progress and variance reports, and other ad hoc reports for management evaluation. Jennifer received her Bachelors of Science Degree from Indiana University of Pennsylvania, with double majors in Accounting and Finance. Jennifer also has a MBA from SUNY Binghamton with a concentration in Finance.



Corporate Support

First Transit provides our local management teams with expert support by both regional and corporate staff. Escambia County's management and regional staff are provided corporate oversight with all operations and maintenance functions by the following support staff.

Staff

First Transit's corporate support team, led by President Bradley Thomas, provides corporate oversight in all areas of our operations, including safety, maintenance, and finance. This layer of additional support for our locations allows our local management teams to focus on the day-to-day tasks of overseeing the Escambia County operations while our experienced corporate team provides knowledgeable and experienced support with important background projects, such as tax documents, labor negotiations, and the continual improvement of our operations that our customers come to expect from First Transit.

Our corporate support is comprised of professionals who not only are leaders in their functional areas, but many of whom developed their understanding in transit operations backgrounds. **Together, our corporate support team offers Escambia County over 100 years of transit-industry experience.** Biographies for our corporate support team have been included in the **Attachments** to this proposal.

Support Functions

Our corporate support team provides higher-level support to our operations through implementing best practices across their functional areas. President Bradley Thomas oversees the initiatives and directives of the corporate teams. The corporate support team provides the following support:

Accessible Leadership

"When I think of the culture of First Transit, the first word that comes to my mind is 'accessible.' I know that I can always call any staff member, be it the top leader or otherwise, and the individual will exhibit a level of responsiveness unmatched by any other company in this business."

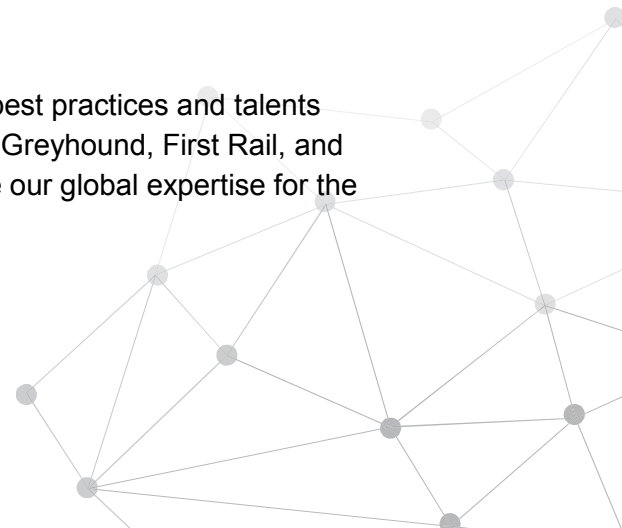
- Robin Chiarelli, Sun Trolley, Fort Lauderdale, FL



Functional Area	Corporate Support for the Local Management Team
Maintenance	Managing our maintenance quality assurance programs Implementing innovative methods to improve efficiency and bring accountability to our clients Provide technical assistance, training, and best-practice information to Escambia County maintenance operations Environmental compliance, audits, and monitoring
Safety	Developing, recommending, and implementing safety policies and procedures for the organization Ensuring compliance with safety practices Establishing First Transit's safety targets and setting the plans to achieve them Corporate Communications support in emergency situations
Human Resources	Facilitating human resources strategy Developing workforce planning models and HR metrics Guiding employee relations, diversity and career development Employee benefits
Finance	Performing budget analysis, forecasting and strategic planning Accounts payable/receivable
Labor Relations	Developing, recommending, and directing a positive, pro-active corporate labor policy Representing First Transit all labor relations matters, arbitrations, National Labor Relations Board cases, and collective bargaining
Legal	Ensuring policies and procedures comply with local, state, and federal requirements and guidelines Overseeing contract matters, labor and employment, OSHA compliance, FTA regulatory compliance, risk management and public procurement.
Innovation	Providing guidance on industry best practices to implement at locations

Areas of Expertise

First Transit's corporate support extends to leveraging the best practices and talents among all of FirstGroup's divisions, including First Student, Greyhound, First Rail, and First Vehicle Services. Our strategy is to develop and share our global expertise for the



benefit of Escambia County. Our four Areas of Expertise (AoEs) were created to demonstrate this strategy on a large scale:

- **Employee Engagement:** Employee Engagement is a key area of concentration for us and that includes recruitment, training and communication. We work proactively with our managers on employee retention, engaging managers on understanding our employees are our best assets and providing them with the tools and best practices for retaining valuable employees.
- **Community Engagement:** First Transit provides our managers with the tools and training they need to grow and sustain trusting community relationships. We encourage our management teams to be involved in the communities in which we serve.
- **Consumer Engagement:** The Consumer Engagement AoE team focuses on engaging our current clients to ensure we are consistently offering innovation, service improvement ideas, and cost efficiencies.
- **Disciplined Operations:** Through standardization and optimization, Disciplined Operations strives to ensure the delivery of timely service to our customers every day, on every route. Disciplined Operations achieves its objective by evaluating and improving the processes that support service delivery and by providing our local management teams with training, best practice awareness, tools to facilitate root cause analysis of delays, mentoring sessions with region leaders, improvement planning, and centralized reporting capabilities.

Each AoE is led by a team of representatives from across the organization who identify and capture best practices among our FirstGroup locations, developing the means to share and deploy it to our management teams at our locations. These four AoEs are designed to provide our clients with management teams who are engaged with the community, our clients, and our employees to provide overall positive impacts to service throughout the life of the contract.

IT Support

First Transit offers a robust support system for all technologies and systems implemented on the Escambia County services. Our locations management teams benefit from our corporate support as well as the partnerships we have developed to add additional layers of support for maintaining the technology systems at Escambia County.



Proactive Monitoring

First Transit's corporate teams set up internal structures for the systems at our locations. When issues arise, the IT team is immediately alerted and assigned to resolve issues. This level of proactive monitoring allows First Transit's IT team to work with local IT teams to resolve issues before they affect service.

Corporate IT Support

First Transit offers corporate support teams who monitor, support, and troubleshoot issues for each of our operating locations. Our IT Corporate Support teams use the ITIL Process Model for service management, which focuses on aligning IT services with the needs of business. Our IT support offers three layers of incident management:

Level	Support
Level 1: Help Desk	First Transit's help desk provides customer-facing support to troubleshoot common problems (password resets, etc.) The Help Desk will route more technical problems to Level 2 for additional support
Level 2: Application	Subject Matter Experts (SMEs) and suppliers examine more complex issues to develop responses and solutions SMEs and Suppliers may work with Level 3 to craft solutions
Level 3: Development	Our developers work through system bugs and issues to maintain the efficiencies of the systems Developers communicate solutions to Level 2 and Level 1



Location Where Work is Performed

First Transit will continue to operate these services out of our location at 3346 McLemore Drive, Pensacola, Florida 32514. The facility is fully equipped to handle all requirements of the Escambia County paratransit services. The location will run 24-hours a day.





References

Detailed reference information, including contact details, on five similar projects was included in Section A. Qualifications/Qualification Statement.





SECTION 2-7

Cost Proposal



SECTION 2-7

COST PROPOSAL

2-7 Cost Proposal

Proposer's cost proposals shall include all direct and indirect costs associated with the performance of this contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit and be provided on a cost per trip basis.

First Transit's pricing information was included in Section 3. Cost Proposal



REQUIRED FORMS

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REQUIRED FORMS



SIGN AND RETURN THIS FORM WITH YOUR PROPOSALS**

SOLICITATION, OFFER AND AWARD FORM

ESCAMBIA COUNTY FLORIDA

SUBMIT OFFERS TO:

Claudia Simmons

Request for Proposal

Purchasing Manager

Office of Purchasing, 2nd Floor, Room 11.101

213 Palafox Place, Pensacola, FL 32502

Post Office Box 1591, Pensacola, FL 32591-1591

Phone No: (850) 595-4987 Fax No: (850) 595-4807

OPERATOR FOR PARATRANSIT SERVICES

SOLICITATION NUMBER: PD 16-17.027

SOLICITATION

MAILING DATE: Wednesday, February 15, 2017

PRE-PROPOSALS CONFERENCE: **MANDATORY** 10:00 am CST, Wednesday, February 22, 2017

OFFERS WILL BE RECEIVED UNTIL: 3:00pm, CDT, Wednesday, March 8, 2017 and may not be withdrawn within 90 days after such date and time.

POSTING OF SOLICITATION TABULATIONS

Solicitation tabulations with recommended awards will be posted for review by interested parties at the County Office of Purchasing and will remain posted for a period of two (2) business days. Failure to file a protest in writing within two (2) business days after posting of the solicitation tabulation shall constitute a waiver of any protest relating to this solicitation. All protests must be filed with the Office of Purchasing. They will be handled according to the Escambia County Purchasing Ordinance.

OFFER (SHALL BE COMPLETED BY OFFEROR)

FEDERAL EMPLOYER IDENTIFICATION NUMBER OR S.S. NUMBER:

23-1716119

TERMS OF PAYMENT:

TBD

DELIVERY DATE WILL BE TBD DAYS AFTER RECEIPT OF PURCHASE ORDER.

VENDOR NAME: First Transit, Inc.

REASON FOR NO OFFER:

ADDRESS: 600 Vine Street

CITY, ST. & ZIP: Cincinnati OH 45202

PHONE NO.: (513) 241-2200

BOND ATTACHED \$ N/A X

TOLL FREE NO.: (866) 244-6383

FAX NO.: (513) 684-8852

I certify that this offer is made without prior understanding, agreement, or connection, with any Corporation, firm or person submitting an offer for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the offeror and that the offeror is in compliance with all requirements of the solicitation, including but not limited to certification requirements. In submitting an offer to Escambia County Florida, the offeror agrees that if the offer is accepted, the offeror will convey, sell, assign or transfer to Escambia County Florida all rights title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by Escambia County Florida. At the County's discretion such assignment shall be made and become effective at the time the County tenders final payment to

Bradley A. Thomas, President

NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER

(TYPED OR PRINTED)

**

SIGNATURE OF PERSON AUTHORIZED TO SIGN OFFER
(MANUAL)

****Failure to execute this Form binding the bidder/proposer's offer shall result in this bid/proposal being rejected as non-responsive.**

AWARD

Upon certification of award the contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing. The terms and conditions of this solicitation and the Proposals of the awarded contractor is incorporated by reference herein and made a part of this contract.

CONTRACTOR

Name and Title of Signer (Type or Print)

Name of Contractor

By

Signature of Person Authorized to Sign

Date

ATTEST:

Corporate Secretary

Date

[CORPORATE SEAL]

ATTEST:

Witness

Date

ATTEST:

ESCAMBIA COUNTY FLORIDA

Name and Title of Signer (Type or Print)

By

County Administrator

Date

WITNESS

Date

WITNESS

Date

Awarded Date

Effective Date

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(a),
FLORIDA STATUTES, ON ENTITY CRIMES**

1. This sworn statement is submitted to Escambia County
(print name of the public entity)

by Bradley A. Thomas, President
(print individual's name and title)

for First Transit, Inc.
(print name of entity submitting sworn statement)

whose business address is

600 Vine Street,
Cincinnati OH 45202

and (if applicable) its Federal Employer Identification Number (FEIN) is:
23-1716119

(If the entity has no FEIN, include the Social Security Number of the Individual signing this sworn statement: _____)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposals or contract for goods or services to be provided to any public entity or an agency or political subdivision or any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

- c. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into binding contract and which bids or applies to Proposals on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
- d. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (indicate which statement applies.)

X Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

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

 The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the final order)

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


(signature)

Sworn to an subscribed before me this 1st day of March, 20 17

Personally known X

Gayla S. Maxwell

OR produced identification

Notary Public - State of Ohio

(Type of identification)

My commission expires 3-12-19

(Printed typed or stamped commissioned name of notary public)

Drug-Free Workplace Form

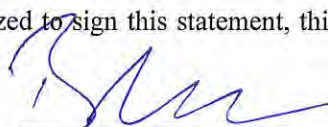
The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that
First Transit, Inc. does:
Name of Business

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, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under Proposals copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 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 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 Paragraphs 1 through 5.

Check one:

 X As the person authorized to sign this statement, I certify that this firm complies fully with above requirements.

 As the person authorized to sign this statement, this firm **does not** comply fully with the above requirements.


Bradley A. Thomas, President
Offeror's Signature

March 6, 2017

Date

**Information Sheet
for Transactions and Conveyances
Corporation Identification**

The following information will be provided to the Escambia County Legal Department for incorporation in legal documents. It is, therefore, vital all information is accurate and complete. Please be certain all spelling, capitalization, etc. is exactly as registered with the state or federal government.

Is this a Florida Corporation (Please Circle One) Yes or No

If not a Florida Corporation,

In what state was it created: Deleware
Name as spelled in that State: First Transit, Inc

What kind of corporation is it: "For Profit" or "Not for Profit"

Is it in good standing: Yes or No

Authorized to transact business in Florida: Yes or No

State of Florida Department of State Certificate of Authority Document No.: 828834

Does it use a registered fictitious name: Yes or No

Names of Officers:

President: <u>Bradley A. Thomas</u>	Secretary: <u>Michael L. Petrucci</u>
Vice President: <u>James R. Tippen</u>	Treasurer: <u>Barbara Telek</u>
Director: <u>Brian Beechem (Asst. Secretary)</u>	Director: <u>Christa McAndrew (Asst. Secretary)</u>
Other: <u>Nancy Eliason (Asst. Secretary)</u>	Other: _____

Name of Corporation (As used in Florida):

First Transit, Inc

(Spelled exactly as it is registered with the state or federal government)

Corporate Address:

Post Office Box: n/a
City, State Zip: _____
Street Address: 600 Vine Street, Suite 1400
City, State, Zip: Cincinnati, OH 45202

(Please provide post office box and street address for mail and/or express delivery; also for recorded instruments involving land)

(Please continue and complete page 2)

Corporate Identification

Federal Identification Number: 23-1716119

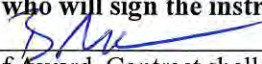
(For all instruments to be recorded, taxpayer's identification is needed)

Contact person for company: Vasti Amaro

E-mail: vasti.amaro@firstgroup.com

Telephone Number: 513-256-2372 Facsimile Number: 513-684-8852

Name of individual who will sign the instrument on behalf of the company:

Bradley A. Thomas 

(Upon Certification of Award, Contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing)

(Spelled exactly as it would appear on the instrument)

Title of the individual named above who will sign on behalf of the company:

President

END

(850) 488-9000

Verified by: Gayla Maxwell

Date: 3-16-17

GAYLA S. MAXWELL
Notary Public, State of Ohio
My Commission Expires 03-12-2019

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY
AND VOLUNTARY EXCLUSION FOR FEDERAL AID CONTRACTS**
(Compliance with 49CFR, Section 29.510)
(Appendix B Certification)

It is certified that neither the below identified firm nor its principals are presently suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Name of Consultant:

By:  Date: March 6, 2017
Authorized Signature

Title: Bradley A. Thomas, President

Instructions for Certification

1. By signing and submitting this certification with the proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted, if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms 'covered transaction', 'debarred', 'suspended', 'ineligible', 'lower tier covered transaction', 'participant', 'person', 'primary covered transaction', 'principal', 'proposal', and 'voluntarily excluded', as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the person to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Appendix B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant are not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.

(a) is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions, as defined in 49 CFR §29.110(a), by any Federal department or agency;

(b) has within a three-year period preceding this certification been convicted of or had a civil judgment rendered against him or her for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a Federal, State or local government transaction or public contract; violation of Federal or State antitrust statutes; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;

(c) is presently indicted for or otherwise criminally or civilly charged by a Federal, State or local governmental entity with commission of any of the offenses enumerated in paragraph 9(b) of this certification; and

(d) has within a three-year period preceding this certification had one or more Federal, State or local government public transactions terminated for cause or default.

10. I(We), certify that I(We), shall not knowingly enter into any transaction with any subcontractor, material supplier, or vendor who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this contract by any Federal Agency unless authorized by the Department.

Where I am unable to declare or certify as to any of the statements contained in the above stated paragraphs numbered (1) through (10), I have provided an explanation in the "Exceptions" portion below or by attached separate sheet.

EXCEPTIONS:

(Any exception listed above will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception noted, indicate to whom it applies, initiating agency and dates of agency action. Providing false information may result in criminal prosecution and/or administrative sanctions.)

I declare under penalty of perjury that the foregoing is true and correct.

CONTRACTOR: (Seal)

BY: Bradley A. Thomas, President

NAME AND TITLE PRINTED

BY:

SIGNATURE

WITNESS:

WITNESS:

Executed on this 6th day of March, 2017

**FAILURE TO FULLY COMPLETE AND EXECUTE THIS DOCUMENT
MAY RESULT IN THE BID BEING DECLARED NONRESPONSIVE**

**CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES
ON FEDERAL-AID CONTRACTS
(Compliance with 49CFR, Section 20.100 (b))**

The prospective participant certifies, by signing this certification, that to the best of his or her knowledge and belief:


(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 any federal 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 federal 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 of Lobbying Activities", in accordance with its instructions. (Standard Form-LLL can be obtained from the Florida Department of Transportation's Professional Services Administrator or Procurement Office.)

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 Section 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.

The prospective participant also agrees by submitting his or her proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

Name of Consultant:

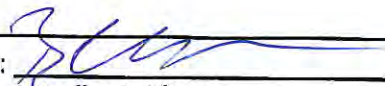
By:  Date: March 6, 2017 Authorized Signature

Title: Bradley A. Thomas, President

DISCLOSURE OF LOBBYING ACTIVITIES

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352
(See reverse for public burden disclosure.)

Approved by OMB
0348-0046

1. Type of Federal Action: <input checked="checked" 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	2. Status of Federal Action: <input checked="checked" type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. Report Type: <input checked="checked" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input checked="checked" type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: First Transit, Inc. 600 Vine Street Cincinnati OH 45202 Congressional District, if known: 4c	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency: N/A	7. Federal Program Name/Description: N/A (please see note below) CFDA Number, if applicable: _____	
8. Federal Action Number, if known: N/A	9. Award Amount, if known: \$ _____	
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI): N/A	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI): <div style="border: 1px solid black; height: 40px; margin-top: 10px;"></div>	
11. 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: Bradley A. Thomas Title: President Telephone No.: 513-241-2200 Date: March 6, 2017	
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

*Note: This form is being completed in relation to Solicitation No. 16-17.014 issued by the Escambia County Purchasing Department for the Management of ECAT Services.

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 followup 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.



ATTACHMENTS

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ATTACHMENTS





ATTACHMENT 1



Palm Tran

Administrative Offices

3201 Electronics Way
West Palm Beach, FL 33407-4618
(561) 841-4200
FAX: (561) 841-4291

Palm Tran Connection

50 South Military Trail
Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838
FAX: (561) 514-8365
www.palmtran.org



**Palm Beach County
Board of County
Commissioners**

Shelley Vana, Mayor
Mary Lou Berger, Vice Mayor

Hal R. Valeche
Paulette Burdick
Steven L. Abrams
Melissa McKinlay
Priscilla A. Taylor

County Administrator

Robert Weisman

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

May 4, 2015


To Whom It May Concern:

It is my pleasure to provide a reference for the service we have received from First Transit. As a new partner with First Transit, implementing services in February 2015, I am pleased with the level of service and communication we receive from the local and region team. From transition and startup of the service to inclusion of subcontractors and DBE vendors, First Transit has delivered on their promises and improved service delivery in the short time we have worked with them.

In transitioning from a single provider to a multi-provider system, First Transit's cooperation and communication have been instrumental to the transition of the service from the previous operator. First Transit's additional region management support during transition has ensured quality and efficiency in the areas of safety, maintenance, recruiting and operations. The local First Transit Management team's commitment to customer service and the improvements in dispatch services have reduced customer complaints. First Transit has also proven their partnership with the community through their partnership with local DBE vendors.

I am confident in First Transit's understanding and ability to provide a smooth transition of services and provide a partnership with the community. We have already seen improvements in our paratransit services over the past few months, and we look forward to the future of our relationship with First Transit. Please contact me should you have any questions.

Sincerely,


Shannon R. LaRocque, P.E.
Assistant County Administrator
Interim Executive Director, Palm Tran, Inc.



On behalf of



March 26, 2015

To Whom It May Concern:

As a partner with First Transit since July 2014 I am happy to submit this letter in recommendation of their services on behalf of Bay County, Florida. First Transit provides demand response services and a fixed route trolley service for Bay County. This contract includes data and assistance with reports for Transportation Disadvantage Commission, FTA, and FDOT and the local governing TPO Board.

We also have noticed a difference in the maintenance of the vehicles, on time performance, safety, and passenger satisfaction. An open line of communication regarding operations and maintenance has been key in the noticeable positive changes within the systems.

First Transit is a partner I can trust. The local management team provides transparency in their operations and has been responsive to our needs since implementing our contract.

I appreciate the support First Transit has provided to us and to our ridership, and I look forward to our continued partnership with First Transit and the good things to come.

Sincerely,

Angela Bradley,

Transit Systems Administrator



June 2014

To Whom It May Concern:

I am writing this letter in support of First Transit. NJ TRANSIT has successfully contracted and done business with First Transit for many years. In fact, the majority of our statewide ADA service (4 of 5 contracts) is operated professionally, with safety at the forefront and tremendous care for our customers by the First Transit team.

First Transit is a company who understands the paratransit business and has performed very well in New Jersey. First Transit has numerous corporate controls in place and has brought a great deal to the table to enhance management, safety, dispatching, vehicle maintenance and other areas in our growing program. In the operation of service for our four ADA paratransit contracts statewide, NJ TRANSIT enjoys the benefit of First Transit's years of experience and professionalism in meeting the challenges of each very different regional location.

Some of the benefits gained by First Transit's operation of providing service to multiple regions for NJT are numerous. In addition to the local operations personnel, First Transit staffs additional management at the District and Area level, to oversee and ensure quality and efficiency in safety, maintenance, recruiting and overall operations. Combined with a strong, effective District Manager, this ensures a high level of consistency in our program that ultimately benefits our riders, regardless of which region they are riding in. Serving multiple regions gives First Transit the ability to develop and provide career opportunities for staff, and to readily provide experienced, effective support when there is a need in any region. Working with one company makes it easier for our agency to understand service trends, pilot new initiatives and accomplish goals. We believe strongly that First Transit's high levels of performance in our contracts have helped us to receive the highest customer satisfaction ratings on our corporate "Scorecard" higher than that of any branch in our agency since the inception of this performance measurement/customer service concept since July 2011.

Our relationship with First Transit can be best described as a partnership. We operate in close communication with First Transit, who understands our goals, needs, priorities and focus on the customer and has internalized our values into their own. In our Access Link program, First Transit's local General Managers generally have years of experience and success in their roles – we trust their opinions, rely on their judgment and depend on the active involvement they bring to our program. First Transit provides ongoing feedback, which we invite, and makes suggestions to help continually explore better ways of doing things. In addition to regular, unplanned site visits and inspections, we have regular teleconferences and meetings to discuss issues, successes, initiatives and best practices.

Maintenance – First Transit puts great emphasis from numerous levels to ensure that vehicles are well maintained so that they are operated in safe and clean condition.

Safety –First Transit's use of Drive-Cam combined with best safety practices allow our program to benefit from high levels of safety.

Cleanliness – First Transit has internalized our standards for keeping paratransit vehicles clean all of the time. Customer satisfaction ratings continue to be high in this area.

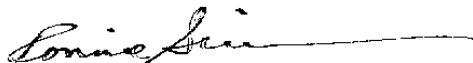
Facilities – First Transit understands the need to provide modern, high quality, fully-equipped facilities for those who operate the service – and that quality facilities perpetuate quality employee performance.

Benefits – First Transit understands the importance of having a stable workforce – and the downsides of turnover in our specialized business, especially with drivers – so First Transit offers a competitive benefits package to its employees which include various plans of coverage, employee support and safety and performance incentives (some of which are joint initiatives with NJT).

First Transit delivers high quality customer service. Their General Managers are very supportive and knowledgeable about how we expect our program to operate. They instill this in their teams and are overall very responsive. The local management teams share our values and are well-versed in expectations, contract standards and program needs. First Transit's District Manager is involved and responsive as well. First Transit also utilizes corporate support to be both proactive and reactive in our program.

In closing, I would like to share that First Transit's know-how and experience operating our service is a large part of why our statewide program is so successful. Our goal is to provide safe, efficient, and the highest quality service possible to the customer – during each ride, on each vehicle, and in each telephone call –First Transit understands this and is an effective, supportive partner.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Ronnie Siriani", followed by a long horizontal flourish line.

Ronnie Siriani
General Manager, ADA Services



ATTACHMENT 2

State of Florida

Department of State

I certify from the records of this office that FIRST TRANSIT, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on October 13, 1972.

The document number of this corporation is 828834.

I further certify that said corporation has paid all fees due this office through December 31, 2016, that its most recent annual report/uniform business report was filed on April 1, 2016, and that its status is active.

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

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-sixth day of
September, 2016*



Ken Datzner
Secretary of State

Tracking Number: CU9558252879

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

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



ATTACHMENT 3



RouteMatch
Software™



RouteMatch
Software™

ROUTEMATCH.COM

DELIVERING RESULTS

Proven Technology, Products and Services

RouteMatch was founded on the idea that sophisticated software need not be complex and difficult to use. We started with a clean sheet of paper and developed a set of tools that helps customers run their businesses by their own rules, not by forcing customers to change processes to fit our software. As a result, our software is very intuitive and flexible. With our help, clients will configure the system to route and schedule according to operating strategies and service definitions. Dispatchers will configure screens to view what is most important to them, in order to keep vehicles on time, and to honor customer commitments. Our software will capture custom information about vehicles, drivers, and customers, and this data is immediately available for creating reports.

Our technology is proven. We started by using Industry Standards for Software Development, namely, SQL databases, Microsoft programming languages, GDT/TeleAtlas data sets, ESRI mapping components, Crystal Reports, and distributed computing components. Scalability and extendibility have been core considerations in our architecture. The architecture is open, which means clients are free to integrate our software with third party systems. After all, the data belongs to you, and RouteMatch has developed tools that make it easy to extract the data needed to calculate operational and customer service metrics.

Software must be easy to learn and easy to use. RouteMatch has the most intuitive user interface of any company and it matches the native workflow of the operators. Our trip reservation process is fast, which results in higher staff efficiency and improved customer convenience. We will train the entire staff with the goal that expert users will be prepared to assist each other. If any user has questions or needs additional training, we will provide the tools to get the answers they need.

The core components of our proposed solution are the RouteMatch Scheduling Engine™ (RSE) with integrated Geographic Information System (GIS), Data Management, and



Reporting. Our flagship product, RouteMatch TS™, is a flexible, GIS-based automated scheduling software system. RouteMatch TS™ will assist in automating the scheduling functions, as well as various data management/business functions, that ultimately helps provide increased service and operations efficiencies throughout a transportation provider's entire operation.

RouteMatch Scheduling Engine™ (RSE) with integrated GIS

The RouteMatch Scheduling Engine™ (RSE) is built on a strong foundation of sophisticated technology, applied mathematics, and advanced logistics algorithms. RSE uses an integrated Geographic Information System (GIS). RouteMatch extracts the most value from GIS data by using each system's real street network. Road conditions impact driving time, and are considered by RSE: one-way streets, "no turning" lanes, road construction, interchanges and ramps, surface streets versus interstates, and topography, such as mountains. The results manifest that transportation providers can actually drive, and schedules that are realistic and accurate.

From the outset, we recognized that optimizing routes and schedules is a subjective process, and at all times the user must have control over how the schedule is set, which resources are included, and what parts of the schedule should be modified to accommodate new trip requests. With our software, the user has a full range of scheduling capabilities. In a fully automated mode, RSE will create an entire day's schedule according to each system's scheduling preferences. In a computer-assisted mode, RSE will make vehicle recommendations for single trip requests. In a manual mode, the user can assign trips and set pick up and drop off times using his/her own rules of thumb and experience. This means the users will have the flexibility to create schedules that effectively balance vehicle efficiency and customer convenience.

Reporting

RouteMatch Software makes management information visible across the entire organization. Clients can access important data and compile valuable reports in a few minutes. Reports are always accessible, easily customized, and available in a variety of formats. For example, in a matter of seconds, Providers can review operating statistics and compare them to last quarter or last year, track trips by funding source, see where money is being spent, and determine if the number of trips and mileage are increasing or decreasing at any given moment.

RouteMatch uses the industry standard "Crystal Reports Designer" as its report engine. Many of our standard reports are flexible – created by entering a date range or other criterion (service type, passenger type, etc.) that allows the end user to produce either very specific or system-wide results. In addition to the standard S-10 required for the National Transit Database (NTD) reporting, the following are a sample of the reports that come standard with the RouteMatch Software Solution:



Customer Information Report	Summary Invoice Report	Will Calls Report
Driver Information Report	Operating Statistics Report	Unscheduled Trips Report
Vehicle Information Report	Trips By Funding Source Report	Scheduled Trips Report
Verified Routes Report	Vehicle Productivity Report	Route Overview Map Report
Driver Directions Report	Run Productivity Report	Customer, Vehicle, Driver, Verification Reports
Driver Manifest Report (By Trip Time)	Cancellations And No Shows Report	Runs By Date
Detailed Invoice (Monthly Billing Report)	Scheduled Trips Summary Report	Will Calls Report
Driver Manifest Report (By Stop Time)	Productivity By Funding Source	Trip Information Report

Due to the open nature of RouteMatch's architecture and SQL database, all standard, customized, and ad-hoc reports are exportable into any windows based program (i.e. MS Access, MS Excel). For the purposes of merging reports with other data not captured in the RouteMatch system, our export functionality provides the ultimate flexibility in owning, manipulating, and understanding data that the agency maintains.

RouteMatch will work closely with clients during the implementation stage of the project to fully understand the immediate reporting needs. Reports that are not located inherently within the standard reporting package will be created in an ad-hoc environment, with exception of a more complex custom reports. RouteMatch will also train users on the ad hoc report generator so that reports can be created "on the fly" at a later date.

Dispatching

RouteMatch Software's dispatching module is specifically designed to allow dispatchers quick access to schedule, trip, and customer information in order to improve daily operational decision making. The component is very flexible; dispatchers can create and design "Data Views" that are specific to their dispatch needs. This allows each dispatcher to have a custom screen that specifically meets the type and mode of dispatch they use. Dispatchers access the driver component to easily obtain driver information and schedules.



RouteMatch Software contains an integrated reservation/scheduling/dispatching/verification process that allows dispatchers and schedulers to easily move between each component to:

- Make last-minute changes to routes and schedules.
- Insert trip requests on-demand, including same day standby and unscheduled trips.
- Manage no-shows, cancellations, and trip status.
- Manage open returns or “Will Calls.”
- Manage vehicle breakdowns and migration of existing trips on “broken-down” route.
- Enter trip information such as odometer readings, stop times, driver comments, customer comments, etc.
- Quickly access information about daily operations.
- Use “Map View” for easy navigation and spatial analysis, including fixed route proximities and trip distances.

The optional RouteMatch Mobile Data Computer (MDC) and Automatic Vehicle Location (AVL) modules make the dispatch application even more powerful. All vehicle trip status and ETA's are automatically refreshed as trips are being performed in the field. Dispatchers can broadcast both canned and text messages to the entire fleet or individual vehicles. In turn, drivers can send canned messages back to dispatch. With a quick glance dispatchers can see which trips have not yet been performed as compared to the planned stop time. In the case of late trips, dispatchers use the AVL display to monitor current vehicle locations, speed, heading, and last reported time. The user can right click on any trip and ask the system to locate the closest vehicle. This is a fast way to identify possible target vehicles for redistributing work. The map can be configured to show one or many vehicles, and display both the planned route and the actual route driven. This data is stored and available to the user for investigating the cause of late trips and identifying poor routing decisions.

Mobile Communication System (MDC /AVL)

RouteMatch Software is changing the way transit operators are doing business. Mobile Data Computers (MDCs) allow drivers to have accurate, up-to-date information in their vehicles, resulting in increased safety and security. Through Automated Vehicle Location (AVL), an automated tracking system made possible by Global Positioning Systems (GPS), dispatchers can easily and dynamically view and locate drivers and collect trip and route data in real-time. This information provides the ability to locate and track vehicles, perform optimal dispatching, and maximize routing and scheduling efficiency.

Key benefits & features include:

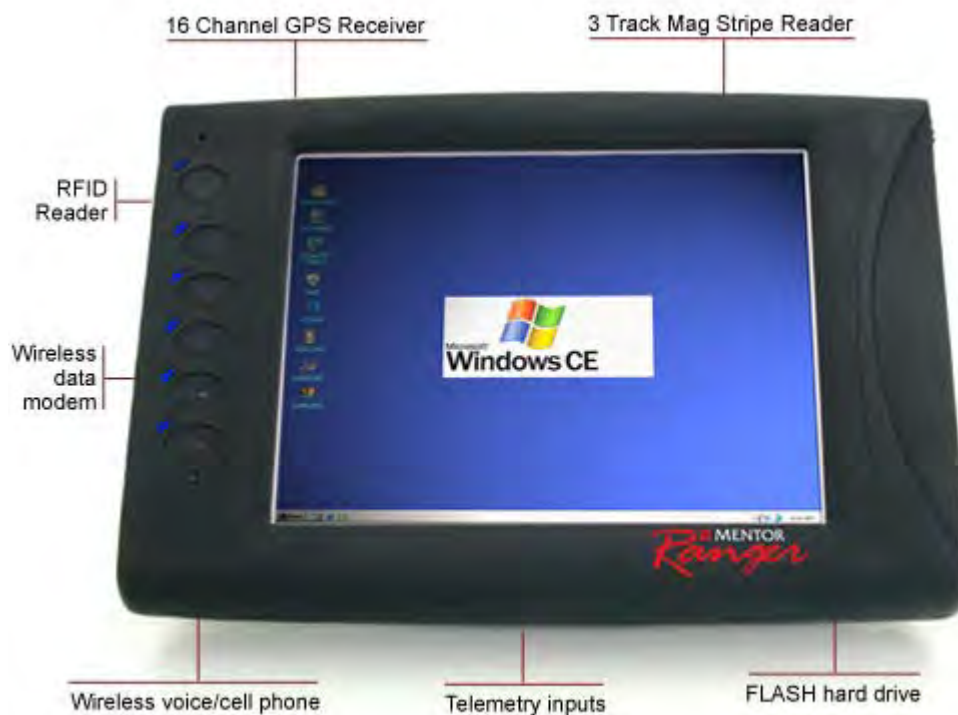
- Improve service and increase on-time percentages.
- Reduce costs out in the field and in the office.



- Increase safety and security through emergency messaging and GPS reporting components.
- Get up-to-date information to ensure accurate and efficient schedules.
- Improve operating efficiency by reducing vehicle layover and non-revenue deadhead miles.

The RouteMatch AVL / MDC Module requires integration to a mobile data computing device on board the vehicle. RouteMatch will supply and fully integrate the RouteMatch Software suite of products to the mobile data computer. The system proposed for this project will utilize the Mentor Ranger® device.

Mentor Ranger® is a tough, compact computer that fits in the vehicle and connects the fleet and office. Ranger supports voice and data communications, GPS vehicle tracking, and vehicle telemetry, all fully integrated on a single, powerful platform.



In-vehicle Navigation. Ranger displays up-to-date maps and delivers turn-by-turn voice prompts that help drivers quickly reach their destination in order to improve response times and lower fuel consumption.

Operational Reporting. Ranger provides GIS validated entries that automatically populate passenger miles statistics in the RouteMatch software, providing fast, accurate NTD reporting.



Mobile Communications. Ranger incorporates a voice communication capability that eliminates the distraction inherent in operating cellular or radio communication.

Up to the minute information. Driver entries on the Ranger immediately update the RouteMatch Software so that dispatchers can be involved at a much earlier stage in designing service interventions.

Value Proposition

Our approach to software development has been that it must save our customers money and raise their productivity. Our scheduling engine will reduce your direct costs of operation. Our data management and exceptional reporting functions will help you identify and handle high cost transactions; inter-agency communication is facilitated and tracked using RouteMatch's software. In short, our software pays for itself very quickly.

Overall, RouteMatch will provide a solution that enhances the ability to accomplish strategic goals and objectives. With the integration of technical expertise and customer support, RouteMatch will provide:

- Increased efficiencies with reduced operating costs.
- Improved routes and schedules.
- Automated reporting and billing.
- Optimized business processes.

RouteMatch is confident that our proposed solution will meet the tactical goal of using technology to improve the efficiency of operation, while meeting the individual needs of those who depend on public transit.



ATTACHMENT 4

EXPERIENCE

First Transit

2017—Present

General Manager

Pensacola, FL

- Oversee the daily operational and business support activities of the facility and direct the workflow
- Manage, motivate, coach, and evaluate employees, and facilitate effective training programs
- Implement and enforce policies and procedures and ensure safety and timeliness in all projects
- Facilitate and conduct negotiations, manage union labor agreements, and establish budgets
- Monitor KPI data through First Transit's Dashboard to provide trend analysis and proactively make positive impacts to service

Pro Transportation

2015 – 2017

General Manager

Orlando, FL

- Evaluate and assess revenue cost data; total work/ pay hours; customer complaint data; accident data
 - Monitor employee attendance to ensure all employees are adhering to company attendance policies
 - Develop Procedure Manuals for Dispatchers, Road Supervisors, Operators and Service Personnel
 - Manage Manpower requirements for sufficient staff to ensure contractual obligations
 - Identify safety concerns and direct re-training of employees. Stabilize workforce ensuring Operator and Staff success by giving operators all necessary tools, documentation, and proper working equipment
 - Develop business tools and solutions based on knowledge, product, or technology to identify process improvement opportunities through strategic thinking, critical thinking, and analysis
 - Provide discipline and/ or coaching for operators and staff to ensure a high level of performance and professionalism
 - Conduct periodic departmental audits
 - Daily, weekly and monthly review of key operational metrics.
 - Managed location financial metrics continuously, reported exceptions and developed action plans to ensure the location meets it financial, safety and operational expectations
-

Yolanda S. Cooper

General Manager

- Implement, promote and adhere to company policies and procedures
- Approve employee's payroll and PTO request

Ride Right, LLC

2013 – 2015

Operations Manager

Lake County, FL

- Reviewed operational performance, prepare/review daily attendance issues, and creates schedule and other work rule infractions.
- Evaluated, planned, implemented safety and training programs related to paratransit and fixed route services
- Monitored drive cam for drivers' unsafe driving acts, counsel and implement driver improvement plans
- Reconstructed and organized staff schedules to suit operational needs
- Designed and reorganized base assignments workload
- Conduct site visits and make recommendations to dispatcher on how to communicate clearly with drivers on location of site for pickup)
- Maintained positive employee relations and morale whenever possible
- Used analytical methods and a variety of tools to understand, predict, improve, or control operations and processes
- Created driver bid picks
- Participated in location(s) labor and employee relations activities

MV Transportation

2011 – 2013

Operations/Safety Manager

Leesburg, FL

- Hired and trained office staff
 - Reviewed operational performance, prepare/review daily attendance issues, and creates schedule and other work rule infractions
 - Evaluated, planned, implemented safety and training programs related to paratransit and fixed route services
 - Monitored drive cam for drivers' unsafe driving acts, counseled and implemented driver improvement plans
 - Ensured FDOT standards were enforced
 - Conducted accident and injury investigations
 - Monitored operators and staff performance to include spot checking various routes
 - Investigated and resolved customer complaints
-

Yolanda S. Cooper

General Manager

- Coordinated with County Fleet to ensure timely vehicle maintenance
- Coordinated with County staff to ensure compliance with contractual obligations

2009 – 2011

Dispatcher / Scheduler

Leesburg, FL

- Trained in Route Match and Trapeze scheduling software
- Coordinated and verified daily work of drivers
- Ensured all available drivers are placed on shift
- Communicated with Operation Manager, dispatch and drivers to handle any scheduling issues or changes
- Established and monitored drivers bid hours and daily work schedules
- Created drivers' bid module in accordance with union contract
- Managed drivers' overtime hours
- Monitored radio, telephones and on-road provision of service for quality
- Assigned trips to drivers to ensure trips booked were covered
- Monitored trip cancellations and no shows
- Screened drivers' routes to ensure on time performance
- Direct communication with drivers to assist in any scheduling issues

EDUCATION

University of Central Florida

Orlando, FL

Upper Level Coursework

Lake and Sumter Community College

Leesburg, FL

Associates of Art, General Studies

EXPERIENCE

First Transit

2015 – Present

Dispatch Supervisor

Pensacola, FL

- Manages the after-hours operations of the department
- Wrote and developed the current Standing Operating Procedures (SOP) and Training Guide for the dispatch department
- Back-up scheduler for the location
- Implemented the dispatch duty log and fare ledger to keep track of important events and finances
- Established new clipboards for the vehicles to increase productivity
- Proficient with the Route Match system and RM mobile
- Proficient in submitting reports such as the DVIR report, daily mileage report, and performs daily verifications

United States Navy

1997 – 2015

Lead Petty Officer

Beaufort, SC

- Effectively managed and evaluated subordinates
- Implemented duty schedules by using various computer programs to ensure effective operations
- Effective in instilling a sense of pride and professionalism with subordinates by setting the example for others to emulate
- Proficient in building a successful team to meet the company mission
- Reviewed and revised all correspondence submitted to senior supervisors
- Revised existing Standard Operating Procedures (SOP) to ensure services were in line with JHACO and Bureau of Medicine and Surgery guidelines
- Managed active EMS service for the US Navy
- Managed and conducted Naval Aircraft Mishap Investigations
- Trained subordinates in all aspects of Aerospace Medicine

EDUCATION

United States Navy

Chicago, IL

Basic and Advanced Occupational Skills, Hospital Corpsman

EXPERIENCE

First Transit

2017–Present

Safety Supervisor

Pensacola, FL

- Responsible for all training programs for Escambia County Paratransit operation
- Hire, train and maintain fleet of drivers
- Maintains all employee files, including medical updates per First Transit policy
- Manages Drug and Alcohol Program, including administration of random testing
- Accident investigation and reporting
- Development of education programs for drivers to maintain safe driving skills
- Conducts mandatory monthly Safety Meetings
- Handles safety related customer complaints and requests following Client and First Transit Policies and Procedures

2016 – 2017

Quality Assurance Manager

Capitol Heights, MD

- Ensured overall quality in on-time performance, bus conditions, missed service, operator performance, service interruptions and driver/dispatch radio communications
- Conducted and logged field inspection reports for random W/C life and climate control inspections
- Coordinated with appropriate agencies on obstructions and necessary repairs
- Assisted police with related transit inquiries and investigations
- Changed out security cameras and radios as necessary
- Processed tags, titles and PSC documentation required for new vehicles

MV Transportation

2014 – 2016

Bus Operator

Georgetown, DE

- Operated bus in safe and courteous manner
- Assisted in boarding passengers in wheelchairs or other mobility aids
- Assured accuracy of fares
- Notified dispatch of deviations, overloading, accidents or malfunctions

Laidlaw Transit

2000 – 2014

Bus Operator

Bristol, PA

- Operated bus in safe and courteous manner
-

Eric Lucas

Safety Supervisor

- Assisted in boarding passengers in wheelchairs or other mobility aids
- Served as first point on contact for all customers, providing customer service
- Complied with all laws and safety regulations in order to ensure efficient and reliable transportation

United States Army

1985 – 1997

Transportation and Logistics / Distribution Supervisor

Various Locations

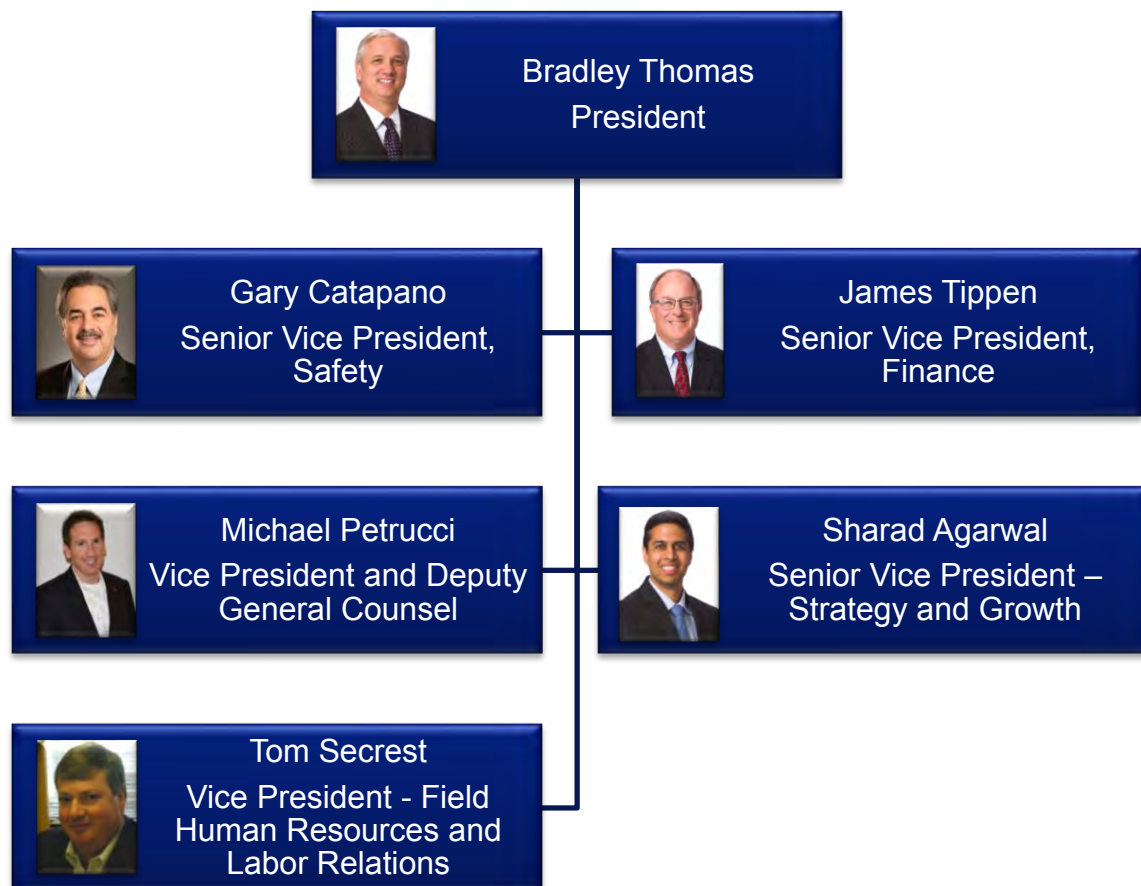
- Directed team in developing the most efficient routing system for supplies and equipment
 - Monitored all transportation operations, including quality control and training to ensure transportation services met contract obligations
 - Served as transportation liaison between various organizations and countries
 - Oversaw training, dispatching, routing, tracking and shipping activities to ensure safe, prompt and accurate procedures
-



ATTACHMENT 5

Corporate Support Staff

First Transit provides our local management teams with expert support by both regional and corporate staff. Escambia County's management and regional staff are provided corporate oversight with all operations and maintenance functions by the following support staff.



BRADLEY THOMAS, PRESIDENT



As president of FirstGroup America's division First Transit & First Vehicle Services, Brad Thomas is responsible for more than 15,000 employees across North America. His team operates, manages and maintains nearly 12,000 transit vehicles and provides fleet maintenance services for more than 38,000 public and private sector vehicles and pieces of equipment across the continent. Brad joined First Transit as senior vice president of the East Region in 2003 and was named president in 2009. With nearly 20 years of experience in the transit industry, Brad is well versed in fixed-route, paratransit and university transportation systems, and has extensive expertise in fleet maintenance solutions. Brad earned a bachelor's degree in political science at the State University of New York College at Cortland and holds a master's degree in political science—public policy analysis and administration—from Binghamton University (NY). Committed to service, Brad encourages his teammates to actively support their communities and professional associations. His engaging and respected approach has helped transform the business and its relationship with customers across the continent.

JAMES TIPPEN, SENIOR VICE PRESIDENT, FINANCE



James "Jim" Tippen is the SVP of Finance/CFO for First Transit & First Vehicle Services. In this role, Jim oversees all finance activities including budget analysis, forecasting and strategic planning of the company's financial strategy. Jim has over 20 years of experience in finance, accounting and operations. Most recently, he held the position of Vice President, Finance Operations & Administration at xpedx. Jim has a bachelor's degree from Western Michigan University and a master's degree from the University of Southern Illinois.

SHARAD AGARWAL, SENIOR VICE PRESIDENT – STRATEGY AND GROWTH



Mr. Agarwal has 10 years of experience in the transportation industry, and has successfully managed transit services and contact centers. Sharad oversees our call center locations, including all aspects of management, safety, operations, human resources, and service networks and will support the operation.

Our management team will be assisted in safety, human resources and labor relations functions by the following staff:

GARY CATAPANO, SENIOR VICE PRESIDENT, SAFETY



Gary has worked for more than two decades as a transportation safety professional. Prior to his career in transportation, he worked for 15 years as a consulting engineer in the nuclear power industry. Gary serves as a member of the Board of Delegates and formerly chaired the Transportation Safety Division of the National Safety Council (NSC). Gary holds a commercial driver's license and has completed thousands of hours of specialized safety training in subjects ranging from safety event and collision investigations to human factors and industrial hygiene. He is also certified to teach and coach behavioral safety technologies.

TOM SECREST, VICE PRESIDENT - FIELD HUMAN RESOURCES AND LABOR RELATIONS



Formerly an attorney with the U.S. Department of Labor, Tom joined FirstGroup America (formerly Ryder Public Transportation Services) in 1997 as a Labor Relations Associate. Over the years, he has worked extensively with both the Transit and Student divisions, and served as the Director of Labor Relations for First Student from 2001 to 2010. Currently, he represents FGA-companies in all labor relations matters, arbitrations, National Labor Relations Board cases, collective bargaining, and supervises junior staff members involved in the same functions. Tom obtained his B.S. Labor Relations from Cornell University, and is a graduate of the University Of Dayton School Of Law.

To ensure that our policies and procedures comply with local, state, and federal requirements and guidelines, we provide highly qualified legal staff. Our First Transit legal team is headed by the following individual:

MICHAEL PETRUCCI, VICE PRESIDENT AND DEPUTY GENERAL COUNSEL



Michael has over 20 years' experience as a practicing attorney, with over 11 years in the transit industry. He is also a board member of the Greater Cincinnati Minority Counsel Program. Michael is responsible for contract matters, labor and employment, environmental and OSHA compliance, FTA regulatory compliance, risk management and public procurement.



ATTACHMENT 6



Arthur J. Gallagher & Co.

March 3, 2017

Escambia County
Office of Purchasing
Room-11.1101 PO Box 1591
Pensacola FL 32591

Re: RFP No.PD 16-17.014 & No.PD 16-17.027

To Whom It May Concern:

This letter confirms that First Transit, Inc. will procure and provide the required coverages as specified in the insurance requirements. These coverages are already in place as evidenced on the certificate of insurance issued.

The insurance companies providing coverage are various (AIG Companies) "A XV" rated in A.M. Best's guide and licensed to do business in the State of Florida.

Best regards,



Tanya Stephenson
Client Service Manager-Licensed Casualty/Property Broker

cc: Judith Leo
Area Vice President
Jim Corej
Area Executive Vice President



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/3/2017

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

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

PRODUCER Arthur J. Gallagher Risk Management Services, Inc. 250 Park Avenue 3rd Floor New York NY 10177	CONTACT NAME: Tanya D. Stephenson PHONE (A/C, No, Ext): 212-994-7085 E-MAIL ADDRESS: Tanya_Stephenson@ajg.com	FAX (A/C, No): 212-994-7047
	INSURER(S) AFFORDING COVERAGE	
INSURED FIRST TRANSIT, INC. 600 Vine Street, Suite 1400 Cincinnati, OH 45202	INSURER A: National Union Fire Insurance Compa	
	INSURER B: Commerce and Industry Insurance Com	
	INSURER C: New Hampshire Insurance Company	
	INSURER D: American Home Assurance Company	
	INSURER E:	
INSURER F:		NAIC #

COVERAGES

CERTIFICATE NUMBER: 2073818111

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:			GL 3629890 (10MM AGG)	12/31/2016	12/31/2017	EACH OCCURRENCE \$5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$5,000,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$5,000,000 GENERAL AGGREGATE \$10,000,000 PRODUCTS - COMP/OP AGG \$5,000,000 \$
A A A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			CA1921809 (AOS) CA1921810 (MA) CA1921808 (VA)	12/31/2016 12/31/2016 12/31/2016	12/31/2017 12/31/2017 12/31/2017	COMBINED SINGLE LIMIT (Ea accident) \$5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			19452263	12/31/2016	12/31/2017	EACH OCCURRENCE \$3,000,000 AGGREGATE \$3,000,000 \$
C C C C C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC 014649551 (AOS,GA) WC014649558(MN) WC014649548 (CA) WC014649547 (FL) WC014649549(MA,WI) WC014649551 (TX)	12/31/2016 12/31/2016 12/31/2016 12/31/2016 12/31/2016 12/31/2016	12/31/2017 12/31/2017 12/31/2017 12/31/2017 12/31/2017 12/31/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$5,000,000 E.L. DISEASE - EA EMPLOYEE \$5,000,000 E.L. DISEASE - POLICY LIMIT \$5,000,000
A	Professional Liability			GL 3629890	12/31/2016	12/31/2017	Per Occ/Per Agg. \$1,000,000

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

Workers Compensation:
 Policy #: WC 014649550 (AK, AZ, IL, NC, NH, NJ, PA, UT, VT)
 Policy Term: 12/31/16 to 12/31/17
 Carrier Name: NEW HAMPSHIRE INS CO (NAIC #:23841)
 Limits: E.L. Each Accident / E.L. Disease-Ea Employee / E.L. Disease-Policy Limit - \$5,000,000
 See Attached...

CERTIFICATE HOLDER

CANCELLATION

Escambia County Office of Purchasing Room-11.1101 PO Box 1591 Pensacola FL 32591 USA	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
--	---

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AGENCY CUSTOMER ID: _____

LOC #: _____

**ADDITIONAL REMARKS SCHEDULE**Page 1 of 1

AGENCY Arthur J. Gallagher Risk Management Services, Inc.		NAMED INSURED FIRST TRANSIT, INC. 600 Vine Street, Suite 1400 Cincinnati, OH 45202
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS**THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,****FORM NUMBER:** 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

Re: Request for Proposal No.PD 16-17.027- Operator for Paratransit Service
Escambia County and MTM are included as an additional insured (standard GL-End't#83644/AL-87950) as respects General and Automobile Liability Policies as evidenced herein on a primary/non-contributory basis as required by written contract to the extent of its interest arising from the agreement, contract or Lease. A waiver of subrogation included as required by written contract(Blanket Endorsement).
Umbrella Policy follow form over General, Automobile and Employers' Liability Policies.

Notice of Cancellation: 30 days written notice/10 days for non-pay



ATTACHMENT 7

Snapshot : FIRST TRANSIT, INC.


D-U-N-S® Number: 07-287-6915

Trade Names: (SUBSIDIARY OF FIRSTGROUP AMERICA, INC., CINCINNATI, OH)







Endorsement/Billing Reference: stacey.feldman@firstgroup.com

D&B Address		Report Snapshot Date: 07/20/2016	
Address	600 Vine St Ste 1400 Cincinnati, OH, US - 45202	Location Type	Headquarters (Subsidiary)
Phone	513 241-2200	Web	www.firsttransit.com
Fax		Endorsement :	stacey.feldman@firstgroup.com

Company Summary

Currency: Shown in USD unless otherwise indicated 

Score Bar

PAYDEX®			Paying 33 days past due
Commercial Credit Score Class			High Risk of severe payment delinquency.
Financial Stress Score Class			Moderate to High Risk of severe financial stress.
Credit Limit - D&B Conservative	Unavailable		
D&B Rating	1R4		
	1R indicates 10 or more Employees, Credit appraisal of 4 is limited		

D&B Company Overview

This is a headquarters (subsidiary) location

Branch(es) or Division(s) exist Y

Chief Executive	BRAD THOMAS, PRES
Year Started	1969
Management Control	1999
Employees	15500 (300 Here)
Financing	SECURED
SIC	8741 , 7539
Line of business	Management services, automotive repair, management consulting services
NAICS	561110
History Status	CLEAR

Detailed Trade Risk Insight™

Days Beyond Terms Past 3 Months



Dollar-weighted average of 99 payment experiences reported from 34 Companies

Recent Derogatory Events

	May-16	Jun-16	Jul-16
Placed for Collection	-	-	-
Bad Debt Written Off	-	-	-

Total Amount Current & Past Due - 13 Month Trend

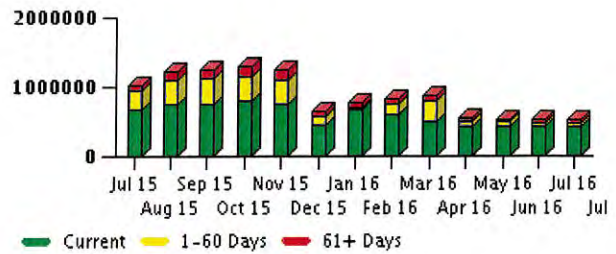
FirstRain Company News





This Company is not currently tracked for Company News

Powered by FirstRain



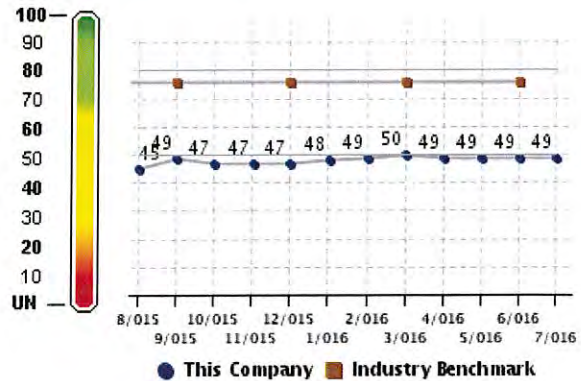
Public Filings

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	Number of Records	Most Recent Filing Date
Bankruptcies	0	-
Judgments	8	01/06/14
Liens	2	12/26/13
Suits	48	06/22/16
UCCs	25	04/21/16

The public record items contained herein may have been paid, terminated, vacated or released prior to today's date.

PAYDEX® Trend Chart



Corporate Linkage

Global Ultimate

Company	City , Country	D-U-N-S® NUMBER
FIRSTGROUP PLC	Aberdeen , UNITED KINGDOM	42-358-7252

Domestic Ultimate

Company	City , State	D-U-N-S® NUMBER
FIRSTGROUP USA, INC.	CINCINNATI , Ohio	60-731-5392

Parent

Company	City , State	D-U-N-S® NUMBER
FIRSTGROUP AMERICA, INC.	CINCINNATI , Ohio	17-590-5488

Subsidiaries (Domestic)

Company	City , State	D-U-N-S® NUMBER
TRANSIT MANAGEMENT CO OF LAREDO INC	LAREDO , Texas	00-814-3414
FIRST VEHICLE SERVICES, INC.	CINCINNATI , Ohio	14-316-9386

SAFE RIDE SERVICES INC	PHOENIX , Arizona	60-769-6556
L & E MOBILE COMPUTER MOUNTS, INC.	CONSHOHOCKEN , Pennsylvania	86-862-7282
TRANSIT MANAGEMENT OF CENTRAL MARYLAND, INC.	ANNAPOLIS JUNCTION , Maryland	07-966-9980
FIRST TRANSIT, INC.	HARTFORD , Connecticut	87-266-6719

Branches (Domestic)

Company	City , State	D-U-N-S® NUMBER
FIRST TRANSIT, INC.	PHILADELPHIA , Pennsylvania	00-538-2614
FIRST TRANSIT, INC.	MOUNT PLEASANT , South Carolina	01-438-1003
FIRST TRANSIT, INC.	SUMTER , South Carolina	01-773-1154
FIRST TRANSIT, INC.	FAYETTEVILLE , North Carolina	02-829-6676
FIRST TRANSIT, INC.	RICHMOND , Virginia	03-267-3076
FIRST TRANSIT, INC.	GRAYSLAKE , Illinois	03-323-1270
FIRST TRANSIT, INC.	EVERETT , Washington	03-443-9724
FIRST TRANSIT, INC.	TEMPE , Arizona	03-742-6553
FIRST TRANSIT, INC.	WALLINGFORD , Connecticut	04-055-0894
FIRST TRANSIT, INC.	OAKLAND , California	09-640-8948
FIRST TRANSIT, INC.	SANTA CRUZ , California	09-872-3369
FIRST TRANSIT, INC.	YORKTOWN , Virginia	11-094-2666
FIRST TRANSIT, INC.	MONROE , Michigan	11-707-7169
FIRST TRANSIT, INC.	HOUSTON , Texas	12-522-7780
FIRST TRANSIT, INC.	LOMBARD , Illinois	13-337-0481
FIRST TRANSIT, INC.	LONGMONT , Colorado	13-319-6266
FIRST TRANSIT, INC.	FAR ROCKAWAY , New York	13-631-9816
FIRST TRANSIT, INC.	HORSEHEADS , New York	14-806-9896
FIRST TRANSIT, INC.	BAKERSFIELD , California	14-806-9938
FIRST TRANSIT, INC.	SAN ANTONIO , Texas	14-806-9946
FIRST TRANSIT, INC.	HOUSTON , Texas	14-806-9979
FIRST TRANSIT, INC.	HIALEAH , Florida	14-806-9995
FIRST TRANSIT, INC.	OAKLAND , California	14-807-0001
FIRST TRANSIT, INC.	MIAMI , Florida	14-807-0027
FIRST TRANSIT, INC.	MOREHEAD CITY , North Carolina	14-807-0035


Affiliates (Domestic)

Company	City , State	D-U-N-S® NUMBER
MERRIMACK VALLEY AREA TRANSPORTATION	HAVERHILL , Massachusetts	10-115-7394
LAIDLAW TRANSIT SERVICES, INC.	CINCINNATI , Ohio	10-647-8105
FIRST STUDENT, INC.	CINCINNATI , Ohio	78-459-6165

Affiliates (International)


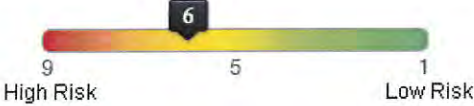

Company	City , Country	D-U-N-S® NUMBER
FIRSTGROUP AMERICAN INVESTMENTS	Aberdeen , UNITED KINGDOM	21-012-2931

Predictive Scores

Currency: Shown in USD unless otherwise indicated 

D&B Viability Rating Summary

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

4	Viability Score	
<p>Compared to All US Businesses within the D&B Database:</p> <ul style="list-style-type: none"> • Level of Risk: Low Risk • Businesses ranked 4 have a probability of becoming no longer viable: 5 % • Percentage of businesses ranked 4: 14 % • Across all US businesses, the average probability of becoming no longer viable: 14 % 		
6	Portfolio Comparison	
<p>Compared to All US Businesses within the same MODEL SEGMENT:</p> <ul style="list-style-type: none"> • Model Segment : Established Trade Payments • Level of Risk: Moderate Risk • Businesses ranked 6 within this model segment have a probability of becoming no longer viable: 5 % • Percentage of businesses ranked 6 with this model segment: 9 % • Within this model segment, the average probability of becoming no longer viable: 5 % 		
B	Data Depth Indicator	
<p>Data Depth Indicator:</p> <ul style="list-style-type: none"> ✓ Rich Firmographics ✓ Extensive Commercial Trading Activity ✓ Basic Financial Attributes 		
Z	Company Profile	Subsidiary

Credit Capacity Summary

This credit rating was assigned because of D&B's assessment of the company's creditworthiness. For more information, see the

D&B Rating Key

D&B Rating : **1R4**

Number of employees: 1R indicates 10 or more employees
Composite credit appraisal: 4 is limited

The 1R and 2R ratings categories reflect company size based on the total number of employees for the business. They are assigned to business files that do not contain a current financial statement. In 1R and 2R Ratings, the 2, 3, or 4 creditworthiness indicator is based on analysis by D&B of public filings, trade payments, business age and other important factors. 2 is the highest Composite Credit Appraisal a company not supplying D&B with current financial information can receive.

Below is an overview of the company's rating history since 07-08-2000

Number of Employees Total: 15,500 (300 here)

D&B Rating	Date Applied
1R4	10-11-2011
--	05-26-2008
1R4	08-20-2007
--	10-24-2005
1R4	07-26-2005
--	02-23-2004
1R4	09-17-2001
1R3	08-22-2000
1R4	07-08-2000

Payment Activity:	(based on 187 experiences)
Average High Credit:	14,098
Highest Credit:	500,000
Total Highest Credit:	1,918,800

D&B Credit Limit Recommendation

Due to adverse or incomplete information, we are unable to provide a Credit Limit Recommendation for this business. Please contact your sales representative or D&Bs Customer Resource Center at 800-234-3867 for assistance.

The Credit Limit Recommendation (CLR) is intended to serve as a directional benchmark for all businesses within the same line of business or industry, and is not calculated based on any individual business. Thus, the CLR is intended to help guide the credit limit decision, and must be balanced in combination with other elements which reflect the individual company's size, financial strength, payment history, and credit worthiness, all of which can be derived from D&B reports.

Risk is assessed using D&Bs scoring methodology and is one factor used to create the recommended limits. See Help for details.

Financial Stress Class Summary

The Financial Stress Score predicts the likelihood of a firm ceasing business without paying all creditors in full, or reorganization or obtaining relief from creditors under state/federal law over the next 12 months. Scores were calculated using a statistically valid model derived from D&Bs extensive data files.

The Financial Stress Class of 4 for this company shows that firms with this class had a failure rate of 0.84% (84 per 10,000), which is 1.75 times higher than the average of businesses in D & B's database.

Financial Stress Class :



Moderately higher than average risk of severe financial stress, such as a bankruptcy or going out of business with unpaid debt, over the next 12 months.

Probability of Failure:

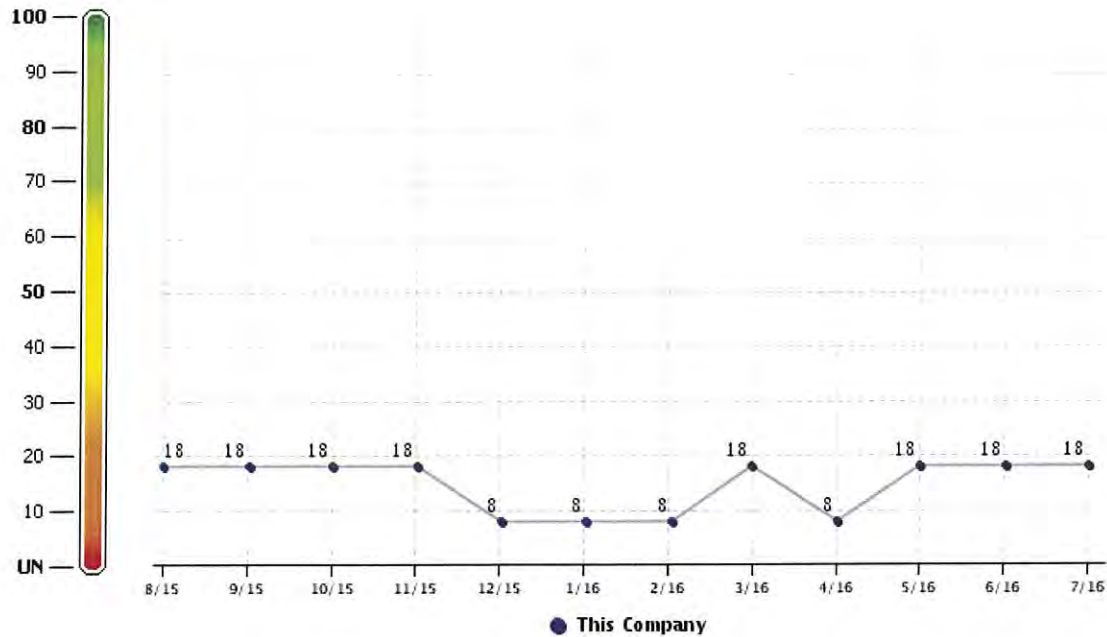
Risk of Severe Financial Stress for Businesses with this Class: **0.84 %** (84 per 10,000)
Financial Stress National Percentile : **18** (Highest Risk: 1; Lowest Risk: 100)
Financial Stress Score : **1410** (Highest Risk: 1,001; Lowest Risk: 1,875)
Average Risk of Severe Financial Stress for Businesses in D&B database: **0.48 %** (48 per 10,000)

The Financial Stress Class of this business is based on the following factors:

Low proportion of satisfactory payment experiences to total payment experiences.
Composite credit appraisal is rated limited.
High proportion of past due balances to total amount owing.

UCC Filings reported.
Evidence of open suits
High proportion of slow payment experiences to total number of payment experiences.

Financial Stress Percentile Trend:



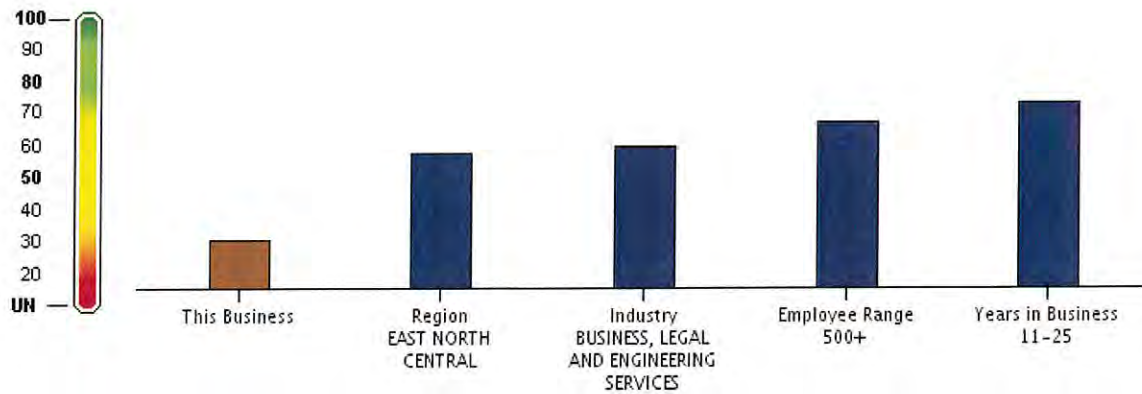
Notes:

The Financial Stress Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience financial stress.

The Probability of Failure shows the percentage of firms in a given Class that discontinued operations over the past year with loss to creditors. The Probability of Failure - National Average represents the national failure rate and is provided for comparative purposes.

The Financial Stress National Percentile reflects the relative ranking of a company among all scorable companies in D&Bs file.

The Financial Stress Score offers a more precise measure of the level of risk than the Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.



Norms	National %
This Business	18
Region: EAST NORTH CENTRAL	50
Industry: BUSINESS, LEGAL AND ENGINEERING SERVICES	52
Employee range: 500+	61
Years in Business: 11-25	68

This Business has a Financial Stress Percentile that shows:

- Higher risk than other companies in the same region.
- Higher risk than other companies in the same industry.
- Higher risk than other companies in the same employee size range.
- Higher risk than other companies with a comparable number of years in business.

Credit Score Summary

The Commercial Credit Score (CCS) predicts the likelihood of a business paying its bills in a severely delinquent manner (91 days or more past terms).

The Credit Score class of 5 for this company shows that 53.1% of firms with this class paid one or more bills severely delinquent, which is 5.21 times higher than the average of businesses in D & B's database.

Credit Score Class :



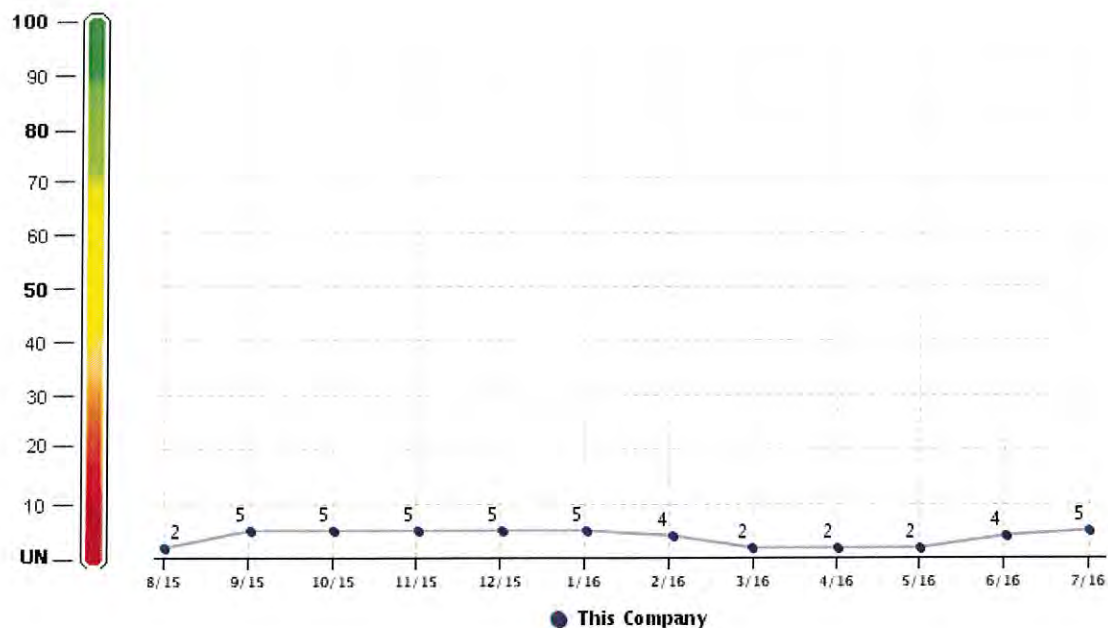
Incidence of Delinquent Payment

Among Companies with this Classification: **53.10 %**
 Average compared to businesses in D&B's database: **10.20 %**
 Credit Score Percentile : **5** (Highest Risk: 1; Lowest Risk: 100)
 Credit Score : **297** (Highest Risk: 101; Lowest Risk: 670)

The Credit Score Class of this business is based on the following factors:

- Evidence of negative trade
- Vendor payment commentary
- Recent amount past due
- Proportion of slow payment experiences to total number of payment experiences reported
- Payment information indicates negative payment comments
- Proportion of satisfactory balances to total payment balances reported

Credit Score Class Percentile Trend:



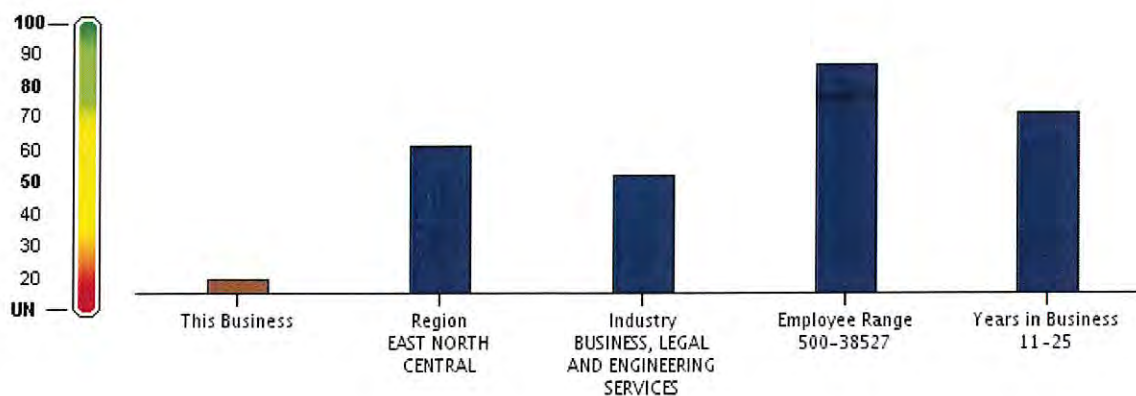
Notes:

The Commercial Credit Score Risk Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience severe delinquency.

The Incidence of Delinquent Payment is the percentage of companies with this classification that were reported 91 days past due or more by creditors. The calculation of this value is based on D&B's trade payment database.

The Commercial Credit Score percentile reflects the relative ranking of a firm among all scorable companies in D&B's file.

The Commercial Credit Score offers a more precise measure of the level of risk than the Risk Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.



Norms	National %
This Business	5
Region: EAST NORTH CENTRAL	54
Industry: BUSINESS, LEGAL AND ENGINEERING SERVICES	43
Employee range: 500-38527	84
Years in Business: 11-25	66

This business has a Credit Score Percentile that shows:


Higher risk than other companies in the same region.

Higher risk than other companies in the same industry.

Higher risk than other companies in the same employee size range.

Higher risk than other companies with a comparable number of years in business.


Trade Payments

Currency: Shown in USD unless otherwise indicated 

D&B PAYDEX®

The D&B PAYDEX is a unique, weighted indicator of payment performance based on payment experiences as reported to D&B by trade references. Learn more about the D&B PAYDEX

Timeliness of historical payments for this company.

Current PAYDEX is 49 Equal to 33 days beyond terms (Pays more slowly than the average for its industry of 6 days beyond terms)
Industry Median is 76 Equal to 6 days beyond terms
Payment Trend currently is  Unchanged, compared to payments three months ago

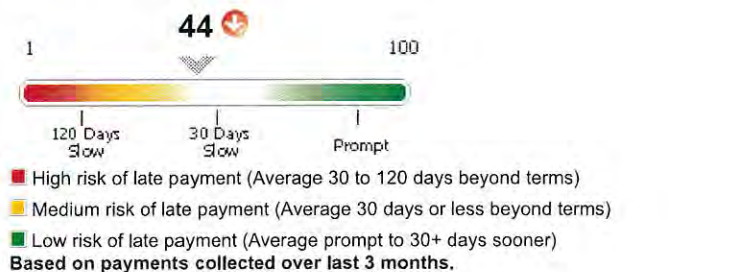
Indications of slowness can be the result of dispute over merchandise, skipped invoices etc. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Total payment Experiences in D&Bs File (HQ)	187
Payments Within Terms (not weighted)	57 %
Trade Experiences with Slow or Negative Payments(%)	45.45%
Total Placed For Collection	1
High Credit Average	14,098
Largest High Credit	500,000
Highest Now Owing	250,000
Highest Past Due	200,000

D&B PAYDEX



3-Month D&B PAYDEX

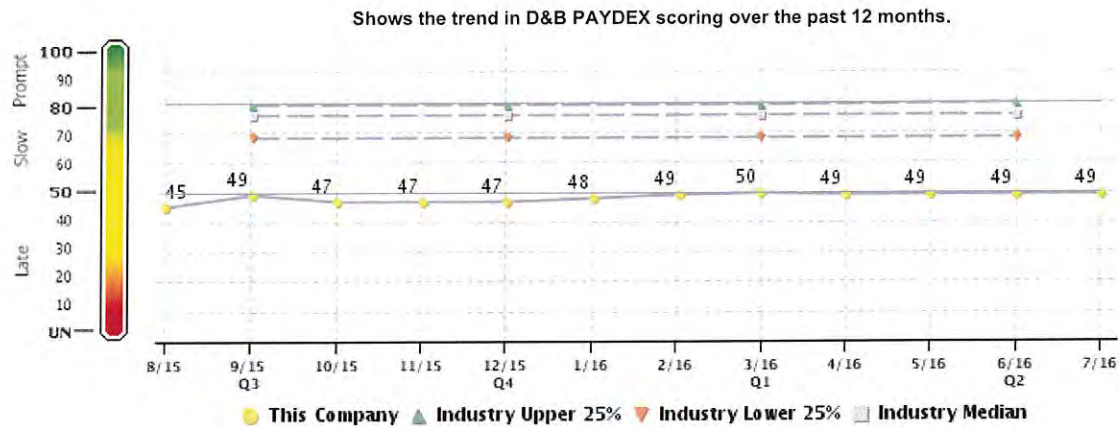


When weighted by amount, payments to suppliers average 48 days beyond terms

D&B PAYDEX® Comparison

Current Year

PAYDEX® of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Management services, automotive repair, management consulting services , based on SIC code 8741 .



	8/15	9/15	10/15	11/15	12/15	1/16	2/16	3/16	4/16	5/16	6/16	7/16
This Business	45	49	47	47	47	48	49	50	49	49	49	49
Industry Quartiles												
Upper	.	79	.	.	79	.	.	79	.	.	80	.
Median	.	76	.	.	76	.	.	76	.	.	76	.
Lower	.	68	.	.	68	.	.	68	.	.	68	.

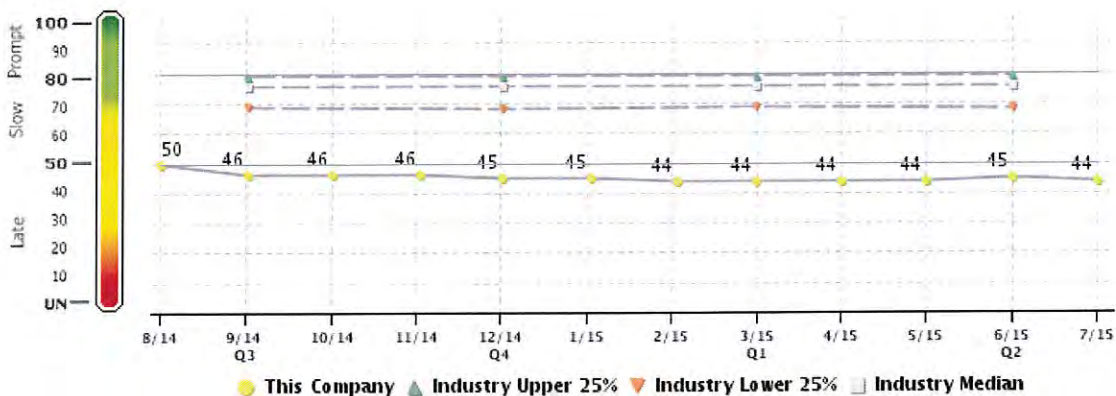
Current PAYDEX for this Business is 49 , or equal to 33 days beyond terms

The 12-month high is 50 , or equal to 30 DAYS BEYOND terms

The 12-month low is 45 , or equal to 45 DAYS BEYOND terms

Previous Year

Shows PAYDEX of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Management services, automotive repair, management consulting services , based on SIC code 8741 .



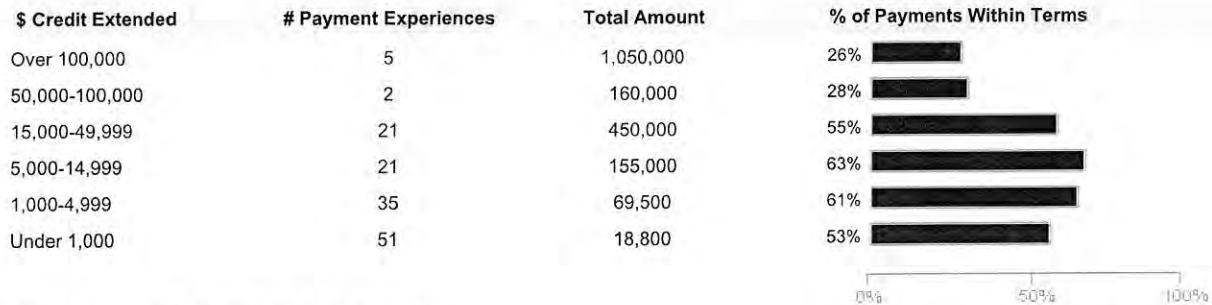
Previous Year	09/14 Q3'14	12/14 Q4'14	03/15 Q1'15	06/15 Q2'15
This Business	46	45	44	45
Industry Quartiles				
Upper	79	79	79	79
Median	76	76	76	76
Lower	69	68	69	68

Based on payments collected over the last 4 quarters.

Current PAYDEX for this Business is 49 , or equal to 33 days beyond terms
The present industry median Score is 76 , or equal to 6 days beyond terms
Industry upper quartile represents the performance of the payers in the 75th percentile
Industry lower quartile represents the performance of the payers in the 25th percentile

Payment Habits

For all payment experiences within a given amount of credit extended, shows the percent that this Business paid within terms. Provides number of experiences to calculate the percentage, and the total credit value of the credit extended.



Based on payments collected over last 24 months.

All Payment experiences reflect how bills are paid in relation to the terms granted. In some instances, payment beyond terms can be the result of disputes over merchandise, skipped invoices etc.

Payment Summary

There are 187 payment experience(s) in D&Bs file for the most recent 24 months, with 111 experience(s) reported during the last three month period.

The highest Now Owes on file is 250,000 . The highest Past Due on file is 200,000

Below is an overview of the companys currency-weighted payments, segmented by its suppliers primary industries:

	Total Rev'd (#)	Total Amts	Largest High Credit Within Terms (%)	Days Slow <31 31-60 61-90 90+ (%) (%) (%) (%)				
Top Industries								
Public finance	10	38,550	10,000	100	0	0	0	0
Whol industrial equip	9	640,050	250,000	54	0	21	2	23
Misc business credit	9	17,750	10,000	93	0	4	3	0
Nonclassified	9	19,650	5,000	73	14	13	0	0
Ret auto supplies	8	82,800	20,000	86	5	9	0	0
Accounting services	5	142,500	70,000	9	66	25	0	0
Depository bank svcs	5	50,250	30,000	50	0	15	35	0
Whol auto parts	5	26,000	10,000	28	10	5	0	57
Whol chemicals	5	5,350	2,500	59	7	0	0	34
Whol petroleum prdts	5	2,800	1,000	53	28	1	0	18
Mfg tires/inner tubes	4	642,500	500,000	9	8	3	0	80
Telephone communictns	4	13,300	7,500	59	22	19	0	0
Electric services	4	3,500	2,500	100	0	0	0	0
Industrial launderer	3	27,600	20,000	36	14	36	0	14
Misc equipment rental	3	1,000	500	37	25	13	25	0
Whol transport equip	2	16,000	15,000	47	0	6	47	0
Operative builders	2	10,750	10,000	50	3	0	0	47
Mfg industrial valves	2	6,000	5,000	0	100	0	0	0

General auto repair	2	5,000	2,500	75	0	0	0	25
Short-trm busn credit	2	3,000	2,500	58	0	42	0	0
Help supply service	2	3,500	2,500	71	0	29	0	0
Whol industrial suppl	2	600	500	17	0	83	0	0
Newspaper-print/publ	2	500	500	100	0	0	0	0
Detective/guard svcs	1	25,000	25,000	50	50	0	0	0
Prepackaged software	1	20,000	20,000	50	50	0	0	0
Whol const/mine equip	1	15,000	15,000	100	0	0	0	0
Employment agency	1	15,000	15,000	100	0	0	0	0
Yarn spinning mill	1	15,000	15,000	50	50	0	0	0
Ret misc merchandise	1	15,000	15,000	50	50	0	0	0
Ret fuel oil dealer	1	7,500	7,500	50	0	50	0	0
Oil/gas field service	1	5,000	5,000	100	0	0	0	0
Paper mill	1	5,000	5,000	0	0	0	100	0
Whol office supplies	1	2,500	2,500	50	0	0	0	50
Mfg glass products	1	2,500	2,500	0	0	0	0	100
Whol service paper	1	2,500	2,500	50	50	0	0	0
Security broker/deal	1	2,500	2,500	0	0	0	100	0
Petroleum terminal	1	2,500	2,500	100	0	0	0	0
Whol heating/ac equip	1	1,000	1,000	100	0	0	0	0
Truck rental/leasing	1	1,000	1,000	0	0	100	0	0
Business consulting	1	750	750	100	0	0	0	0
Whol general grocery	1	750	750	0	50	50	0	0
Misc business service	1	750	750	0	0	0	0	100
Trucking non-local	1	500	500	50	50	0	0	0
Investment advice	1	500	500	0	100	0	0	0
Gas production/distrib	1	500	500	100	0	0	0	0
Whol furniture	1	500	500	100	0	0	0	0
Mfg public bldg furn	1	500	500	100	0	0	0	0
Books-print/publish	1	500	500	50	50	0	0	0
Mfg photograph equip	1	500	500	0	50	0	50	0
State commercial bank	1	500	500	50	50	0	0	0
Mfg calculating eqpt	1	250	250	0	0	0	0	100
Coating/engrave svcs	1	250	250	100	0	0	0	0
Whol tires/tubes	1	250	250	0	100	0	0	0
Ret stationery	1	100	100	100	0	0	0	0
Data processing svcs	1	100	100	100	0	0	0	0
Lithographic printing	1	100	100	100	0	0	0	0
Mfg car parts	1	50	50	100	0	0	0	0
Other payment categories								
Cash experiences	40	8,600	2,500					
Payment record unknown	5	1,150	750					
Unfavorable comments	3	5,750	2,500					
Placed for collections	1	N/A	0					
Total in D&B's file	187	1,918,800	500,000					

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Indications of slowness can be result of dispute over merchandise, skipped invoices etc.

Detailed payment history for this company


Date Reported (mm/yy)	Paying Record	High Credit	Now Owes	Past Due	Selling Terms	Last Sale Within (month)
07/16	Ppt-Slow 30	15,000	15,000	2,500		1 mo
06/16	Disc	1,000	0	0		6-12 mos
	Disc-Ppt	7,500	2,500	0		1 mo
	Ppt		250	0		1 mo
	Ppt		0	0		6-12 mos
	Ppt	20,000	20,000	0		1 mo
	Ppt	15,000	10,000	0		1 mo
	Ppt	15,000	10,000	0		1 mo
	Ppt	15,000	0	0 N30		4-5 mos
	Ppt	5,000	0	0		1 mo
	Ppt	5,000	1,000	1,000		1 mo
	Ppt	2,500	0	0		1 mo
	Ppt	2,500				1 mo
	Ppt	2,500	1,000	0		1 mo
	Ppt	2,500	2,500	0		1 mo
	Ppt	2,500	2,500	0 Lease Agreemnt		1 mo
	Ppt	1,000	0	0		6-12 mos
	Ppt	1,000	1,000	0		1 mo
	Ppt	1,000	100	0		1 mo
	Ppt	500	250	0		1 mo
	Ppt	500	0	0		1 mo
	Ppt	250	0	0		6-12 mos
	Ppt	100	0	0 N30		6-12 mos
	Ppt	100	100	0		1 mo
	Ppt	50	0	0 2 30 N45		6-12 mos
	Ppt-Slow 30	100,000	45,000	100		1 mo
	Ppt-Slow 30	7,500	7,500	2,500		1 mo
	Ppt-Slow 30	2,500	2,500	1,000		1 mo
	Ppt-Slow 30	2,500	1,000	0		1 mo
	Ppt-Slow 30	750	0	0		1 mo
	Ppt-Slow 30	500	250	0		1 mo
	Ppt-Slow 30	500	0	0		6-12 mos
	Ppt-Slow 60	20,000	7,500	2,500		1 mo
	Ppt-Slow 60	20,000	0	0		1 mo
	Ppt-Slow 60	15,000	0	0		6-12 mos
	Ppt-Slow 60	2,500	2,500	0		1 mo
	Ppt-Slow 60	100	100	50		1 mo
	Ppt-Slow 90	25,000	10,000	0		1 mo
	Ppt-Slow 90	50	0	0 PROX		6-12 mos
	Ppt-Slow 90+	2,500	0	0		1 mo
	Ppt-Slow 120	10,000	2,500	0		1 mo
	Ppt-Slow 120	10,000	0	0		1 mo
	Ppt-Slow 120	250	0	0 N30		6-12 mos
	Ppt-Slow 180	2,500	500	100		1 mo
	Ppt-Slow 180	100	50	0		1 mo
	Slow 5	1,000	250	250		1 mo
	Slow 10	5,000	2,500	1,000 N30		1 mo
	Slow 30	500	500	500		1 mo
	Slow 30-60	2,500	2,500	1,000		1 mo
	Slow 60	1,000	0	0 N30		6-12 mos
	Slow 30-60	750	250	0		1 mo

	Slow 60	500	0	0	4-5 mos
	Slow 30-90	500	100	100	1 mo
	Slow 90+	10,000	250	250	2-3 mos
	Slow 30-90+	7,500	7,500	5,000	1 mo
	Slow 90+	2,500	2,500	1,000 N30	1 mo
	Slow 120	250	0	0	6-12 mos
	Slow 30-180	750	100	50	1 mo
	(059) Unsatisfactory .	750	750	0	1 mo
05/16	Ppt	500	100	0 Lease Agreement	1 mo
	Ppt	500	0	0	1 mo
	Ppt	250	250	0	1 mo
	Ppt	250	250	0 N60	1 mo
	Slow 30	20,000	0	0	6-12 mos
04/16	Ppt	2,500	0	0	6-12 mos
	Ppt	500	0	0 N30	6-12 mos
	Ppt	250	0	0	6-12 mos
03/16	Ppt	100	100	0	1 mo
12/15	Ppt	100			1 mo
11/15	Ppt	50	0	0	1 mo
09/15	Ppt	1,000			1 mo
	Ppt	50			1 mo
	(073) Cash own option .	100		Cash account	1 mo
	(074) Cash own option .	100		Cash account	1 mo
	(075) Cash own option .	100		Cash account	1 mo
	(076) Cash own option .	100		Cash account	1 mo
08/15	Ppt	500	0	0	6-12 mos
	Ppt-Slow 120	100,000	100,000	55,000	1 mo
07/15	Ppt	2,500			1 mo
06/15	Ppt	2,500			1 mo

Payments Detail Key: ■ 30 or more days beyond terms

Payment experiences reflect how bills are paid in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices, etc. Each experience shown is from a separate supplier. Updated trade experiences replace those previously reported.

Public Filings

Currency: Shown in USD unless otherwise indicated 

Summary

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	# of Records	Most Recent Filing Date
Bankruptcy Proceedings	0	-
Judgments	8	01/06/14
Liens	2	12/26/13
Suits	48	06/22/16
UCCs	25	04/21/16

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Judgments

Status Unsatisfied
DOCKET NO. 201200903340
Judgment type Judgment
In favor of YANSANE, MARIAME, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 01/06/14
Date entered 01/06/14
Latest Info Received 01/24/14

Status Unsatisfied
DOCKET NO. 201201003561
Judgment type Judgment
In favor of JONES, DAWN, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 05/13/13
Date entered 05/13/13
Latest Info Received 05/25/13

Status Unsatisfied
CASE NO. 201083468
Judgment type Judgment
In favor of TURNER, MICHAEL
Where filed HARRIS COUNTY CIVIL DISTRICT COURT, HOUSTON, TX

Date status attained 06/07/12
Date entered 06/07/12
Latest Info Received 06/11/12

Status Unsatisfied
DOCKET NO. 201100602529
Judgment type Judgment
In favor of OLSEN, BERNADETTE, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 04/30/12
Date entered 04/30/12
Latest Info Received 05/25/12

Status Unsatisfied
DOCKET NO. 201100602545
Judgment type Judgment
In favor of OLSEN, CHARLES, PHILADELPHIA, PA
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 04/30/12
Date entered 04/30/12

Latest Info Received 05/25/12

Status Unsatisfied
CASE NO. 11AC-TJ01259
Judgment type Foreign judgment
Against FIRST TRANSIT, INC.
In favor of LABOR AND INDUSTRIAL RELATIONS, JEFFERSON CITY, MO
Where filed COLE COUNTY CIRCUIT COURT, JEFFERSON CITY, MO

Date status attained 07/01/11
Date entered 07/01/11
Latest Info Received 03/07/12

Status Unsatisfied
CASE NO. 05M11259
Judgment type Judgment
In favor of TSOLAKYAN, AVETIK
Where filed LOS ANGELES COUNTY SMALL CLAIMS COURT/LOS ANGELES, LOS ANGELES, CA

Date status attained 10/26/05
Date entered 10/26/05
Latest Info Received 05/17/11

Status Unsatisfied
CASE NO. 04S04510
Judgment type Judgment
In favor of KELLEY, LESLIE R/O D
Where filed LOS ANGELES COUNTY SMALL CLAIMS COURT/TORRANCE, TORRANCE, CA

Date status attained 03/30/05
Date entered 03/30/05
Latest Info Received 05/17/11

Liens

A lien holder can file the same lien in more than one filing location. The appearance of multiple liens filed by the same lien holder against a debtor may be indicative of such an occurrence.

Amount 888
Status Open
CASE NO. J13001827519
Type Judgment lien
Filed By STATE OF FLORIDA0001715
Against FIRST TRANSIT INC
Where Filed SECRETARY OF STATE/UCC DIVISION, TALLAHASSEE, FL
Date Status Attained 12/26/13
Date Filed 12/26/13
Latest Info Received 09/01/14

Amount 1,931
Status Open
DOCKET NO. 201300023652

Type	State Tax
Filed By	COMMONWEALTH OF PA DEPARTMENT OF REVENUE, HARRISBURG, PA
Against	FIRST TRANSIT INC.
Where Filed	ALLEGHENY COUNTY PROTHONOTARY, PITTSBURGH, PA
Date Status Attained	12/18/13
Date Filed	12/18/13
Latest Info Received	12/20/13

Suits

Suit Amount	99,557
Status	Pending
CASE NO.	16CV19705
Plaintiff	LISA MCADAMS
Defendant	FIRST TRANSIT INC. AND OTHERS
Cause	Personal injury - non-death
Where filed	WASHINGTON COUNTY CIRCUIT COURT, HILLSBORO, OR

Date status attained	06/22/16
Date filed	06/22/16
Latest Info Received	07/05/16

Status	Pending
DOCKET NO.	201600503475
Plaintiff	SWINT, STARR, PHILADELPHIA, PA
Defendant	FIRST TRANSIT, INC. AND OTHERS
Cause	Negligence
Where filed	PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained	05/27/16
Date filed	05/27/16
Latest Info Received	06/03/16

Suit Amount	15,000
Status	Pending
DOCKET NO.	201600008114-001
Plaintiff	BANGURA, RAKIATU, BALTIMORE, MD
Defendant	FIRST TRANSIT, INC
Cause	TORT
Where filed	PRINCE GEORGES COUNTY DISTRICT COURT, UPPER MARLBORO, MD

Date status attained	04/04/16
Date filed	04/04/16
Latest Info Received	04/15/16

Suit Amount	15,000
Status	Pending
DOCKET NO.	201600013764-001
Plaintiff	BANGURA, RAKIATU, BALTIMORE, MD
Defendant	FIRST TRANSIT, INC
Cause	TORT
Where filed	BALTIMORE CITY DISTRICT COURT, BALTIMORE, MD

Date status attained 04/04/16
Date filed 04/04/16
Latest Info Received 06/17/16

Status Pending
DOCKET NO. 201501100155
Plaintiff BELL, LAMONT, PHILADELPHIA, PA
Defendant FIRST TRANSIT, INC.
Cause Negligence
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 11/02/15
Date filed 11/02/15
Latest Info Received 11/06/15

Status Pending
CASE NO. 201557298
Plaintiff MILLARD, SYDNEY
Defendant FIRST TRANSIT, HOUSTON, TX AND OTHERS
Cause MOTOR VEHICLE ACCIDENT
Where filed HARRIS COUNTY CIVIL DISTRICT COURT, HOUSTON, TX

Date status attained 09/25/15
Date filed 09/25/15
Latest Info Received 09/28/15

Status Pending
DOCKET NO. 201500602198
Plaintiff PODOLSKI, MARIANNE, BRIGANTINE, NJ
Defendant FIRST TRANSIT, INC., COLLINGDALE, PA AND OTHERS
Cause Negligence
Where filed PHILADELPHIA COUNTY COMMON PLEAS COURT, PHILADELPHIA, PA

Date status attained 06/16/15
Date filed 06/16/15
Latest Info Received 06/19/15

Status Pending
DOCKET NO. 15CV004828
Plaintiff WHITE, DONTE L.
Defendant FIRST TRANSIT INC. AND OTHERS
Where filed FRANKLIN COUNTY COMMON PLEAS COURT, COLUMBUS, OH

Date status attained 06/08/15
Date filed 06/08/15
Latest Info Received 07/02/15

Status Pending
DOCKET NO. 15CI01933
Plaintiff JAMES MOORE

Defendant FIRST TRANSIT INC AND OTHERS
Where filed JEFFERSON COUNTY CIRCUIT COURT, LOUISVILLE, KY

Date status attained 04/23/15
Date filed 04/23/15
Latest Info Received 05/15/15

Status Pending
CASE NO. 15AE-CV01116
Plaintiff MORALES , JEOSADEC, KANSAS CITY, MO
Defendant FIRST TRANSIT, INC., KANSAS CITY, MO AND OTHERS
Cause Discrimination
Where filed PLATTE COUNTY CIRCUIT COURT, PLATTE CITY, MO

Date status attained 04/22/15
Date filed 04/22/15
Latest Info Received 05/25/16

If it is indicated that there are defendants other than the report subject, the lawsuit may be an action to clear title to property and does not necessarily imply a claim for money against the subject.

UCC Filings

Collateral Leased Inventory including proceeds and products - Leased Assets including proceeds and products - Chattel paper including proceeds and products - General intangibles(s) including proceeds and products - and OTHERS
Type Original
Sec. Party REGIONS EQUIPMENT FINANCE CORPORATION, BIRMINGHAM, AL
Debtor FIRST TRANSIT, INC.
Filing No. 2012 1643743
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2012-04-27
Latest Info Received 05/16/12

Collateral Leased Inventory including proceeds and products - Leased Equipment including proceeds and products
Type Original
Sec. Party BRIDGESTONE FIRESTONE NORTH AMERICAN TIRE, LLC, NASHVILLE, TN
Debtor FIRST TRANSIT, INC., HORSEHEADS, NY and OTHERS
Filing No. 2008 3322615
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2008-10-01
Latest Info Received 10/30/08

Collateral Leased Inventory including proceeds and products - Leased Equipment including proceeds and products
Type Original
Sec. Party BRIDGESTONE FIRESTONE NORTH AMERICAN TIRE, LLC, NASHVILLE, TN
Debtor FIRST TRANSIT, INC., HORSEHEADS, NY and OTHERS
Filing No. 0810018392399
Filed With SECRETARY OF STATE/UCC DIVISION, ALBANY, NY

Date Filed 2008-10-01
Latest Info Received 10/07/08

Collateral Account(s) and proceeds - Vehicles and proceeds - Equipment and proceeds - Chattel paper and proceeds - Contract rights and proceeds
Type Original
Sec. Party REGIONS EQUIPMENT FINANCE CORPORATION, BIRMINGHAM, AL
Debtor FIRST TRANSIT, INC.
Filing No. 2013 2478338
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2013-06-27
Latest Info Received 07/19/13

Collateral Account(s) and proceeds - Chattel paper and proceeds - Contract rights and proceeds - Leased Equipment and proceeds
Type Original
Sec. Party REGIONS EQUIPMENT FINANCE CORPORATION, BIRMINGHAM, AL
Debtor FIRST TRANSIT, INC.
Filing No. 2013 2292978
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2013-06-14
Latest Info Received 07/09/13

Collateral Vehicles and proceeds - Contract rights and proceeds - General intangibles(s) and proceeds - Chattel paper and proceeds
Type Original
Sec. Party THE HUNTINGTON NATIONAL BANK EQUIPMENT FINANCE DIVISION, CINCINNATI, OH
Debtor FIRST TRANSIT, INC.
Filing No. 2012 4705713
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2012-12-05
Latest Info Received 01/03/13

Collateral General intangibles(s) and proceeds - Chattel paper and proceeds - Leased Computer equipment and proceeds - Leased Equipment and proceeds
Type Original
Sec. Party PNC EQUIPMENT FINANCE, CINCINNATI, OH
Debtor FIRST TRANSIT, INC.
Filing No. 2010 0000012
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2010-01-01
Latest Info Received 09/10/10

Type	Continuation
Sec. Party	PNC EQUIPMENT FINANCE, CINCINNATI, OH
Debtor	FIRST TRANSIT, INC.
Filing No.	2014 5177936
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	2014-12-19
Latest Info Received	02/17/15
Original UCC Filed Date	2010-01-01
Original Filing No.	2010 0000012

Collateral	Equipment
Type	Original
Sec. Party	CITIZENS COMMUNITY BANK, HAHIRA, GA
Debtor	LACKEY, DARYL SEAN, HAHIRA, GA
Filing No.	09215001287
Filed With	LOWNDES COUNTY SUPERIOR COURT CLERKS OFFICE, VALDOSTA, GA
Date Filed	2015-08-05
Latest Info Received	09/25/15

Collateral	Equipment - Vehicles
Type	Original
Sec. Party	COMMUNITY BANK, N.A., OLEAN, NY
Debtor	PEBLER, LINDA M., COXSACKIE, NY
Filing No.	1507235813445
Filed With	SECRETARY OF STATE/UCC DIVISION, ALBANY, NY
Date Filed	2015-07-23
Latest Info Received	07/31/15

Collateral	Leased Vehicles
Type	Original
Sec. Party	RBS ASSET FINANCE, INC., WARWICK, RI
Debtor	FIRST TRANSIT, INC.
Filing No.	2010 1725369
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
Date Filed	2010-05-18
Latest Info Received	06/18/10

Collateral	Vehicles
Type	Assignment
Sec. Party	PNC EQUIPMENT FINANCE, LLC, PITTSBURGH, PA RBS ASSET FINANCE, INC., WARWICK, RI
Debtor	FIRST TRANSIT, INC.
Filing No.	2010 3304213
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE


Date Filed	2010-09-17
Latest Info Received	10/14/10
Original UCC Filed Date	2010-05-18
Original Filing No.	2010 1725369

Type	Continuation
Sec. Party	RBS ASSET FINANCE, INC., WARWICK, RI
Debtor	FIRST TRANSIT, INC.
Filing No.	2015 1868024
Filed With	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed	2015-05-01
Latest Info Received	06/23/15
Original UCC Filed Date	2010-05-18
Original Filing No.	2010 1725369

There may be additional suits, liens, or judgments in D&B's file on this company available in the U.S. Public Records Database, also covered under your PPP for D&Bi contract. If you would like more information on this database, please contact the Customer Resource Center at 1-800-234-3867.

History & Operations

Currency: Shown in USD unless otherwise indicated 

Company Overview

Company Name:	FIRST TRANSIT, INC.
Doing Business As :	(SUBSIDIARY OF FIRSTGROUP AMERICA, INC., CINCINNATI, OH)
Street Address:	600 Vine St Ste 1400 Cincinnati , OH 45202
Phone:	513 241-2200
URL:	http://www.firsttransit.com
History	Is clear
Present management control	17 years

History

The following information was reported: **04/19/2016**

Officer(s):	BRAD THOMAS, PRES CHRISTIAN GARTNER, TREAS JIM TIPPEN, CFO
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DIRECTOR(S) :	THE OFFICER(S)
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The Delaware Secretary of State's business registrations file showed that First Transit, Inc. was registered as a Corporation on September 19, 1969.

Business started 1969. Present control succeeded 1999. 100% of capital stock is owned by the parent company.

RECENT EVENTS :

On December 16, 2013, sources stated that First Transit Inc., Cincinnati, OH, announced on October 18, 2013, that it plans to lay off 138 workers in Jacksonville, FL. First Transit Inc. has filed a worker adjustment and restraining notice with the state to eliminate the jobs by December 31, 2013. Further details are unavailable.

BRAD THOMAS. He served as a senior vice president for First Transit.

CHRISTIAN GARTNER. Antecedents not available.

JIM TIPPEN. Antecedents not available.

Business Registration

CORPORATE AND BUSINESS REGISTRATIONS PROVIDED BY MANAGEMENT OR OTHER SOURCE

Registered Name: First Transit, Inc.
Business type: CORPORATION
Corporation type: PROFIT
Date incorporated: Sep 19 1969
State of incorporation: DELAWARE
Filing date: Sep 19 1969
Status: ACTIVE
Where filed: SECRETARY OF STATE/CORPORATIONS DIVISION , DOVER , DE

Operations

04/19/2016

Subsidiary of FIRSTGROUP AMERICA, INC., CINCINNATI, OH started 1993 which operates as a truck leasing and rental service. Parent company owns 100% of capital stock. Parent company has no other subsidiary(ies). Intercompany relations: Confined to service agreements settled on monthly terms and some unsecured intercompany loans, as reported by management.

As noted, this company is a subsidiary of FirstGroup America, Inc, DUNS number 175905488, and reference is made to that report for background information on the parent company and its management.

Description: Provides management services (75%). Operates an automotive repair shop (23%). Provides management consulting services, specializing in transportation (2%).

Additional phone no: 866 244-6383.

Has 200 account(s). Terms are Net 30 days. Sells to government. Territory : United States.

Nonseasonal.

Employees: 15,500 which includes officer(s) and 500 part-time. 300 employed here.

Facilities: Rents 15,000 sq. ft. in a multi story building.

Location: Central business section on well traveled street. This address is believed to be a mail-drop location including a commercial mail receiving agency (CMRA) address.

Branches: This business has multiple branches, detailed branch/division information is available in Dun & Bradstreet's linkage or family tree products.

Subsidiaries: This business has multiple subsidiaries, detailed subsidiary information is available in D & B's linkage or family tree products.

SIC & NAICS

SIC:

Based on information in our file, D&B has assigned this company an extended 8-digit SIC. D&B's use of 8-digit SICs enables us to be more specific about a company's operations than if we use the standard 4-digit code.

The 4-digit SIC numbers link to the description on the Occupational Safety & Health Administration (OSHA) Web site. Links open in a new browser window.

8741 0000 Management services

7539 0000 Automotive repair shops, nec

8742 0410 Transportation consultant

NAICS:

561110 Office Administrative Services

811118 Other Automotive Mechanical and Electrical Repair and Maintenance

Banking

BANK : Star Bank, Star Bank Center, Cincinnati, OH.

Financials**Company Financials: D&B****Additional Financial Data**

The name and address of this business have been confirmed by D & B using available sources.

Request Financial Statements

Requested financials are provided by FIRST TRANSIT, INC. and are not DUNSRight certified.

Key Business Ratios

D & B has been unable to obtain sufficient financial information from this company to calculate business ratios. Our check of additional outside sources also found no information available on its financial performance.

To help you in this instance, ratios for other firms in the same industry are provided below to support your analysis of this business.

Based on this Number of Establishments

14

	Industry Norms Based On 14 Establishments		
	This Business	Industry Median	Industry Quartile
Profitability			
Return on Sales %	UN	1.2	UN
Return on Net Worth %	UN	9.4	UN
Short-Term Solvency			
Current Ratio	UN	1.5	UN
Quick Ratio	UN	1.1	UN
Efficiency			
Assets to Sales %	UN	58.6	UN
Sales / Net Working Capital	UN	10.9	UN
Utilization			
Total Liabilities / Net Worth (%)	UN	149.8	UN

UN = Unavailable

Notes

Notes

Date/Time Created

07/20/2016 11:04 AM EDT

RFP Requirement.

Author

Mark Pearson

Visible To

Everyone

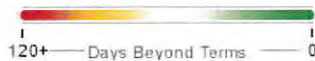
Detailed Trade Risk Insight™

Detailed Trade Risk Insight provides detailed updates on over 1.5 billion commercial trade experiences collected from more than 260 million unique supplier/purchaser relationships.

Days Beyond Terms - Past 3 & 12 Months

3 months from May 16 to Jul 16

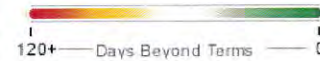
36
Days



Dollar-weighted average of **99** payment experiences reported from **34** companies

12 months from Aug 15 to Jul 16

20
Days

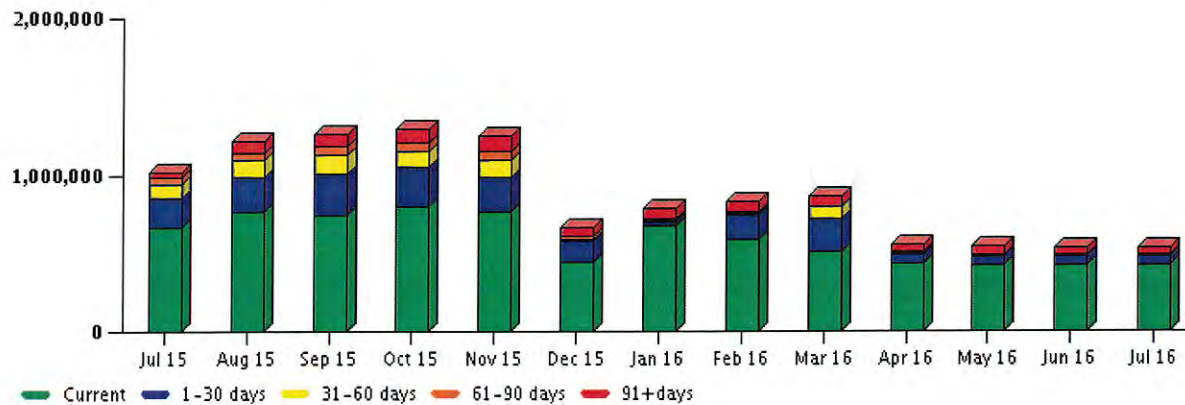


Dollar-weighted average of **145** payment experiences reported from **59** companies

Derogatory Events Last 13 Months from Jul 15 to Jul 16

No Derogatory trade Event has been reported on this company for the past 13 Months

Total Amount Current and Past Due - 13 month trend from Jul 15 to Jul 16



Status	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Total	1,020,702	1,213,075	1,257,157	1,291,526	1,245,659	657,627	784,074	827,219	865,422	547,528	537,460	532,412	531,769
Current	663,297	759,455	744,066	791,271	762,404	440,097	674,108	590,814	503,321	431,459	417,889	423,460	423,151
1-30 Days Past Due	188,151	225,144	259,891	253,709	215,537	136,639	23,189	154,183	215,013	56,027	53,875	50,057	50,057
31-60 Days Past Due	87,835	104,287	123,322	104,143	119,354	7,979	13,382	6,799	72,799	11,439	16,874	10,304	9,970
61-90 Days Past Due	43,528	46,874	49,894	53,960	56,708	22,216	6,657	13,650	3,333	7,107	928	1,945	1,945
90+ Days Past Due	37,891	77,315	79,984	88,443	91,656	50,696	66,738	61,773	70,956	41,496	47,894	46,646	46,646

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ATTACHMENT 8



DRUG & ALCOHOL POLICY

EFFECTIVE DATE:

August 1, 2001

REVISIONS: All drug and alcohol revisions' will be conducted in accordance with 49 CFR Part 40 and CFR Part 655, as amended.

June 1, 2008	Merged policies from Legacy First Transit and Legacy Laidlaw Transit Services
September 1, 2008	Added revisions to 49 CFR Part 40 which became effective August 25, 2008
February 1, 2009	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
August 31, 2009	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
January 10, 2011	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
March 3, 2011	Policy updated per 49 CFR Part 40 and 49 CFR Part 655

This document sets forth First Transit's policy on alcohol misuse and controlled substance abuse and details First Transit's substance abuse testing program which applies to all First Transit employees who work at the Company's FTA regulated locations.

This policy is based on the DOT requirements set forth in the DOT regulation 49 CFR Part 40 and FTA 49 CFR Part 655. The Federal Regulations are available upon request.

Requirements and/or disciplinary actions established by First Transit are entered in **bold-faced type**; otherwise, the FTA mandates the requirements and/or actions contained in this policy.

On August 1, 2001 the governing board approved this policy. Subsequent revisions and board approval dates are noted above.

A handwritten signature in black ink, appearing to read "Brad Thomas".

Brad Thomas
President

Revised On: 3/31/11
Updated On: 8/10/12
Effective Date: 08/01/2011



A Zero Tolerance Company

First Transit supports a policy of a drug-free workforce. To implement the policy, First Transit has instituted a program of drug abuse education for employees, drug and alcohol testing for all employees and applicants for employment, a statement of prohibited behavior(s), corrective action related to positive tests or a refusal to test, and resources for employee assistance and rehabilitation.

The Company recognizes that its employees' use of illegal drugs and misuse of alcohol pose a significant risk to public safety, as well as the employee's health and well being. Drug use includes, but is not limited to, marijuana, amphetamines, opiates, phencyclidine and cocaine, as well as any substance which causes the presence of these drugs or drug metabolites such as hemp-related products, coca leaves or any substance not approved for medical use by the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. The "use" of drugs means presence in an employee's body system while on duty. First Transit and all operating Companies cooperate fully with local, state, and federal authorities in matters pertaining to the use, possession, or sale of controlled substances by anyone on Company premises.

A. PURPOSE

The purpose of this policy is to assure worker fitness for duty and to protect First Transit employees, customers, and the public from the safety and health risks posed by the misuse of alcohol and use of prohibited drugs. This policy is intended to comply with all applicable federal, state and local legislation and regulations governing workplace anti-drug use and alcohol misuse. They include DOT 49 CFR Part 40; FTA 49 CFR Part 655; as well as Company zero tolerance policy. This policy incorporates the requirements of the above regulations for safety-sensitive and **non-safety sensitive** employees.

Reporting to work in an impaired or unfit condition because of the use or consumption of controlled substances or alcohol is strictly prohibited. Any employee who uses, possesses, or is involved in the sale or purchase of any prohibited drugs, while on Company premises, conducting Company business or operating Company equipment is considered to be in violation of Company policy.

If any conflict occurs between state and local laws and any requirement of the above-mentioned Federal regulations, the Federal regulations prevail. However, Federal regulations do not pre-empt provisions of State criminal laws that impose sanctions for reckless conduct attributed to prohibited drug use or alcohol misuse, whether the provisions apply specifically to transportation employees, employers, or the public in general.

B. EDUCATION AND TRAINING

The education and ongoing awareness component of this policy will include display of posters, distribution to all covered employees and representatives of employee organizations of the drug and alcohol policy and other informational materials, and periodic information seminars. Each employee will be required to sign an acknowledgment form.

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As required by FTA regulations, the Company will provide a minimum of 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 supervisory personnel or Company officials who are in a position to determine employee fitness for duty will receive an initial 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse. Periodic retraining will also be required of supervisory personnel.

C. COVERED EMPLOYEES

General

As a condition of employment, all employees are required to submit to drug and alcohol testing as allowed by law. Those of Safety Sensitive positions (refer to Appendix A) shall be in accordance with 49 CFR Part 655. A refusal to submit to a test as directed will be considered a refusal and the employee **will be disciplined up to and including termination.**

Safety-Sensitive

As defined by the FTA, safety-sensitive employees include those who perform, or may be called upon to perform, the following safety-sensitive functions:

1. Operating a revenue service vehicle, even when the vehicle is not in revenue service;
2. Operating a non-revenue service vehicle when required to be operated by a Commercial Driver's License (CDL) holder;
3. Controlling dispatch or movement of a revenue service vehicle;
4. Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service; and
5. Carrying a firearm for security purposes.

D. PRESCRIPTION OR OVER-THE-COUNTER MEDICATION

Please note there are risks associated with the use of certain prescription and over the counter medications.

Under Company policy, the use of legally prescribed drugs and over the counter medications is not prohibited. However, before beginning a work shift, Company employees must report to his or her supervisor the use of substances that may potentially impair performance or increase the probability of accident, injury, or damage to property. It is the employee's responsibility to advise their supervisor of over the counter medication and/or prescription medications taken. It is also the employee's responsibility to obtain and provide documentation to the employee's supervisor from a certified medical professional confirming the employee's fitness to safely perform his/her job responsibilities.

A verified positive drug test result whether for illegal substances, illegal use of prescriptions, or misuse of prescriptions will result in disciplinary action up to and including termination. A prescription is considered valid only if it is in writing and indicates the employee's name, date, the name of the substance, quantity or amount to be taken, and the period of authorization. It is a violation of this policy to use any controlled substance in a manner that is inconsistent with the prescription.

E. TYPES OF TESTING

Safety Sensitive Employees

Pre-Employment Testing

A verified negative drug test result must be received before any applicant shall be permitted to perform any safety sensitive job function. A pre-employment drug test must also be performed and a negative result

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received for an employee who transfers from a non-safety sensitive position to a safety sensitive position prior to the employee assuming his or her new position.

If the applicant previously worked for any DOT-covered employer in the past two years, First Transit also will conduct a pre-employment drug and alcohol background check from the previous employers. The Company will also inquire in writing if the applicant has previously failed or refused a DOT pre-employment drug and/or alcohol test. If there was any previous violation, the employee must provide the Company proof of having successfully completed a SAP-recommended referral, evaluation and treatment plan.

If a pre-employment test is canceled by the MRO, the individual will be required to undergo another test and successfully pass the test with a verified negative result before performing safety-sensitive duties. If an applicant tests positive for drug(s) or alcohol or refuses to submit to a test when required, the Company shall advise the individual of the resources available for evaluating and resolving problems associated with prohibited drug use and alcohol misuse and document such referral. He or she shall be given the name, address and phone number of a local Substance Abuse Professional (SAP).

When a covered employee or applicant has not performed a safety sensitive function or an employee's employment status has changed, (temporary layoff, leave of absence, lost time Worker's Compensation claim, etc.) for 90 or more consecutive calendar days regardless of the reason, and the employee has not been in the employer's random selection pool during that time, the Company shall ensure that the employee takes a pre-employment drug test with a verified negative result prior to resuming safety-sensitive functions.

In cases of temporary leave, less than 30 days (such as vacation, sick leave, jury duty, etc.) when the employee has not been taken out of the random pool, a DOT pre-employment test is not required prior to returning to a safety sensitive position.

If the temporary leave extends beyond 30 days but less than 90 days, the employee must have a non-DOT pre-employment test with a verified negative result prior to resuming safety-sensitive functions under Company policy.

For those employees who are in a non-safety-sensitive position and are not covered by federal regulations, they will be required, prior to returning to work, to have a non-DOT pre-employment drug test with a negative test result. This drug test will be conducted only after employee has been out on leave for more than 30 days.

Note: The Return-to-Duty testing category should not be used under these testing circumstances. The pre-employment category is to be used.

NOTE: The Company may conduct pre-employment alcohol testing where mandated by contract.

Reasonable Suspicion Testing

The Company shall conduct a drug and/or alcohol test when the Company has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse.

- The Company's determination that reasonable suspicion exists shall be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee. A supervisor or other company official (s) who is trained in detecting the signs and symptoms of drug use and alcohol misuse must make the required observations.
- Alcohol testing is authorized under this section only if the observations required by the above paragraph of this section are made during, just preceding, or just after the period of the workday that the covered employee is required to be in compliance with this part. The Company may direct a covered employee to undergo reasonable suspicion testing for alcohol only while employee is performing safety-sensitive functions; just before the employee is to perform safety-sensitive functions; or just after the employee has ceased performing such functions.

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- If an alcohol test required by this section is not administered within two hours following the determination under this section, the employer shall prepare and maintain on file a record stating the reasons the alcohol test was not promptly administered. If an alcohol test required by this section is not administered within eight hours following the determination of this section, the employer shall cease attempts to administer an alcohol test and state in the record the reasons for not administering the test.

All Company employees are subject to reasonable suspicion testing for drugs and/or alcohol. Whenever a trained supervisor or other Company official has reason to believe that an employee has misused alcohol or a prohibited drug, reasonable suspicion testing will be conducted. The identifying supervisor's observations will be documented and such documentation shall be kept in the employee's confidential drug and alcohol testing file. **Employees directed to submit to reasonable suspicion testing shall be escorted by a supervisor who will drive the employee to the collection site. The employee shall not be permitted to return to duty until a negative test has been confirmed. An employee who produces a negative result shall be promptly returned to his or her regular work and be made whole for any lost wages.** The Company will only direct a covered employee to undergo reasonable suspicion alcohol testing while the employee is performing, is just about to perform, or has just ceased performing safety-sensitive functions.

Post-Accident Testing

Any safety-sensitive employee involved in an accident shall be required to submit to drug and alcohol test(s) as soon as practicable after the accident.

Thresholds for FTA Post Accident testing:

- Fatality. In the event of a fatality, any surviving covered employee operating a public transportation vehicle at the time of an accident will be required to submit to tests for alcohol and prohibited drugs as soon as practicable. The company also will test any other employee whose performance could have contributed to the accident, as determined by the company using the best information available at the time of the decision.
- Bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident; or
- One or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle.

In the event of a non-fatal accident that otherwise meets the FTA post-accident testing threshold, the decision to administer or not administer a post-accident test shall be based on First Transit's determination of whether or not the covered employee was a contributing factor to the accident, using the best information available at the time of the accident. The company also will test any other employee whose performance could have contributed to the accident, as determined by the company using the best information available at the time of the decision. At First Transit, for all accidents, we use the Post Accident Substance Abuse Testing Decision Maker to make our decision to test or not to test and document the file.

Covered employees are prohibited from using alcohol for eight hours following any accident or until the required post-accident test is administered, whichever comes first. Every effort will be made to conduct post-accident drug and alcohol tests within two hours following an accident. Covered employees involved in accidents must remain readily available for testing, including notifying the Company of their location if they leave the scene of the accident before testing, and will be considered to have refused to submit to testing if they fail to do so. This requirement will not require the delay of necessary medical attention for injured people following an accident or prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or obtain necessary emergency medical care.

In the event an alcohol test is not administered within two hours following an accident, the Company will prepare and maintain a record stating the reasons why the test was not promptly administered. If an alcohol test is not administered within eight hours following an accident, the Company will make no further effort to administer an alcohol test and document the reasons why the test was not administered within eight hours.

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In the event a drug test is not administered within 32 hours following an accident, the Company will cease its attempts to administer any further testing.

First Transit's policy is such that following a post-accident test; the employee is not allowed to perform any safety-sensitive function until the Company has received negative test results. So long as they are not subject to any disciplinary action related to the accident, any employee whose drug test and/or alcohol test produces a negative result shall be promptly returned to his or her regular work and be made whole for any lost wages, unless the employee is suspended for any additional purposes concurrent with the waiting of the test results.

Random Drug and Alcohol Testing

The Company will conduct random drug and alcohol tests at a minimum annual percentage of covered employees as required by the FTA. The random testing rates are subject to change on an annual basis, depending on the industry-wide positive rate determined by the FTA from the annual MIS reports submitted by covered employers. Management does not have discretion and/or influence concerning the selection process.

The random selection process will be completely objective and anonymous and will utilize a scientifically valid method such as a random number table or a computer based random number generator matched with employee's social security numbers, payroll identification numbers, or other comparable identifying numbers. This method ensures each employee the same fair and equal chance of selection for testing. A covered employee may be randomly tested for prohibited drug use anytime while on duty. The testing will be unannounced and unpredictable. The Company will ensure that testing will be reasonably spread throughout the course of the year, all days of the week and hours of the day when safety-sensitive duties are being performed.

Random lists are only valid for the month indicated on the list and expire on the last day of each month. No employee can be tested after the random selection period has expired. Therefore, the DER must make every effort to test all employees selected during the month in which they are selected. If an employee is unavailable for testing due to an approved leave (i.e. vacation, leave of absence, illness) the DER must test that employee when they return as long as it is within the random selection period. All employees selected for random testing are required to be tested during the random selection period. For missed tests, a legitimate reason must be documented and kept on file with the random selection list.

Employees are required to immediately proceed to the designated collection site testing facility following notification of selection.

Covered employees will only be required to submit to random alcohol tests if they are performing a safety-sensitive function, about to perform a safety-sensitive function, or have just ceased performing a safety-sensitive function.

Failure to submit to a test, failure to comply with the instructions of the testing facility staff or leaving the facility prior to the completion of the test shall be treated as a "refusal-to-test", which is treated as a failed test.

Failure to submit to or complete the test as outlined above will subject the employee to immediate suspension and disciplinary action up to and including termination.

Return-To-Duty/Follow-Up Testing

First Transit is zero tolerance employer, and therefore does not conduct Return-To-Duty or Follow-up testing.

Non-Safety Sensitive Employees

Employees in non-safety sensitive positions are subject to the Company's drug and alcohol testing program pursuant to an applicable Collective Bargaining Agreement or State law. The same

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guidelines for testing under DOT/safety sensitive will be used for a non-safety sensitive test, only using non-federal forms.

Refusal to Submit/Test

Any covered employee who refuses to submit to an alcohol and/or drug test will be prohibited from performing or continuing to perform a safety-sensitive function and be subject to discipline. "Refusal to Submit" to an alcohol and/or drug test carries the same consequences as a positive test result, a violation of this policy, and includes the following conduct:

- Failure to appear for any test (except a pre-employment) at the collection site in the time allotted.
- Failure to remain at the test site until the testing process is completed, except in pre-employment situations where leaving before the testing process begins is not deemed to be a test refusal.
- Failure to provide a urine, breath, or saliva specimen collection when it is required by DOT Part 40.
- Failure to permit the observation or monitoring or specimen collection when it is required.
- Failure to provide a sufficient amount of urine or breath specimen without a valid medical explanation.
- Failing to cooperate with any part of the testing process (e.g. refusing to empty pockets when so directed by the collector or behaving in a confrontational way that disrupts the collection process).
- For an observed collection, failure to follow the observer's instructions to raise clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if individual is wearing any type of prosthetic device that could be used to interfere with the collection process.
- Failure or refusal to take a second test First Transit, the MRO, or collector has directed the employee to take.
- Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- Admitting adulteration or substitution of the specimen to the collector or the MRO.
- Failure to sign the certification at Step 2 of the ATF (Alcohol Testing Form).
- If the MRO reports a verified adulterated or substituted test result.
- Failure to undergo a medical evaluation, by the MRO or DER for drug and alcohol testing.
- Leaving the scene of the accident without just cause prior to submitting to post-accident test.

F. DRUG & ALCOHOL TESTING PROCEDURES

General

First Transit will conduct all DOT drug and alcohol testing in accordance with 49 CFR Part 40, as amended. To test for prohibited drugs, an initial screening test using an immunoassay technique will be performed at a DHHS certified laboratory. If the specimen is positive for one or more of the drugs tested, a confirmation test will be performed using the state-of-the-art gas chromatography/mass spectrometry (GC/MS) analysis. If the test is confirmed positive, the Medical Review Officer (MRO) will conduct a verification process, which includes giving the employee an opportunity to provide a valid medical explanation for the positive test result.

The Company will require the employee to immediately provide another specimen collection under direct observation if the creatinine concentration of a negative-dilute specimen was greater than or equal to 2mg/dL but less than or equal to 5mg/dL. If the result of the second test is again negative-dilute, the Company will accept the result as negative.

If the laboratory reports to the MRO an "Invalid Result" or "Rejected for Testing" (because of a fatal or uncorrectable flaw), a recollection may be required by the MRO, and depending on the circumstances, the recollection may be directly observed. Urine is collected at a DOT approved collection site and is sent to a DHHS certified laboratory for testing. The employee must produce at least 45 mL of urine or is considered a "shy bladder". If the employee cannot produce the required

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quantity of urine ("shy bladder"), the collection site will offer employee the opportunity to consume 40oz. of water within a three (3) hour time frame in order to produce the required 45mL of urine. The employee may NOT exit the premises of the testing facility during this time. If employee leaves the testing facility, the test will be considered a refusal subjecting the employee **to immediate suspension and disciplinary action up to and including termination.**

In the event of a "shy bladder," employee must undergo a medical evaluation. The Company will refer the employee to a physician acceptable to the MRO and employee will be required to provide evidence of a medical condition hindering the production of urine. The employee has 5 days to get a medical evaluation once a shy bladder occurs. **If the medical evaluation proves that there is a valid medical condition, the employee shall be reimbursed and returned to duty with full pay or placed back into the recruiting process**

To test for alcohol, the employee shall be required to provide a breath sample using an Evidential Breath Testing (EBT) device on the NHTSA conforming products list and operated by a trained Breath Alcohol Technician (BAT). If the initial test result is 0.02 or higher, the employee will be directed to take a confirmation test. In the event of a "shy lung", where the employee is unable to provide a sufficient breath sample for testing, the Company will refer the employee to a physician of our choice for medical examination within 5 days to determine if there is a valid medical condition that makes it unable for the employee to provide a sufficient amount of breath.

If the physician finds:

1. That a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the test is cancelled. Each time an employee of the Company is selected for testing, they must make a valid attempt to provide a breath sample. All previous testing scenarios do not apply and any previous letters that have been kept on file regarding a medical condition are no longer valid.
2. That there is not an adequate basis for determining that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee will be considered to have refused the test.

Dilute Results

If there is a dilute test result, unless the creatinine concentration of a negative-dilute specimen was greater than or equal to 2mg/dL but less than or equal to 5mg/dL, **the Company will accept the test result and there will be no re-test.**

Prohibited Drugs

The following uses unless legally prescribed, consumption of these substances is prohibited at all times.

- Marijuana
- Cocaine
- Opiates
- Amphetamines
- Phencyclidine

Alcohol Testing

The Company will be testing for alcohol in the following circumstances:

- Post Accident
- Reasonable Suspicion
- Random

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Effective Date: 08/01/2011

First Transit is a zero-tolerance employer, and therefore does not conduct any Return-to-Duty or Follow-Up testing under DOT authority.

Prohibited Usage of Alcohol

The following uses of alcohol are prohibited under this policy:

1. Reporting for duty or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater.
2. Using alcohol while performing safety-sensitive functions.
3. Using alcohol within four hours prior to performing a safety-sensitive function.
4. Employees are prohibited from using alcohol during their specified on-call hours. However, any on-call employee who has used alcohol during his/her on call hours will be given the opportunity to acknowledge such use and/or their inability to perform a safety-sensitive function at the time they are called to report to duty. If an on-call employee acknowledges the use of alcohol, but claims to be able to perform their safety-sensitive function, they will be required to submit to an alcohol test.
5. Eight hours following an accident, or until after the test is completed.

Directly Observed Urine Specimen Collection

Under DOTs 49 CFR Part 40 directly observed collections are permissible only under one of the following circumstances:

- Creatinine between 2 mg/dL but less than or equal to 5 mg/dL as verified by the MRO;
- If the collector observes employee conduct that clearly indicates an attempt to tamper with a specimen;
- If the temperature on the original specimen was out of range;
- If the original specimen appeared to have been tampered with;
- If the laboratory reported to the MRO that a specimen is invalid and there was no adequate medical explanation for the result;
- If the MRO reported that the original positive, adulterated, or substituted test result had to be canceled because the split specimen testing could not be performed;
- The test is a follow-up test or a return to duty test.

The observer shall be the same gender as the employee, but need not be the collector. The observer is responsible for ensuring that the specimen goes from the employee's body into the collection container. If the employee declines to allow a directly observed collection when required or permitted under this policy, it is considered a refusal to test.

Split Specimen Testing

After notification by the MRO of a verified positive drug test or refusal to test because of adulteration or substitution, the employee has 72 hours to request a test of the split specimen. If more than 72 hours have passed, but the employee can present information that demonstrates to the satisfaction of the MRO that extenuating circumstances unavoidably prevented the employee from making a timely request, the split specimen may be tested. **The employee will be suspended without pay or removed from the hiring process until the result of the split sample test is received from the MRO. Should the result of the second test be positive, the employee shall be required to reimburse the Company for the cost of the test. The employee shall be returned to duty with full pay if the second test invalidates the original test or if the test was cancelled.**

G. CONSEQUENCES/DISCIPLINE

In addition to the immediate removal from safety-sensitive functions required by Federal Transit Administration Regulations, the Company will take the following disciplinary action against any individual who violates this policy:

Revised On: 3/31/11
Updated On: 8/10/12
Effective Date: 08/01/2011

- A) An individual who tests positive on a pre-employment or pre-duty test for a prohibited drug will not be hired for a covered function position. A referral to an SAP will be provided.
- B) Any covered employee who has a verified positive drug or confirmed alcohol test result with an alcohol concentration of 0.04 or greater, or who refuses to submit to a drug or alcohol test under this part, will be removed immediately from his or her safety-sensitive function and be evaluated by a Substance Abuse Professional. **The consequences of verified positive drug or confirmed alcohol test the employee is subject to disciplinary action up to and including termination under Company policy**
- C) **If an employee's alcohol test result is 0.02 or above, but less than 0.04, the employee will be removed from safety-sensitive functions and the employee will be subject to the consequences of disciplinary action up to and including termination under Company policy (unless prohibited by Collective Bargaining Agreement).**

H. REFERRAL, EVALUATION AND TREATMENT

If an employee or applicant tests positive for drug(s) or alcohol or refuses to submit to a test when required, the Company shall refer the employee to a local Substance Abuse Professional (SAP), advise the individual of the resources available for evaluating and resolving problems associated with prohibited drug use and alcohol misuse, and document such referral. He or she shall be given the name, address and phone number of Substance Abuse Professional (SAP) acceptable to the Company and a list of community hot line numbers if available.

The employee will be responsible for any and all costs associated with the SAP evaluation and recommendation(s), unless otherwise required by applicable federal or state law.

Voluntary Self-Referral

An employee who voluntarily (not in response to a Company request to take a drug or alcohol test, or the positive result of a drug or alcohol test) admits to management that he or she has a substance abuse or alcohol problem, and who wishes to voluntarily submit to a Rehabilitation Program, shall be placed on unpaid medical leave. Any voluntary requests for treatment must be made prior to any pending drug/alcohol test or disciplinary related action.

- An appropriate leave of absence may be granted for treatment and rehabilitation.
- The employee may be permitted to take accrued sick leave or administrative leave to participate in the Substance Abuse Counselor prescribed treatment program. If the employee has insufficient accrued leave, the employee shall be placed on leave without pay until the Substance Abuse Counselor has determined that the employee has successfully completed the required treatment program and releases him/her to return to safety sensitive duties.
- Any leave taken, either paid or unpaid, shall be considered leave taken under the Family and Medical Leave Act.
- Payment for treatment will be coordinated through the employee's health insurance provider. Employees who do not have health insurance coverage are responsible for the entire cost of any recommended treatment or rehabilitation services.
- The employee must present evidence of having enrolled in and successfully completed, at his or her own expense, a rehabilitation program approved by First Transit.
- The employee must submit to a non-DOT pre-employment drug and alcohol test, at his or her own expense, which produces a negative result.
- The employee must sign First Transit's Post-Rehabilitation Return to Work Agreement.

Revised On: 3/31/11
 Updated On: 8/10/12
 Effective Date: 08/01/2011

- If a test result is canceled by the lab, the individual will be required to undergo another test and successfully pass the test with a verified negative result before performing safety-sensitive duties.

An employee placed on unpaid leave as provided in this section must satisfy the provisions of the items above not later than 12 weeks from the commencement of this leave. An employee failing to do so shall be deemed to have abandoned his or her job. Any employee who is returned to work as provided in this section of the policy and who fails to comply with any of the terms of the Post – Rehabilitation Return to Work Agreement will be discharged. Employees will not be disciplined for requesting treatment, but will be expected to observe job performance standards and work rules as they apply to every employee. Any decision to seek help will not interfere with an employee's eligibility for promotional opportunities. Confidentiality of information will be maintained at all times.

APPENDIX A - Safety-Sensitive Job Functions/Descriptions

The following positions have been designated as safety-sensitive functions and shall be subject to testing under the requirements of the policy.

All Drivers of Company Vehicles - Any employee who operates a revenue service vehicle, even when not in revenue service, which includes driving on company property and behind-the-wheel training. Any employee who operates a non-revenue service vehicle, when required to be operated by a holder of a Commercial Drivers License (CDL).

Vehicle Maintenance Workers - Those employees that maintain a revenue vehicle or equipment used in revenue service.

Employees Holding A CDL - Any employee who holds a CDL, and is subject to revenue vehicle operation, may operate a non-revenue vehicle when required to be operated by a holder of a CDL, and / or perform vehicle maintenance on equipment used in revenue service.

Dispatchers / General Managers / Supervisors - Employees who control the dispatch or movement of revenue service vehicles including all executive staff during a crisis situation. Supervisors who may have job descriptions that include safety-sensitive functions will be subject to the requirements of the policy while they are performing the safety-sensitive duty. This includes General Managers, Operations Managers, Assistant Operations Managers, Maintenance Managers, and Managers.

Senior Staff Positions - President, Senior Vice President, Region Vice President, Director of Safety, Region Manager, Assistant Manager, and General Manager. This includes all senior staff positions that have the ability to control the movement of revenue service vehicles (dispatch) in a crisis situation.

Clerk / Receptionist / Dispatchers - Those employees that work as clerks or receptionists in the Location who will occasionally control the dispatch or movement of a revenue vehicle.

NOTE:

- In addition to the above, all First Transit positions are subject to review for safety-sensitive qualifications and may be added to the random testing protocol at any time.
- If you have a location specific job function that is not included in the above, please contact the Drug and Alcohol Program Manager (DAPM) to clarify the job duties regarding safety-sensitive or non-safety-sensitive testing.

Revised On: 3/31/11
Updated On: 8/10/12
Effective Date: 08/01/2011

First Transit has designated the Corporate Drug and Alcohol Administrator to be the Drug and Alcohol Program Manager (DAPM) and Designated Employer Representative (DER), to answer employee questions about the Anti-Drug and Alcohol Misuse Program.

Any questions about the Drug and Alcohol Policy or any aspect of the Company's drug- and alcohol-free program should first be referred to your direct Manager. If you are unable to seek resolution at your local office please seek assistance through the below contact:

- Corporate Drug and Alcohol Administrator (513) 684-8736
 - Kathleen DeKelaita
 - 600 Vine Street, STE 1400, Cincinnati, Ohio 45014

APPENDIX B - To Find a Local DOT-qualified Substance Abuse Professional (SAP) in Your Area

SAPlist.com - www.saplist.com

Primary goal: to help employers find, contract and engage the services of qualified and trained SAPs.

National Counseling Resource – (800) 607-1010

- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

National Substance Abuse Professionals – www.nsapn.com (800) 879-6428

- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

American Substance Abuse Professionals (ASAP) – www.go2asap.com (888) 792-2727

- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

**Drug and Alcohol Policy
Employee Acknowledgement Form**

By signing, I acknowledge that I have received, read, understand and shall comply with the First Transit Drug and Alcohol Policy. I have also received the required 60 minutes of training on the effects and consequences of prohibited drug use.

Name: _____

Company/Location Code: _____ Position: _____

Signature: _____ Date: _____

(Return this form to your Supervisor for inclusion in your drug and alcohol file)

Revised On: 3/31/11
Updated On: 8/10/12
Effective Date: 08/01/2011



ATTACHMENT 9



March 8, 2017

**Escambia County
213 Palafox Place
Pensacola, FL 32502**

**Re: First Transit, Inc.
Operator for Paratransit Services, PD 16-17.027**

To Whom It May Concern:

It has been the privilege of Travelers Casualty and Surety Company of America to provide surety bonds for First Transit, Inc. for over ten years. During that time they have performed and we have bonded projects in the \$10,000,000 range for a wide variety of owners.

It is our opinion that First Transit, Inc. is qualified to perform the above captioned project. At their request we will give favorable consideration to providing an annual performance bond in the amount of 100% of the annual amount.

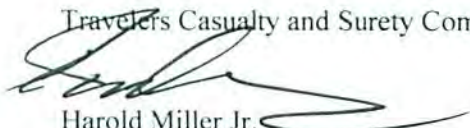
Please note that the decision to issue the performance bond is a matter between First Transit, Inc. and Travelers, and will be subject to our standard underwriting at the time of the final bond request, which will include but not be limited to the acceptability of the contract documents, bond forms and financing. We assume no liability to third parties or to you if for any reason we do not execute said bonds.

Travelers Casualty and Surety Company has an AM Best rating of A++ XV, and a Treasury Listing in excess of \$100 million dollars. Travelers Casualty and Surety Company is licensed to do business in the State of Florida.

If you have any questions or need any additional information, please do not hesitate to contact me.

Sincerely,

Travelers Casualty and Surety Company of America



Harold Miller Jr.
Attorney-In-Fact



POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No.

229195

Certificate No. 007012782

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc., is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Sharon A. Foulk, Harold Miller Jr., Karen E. Socha, William T. Krumm, Jon A. Schroeder, Arlene M. Filipski, Kathleen Weaver, Jodie Sellers, and Patrick Gallagher

of the City of Itasca, State of Illinois, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 18th day of October, 2016.

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By:

Robert L. Raney, Senior Vice President

On this the 18th day of October, 2016 before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
My Commission expires the 30th day of June, 2021.



Marie C. Tetreault
Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, Kevin E. Hughes, the undersigned, Assistant Secretary, of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 8th day of March, 2017.


Kevin E. Hughes, Assistant Secretary



To verify the authenticity of this Power of Attorney, call 1-800-421-3880 or contact us at www.travelersbond.com. Please refer to the Attorney-In-Fact number, the above-named individuals and the details of the bond to which the power is attached.

Proposal for Operator for Paratransit Services



Escambia County Florida

Prepared For:



Board of County Commissioners
Office of Purchasing
2nd Floor, Matt Langley Bell, III Building
213 Palafox Place
Pensacola, Florida 32502

Prepared By:



J.M. "Margie" Wilcox
President/Owner
Pensacola Bay Transportation
3024 Airport Blvd.
Mobile, AL 36606



March 7, 2017

Board of County Commissioners
Office of Purchasing
213 Palafox Place, 2nd Floor
Pensacola, FL 32502

RE: Proposal for Operator for Paratransit Services in Escambia County, FL

Dear Selection Committee,

I founded Pensacola Bay Transportation because the CTC, Intelitran, contacted me in 2001 looking for dependable, quality operators. Through a series of changes and emergency responses, PBT became the CTC in 2004. From the inception of our agreement, our budget was cut almost every year with losses in funding from one agency or another. We kept things together because we worked together as a team with ALL community partners and stakeholders. We were part of the community fabric and we learned how to survive and make things work..

Even though we were not selected to be the operator in 2014 PBT maintained Florida corporation status, in case you needed us again.

I know this RFP is about cost to the county. I understand government, budgets and tax payer accountability, but I also know that there is intangible value in understanding and being a part of something bigger than you, COMMUNITY.

ATU 1395 has great influence within the county. It is always better when we cooperate as a team. At times I have agreed with them and other times I have not. In 2005, when they chose to strike, (during one of our largest budget cuts in history of State), we still completed every trip and had zero disruption to the lives of Escambia's most vulnerable citizens, our elderly and disabled. I respect their rights but I am not ever going to let their efforts disrupt the needs of those who count on us.

PBT does more than talk the talk, we always hired the disabled to help with the mission of serving. I think it is important to engage the community we serve. Our record on working with the disabled is very strong in your community and in all of my businesses.

I would like the opportunity to return to the Escambia community and serve with you once again. That being said, here is PBT proposal for your consideration and review.

Respectfully,

A large, stylized handwritten signature in blue ink. The signature appears to read "J.M. Wilcox" with a large, looping flourish at the end.

J.M. "Margie" Wilcox

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Technical Proposal

Introduction

Pensacola Bay Transportation was founded in 2001 because the CTC at the time, Intelitran, was looking for dependable, quality operators. Through a series of changes and emergency responses, PBT became the CTC in 2004 and continued to work as both CTC and Operator through June of 2014.

With over a decade of experience as an Operator in both Escambia County and Santa Rosa County, we feel PBT is the most qualified transportation company to effectively and efficiently serve as the designated operator. Our experienced staff and positive working relationship with the Florida Commission for the Transportation Disadvantaged and other local agencies will contribute to the success of the transition from the current Operator.

Listed below is our contact information.

Company Name:	Pensacola Bay Transportation Company, LLC.
Contact Name:	J. M. Wilcox / Owner and President
Address:	3024 Airport Blvd. Mobile, AL 36606
Phone	251-476-7711 mwilcox@mobilebaytransportation.com

Pensacola Bay Transportation confirms that we will comply with all of the provisions in this RFP.

Understanding of the Project

Pensacola Bay Transportation will provide door-to-door ADA Complementary and Paratransit Transportation Services to residents of and visitors to Escambia County, Florida, including all resources necessary to provide such services as may be required by the CTC/County in order to meet the needs of the CTC/County's paratransit program (including ADA Complementary, Non-sponsored and Transportation Disadvantaged Programs).

This Contract will be managed by the CTC/County, who will be the arbitrator in all disputes. Pensacola Bay Transportation recognizes that in order to ensure the continuation and level of service for ADA clients, it may be required to modify the services provided hereunder consistent with federal, state, local or county action or regulation.

Pensacola Bay Transportation understands that the CTC/County will approve criteria for eligibility of clients for the ADA program, audit Operator's invoices prior to reimbursement, provide a minimum of ten cutaway paratransit vehicles to be used to provide Paratransit Services and will determine the

maintenance schedule and location, and ensure the Drug and Alcohol Program is run correctly and inspect the facilities where drug and alcohol testing is conducted.

As the Operator, Pensacola Bay Transportation will schedule trips and take reservations for Paratransit Services. Trip information for these reservations will be entered into Pensacola Bay Transportation's paratransit scheduling software. Pensacola Bay Transportation will accept requests for trip changes from the rider(s) (including cancellations), prepare trip manifests for pick-up and delivery of all Paratransit Services riders and conduct on-the-road monitoring of the drivers providing paratransit services. Passenger complaints and commendations will be recorded and investigated. A monthly record of complaints and commendations will be made to the CTC/County. Pensacola Bay Transportation will maintain a paratransit scheduling software and provide technical and training support regarding the use of its scheduling software to its employees.

Administrative staff and drivers will continue to be trained in their job duties and all Federal, state, local, transit, paratransit, ADA, and Transportation Disadvantaged regulations. A drug and alcohol testing program will continue to be maintained by Pensacola Bay Transportation for the purpose of ensuring that all drivers are compliant with federal and state requirements, and will be responsible for all costs associated with the testing program. Pensacola Bay Transportation is currently, and agrees to continue to be in compliance with 427.00, FS, Florida Administrative Code (FAC) and all other applicable statutes relating to transportation-disadvantaged transportation.

All employee contracts, both union and non-union, will be negotiated by Pensacola Bay Transportation.

In order to ensure efficiency, Pensacola Bay Transportation will coordinate scheduling between funded programs (ADA, Transportation Disadvantaged, Disability Services, etc.) and ensure trips are provided under the correct funding source.

Methodology Used for the Project

Pensacola Bay Transportation will provide door-to-door Paratransit transportation services to residents and visitors to Escambia County, Florida, including all resources necessary to provide such services as may be required by the CTC/County to meet the needs of the CTC/County's Paratransit program including ADA Complementary Service, Non-sponsored and Transportation Disadvantaged Programs. Historically, all of the services provided by Pensacola Bay Transportation are consistent with federal, state, local, and county actions and regulations. If modifications are required to uphold the level of service for the ADA clients, Pensacola Bay Transportation will take the necessary actions to ensure the modifications are met.

Pensacola Bay Transportation Company will operate this program as an operator from a leased location in Pensacola, FL to be determined. We plan on using the facilities, the equipment, and the support items, such as two-way radios, computer software and hardware. We also plan on using the existing operators/providers on an ongoing basis.

With our state-of-the-art paratransit scheduling software, we can offer better reporting and information flow. CTS Software, Inc. is used for invoicing and reporting the operations of the transportation services. CTS Software is one of the nation's premier Para-Transit Software Providers with systems installed across the United States and Canada. CTS monthly operating reports are used in conjunction with accounting data to meet the reporting requirement of the Annual Operating Reports. CTS software generates a variety of daily, weekly, and monthly reports. The reports utilized are rider, vehicle, accounts and site master. The rider report contains rider name, address and directions, account code, emergency contact, phone number, special needs, etc. The vehicle utilization report is used to account for each trip's mileage.

The account master is used for rates and fees. The site master lists addresses, telephone numbers and destinations for trips. Manifests are generated through the daily schedule. Subscription routes require no activity unless changes are being made to the route. Advance reservation and demand response routes are generated by adding new trips and riders each day. The validation report is used for entering manifest information. This in turn allows billing to be completed.

This improved reporting, in conformance with CTD and federal requirements, will help the LCB better manage the program.

We have an overall commitment to safety. We pride ourselves on having adopted the Florida System Safety Plan and having passed every inspection conducted by DOT and CTD. We provide safe driving incentives to all drivers, and we constantly review schedules with drivers to ensure safe service. While there is always a pressure for improved productivity, safety cannot be sacrificed.

Reservations and Trip Scheduling for Paratransit Services

Pensacola Bay Transportation will have an established 800 number for Escambia County callers and via our state-of-the-art technology, we can serve all variety of trip requests: immediate demand/response pick-up, reservations requested for a certain time and day, and ongoing subscription trips in which one call sets up a series of trips.

Our office will be open to the public Monday through Friday from 8:00 a.m. until 5:00 p.m. Agencies may call the office as early at 8:00 a.m. by calling on the agency. Hearing impaired clients may utilize the Florida Relay System. After hours the phone system will send phone calls to the dispatch office to answer any questions concerning a passenger's immediate transportation request. Trip reservations for Saturday and Monday will be taken on Friday until 4:00 p.m. Pensacola Bay Transportation reserves the right to request clients make reasonable adjustments in pick-up times to effectively provide shared ride trips.

Input Trip Information into the Paratransit Scheduling Software

Incoming calls are handled by a veteran team of employees, each of who is qualified and trained in

answering and inputting orders into our paratransit scheduling software – CTS. We have used this software in the past and will continue to maintain this software.

Accept Requests for Trip Changes, Including Cancellations, from Riders.

Changes and/or cancellations are accepted using the following guidelines. To accept trip changes, including cancellations, the rider must call our office to cancel/change a ride up to the day of the scheduled trip. Cancellations and changes should be done in enough time to inform the driver before leaving to pick up the client (two hours or more prior to the appointment time). Our office is the only entity to call to cancel or change trips that will be occurring on future trips. Clients should never cancel or change future trips by means of a driver.

Prepare Trip Manifests for Pick-Up and Delivery of all Paratransit Service Riders.

Utilizing our Paratransit Management Software, CTS, Pensacola Bay Transportation will prepare daily trip manifests for each driver notating the pick-up and delivery of all Paratransit Service riders.

Recording, Investigation and Reporting of Passenger Complaints and Commendations

Pensacola Bay Transportation values customer service. As such, we have the following procedure in place to record and investigate passenger complaints. Once a service complaint is received, we make every effort to resolve the problem. All grievances filed must be written and contain the following information: the name and address of the complainant, a statement of the reasons for the grievance supplemented by supporting documentation made in a clear and concise manner, and an explanation of the requested relief desired by the complainant. We will respond in writing within ten (10) working days, acknowledging the date of receipt of the grievance and that the grievant will receive a written decision within forty-five (45) days. This decision will provide an explanation of the facts and provide a method or ways to bring about a resolution.

At the CTC's discretion, a meeting with the grievant and an operator representative may be requested. All incidents are immediately reported to the County Coordinator. Additionally, we will submit a monthly report including the client's name, the nature of the complaint, and the resolution to the CTC/County. Commendations received from our riders are reported to the LCB quarterly, and Pensacola Bay Transportation staff are recognized with a certificate of appreciation upon receipt of the commendation.

Conduct On-The-Road Monitoring of the Drivers Providing Paratransit Services

Pensacola Bay Transportation has multiple methods by which we conduct on-the-road monitoring of the drivers providing paratransit Services. First, our Road Safety Supervisor regularly performs a ride-along with all of our drivers. During these ride-alongs, the supervisor is conducting face-to-face interviews with the passengers. It is our goal to obtain volunteer citizens, some users of the system, and some non-users to be ghost riders, in order to obtain unbiased information on our service. Passengers are also

encouraged to use our Comment and Commendation procedure to not only resolve issues, but also offer positive feedback on our service. Finally, each of our vehicles is equipped with a location monitoring system which enables our office to know exactly where each vehicle is at all times.

Maintainance of Paratransit Scheduling Software

Our company will continue to use CTS as our Paratransit scheduling software. This state-of-the-art software allows us to provide accurate reporting and billing. With this software, Pensacola Bay Transportation is able to generate reports on service response time, driver activity, vehicle utilization, regional activity, and account (client/group of clients) activity. Upon receipt of the already awarded State of Good Repair Grant, the CTC's or ECCT's vehicles will be equipped with android based tablets to allow for auto-scheduling (machine-to-machine dispatch).

Provide Technical and Training Support Regarding the Use of Scheduling Software

All new in house employees of Pensacola Bay Transportation receive extensive training on CTS, our paratransit services scheduling software. Each new employee is trained by the Customer Service Manager. Additionally, each new employee is trained by CTS via webinar training.

Train Administrative Staff and Drivers as to Job Duties and all Federal, State, Local, Transit, Paratransit, ADA, and Transportation Disadvantaged Regulations

All employees receive extensive training in their particular job function. Initial training at time of hire lasts for a period of up to one week. Training for on-site staff such as reservation agents, schedulers and customer service representatives includes instruction on basic hardware system administration and detailed training on all aspects of their job function. For example, reservation/customer service agents will be trained in how to enter client records, accept reservations, look up client services, and learn fundamental scheduling functions and the troubleshooting/dispatch functions. Schedulers are taught how to update client records, accept or change reservations as well as how to use the variety of scheduling tools. All employees receive training in customer relations, problem resolution, and sensitivity.

Drivers will all be trained on their individual job duties and be well-versed on all federal, state, local, transit, paratransit, ADA, and Transportation Disadvantaged regulations. All employees and drivers of Pensacola Bay Transportation are required to complete all training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. Noncompliance with any regulatory or agency specific guideline or requirement may result in suspension or termination of employment. Upon hire and prior to being placed into road service, all drivers are required to complete training and testing in the following areas:

- Bus transit system safety and operational policies and procedures
- Operational bus and equipment inspections

- Bus equipment familiarization
- Basic operations and maneuvering
- Boarding and alighting passengers
- Operation of wheelchair lift and other special equipment
- Defensive driving
- Passenger assistance and securement
- Handling of emergencies and security threats
- Security and threat awareness
- Driving conditions

In addition, new drivers are required to successfully undergo a road test with an experienced driver and be evaluated by the Road/Safety Supervisor. A new-hire check-off list must be completed to ensure the employee has received all required FLDOT Rule 14-90 training and information before being authorized for over-the-road service. After successful completion of each training and testing module, the agency is required to document and record the satisfactory completion of the employee's training and submit to the Operations Manager and Human Resource Manager. Certificates of completion will be maintained in the driver files for a minimum of 4 years.

On-going/refresher training and testing sessions will be conducted as necessary to remain compliant with FLDOT Rule 14-90. The drivers are required to attend training and testing in all areas specified by FLDOT Rule 14-90 at least once every three years. Additionally, Pensacola Bay Transportation will employ remedial training for drivers who have been involved in a serious collision or have developed unsafe driving behaviour or other driving problems. Other causes for remedial training may include persistent customer complaints, supervisor recommendations, or a result of ongoing evaluations. Depending on the circumstances, the Operations Manager will determine the appropriate remedial training and testing, the results of which will also be documented and retained in files.

All newly hired employees are also provided instructional training per agency's HSP/SPP. Drivers are given instruction in Pensacola Bay Transportation rules and standard operating procedures in the following areas :

- General rules: General rules of the agency including employee conduct codes
- Personal appearance and conduct: Covers uniforms, grooming, and employee conduct.
- Customer service: Covers expectations of employees when dealing with the public; includes instruction on how and to whom to report security incidents, and types of individuals or situations to be aware of and report.
- Traffic laws: Covers applicable traffic-related laws and regulations, drug and alcohol testing, and drug and alcohol use restrictions.

- Fare handling: Covers fare collection procedures and provides instruction in dealing with fare disputes, conflict resolution, and notification of security personnel.
- Americans with Disabilities Act requirements: Provides instruction in complying with ADA requirements and providing service to disabled patrons.
- Radio procedures: Provides instruction on radio procedure for both routine and emergency radio traffic. Includes instruction on reporting crimes, suspicious acts, and potentially hazardous situations.
- Report writing: Provides instruction on report writing, and reporting requirements.
- Substance abuse policy: Implements a drug and alcohol testing program.
- Occupational Safety and Health Administration (OSHA) standards: Covers blood borne pathogens and other occupational exposure to health hazards.

In addition to the New Hire Orientation, Pensacola Bay Transportation holds quarterly safety meetings and meets for any updates from ADA, and Transportation Disadvantage, as well as FTA and FDOT regulations changes.

Establish/Maintain a Drug and Alcohol Testing Program

Pensacola Bay Transportation has an extensive Drug and Alcohol testing program to ensure that all drivers are compliant with federal and state requirements. Our Zero Tolerance Substance Abuse Policy Statement (in accordance with 49 C.F.R. Part 32 and substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655) is managed by our Human Resource Manager. The intent of this policy is to assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner, create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse, prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances, and encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties. Violation of this substance abuse policy is subject to disciplinary actions. Pensacola Bay Transportation will be responsible for all costs associated with the testing program.

Comply with 427.00,FS Florida Administrative Code (FAC) and all other Applicable Statues Relating to Transportation Disadvantaged Transportation

As the successful operator of this program from December 1, 2003 through June 2014, Pensacola Bay Transportation has and will continue to comply with 427.00, FS, Florida Administrative Code (FAC), and all other applicable statutes relating to transportation-disadvantaged transportation. The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency (West Florida Regional Planning Council) and the Coordinator, which contains development, service, and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

According to Florida Statutes [ss 427.011(1)], Transportation Disadvantaged (TD) persons are defined as "those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, shopping, social activities, or children who are handicapped or high-risk or at risk as defined in s. 411.202."

The primary goal of community transportation is to provide people with access to places for work, medical care, and shopping so that they can live vital, productive and rewarding lives. It is easy to take such access for granted in our society, yet the lack of transportation resources is a major barrier for many people who are unable to drive or do not have access to a car and must depend on friends or family to help them meet their basic daily needs. The inability to travel often leads to isolation, withdrawal from society and neglect of medical needs.

The Escambia County Transportation Disadvantaged Service Plan (TDSP) addresses the needs of elderly, disabled or economically disadvantaged people in Escambia County and reflects a careful review of various data, travel patterns, policies, agency responsibilities and funding to define a five-year detailed implementation plan (which is updated annually) to help meet those needs.

The TDSP is comprised of three parts:

Development Plan – identifies long term goals and objectives for the local program based on data provided. The goals and objectives offer accountability and opportunities to implement strategies to address the needs and gaps of local transportation for the disadvantaged.

Service Plan – identifies the operational and administrative structure as it exists today.

Quality Assurance – describes the methods utilized to evaluate the services provided by the Community Transportation Coordinator (CTC), transportation providers, and the Planning Agency.

Negotiate all Employee Contracts (union or non-union)

Since December 1, 2003, Pensacola Bay Transportation has negotiated all contracts – both union and non-union. As the CTC and Operator, Pensacola Bay Transportation performed (at a minimum) an annual evaluation of the contracted operators using the FDOT safety certification process. Pensacola Bay Transportation most recently successfully negotiated a contract in Escambia County with ATU 1395 in January 2014. PBT will continue to negotiate these contracts in the future.

Coordinate Scheduling between Funded Programs

Pensacola Bay Transportation, through our role as the CTC and Operator in Escambia and Santa Rosa counties, has coordinated many agency programs. These include Medicaid, Developmental Services, Vocational Rehabilitation, Non-sponsored trips provided by the Commission for Transportation Disadvantaged (CTD), the Americans with Disabilities Act complementary paratransit service required of ECAT, and many others. Chapter 427 mandates that coordination exist, but the implementation is not always so simple.

At the United We Ride kick-off meeting at the February 2004 FTA conference, Florida was one of five States recognized for exemplary coordination. Pensacola Bay Transportation's President, Ms. Margie Wilcox and their primary consultant, Mr. James J. McLary were both in attendance. Our experience in Escambia and Santa Rosa has given us the necessary tools and experience to accomplish this coordination with multiple agencies.

Additionally, Pensacola Bay Transportation has coordinated multiple agency resources in both Escambia and Santa Rosa counties. The management of resources includes multiple billing rates and multi-loading where possible. We are also cognizant of potential problems with multi-loading and do not multi-load to the detriment of the individuals. We also constantly search for alternatives to lower cost and improve quality. Mobility Management is the newest FTA emphasis area. This concept revolves around managing the demand, rather than managing the asset. Our consultant, Mr. James J. McLary has been hired by Rutgers University National Transit Institute (NTI) to develop a Mobility Management course. The material from this course will be used to train our employees how to think outside the box and arrive at creative and efficient solutions.

Management Plan for the Project

Hiring and Training of Personnel

A careful recruiting and screening process for new drivers will ensure that PBT employs only qualified drivers to operate the service in a courteous, safe, and reliable manner. Minimum hiring standards for drivers will include the following:

- Must possess a valid Drivers' License (CDL preferred) with 0 negative "points" currently and no DWI offenses.
- Must present an official copy of a clean Police Records Check from the local Police Department showing no felony convictions.
- Must present a Medical Examiner's Certificate certifying that the applicant has successfully passed the USDOT Physical Examination requirements within the past month, or must pass such examination upon hire. This includes pre-employment drug screening.
- Must be capable of speaking, understanding, and writing the English language well enough to complete the employment application and perform the routine duties of the position.
- Must have a satisfactory work history with at least two (2) verifiable reference checks.
- Must have had at least five (5) years of driving experience, preferably with some specific training in defensive driving principles.
- Must satisfactorily complete PBT's driver training program and a ninety (90) day probationary period.

Drivers will also be certified in accordance with the United States Department of Transportation (USDOT) requirements. Most often this is accomplished through the training process instead of the pre-hire screening process.

PBT maintains employee's files that keeps up to date records on training, drug testing, MVR status, and other personnel related matters. These files are used to track need for updates and refresher training.

PBT will establish and implement a comprehensive two week training program for this project during the implementation phase. We have a number of resources available including instructors who are certified through a variety of defensive driving courses as well as several complete training manuals that our managers and/or associates have developed and used in transit operations. We intend to combine the best of these resources as we develop the program

We foresee a comprehensive two (2) week training program for new drivers. Trainees may be rotated through the classroom and other specialized sessions, so the program outlined below is representative. It accurately represents the amounts of time each trainee will receive, but the actual times scheduled will vary. We are likely to split the trainees into an AM shift and a PM shift once we progress to behind-the-wheel training in order to maximize each trainee's driving time.

Trainers will utilize an comprehensive driver training program mixing classroom instruction, visual aids, demonstration, hands-on practice, observation, continual evaluation and testing. Each new driver will receive a minimum of eighty (80) hours of training, unless they can verify prior and recent employment driving the same type bus equipment and pass internal evaluation. Those drivers hired with recent and relevant experience will be included in selected training modules (a minimum of 24 hours) to ensure competence in all areas.

We will utilize a number of training modules during the training process. These training modules will focus on defensive driving, basic first aid and CPR, passenger illnesses and disabilities, passenger safety, bus safety, vehicle inspection, sensitivity training, emergency procedures, customer service, loading and unloading procedures, and curb stop procedures.

Along with this initial training program, PBT provides refresher-training modules to cover changes in policy, seasonal inclement weather procedures, and other applicable topics as necessary.

All office personnel take the same sensitivity training classes that the drivers are required to take as part of their standard training. Office personnel also are required to ride the vehicles so they can appreciate what the driver is doing and so they can better understand our service pressures. The office personnel also take a customer service training class to help them understand that the customer is always first.

Equipment and Maintenance

PBT already has, and will implement and manage for this project, a comprehensive Preventive Maintenance (PM) Program for all system vehicles. The overall goals of the program are:

- to ensure safety in operations through safe, well-maintained equipment,
- to minimize service interruptions due to equipment failure,
- to lower annual maintenance costs, and

- to extend the life expectancy of the equipment.

The cornerstone of our PM Program is our program of Pre-Trip and Post-Trip Vehicle Inspections completed by the driver. Each PBT driver is required to thoroughly inspect their vehicle prior to beginning each day's assignment, as well as when the vehicle is returned to the lot at the end of the day. Problems are identified for management's attention using a Vehicle Condition Report. If a safety-related defect is discovered, the vehicle is either repaired prior to beginning service, or replaced with a spare vehicle. In addition, regular and frequent checks of the vehicle's fluid levels help extend the life of the major drive train components. These steps help to ensure that all vehicles operated are safe and that developing problems are identified while they are still minor.

In addition to the daily checks by the driver, mileage's are monitored and each vehicle is regularly scheduled for PM procedures. These schedules are designed to meet or exceed the manufacturer's suggested maintenance recommendations, and generally follow the schedules below:

Safety Inspection	Every 4,000 Miles
"A" Level Inspection	Every 4,000 Miles
"B" Level Inspection	Every 12,000 Miles
"C" Level Inspection	Every 36,000 Miles

An "A" Level Inspection consists of a complete inspection of the vehicle components by a mechanic, along with oil and filter changes and chassis lubrication procedures. "B" Level Inspections include all the steps of an "A" Level Inspection, the rotation of all tires, and a much more extensive check and service procedure for all chassis components. "C" Level Inspections require both "A" Level and "B" Level Inspections, as well as an even more thorough check of all body and chassis components. All vehicles also undergo a State safety inspection annually.

In the past, PBT had a mechanic in house and contracted with outside vendors for maintenance and repair services. We propose to either contract with the County's garage, utilize an in-house mechanic and contractors, or a combination of the three. If PBT contracts with the County's garage, the terms must be negotiable.

The key to getting good maintenance under such a system is management control. The General Manager tracks the mileage for each vehicle and makes sure PM service procedures are performed on schedule.

We recognize that the vehicle's appearance impacts the service in many ways. Among other things, it influences passenger satisfaction. It also impacts the image of the system overall. All system vehicles will be kept in a clean and professional condition through attention to a regular cleaning and servicing

schedule. All of the vehicles will be washed on Sundays. Drivers perform a number of functions in this regard:

- Performing pre-trip and post-trip inspections including checking for loose or torn seats, collecting lost and found articles, etc.
- Keeping seats, floors windows, and equipment presentable during the day's service, including cleaning up bodily fluid spills and emptying refuse containers as necessary.
- Fueling the vehicle and checking fluids.
- Sweeping and/or vacuuming the vehicle out at the end of each shift.

Our preventive maintenance program and thorough pre-trip inspections will minimize on-street mechanical problems and their resulting impacts on service reliability. We will log all road calls and analyze the data monthly to identify and correct common problems. However, no matter how much emphasis we place on this area, we understand that on-street breakdowns will occasionally happen in any transportation system.

Drivers will be trained to notify the Dispatcher whenever they first notice a problem developing with the vehicle. The Dispatcher will assess the problem and immediately send out an extra driver with a spare vehicle if necessary. Most of the time, we are able to reach the affected vehicle before it reaches the point that it can no longer continue in service or actually breaks down. In these cases, the extra driver will simply swap vehicles with the route driver (assisting him/her in transferring the passengers), and return the problematic vehicle to the base.

In cases where the vehicle breaks down before the spare vehicle arrives, the driver will be instructed to wait on the side of the street with his/her passengers on-board and to use the breakdown procedures - unless there is a safety threat requiring evacuation of the vehicle. Passengers are generally safer on-board the vehicle than standing in a group by the side of the road. In the meantime, the Dispatcher will deadhead a spare or empty vehicle to their location as quickly as possible, and the service truck will normally be dispatched as well.

If a breakdown causes us to miss a portion of a run, our supervisors will attempt to cover the missed portion of the run in a supervisory vehicle to alert any waiting passengers of the problem.

We will train our Dispatchers and Supervisors to take all steps necessary to minimize service interruptions. Management will continually emphasize that rapid response to breakdowns and accidents takes immediate priority whenever they occur. Our goal is to make the service as reliable as possible, "on-time, as advertised."

Software, Scheduling and Dispatch

In any demand-responsive transportation system, it is essential to use an organized approach to taking reservations and scheduling trips. If the system is small, this process can be accomplished manually. In

a larger system, however, an advanced computer software system is needed. For the purposes of this proposal, PBT will use CTS for scheduling and dispatch.

As in many other areas presented in this proposal, we offer extensive experience and expertise on the dispatching end. This includes systems with operations going 24 hours a day, 7 days a week throughout the year. PBT staff and consultants have worked with numerous software packages in the past, including CTS, and are very familiar with their applications.

Normally, the scheduling process begins when the trip reservation is received. Many regular trips are reserved with substantially more notice. Trip requests will be taken primarily via phone call, although we can use the internet and faxes as necessary.

Once the trip requests are received and entered, the next step is to organize all the trips to be provided for each day into efficient vehicle schedules or manifests. The scheduling process begins with organizing the regularly scheduled subscription trips into regular routes designed to transport groups of passengers traveling in the same direction at the same time of day. Pick-ups and drop-offs are scheduled along each route in the most efficient manner possible. These subscription routes form the basis for each day's scheduling, and remain relatively constant once good subscription routing is developed.

Within this "skeleton" of subscription routes, daily "demand-response" trips are added to each vehicle's schedule if they are compatible regarding the time and direction of travel. Additional routes are created by grouping demand-response trips that do not fit into a subscription route, but do fit with other trips in similar geographical areas at similar times. For isolated individual trips, it is usually better to insert the trip into a "gap" in the schedule of an active vehicle than to schedule an additional vehicle and driver. The aim of the scheduler is to create the most efficient network of routes for the day, "multi-loading" vehicles and sharing rides in an effort to serve as many passengers as possible while minimizing the number of vehicles and driver hours required. This reduces the overall cost per passenger trip.

In some cases, the need to coordinate trips with other riders may require a slight adjustment in the requested pick-up time. In this event, the scheduler either negotiates the time during the initial call, or calls the passenger to explain the need and outline an alternative pick-up time. Any "call-backs" will be kept to a minimum, and will always be made at reasonable hours. Once the scheduling process is completed; the routes are printed out (as driver manifests) and stored in the dispatch database.

The capabilities of the scheduling software package are crucial to the scheduler's ability to efficiently route trips. Many software suppliers in the industry today offer fully-automated scheduling, wherein the computer completely creates the schedules from a database of trip reservations. The algorithms vary, but most of these packages attempt to map all origin and destination points, calculate time and distance, and minimize deadheading between the last drop-off and next pick-up. We have worked with many of these systems, but feel that the system capabilities of CTS are more than adequate to perform this work for Escambia County. The CTS software will be used to track passenger cancellations, both normal and late, no-shows, and trip denials. This information can be produced monthly in a report.

We feel that significant additional service can be provided using the available vehicle fleet through demand management techniques. Efficient routing of these vehicles is crucial for on time performance and cost saving efficiency in the system. If a system is consistently transporting single passengers alone without coordination of trips, it will be very unproductive and inefficient. If, on the other hand, efforts are made to arrange and coordinate group rides, then system productivity will be enhanced. For example, instead of needing ten vehicles to transport ten passengers, we create efficient routes allowing one or two vehicles to transport the same ten passengers. This leaves the other eight vehicles free to provide additional rides, while at the same time reducing the overall transportation cost per passenger trip.

One method we will use to promote this type of ride sharing is through close cooperation with user agencies. By working with these agencies, regular group trips can often be devised from certain regions of the service area to common or nearby destinations at the same times. This strategy works especially well with subscription trips (such as those for dialysis treatments) and for a variety of recreational trips (such as shopping trip schedules that serve different neighborhoods and facilities each week on regular days).

Another method we will use to enhance multi-loading is by "negotiation" with passengers through the trip reservations process. For example, if Mr. Smith and Ms. Jones live near each other and both visit the same clinic regularly, but Mr. Smith goes on Tuesdays and Ms. Jones goes on Wednesdays, then perhaps one or the other can be persuaded to switch days. This would allow both persons to ride together in one vehicle and would help to promote consistency in demand for services. CSRs must be careful not to require or demand that such coordination occur, but polite encouragement can allow the operator to shape the demand for services significantly. The operator must maintain a proper balance, however, between providing responsive, caring service for the recipients and managing an effective, cost-efficient transportation system.

Another strategy we will pursue involves coordination with other agencies that happen to provide transportation within the service area. These may include social service agencies serving the elderly, disabled, or low-income population, local transit agencies, other private carriers, and/or other organizations. Often, the various transportation operators within a community duplicate service unnecessarily. By communicating with these other agencies we might be able to share resources, save taxpayer's money, and provide better service within the community. As an example, we may be able to help a local community action agency that has periodic needs for transportation, but whose needs are so rare that it makes no sense to have their own vehicles and drivers. Communication with these agencies, along with involvement in local and regional associations, will help us pursue these coordination efforts. We will draw on this experience to establish dispatching procedures, train personnel, and otherwise support the CTC service in Escambia County.

Good dispatching is one of the most important keys to service delivery. The dispatcher bears front-line responsibility for monitoring and coordinating the day's operations, as well as responding to cover any problems that may arise. Dispatch will be in constant contact with the drivers through the two-way

radio system described in a previous section. Some of the methods the Dispatcher will use to control operations include:

- Responding to drivers' requests for information and/or directions regarding their schedules. This includes the frequent use of map books and street guides to help locate uncommon or out-of-the-way addresses.
- Communicating with passengers and agencies via telephone to coordinate service. This often includes calls when passengers do not answer the driver's knock upon pick-ups, verifying addresses and directions, and answering "Where is my van?" inquiries.
- Performing periodic schedule checks to ensure that the drivers are running on time and whether anyone needs assistance via transferring.
- Devising and directing alternative schedules in the event of vehicle breakdown, accidents, delays or other problems. Often, the Dispatcher must "juggle" trips between vehicles to cover all the trips in a timely manner.
- Transmitting schedule changes to the drivers including cancellations, additions and transfers of trips to other vehicles.
- Issuing traffic, weather, safety and/or general information bulletins to drivers.
- Assisting in emergency situations as needed. The Dispatcher is the one to summon police and/or rescue units if needed.

In addition to monitoring the two-way radio, the dispatcher will be in frequent communication with the public on the telephone. Many of the calls received at the operations office concern that day's service, and the on-duty dispatcher is the person with the best feel for how operations are going minute by minute. Dispatch also needs to make calls to staff members at the various medical service centers (to find out if passenger "X" is ready for transport yet and similar purposes). Because they are on the phone frequently with riders and other members of the community, dispatchers will be included in all sensitivity training sessions.

Additional duties of the dispatcher include input of data into the CTS system; making vehicle assignments; checking drivers in and out; reviewing completed driver trip sheets; monitoring the drivers' vehicle inspection process; and completion of required reports and logs.

Transport of Riders

Our courteous and professional drivers will follow a printed manifest of their route each day and operate their vehicles in a safe manner. They will remain in communication with dispatch throughout the day regarding add-ons, no-shows and any other issues that might arise. Drivers will arrive for each pickup within a one hour window, within 30 minutes before or 30 minutes after the pickup time. Drivers will wait for at least 5 minutes within this pickup window and make reasonable attempts to reach the rider. If the driver has trouble locating and contacting the passenger, they will notify dispatch, who will attempt to reach the rider by phone. If the driver and dispatch are unable to locate the passenger, they will be marked as a no-show and a door hanger will be left for them as a means of notification.

Drivers will provide passenger assistance door-to-door, including loading and securing mobility devices. They will collect the passenger fare from each passenger at the time of service. Drivers will complete their manifest before each rider disembarks from the vehicle.

Drivers will report to dispatch any breakdowns, vehicular accidents or passenger incidents and provide a full written report. Drivers will be trained in making these notifications as well as how to respond to a variety of different emergency type situations that might arise including, but not limited to: breakdowns, vehicle evacuation, on-board medical emergencies, and vehicular accidents.

Policies and Procedures

Another method of maintaining service quality is to establish consistent rules and regulations governing the operation. We will develop a comprehensive Operations Manual that contains policies and procedures related to daily operations including, but not limited to, the following:

- Attendance Requirements, Miss-Outs & Late Reports
- Uniforms and Appearance
- Public Relations Guidelines
- Vehicle Operations and Safety
- Pre-Trip Inspections and Vehicle Care
- Record-Keeping Requirements
- Fares and Fare Box Procedures
- Communications Procedures & 10-Codes
- Passenger Do's and Don'ts
- Driver Assistance Requirements (and Limits)
- Wheelchair Securement Guidelines
- Incident Procedures
- Breakdown Procedures
- Accident Procedures
- Emergency Procedures
- Alcohol and Drug Use Policies
- Wages, Benefits, and Merit Evaluations
- Incentive Programs
- Disciplinary Procedures
- Appeal Process

PBT also has a Drug and Alcohol Program that is in compliance with FDOT standards to ensure the safety of our passengers, other motorists and our personnel. All personnel must comply with all parts of this program.

We use a fair, but firm, progressive disciplinary system designed to allow managers to work with employees to correct their mistakes while they are minor, before they ever develop into major problems for the system. Normal disciplinary steps for minor infractions will include:

- supervisor/employee discussion & counseling

- verbal reprimand, documented with employee performance memo slip
- written reprimand
- inclusion into next scheduled refresher training session, or one-on-one retraining
- written reprimand(s) with progressively severe suspension(s)
- termination

We believe that employee performance is like vehicle maintenance - if you pay attention to the developing problems, you can avoid having to clean up after the big messes. Consistent use of the progressive disciplinary process, coupled with employee incentive programs, helps management create an atmosphere in which excellence is expected.

Accounting, invoicing and Reporting

PBT has a Certified Public Accountant, Mr. Richard Lovett, who performs all of the financial reports for both PBT and MBT. We are familiar with the Commission's current financial reporting requirements. We are able to provide reports in the requested format. We keep separate books for the companies, but report to the CTC in the format prescribed.

Invoicing will be done through our central office in Mobile. The invoices will be generated in Escambia County, but will be reviewed and finalized in Mobile. This insures a final quality check and also insures quality control of financial information.

Audit requirements for PBT's financials will be handled through Brown Thorton Pacenta & Co.

Accountability and Auditing

There are several areas of operation that PBT will monitor to ensure accountability at all levels to ensure that we are operating safely and efficiently. PBT reviews and evaluates the performance of all of its employees on a regular basis. PBT recognizes the importance of quality control in the on-street operations. The service quality, after all, is the product we are selling to the customer. We must provide the best service possible to keep our customers happy and healthy. This focus has been a major factor in the history of the company.

For this project, PBT will utilize a number of internal programs and procedures to monitor and maintain the quality of the on-street operations. These programs will include:

- regular road supervision with programmed on-board checks
- complaint resolution procedures - telephone complaints; on-route disputes
- periodic performance evaluations and a progressive disciplinary process
- regular spot checks for vehicle cleanliness
- development of operations manuals containing rules and regulations
- periodic safety audits
- road calls and on-street response to mechanical problems
- utilization of spare vehicles and extraboard or standby drivers
- management commitment and supervisory participation program

We will collect measurable service quality indicators monthly, and a significant part of the managers and supervisors' performance evaluations will be based on these results. These quality indicators will include the number and duration of service interruptions, each route's on-time percentage, accumulated results of spot checks and on-board check rides, the number of complaints received, and the number of on-road passenger incidents or disputes. At least once a month, the General Manager will meet with the Supervisor to discuss the results of the street supervision program and to target problem areas. Along with reviewing last month's quality indicators, they will set objectives for the coming month and will program specific numbers of spot checks and on-board evaluations to be performed. If there are any specific problem areas (or drivers), they will also be targeted for evaluation. These meetings will foster a constant emphasis on quality.

We will perform route/time checks and on-board driving evaluations periodically. The route/time checks will record whether or not the targeted bus is on the proper route and on schedule at the time of the check. They will be programmed to occur at different times of day to give an overall picture of service reliability. Each check will be documented. The on-board driving evaluations will consist of the supervisor riding along with a driver and evaluating his or her skills. The evaluation measures various elements of the driving techniques that were covered in training and looks for common errors leading to accidents. It also checks for vehicle cleanliness, proper attire, courtesy in interacting with passengers, and other important areas. These evaluations serve as the basis for refresher training activities and form a part of the employee's periodic performance evaluation conference.

The manager and supervisor will also enhance service quality by responding to the scene in the event of incidents, passenger disputes and other on-route problems. Since the supervisors will also be fully trained as drivers, they are able to relieve the driver and continue on route if needed. The supervisors will also control escalating situations and prevent problems from worsening. Their priority will be to get the vehicle back in service and on-time - especially since their own performance is measured, in part, by their ability to minimize service interruptions.

Any time a complaint is received via telephone, the call will be entered into the complaint log. This tracks all incoming complaints. If the complainant refuses to identify himself or herself, no further action is generally taken as the complaint is considered "unfounded" and no follow-up to the complainant is possible. For all other complaints, a supervisor is assigned to investigate the details of the complaint within the next three (3) days. This individual questions the implicated employee to obtain their version of the occurrence. If the two versions conflict, the supervisor attempts to verify one side or the other by locating and speaking with other witnesses. Within three (3) days of receipt of the complaint, the investigating supervisor must complete the investigation, recommend follow-up action and prepare a draft letter of apology to the complainant. This draft is forwarded to the General Manager, who will review and sign the letter. It is our goal to answer every complaint in writing within five (5) days of receipt.

Every PBT employee's performance is reviewed several times during the initial year of employment, and annually thereafter. These reviews take place in a closed, one-on-one, session with the employee's supervisor or manager. This practice promotes honest communication. It allows management to

present a clearer picture of what is expected of each employee. In turn, they allow the employee to inform his/her supervisor of situations needing attention. Our evaluations are designed using customer satisfaction and service quality criteria. These regular evaluations are an important part of our quality control program.

Representatives of our Insurance Company, will conduct a safety audit of the operation annually. These safety audits enhance the quality of the on-street operation by helping to create a safe working atmosphere. Safety audits will encompass:

- a physical inspection of the facility and equipment to identify possible hazards and/or unsafe work practices
- a review of vehicular accidents with analysis of problem areas and trends
- a review of Workers' Compensation cases
- development of a list of recommendations for safety enhancements, and presentation of that list to both the General Manager and the Chief Operating Officer

Transition Timeline

Pensacola Bay Transportation has drafted an initial transition plan that will be modified and adjusted after selection as the Operator. This document is a living document and will be updated throughout the transition. We fully expect to hire most of the existing employees and therefore the transition should have minimal problems.

ESCAMBIA COUNTY OPERATOR
Pensacola Bay Transportation Company, LLC
Proposed Implementation Schedule
(DRAFT)

Contract Award Date: TBD

Scheduled Start-Up: July 1, 2017

Contract Agreement By: TBD

Six week Implementation Schedule

Staff Assigned: (Legend)

MW – Margie Wilcox, Principal-in-Charge, GM

AE – Amelia Easterling, HR Manager

MI – Melissa Ivory, Invoicing and Reporting

WEEK ONE (MAY 21 – MAY 27, 2017)

ACTIVITY	RESPONSIBLE COMPLETION	
	PARTIES	DATE
- Prepare Advertisements for Administrative Staff	AE	5/21
- Recruit Administrative Staff	AE, MW	5/21
- Finalize Job Descriptions	AE, MW	5/23
- Finalize Staff Compensation & Benefits Packages		
• Employee Classifications & Staffing Plan	MW, AE	5/24
• Wage Rates & Salaries	MW, MI, AE	5/24
• Vacations & Holidays	MW, MI, AE	5/24
• Bonus & Incentive Plans	MW, MI, AE	5/24
- Establish Performance Review Schedules	AE	5/25
- Begin Contract talks with CTD	MW, MI, AE	5/22
- Begin Agency and Provider Negotiations	MW, MI, AE	5/24
- Establish Telephone Service		
• Review Capabilities of Telephone System	MI, AE	5/22
• Reserve Lines	MI, AE	5/23
• Obtain Number(s)	MI, AE	5/26
- Finalize Office Arrangements	MW	5/26

WEEK TWO (MAY 28 – JUNE 3, 2017)

ACTIVITY	RESPONSIBLE	COMPLETION
	PARTIES	DATE
- General Manager starts	MW	5/29
- Hold First Meeting with Operators/Contractors	MW, AE, MI	6/3
- Apply for Business Licenses	MI	5/30
- Set Up Petty Cash (Initially \$500)	MI	5/29
- Provide Draft Operations Policies to MPO for Review	MW, AE, MI	6/2
- Take Possession of Office	MW	5/30
- Obtain Facility Insurance	MW, MI	5/30
- Modify and Secure Office as Necessary	MW, AE	6/2
-May 26th, 2017 - Disability Summit Council Meeting	MW, MI, AE	5/26
- Purchase Initial Supply of Office Supplies	AE	5/29
- June 1, 2017 – Team Meeting: Stakeholders	MW, MI, AE	6/1

WEEK THREE (JUNE 4 – JUNE 10, 2017)

ACTIVITY	RESPONSIBLE	COMPLETION
	PARTIES	DATE
- Continue to Meet with Potential Carrier Subcontractors	MW, MI, AE	6/5
- Finalize and Sign Contract With CTD	MW, MI, AE	6/8
- Prepare Operations Manuals	MW, AE	6/9

- | | | |
|---|----|-----|
| - Make Credit Applications to All Appropriate Vendors | MI | 6/7 |
|---|----|-----|

WEEK THREE (JUNE 4 – JUNE 10, 2017)

ACTIVITY	RESPONSIBLE COMPLETION	
	PARTIES	DATE
- Check References & Hire Administrative Staff	MW, AE	6/9
- <u>June 8, 2017 – Team Meeting: Stakeholders</u>	MW, MI, AE	6/8

WEEK FOUR (JUNE 11 – JUNE 17, 2017)

ACTIVITY	RESPONSIBLE COMPLETION	
	PARTIES	DATE
- Interview Administrative Staff	MW	6/12
- Continue Meeting with Providers	MW, MI, AE	6/13
- Test Computer Software & Communications Links	AE	6/14
- Advertise and Hire Drivers	MW, AE	6/15
- Begin Training Administrative Staff:		
• Company Policies & Procedures	MW, AE	6/14
• Service Orientation	MW, AE	6/14
• Rules Of Operation	MW, AE	6/14
• Employee Relations	MW, AE	6/14
• Recordkeeping & Reporting	MW, AE, MI	6/15
• Scheduling Strategies	MW, AE	6/15
• Customer Inform. & Public Relations, and Sensitivity	MW, AE	6/15
• Emergency Procedures	MW, AE	6/15

- | | | |
|---|------------|------|
| • Reservations, Scheduling & Reporting Software | MW, AE, MI | 6/15 |
| • Word Processor & Spreadsheet Package | MW, MI, AE | 6/15 |

WEEK FIVE (JUNE 18 – JUNE 24, 2017)

ACTIVITY	RESPONSIBLE COMPLETION	
	PARTIES	DATE
- Test Reservations/Scheduling Software (CTS)		
• Develop Trip Trans. Formats to Subcontractors	MI, AE	6/19
• Modify Reporting Module to Fit WFRPC Needs	MI, AE	6/19
- Develop Telephone Log and/or Interface	AE	6/20
- Finalize Complaint Procedures	MW, AE	6/20
- Obtain CGL & Subcontractor Insurance Certifications	MW, AE, MI	6/21
- Provide Insurance Certificates to CTD/WFRPC	AE, MI	6/22
- Begin Driver Training	MW, AE	6/19
- Continue Administrative Training Program:		
• CTS Reservations Capabilities	MW, MI	6/23
• CTS Dispatching Capabilities	MW, MI	6/23
• CTS Recordkeeping Capabilities	MW, MI	6/23
- <u>June 25, 2017 – Team Meeting: WFRPC/PBTC</u>	MW, MI, AE	6/25

WEEK SIX (JUNE 25 – JULY 1, 2017)

ACTIVITY	RESPONSIBLE COMPLETION	
	PARTIES	DATE

- Establish Employee Payroll	MI	6/26
- Prepare Personnel Files	AE, MI	6/26

WEEK SIX (JUNE 25 – JULY 1, 2017)

ACTIVITY	RESPONSIBLE COMPLETION	
	PARTIES	DATE
- Develop Format of Monthly Report	AE, MI	6/26
- Finish Driver Training	MW, AE	6/27
- Finish Administrative Training Program:		
• CTS Reservations Capabilities	MW, MI	6/28
• CTS Dispatching Capabilities	MW, MI	6/28
• CTS Recordkeeping Capabilities	MW, MI	6/28
- <u>June 29, 2017 – Team Meeting: Stakeholders</u>	MW, MI, AE	6/29
- <u>June 30th, 2017 - Disability Summit Council Meeting</u>	MW, MI, AE	6/30
JULY 1, 2017 – START-UP (Doors Opened & System Fully Operational)		

Experience & Qualifications

Company Name: Pensacola Bay Transportation Company, LLC.
 Contact Name: J. M. Wilcox / Owner and President
 Address: 3024 Airport Blvd.
 Mobile, AL 36606
 Phone: 251-476-7711
mwilcox@mobilebaytransportation.com

Pensacola Bay Transportation confirms that we will comply with all of the provisions in this RFP.

Pensacola Bay Transportation has been incorporated as a Florida corporation since 2001. Pensacola Bay Transportation was founded in 2001 because the CTC at the time, Intelitran, was looking for dependable, quality operators in Santa Rosa County. Less than a month later when the elderly and disabled of Escambia Co. were stranded by the abrupt pull-out of their transportation carrier, Pensacola Bay Transportation staffed and equipped themselves to take over as the Escambia County operator at the request of the Escambia County Area Transit General Manager within 48 hours.

In 2003, when the incumbent CTC announced they were pulling out, Pensacola Bay Transportation was appointed to serve as the Emergency CTC for both Escambia and Santa Rosa Counties by the Commission for the Transportation Disadvantaged from December 2003 through June 2004. Later that year, Pensacola Bay Transportation borrowed \$200,000 from the Small Business Administration after hurricane Ivan in order to keep the system going. PBT continued to perform the function of CTC and Operator in Escambia and Santa Rosa through June of 2014.

In 2004, Pensacola Bay Transportation was designated as CTC of both Escambia and Santa Rosa County with full contracts and consecutively maintained the CTC contracts for both counties through two procurement periods. Pensacola Bay Transportation, through our role as the CTC in Escambia and Santa Rosa counties has coordinated many agency programs. These include Medicaid, Developmental Services, Vocational Rehabilitation, Non-sponsored trips provided by the Commission for Transportation Disadvantaged (CTD), the Americans with Disabilities Act complementary paratransit service required of ECAT, and many others. Chapter 427 mandates that coordination exist, but the implementation is not always so simple.

At the United We Ride kick-off meeting at the February 2004 FTA conference, Florida was one of five States recognized for exemplary coordination. Pensacola Bay Transportation's President, Ms. Margie Wilcox and their primary consultant, Mr. James J. McLary were both in attendance. Our experience in Escambia and Santa Rosa has given the necessary tools and experience to accomplish this coordination with multiple agencies.

Additionally, Pensacola Bay Transportation has coordinated multiple agency resources in both Escambia and Santa Rosa counties. The management of resources includes multiple billing rates and multi-loading where possible. We are also cognizant of potential problems with multi-loading and do not multi-load to the detriment of the individuals. We also constantly search for alternatives to lower cost and improve quality. Mobility Management is the newest FTA emphasis area. This concept revolves around managing the demand, rather than managing the asset. Our consultant, Mr. James J. McLary has been hired by Rutgers University National Transit Institute (NTI) to develop a Mobility Management course. The material from this course will be used to train our employees how to think outside the box and arrive at creative and efficient solutions.

Pensacola Bay Transportation realizes the possible results if agencies work together to provide the safest, most cost effective ride for clients. It is our intent to continue to educate agencies on applying for grants in order to extend existing programs or implement new programs.

With over a decade of experience as an Operator in both Escambia County and Santa Rosa County, we feel PBT is the most qualified transportation company to effectively and efficiently serve as the designated operator. Our experienced staff and positive working relationship with the Florida Commission for the Transportation Disadvantaged and other local agencies will contribute to the success of the transition from the current Operator.

Information regarding our trip volume and on time performance for previously held contracts for Transportation Disadvantaged, Council on Aging, Vocational Rehabilitation, AHCA (Medicaid) and ADA can be found in the appendices. We follow the complaint resolution provided in the TDSP and have no current complaints. We have not requested any budget increases except in one year when there was a driver strike. The county agreed to wage increases for the drivers.

Also in the appendices you will find bank letters and a financial element which demonstrate that our company as well as its owner, is in financial good standing. There also letters of support for our company and the work that it has performed in the past.

The following personnel are anticipated for this project.

General Manager	1 FT
Office Manager	1 FT
Dispatcher	2.5 FT
CSR	2.5 FT
Scheduler	1 FT
Route Supervisor	1 FT
Accounting Clerk	1 FT
Mechanic	1 FT
HR	1 PT
Drivers	Based on demand and scheduling

Resumes for the current key personnel may be found in the appendices along with an organizational chart. Job descriptions for all positions may also be found in the appendices.

Cost Proposal

We were previously the CTC and operator in Escambia and Santa Rosa Counties. We previously incurred start-up costs when selected as the Emergency CTC in December 2003. We managed those start-up costs with existing corporate funds. We believe in a worst case scenario, we would require approximately \$250,000 for a 60 day cash reserves for Escambia County.

PBT has developed excellent relationships with local financial institutions such as Hancock Bank and Regions Bank. We have established a solid track record of fiscal responsibility and should the need arise, PBT can acquire additional funds. Several bank letters are included in the appendices.

Pensacola Bay Transportation has included in this Proposal for Operator of Paratransit Services in Escambia County its rate model. In the first year, the annual rate per ambulatory trip is \$2.78 and the annual rate per wheelchair trip is \$3.92. In the second year, the annual rate per ambulatory trip is \$2.85 and the annual rate per wheelchair trip is \$4.00. The anticipated budget for the first annual year is \$3,303,758.

These numbers are partly dependent on ongoing negotiations with the ATU which may result in changes to labor costs and fringe benefits.

Appendices

SIGN AND RETURN THIS FORM WITH YOUR PROPOSALS**

SOLICITATION, OFFER AND AWARD FORM

ESCAMBIA COUNTY FLORIDA

SUBMIT OFFERS TO:

Claudia Simmons

Purchasing Manager

Office of Purchasing, 2nd Floor, Room 11.101

213 Palafox Place, Pensacola, FL 32502

Post Office Box 1591, Pensacola, FL 32591-1591

Phone No: (850) 595-4987 Fax No: (850) 595-4807

Request for Proposal

**OPERATOR FOR PARATRANSIT SERVICES
SOLICITATION NUMBER: PD 16-17.027**

SOLICITATION

MAILING DATE: Wednesday, February 15, 2017

PRE-PROPOSALS CONFERENCE: MANDATORY 10:30 am CST, Wednesday, February 22, 2017

OFFERS WILL BE RECEIVED UNTIL: 3:00pm, CDT, Wednesday, March 8, 2017 and may not be withdrawn within 90 days after such date and time.

POSTING OF SOLICITATION TABULATIONS

Solicitation tabulations with recommended awards will be posted for review by interested parties at the County Office of Purchasing and will remain posted for a period of two (2) business days. Failure to file a protest in writing within two (2) business days after posting of the solicitation tabulation shall constitute a waiver of any protest relating to this solicitation. All protests must be filed with the Office of Purchasing. They will be handled according to the Escambia County Purchasing Ordinance.

OFFER (SHALL BE COMPLETED BY OFFEROR)

FEDERAL EMPLOYER IDENTIFICATION NUMBER OR S.S. NUMBER:

TERMS OF PAYMENT:

DELIVERY DATE WILL BE TBD DAYS AFTER RECEIPT OF PURCHASE ORDER.

VENDOR NAME: Pensacola Bay Transportation Co. LLC

ADDRESS: 3024 Airport Blvd

CITY, ST. & ZIP: Mobile, AL 36686

PHONE NO.: (251) 476-7711

TOLL FREE NO.: ()

FAX NO.: (251) 476-7726

REASON FOR NO OFFER:

BOND ATTACHED \$ N/A

I certify that this offer is made without prior understanding, agreement, or connection with any Corporation, firm or person submitting an offer for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the offeror and that the offeror is in compliance with all requirements of the solicitation, including but not limited to certification requirements. In submitting an offer to Escambia County Florida, the offeror agrees that if the offer is accepted, the offeror will convey, sell, assign or transfer to Escambia County Florida all rights title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by Escambia County Florida. At the County's discretion such assignment shall be made and become effective at the time the County tenders final payment to

Julia M. Wilcox President/Owner
NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER
(TYPED OR PRINTED)
[Signature]
SIGNATURE OF PERSON AUTHORIZED TO SIGN OFFER
(MANUAL)

****Failure to execute this Form binding the bidder/proposer's offer shall result in this bid/proposal being rejected as non-responsive.**

AWARD

Upon certification of award the contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing. The terms and conditions of this solicitation and the Proposals of the awarded contractor is incorporated by reference herein and made a part of this contract.

CONTRACTOR

Name and Title of Signer (Type or Print)

ESCAMBIA COUNTY FLORIDA

Name and Title of Signer (Type or Print)

Name of Contractor

By

County Administrator

Date

By

Signature of Person Authorized to Sign

Date

WITNESS

Date

ATTEST:

Corporate Secretary

Date

WITNESS

Date

[CORPORATE SEAL]

ATTEST:

Witness

Date

Awarded Date

ATTEST:

Effective Date

PROPOSAL FORM
Specification Number PD 16-17.027
Operator for Para Transit Services

Board of County Commissioners
Escambia County, Florida
Pensacola, Florida 32502

Date: 3/7/17

Commissioners:

The undersigned, Hereinafter called "Proposer", having visited the sites of the proposed project and familiarized himself with the local conditions, nature and scope of the work, and having carefully developed an acceptable method of providing services as described herein, and having carefully examined the form of agreement and contract documents shall furnish all materials, labor, services and any other items for the proper execution of contract number PD 16-17.027 Operator for Para Transit at the proposed price stated within this proposal, subject to negotiations and final and best offers.

Annual Rates

Rates per Trip	Yr. 1	Yr. 2
Ambulatory	<u>\$2.78</u>	<u>\$2.85</u>
Wheelchair	<u>\$3.92</u>	<u>\$4.00</u>

In reference to the Annual Evaluation detailed in the Scope of Work, if the County/CTC issues an overall annual rating of Does Not Meet, then the Operator will be penalized 1 % at the end of the overall annual fee.

Must negotiate with ATU regarding performance standards

CONTRACTOR REQUIREMENTS

Acknowledgment is hereby made of receipt of the following addenda issued during the proposal period:

Addendum No. <u>1</u>	Date <u>2/24/17</u>	Addendum No. _____	Date _____
Addendum No. <u>2</u>	Date <u>2/28/17</u>	Addendum No. _____	Date _____

(PLEASE TYPE INFORMATION BELOW)

SEAL IF PROPOSAL IS BY CORPORATION

State of Florida Department of State Certificate of Authority
Document Number L01000015190

Occupational License No. _____

Florida DBPR Contractor's License, Certification and/or
Registration No. _____

Type of Contractor's License, Certification and/or
Registration _____

Expiration Date: _____

Proposer: Pensacola Bay Transportation Co. LLC

By: Julia M. Wilcox

Signature: _____

Title: President / Owner

Address: 3024 Airport Blvd.
Mobile, AL 36686

Person to contact concerning this proposal:

Julia M. Wilcox

Phone/Toll Free/Fax # 251-476-7726

E-Mail Address: jwilcox@mobilebay
transportation.com

BOARD OF COUNTY COMMISSIONERS
ESCAMBIA COUNTY, FLORIDA
OFFICE OF PURCHASING
213 PALAFOX PLACE, 2nd Floor
P.O. BOX 1591
PENSACOLA, FL 32591-1591
TELEPHONE (850) 595-4980
(SUNCOM) 695-4980
(850) 595-4805
<http://www.myscambian.com/solicitations>



CLAUDIA SIMMONS
Purchasing Manager

February 24, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 1:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

This Addendum #1 for the following:

This addendum provides responses to questions received from the Mandatory Pre-Solicitation Conference on February 22, 2017 that were **not answered** at the pre-solicitation meeting. This addendum is providing all the information available at this time. It is considered by the County that the RFP document plus the information herein provides sufficient information to complete the proposal as requested.

1. Loss run information accident claims (available information attached)
2. Workers Comp Information available
Below is for 1 yr. 2015/2016
 - **Vehicle Liability**
\$342,521
 - **Workers Comp – Operations (6.42%)**
\$168,240
 - **Workers Comp – Maint. (6.0%)**
\$60,585
 - **Workers Comp – General Admin. (1.3%)**
\$9,597
3. List of other agencies with contracts with CTC - MTM, Council On Aging, Vocational Rehab
4. The insurance requirements are as stated in the RFP – no exceptions.
5. Available Maintenance agreement information is contained in the CBA agreement – Addendum #1 PD 16-17.014
6. The information considered to be a Handbook for Employees is contained in ECCT CBA agreement – Addendum #1 PD 16-17.014
7. Rate Model information was provided in the RFP as available.
8. All counts/ rates/ stated quantities in the RFP documents is the best available information to be used for the purpose of responding to the RFP.
9. Personal information regarding employees will not be provided for purposes of this RFP.

Addendum 1
16-17.027

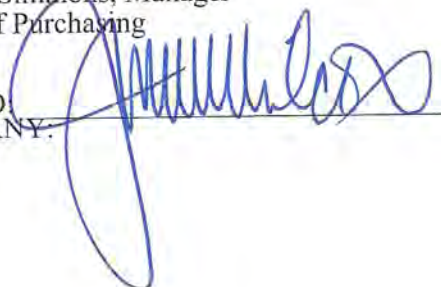
This Addendum Number 1 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons

Claudia Simmons, Manager
Office of Purchasing

SIGNED
COMPANY:
CS/lk



BOARD OF COUNTY COMMISSIONERS
ESCAMBIA COUNTY, FLORIDA
OFFICE OF PURCHASING
213 PALAFOX PLACE, 2nd Floor
P.O. BOX 1591
PENSACOLA, FL 32591-1591
TELEPHONE (850) 595-4980
(SUNCOM) 695-4980
(850) 595-4805
<http://www.myscambia.com/solicitations>

CLAUDIA SIMMONS
Purchasing Manager



February 28, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 2:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

This Addendum #2 for the following:

This addendum provides responses to questions received by February 24, 2017 that were not answered at the pre-solicitation meeting.

1. Who will be responsible for ADA and TD recertification process?
A. Para transit Operator
2. Is the provider responsible for providing revenue vehicles?
A. Yes! Right now we have 27 on hand and if more is needed to complete the services it will be the responsibility of the contractor
3. Who is responsible for vehicle maintenance work?
A. the contractor If contractor please provide vehicle list and mileages? Not available for this RFP
4. Who is responsible for fuel?
A. At this time it's the contractor If contractor, what is the fuel consumption trend by vehicle.
2015/2016 \$223,918.45
5. What is the replacement plan for vehicles?
A. All vehicles have a 5 yr replacement of services.
6. What is the annual miles and hours of service?
A. 2015/2016 826,564 miles / 24 hrs 6 days a week
7. How many drivers and are they represented by a union?
A. 31

Addendum 2
16-17.027

8. What are driver pay rates?
A. \$22,880.00 a year
9. Does the contractor provide call takers, reservationists, scheduling, certifications for ADA?
A. YES !!!
10. What are bus cleaning standards?
A. State Statues
11. On pg. 19 – Paying legal defense costs for the county – under which circumstances would this potentially be a liability of the operator? Only when it involves the movement, treatment, etc. of a passenger? What exposure does the operator have legally when a passenger is NOT involved?
A. Unable to address this one at this time. Incident specific.
12. Can you provide a breakdown of the agencies, yearly financial operating support by each agency (if they have a limit or an estimate of normal yearly consumption in dollar amounts) and a breakdown with the total number of trips per agency (specified by AMB, WC, & Stretcher)?
A. This is a total contract and the trips as a whole for 2015/2016 are 826 564 total Ambul. 623,693 W/C 202,868.
13. There is no stretcher rate noted in the rate model – are stretcher trips even offered by the ECCT? If they are offered, are they actually provided by the ECCT or by a contractor (such as ambulance service)?
A. We have not had to provide stretcher services at this. The County does have an emergency vehicle if needed but for daily delivers.
14. Can we have the annual performance evaluation on the 10 dedicated paratransit county owned vehicles – to see if they are already at the correct level of service and if not, the current operator should be responsible for the costs associated in bringing the vehicles up to code.
A. All the County vehicles involved with CTC are state certified and meet all the requirements concerning ADA/TD and Chapter 427
15. Are 2 of the 10 vehicles dedicated to the paratransit service, vehicles that can accommodate the extra large wheelchairs per the specifications in the proposal?
A. All
16. The ECCT needs to maintain all applications for all programs in order to provide continuity to the riders/agencies and in order to uphold the tenants of the contracts that are in place. If the CTC certifies all clients for whatever programs that they are eligible for and maintains all the applications, a stat sheet (to be created/determined) could be provided to the operator so that the clients could be entered into the database for transportation services.
A. I think they are asking will there be a list of all riders for the CTC in a data base. If this is the case yes there is a data base of all riders using the Para Transit services.
17. Is there any obligation of the operator to continue services if the purchase order from the county created for the Paratransit operator runs out of funds?
A. except ADA we have to take all trips because we have a fixed route. All others we can cancel due to lack of funding.

18. Who develops the SSPP?

A. if they are referring to the TDSP Transportation Development Services Plan. The contractor is with county approval

19. Is the preferred cost proposal methodology the rate model format?

A. That is correct

20. The performance based measure percentage penalty is based upon what amount? Not the percentage, but the what is the exact exposure amount that the percentage is related to?

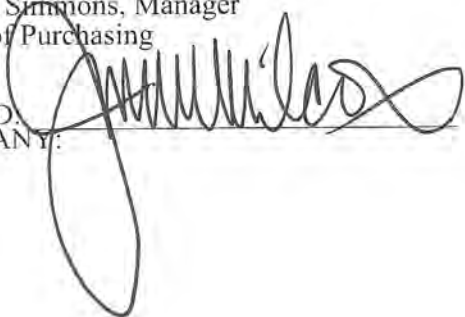
A. The percentage "withholding" due to a Do Not Meets rating is based on the fee paid to the Operator.

This Addendum Number 2 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons, Manager
Office of Purchasing

SIGNED:
COMPANY:
CS/lk

A handwritten signature in black ink, appearing to read 'Claudia Simmons', is written over a horizontal line. Below the line, there is a large, loopy flourish that extends downwards and to the left.

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(a),
FLORIDA STATUTES, ON ENTITY CRIMES**

1. This sworn statement is submitted to Escambia Co. Board of County Commissioners
(print name of the public entity)

by Julia M. Wilcox President & Owner
(print individual's name and title)

for Pensacola Bay Transportation Co.
(print name of entity submitting sworn statement)

whose business address is

3024 Airport Blvd. Mobile, AL 36606

and (if applicable) its Federal Employer Identification Number (FEIN) is:

59-3743711

(If the entity has no FEIN, include the Social Security Number of the Individual signing this sworn statement: _____)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposals or contract for goods or services to be provided to any public entity or an agency or political subdivision or any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

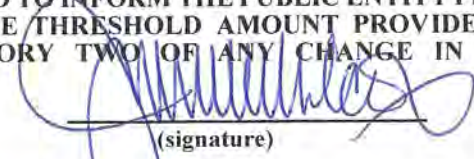
- c. I understand that a "person" as defined in Paragraph 287.133(1)(e), **Florida Statutes**, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into binding contract and which bids or applies to Proposals on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
- d. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(indicate which statement applies.)**

☒ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

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

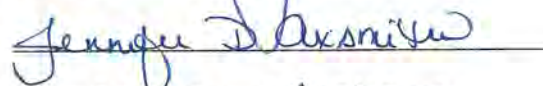
☐ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. **(attach a copy of the final order)**

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


(signature)

Sworn to and subscribed before me this 6th day of March, 2017

Personally known Julia M. Wilcox



OR produced identification _____

Notary Public - State of Alabama

County of mobile

My commission expires 8/4/20

Driver's license
(Type of identification)

Jennifer D. Axsmith
(Printed typed or stamped commissioned name of notary public)

Drug-Free Workplace Form


The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that
Pensacola Bay Transportation Co. 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, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under Proposals copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 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 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 Paragraphs 1 through 5.

Check one:

☒ As the person authorized to sign this statement, I certify that this firm complies fully with above requirements.

☐ As the person authorized to sign this statement, this firm **does not** comply fully with the above requirements.


Offeror's Signature

3/7/17
Date

**Information Sheet
for Transactions and Conveyances
Corporation Identification**

The following information will be provided to the Escambia County Legal Department for incorporation in legal documents. It is, therefore, vital all information is accurate and complete. Please be certain all spelling, capitalization, etc. is exactly as registered with the state or federal government.

Is this a Florida Corporation **(Please Circle One)** Yes or No

If not a Florida Corporation,

In what state was it created: _____
Name as spelled in that State: _____

What kind of corporation is it: "For Profit" or "Not for Profit"

Is it in good standing: Yes or No

Authorized to transact business in Florida: Yes or No

State of Florida Department of State Certificate of Authority Document No.: L01000015190

Does it use a registered fictitious name: Yes or No

Names of Officers:

President: <u>Julia M. Wilcox</u>	Secretary: _____
Vice President: _____	Treasurer: _____
Director: _____	Director: _____
Other: _____	Other: _____

Name of Corporation (As used in Florida):

Pensacola Bay Transportation Company, LLC
(Spelled exactly as it is registered with the state or federal government)

Corporate Address:

Post Office Box: _____
City, State Zip: _____
Street Address: 3024 Airport Blvd
City, State, Zip: Mobile, AL 36606

(Please provide post office box and street address for mail and/or express delivery; also for recorded instruments involving land)

(Please continue and complete page 2)

Corporate Identification

Federal Identification Number: 59-3743711
(For all instruments to be recorded, taxpayer's identification is needed)

Contact person for company: Julia M. Wilcox E-mail: mwilcox@mobilebay
Telephone Number: 251-476-7711 Facsimile Number: 251-476-7726 transportation.com

Name of individual who will sign the instrument on behalf of the company:

Julia M. Wilcox
(Upon Certification of Award, Contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing)

(Spelled exactly as it would appear on the instrument)

Title of the individual named above who will sign on behalf of the company:

President / Owner

END

(850) 488-9000 Verified by: _____ Date: _____

State of Florida

Department of State

I certify from the records of this office that PENSACOLA BAY TRANSPORTATION COMPANY, L.L.C. is a limited liability company organized under the laws of the State of Florida, filed on September 6, 2001.

The document number of this limited liability company is L01000015190.

I further certify that said limited liability company has paid all fees due this office through December 31, 2016, that its most recent annual report was filed on April 29, 2016, and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-ninth day of April,
2016*



Ken DeFries
Secretary of State

Tracking Number: CC8884820389

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

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

**CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES
ON FEDERAL-AID CONTRACTS
(Compliance with 49CFR, Section 20.100 (b))**

The prospective participant certifies, by signing this certification, that to the best of his or her knowledge and belief:

(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 any federal 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 federal 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 of Lobbying Activities", in accordance with its instructions. (Standard Form-LLL can be obtained from the Florida Department of Transportation's Professional Services Administrator or Procurement Office.)

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 Section 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.

The prospective participant also agrees by submitting his or her proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

Name of Consultant: Paul D. Myrick as attorney for Pensacola Bay
By: [Signature] Date: 3/6/17 Authorized Signature Transportation, LLC
Title: as attorney for Pensacola Bay Transportation, LLC

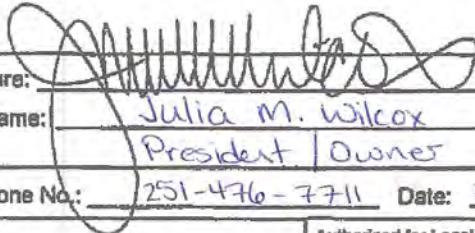
DISCLOSURE OF LOBBYING ACTIVITIES

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

(See reverse for public burden disclosure.)

Approved by OMB

0348-0046

1. Type of Federal Action: <input checked="" 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	2. Status of Federal Action: <input checked="" type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. Report Type: <input checked="" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____ If known: Pensacola Bay Transportation Co, LLC 3024 Airport Blvd Mobile, AL 36606 Congressional District, if known: 4c	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency: Escambia County Board of County Commissioners	7. Federal Program Name/Description: Paratransit Services CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$	
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI): 3024 Airport Blvd Mobile, AL 36606	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI): Wilcox, Julia M	
11. 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 GAO 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: Julia M. Wilcox Title: President / Owner Telephone No.: 251-476-7711 Date: 3/7/17	
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY
AND VOLUNTARY EXCLUSION FOR FEDERAL AID CONTRACTS**
(Compliance with 49CFR, Section 29.510)
(Appendix B Certification)

It is certified that neither the below identified firm nor its principals are presently suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Name of Consultant: PAUL D. MYRICK

By: [Signature] Date: 3/6/17
Authorized Signature as attorney for

Title: as Attorney for Pensacola Bay Transportation, LLC

Instructions for Certification

1. By signing and submitting this certification with the proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted, if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms 'covered transaction', 'debarred', 'suspended', 'ineligible', 'lower tier covered transaction', 'participant', 'person', 'primary covered transaction', 'principal', 'proposal', and 'voluntarily excluded', as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the person to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Appendix B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant are not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.

Preliminary Information Worksheet

Version 1.4

CTC Name: Escambia County

County (Service Area): Escambia County

Contact Person: Pensacola Bay Transportation

Phone #

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☐ Private Non-Profit
- ☒ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Escambia County
County: Escambia County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox			\$ 185,000			
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash			\$ 2,475,974			
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program						
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Escambia County
County: Escambia County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve			\$	642,784		
---------------------------------------	--	--	----	---------	--	--

Balancing Revenue is Short By =

None

None

Total Revenues =

\$0

\$0

\$3,303,758

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor			\$	1,400,009		
Fringe Benefits			\$	661,750		
Services			\$	240,000		
Materials and Supplies			\$	488,999		
Utilities			\$	60,000		
Casualty and Liability			\$	280,000		
Taxes			\$	10,000		
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services			\$	60,000		
Other						
Miscellaneous			\$	16,000		
Operating Debt Service - Principal & Interest			\$	12,000		
Leases and Rentals			\$	75,000		
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$	-	\$	-	\$	-
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

PROFIT

Total Expenditures =

\$0

\$0

\$3,303,758

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: Escambia County

County: Escambia County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues			
	from			
	July 1st of			
	2017			
	to			
	June 30th of			
	2018			
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	185,000
Medicaid Co-Pay Received	\$	-
Donations/Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	-
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	2,475,974
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	-
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

What amount of the
Budgeted Revenue
in col. 2 will be
generated at the rate
per unit determined
by this spreadsheet,
OR used as local
match for these type
revenues?

Budgeted Rate
Subsidy Revenue
Excluded from
the Rate Base

What amount of the
Subsidy Revenue in
col. 4 will come from
funds to purchase
equipment, OR will
be used as match
for the purchase of
equipment?

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be
GENERATED through the application of authorized per mile, per
trip, or combination per trip plus per mile rates. Also, include
the amount of funds that are Earmarked as local match for
Transportation Services and **NOT** Capital Equipment
purchases.

If the Farebox Revenues are used as a source of Local Match
Dollars, then identify the appropriate amount of Farebox
Revenue that represents the portion of Local Match required on
any state or federal grants. This does not mean that Farebox is
the only source for Local Match.

Please review all Grant Applications and Agreements containing
State and/or Federal funds for the proper Match Requirement
levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in
Column 4 that will come from Funds Earmarked by the Funding
Source for Purchasing Capital Equipment. Also include the
portion of Local Funds earmarked as Match related to the
Purchase of Capital Equipment if a match amount is required by
the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Escambia County

County: Escambia County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?		Budgeted Rate Subsidy Revenue Excluded from the Rate Base		What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
From July 1st of 2017 to June 30th of 2018		3	4	5		6	
APD							
Office of Disability Determination	\$ -	\$ -	\$ -				
Developmental Services	\$ -	\$ -	\$ -				
Other APD	\$ -	\$ -	\$ -				
Bus Pass Program Revenue	\$ -	\$ -	\$ -				
DJJ							
DJJ	\$ -	\$ -	\$ -				
Bus Pass Program Revenue	\$ -	\$ -	\$ -				
Other Fed or State:							
xxx	\$ -	\$ -	\$ -				
xxx	\$ -	\$ -	\$ -				
xxx	\$ -	\$ -	\$ -				
Bus Pass Program Revenue	\$ -	\$ -	\$ -				
Other Revenues							
Interest Earnings	\$ -	\$ -	\$ -				
xxxx	\$ -	\$ -	\$ -				
xxxx	\$ -	\$ -	\$ -				
Bus Pass Program Revenue	\$ -	\$ -	\$ -				
Balancing Revenue to Prevent Deficit							
Actual or Planned Use of Cash Reserve	\$ 642,784	\$ 642,784	\$ 642,784				
Total Revenues =	\$ 3,303,768	\$ 3,273,763	\$ 29,995	\$ -			

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 1,400,009
Fringe Benefits	\$ 661,750
Services	\$ 240,000
Materials and Supplies	\$ 488,999
Utilities	\$ 80,000
Casualty and Liability	\$ 280,000
Taxes	\$ 10,000
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 80,000
Other	\$ -
Miscellaneous	\$ 16,000
Operating Debt Service - Principal & Interest	\$ 12,000
Leases and Rentals	\$ 75,000
Contrib to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
PROFIT	\$ -
Total Expenditures =	\$ 3,303,768
minus EXCLUDED Subsidy Revenue =	\$ 29,995
Budgeted Total Expenditures INCLUDED in Rate Base =	\$ 3,273,763
Rate Base Adjustment ¹ =	\$ -
Adjusted Expenditures Included in Rate Base =	\$ 3,273,763

\$ 29,995

Amount of Budgeted Operating Rate Subsidy Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:

2015 - 2016

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Escambia County Version 1.4
County: Escambia County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 1,052,580

Rate Per Passenger Mile = \$ 3.11

Total Projected Passenger Trips = 85,213

Rate Per Passenger Trip = \$ 38.42

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 12.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.14

Rate Per Passenger Trip = \$ 38.77

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

CTC: Escambia County Version 1.4
County: Escambia County

- C
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iers

1	2	Group
<p>Ambulatory</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Go to Section II for Ambulatory Service</p>	<p>Wheelchair</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Go to Section II for Wheelchair Service</p>	<p>Stretcher</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Go to Section II for Stretcher Service</p>
<p>STOPI DO NOT Complete Sections I - V</p> <p>Emergency Service</p>		

- Go to Section II for Ambulatory Service
- Yes
○ No
- Go to Section II for Wheelchair Service
- Yes
○ No
- Go to Section II for Stretcher Service
- Yes
○ No
- STOPI Do NOT Complete Sections II - V for Group Service
- Yes
● No

Group	2	1	1
Group Service	Do Not Answer # 2 for Stretchers Service	Do Not Answer # 2 for Wheelchair Service	Do Not Answer # 2 for Ambulatory Service
Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
No	<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No

- | | | | |
|--|---|--|--|
| <p>Answer # 2 for Ambulatory Service</p> <p> <input type="radio"/> Yes
 <input type="radio"/> No </p> | <p>Answer # 2 for Wheelchair Service</p> <p> <input checked="" type="radio"/> Yes
 <input type="radio"/> No </p> | <p>Answer # 2 for Stretcher Service</p> <p> <input checked="" type="radio"/> Yes
 <input type="radio"/> No </p> | <p>Do Not Complete Section II for Group Service</p> <p> <input type="radio"/> Yes
 <input checked="" type="radio"/> No </p> |
|--|---|--|--|

- 1 2 2
- Yes Yes Yes
- ○ ○
- No No No
- ● ●

- | Below | Below | Leave Blank | Group Service |
|--------------|--------------|-------------|---------------|
| \$ 2,000,000 | \$ 1,303,758 | | |
| 720,000 | 332,580 | | |
| 61,000 | 24,213 | | |

Group	Wheelchair	Stretcher	Group
Do NOT Complete Section II for Group Service			
Go to Section III for Stretcher Service	\$ 3.92		
Go to #4 below for Wheelchair Service	\$ 53.85		
Go to #4 below for Ambulatory Service	\$ 2.78		
	\$ 32.79		

- | Combination Trip and Mile Rate | |
|--|---|
| <p>\$ 2.78</p> <p>STOPI DO NOT</p> <p>Complete</p> <p>Sections II - V</p> <p>for Ambulatory Service</p> | <p>\$ 3.92</p> <p>STOPI DO NOT</p> <p>Complete</p> <p>Sections II - V</p> <p>for Wheelchair Service</p> |
| <p>Leave Blank</p> <p>and Go to</p> <p>Section II for</p> <p>Stretcher</p> <p>Service</p> | <p>Do NOT</p> <p>Complete</p> <p>Section II for</p> <p>Group Service</p> |

Worksheet for Multiple Service Rates

CTC: Escambia County Version 1.4
County: Escambia County

- Answer the questions by completing the GREEN cells starting in Section I for all services
- Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

- Do you want to charge all escorts a fee? ☐ Yes ☒ No
Skip #2 - 4 and Section IV and Go to Section V
- If you answered Yes to #1, do you want to charge the fee per passenger trip OR ☒ Pass. Trip ☐ Pass. Mile
per passenger mile? Leave Blank
- If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
- How much will you charge each escort? \$ Leave Blank

SECTION IV: Group Service Loading

- If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

- Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services if the rates were calculated in the Section II above
 - Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2017 - 2018			
Ambul Leave Blank	Wheel Chair Leave Blank	Stretcher Leave Blank	Group Leave Blank
\$2.78	\$3.92	\$0.00	\$0.00
Rate per Passenger Mile = 0			
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 0			
Rate per Passenger Trip = 0			
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 0			
Rate per Passenger Trip = 0			
2 If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			
Rate per Passenger Mile for Balance =			

Rates If No Revenue Funds Were Identified As Subsidy Funds			
Ambul	Wheel Chair	Stretcher	Group
#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
per passenger per group			
Ambul	Wheel Chair	Stretcher	Group
#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
per passenger per group			

Financial Element

Direct Transportation System Expenses and (Object Code)

A. LABOR

	FY 2016-17
	ESC
1. Operator Salaries and Wages (.01)	\$1,008,569
Range of hourly wages	
2. Training Salaries and Wages (.02)	
Range of hourly wages	
3. Dispatcher salaries and wages (.03)	\$52,000
Range of hourly wages	
4. Administrative Salaries and Wages (.04)	\$124,000
Range of hourly wages	
5. Management Salaries and Wages (.05)	\$100,000
Range of hourly wages	
6. Scheduler Salaries and Wages (.06)	\$31,200
Range of hourly wages	
7. Reservationist salaries and wages (.07)	\$46,800
Range of hourly wages	
8. Maintenance Salaries and Wages (.08)	\$37,440
Range of hourly wages	
9. Other Salaries and Wages (.99)	
Range of hourly wages	
Sub Total:	\$1,400,009

B. FRINGE BENEFITS (502)

1. FICA (.01)	\$107,102
2. Medical Insurance Plans (.03)	\$300,000
3. Life Insurance Plans (.05)	
4. Workers Compensation Insurance (.08)	\$200,000
5. Holiday Pay (.10)	
6. Vacation (.11)	
7. Other _____ (Unemployment)	\$39,000
8. Other Uniforms _____ (.99)	\$8,000
Sub Total:	\$661,750

C. SERVICES (503)

1. Management Service Fees (.01)	\$180,000
2. Advertising Services Fees (.02)	\$2,000
3. Professionals and Technical Services (.03)	\$58,000
4. Copier Lease _____ ()	
5. Communications _____ ()	
Sub Total:	\$240,000

D. MATERIALS AND SUPPLIES (504)

1. Fuel and Lubricants consumed (.01)
2. Tires and Tubes consumed (.02)
3. Inventory Purchases (.03)
4. Others Materials and Supplies Consumed (.99)

Sub Total:

\$329,999

\$159,000

\$488,999

E. UTILITIES (505)

1. Utilities- Telephone (.02)
2. Utilities- Other (.99)

Sub Total:

\$45,000

\$15,000

\$60,000

F. CASUALTY AND LIABILITY COSTS (506)

1. Prem. for Physical Damage Insurance (.01)
2. Prem. for Public Liab. & Property Damage (.02)
3. Performance bond _____ ()
4. Other Insurance _____ (.99)

Sub Total:

\$250,000

\$30,000

\$280,000

G. TAXES (507)

1. Property Tax (.03)
2. Vehicle licensing and Registration Fees (.04)
3. Other Taxes _____ (.99)

Sub Total:

\$10,000

\$10,000

H. PURCHASED TRANSPORTATION SERVICES (508)

1. Caring Hearts _____ (.01)
2. Life Guard Amb _____ (.02)
3. Lakeview _____ (.03)
4. Taxi _____ (.04)
5. ECAT/Greyhound _____ (.05)
6. Medicaid Passenger Reimbursement _____ (.06)

List each source of purchase (.01-.99)

Sub Total:

\$60,000

\$60,000

I. Miscellaneous expenses (509)

1. Dues and Subscriptions _____ (.01)
2. Travel and Meetings _____ (.02)
3. Office Supplies _____ (.08)
4. Postage _____ (.99)
5. Other: Contingency _____ (.99)

Sub Total:

\$16,000

\$16,000

J. INTEREST EXPENSES (511)

1. Interest on long-term Dept. Obligations (.01)
2. Interest on short-term Dept. Obligations (.02)

Sub Total:

\$12,000

\$12,000

K. LEASES AND RENTALS (512)

1. Passenger Revenue Vehicles (.04)
2. Service Vehicles (.05)
3. Vehicle Storage and Dispatch Center (.06)
4. Maintenance Equip. & Facilities (.07)
5. Data Processing Equip. (.10)
6. Document Center Lease _____ (.11)

Sub Total:

\$75,000

\$75,000

L. DEPRECIATION AND AMORTIZATION (513)

1. Passenger Revenue Vehicles (.04)
2. Service Vehicles (.05)
3. Vehicle Storage and Dispatch Center (.06)
4. Maintenance Equip. & Facilities (.07)
5. Data Processing Equip. (.10)
6. Office Furniture _____ ()
7. Other _____ ()

Sub Total:

M. CONTRIBUTED SERVICES - ALLOWABLE (530)

1. Bldg, Furn & Fix + Vehc Purch price
2. Total Depreciation _____ (.01)
3. _____ ()
4. _____ ()
5. _____ ()

Describe each and place the value.

Sub Total:

\$0

N. INELIGIBLE EXPENSES (550)

1. _____ ()
Describe

Sub Total:

\$0

II. ALLOCATED INDIRECT COSTS:

Derived from cognizant agency-approved
Cost Allocation Plan, completed in accordance
with the Federal Common Grants Rule.

SUB-TOTAL OF DIRECT (I) AND INDIRECT (II) EXPENSES:

\$3,303,758

III. PROFIT (if applicable)

Vehicle Replacement Funds

Indicate below, the profit as a percent of direct
and indirect expenses.

CURRENT MOA YEAR _____ 5 % PROFIT

\$0

NEXT MOA YEAR _____ 10 % PROFIT

IV. FULLY ALLOCATED OPERATING COSTS:

\$3,303,758

ANNUAL TOTAL SYSTEM VEHICLE MILES

1,052,580

ANNUAL TOTAL SYSTEM DRIVER HOURS

76,960

ANNUAL SYSTEM PASSENGER TRIPS

85,217

TOTAL SYSTEM PASSENGER TRIPS

1. Farebox (401)

A. Medicaid co-pay()

B. Transportation Disadvantaged()

C. All co-pays and prepaid tickets purchased

\$185,000

2. Special Fares (Contract/Purchase of Service) (402)

3. School Board Service (403)

4. Freight Tariffs (404)

5. Charter Service (405)

6. Auxiliary Transportation (406)

A. Concession Revenue (.01)

B. Advertising Revenue (.03)

7. Non-transportation (407)

1. Sales of Maintenance Services (.01)

2. Rental of Revenue Vehicles (.02)

3. Rental of Building and other Property (.03)

4. The Non-Transportation Revenues (.99)

8. Taxes Levied by Transit System (409)
 1. Property Tax Revenue (.01)
 2. Sales Tax Revenue (.02)
9. Local Cash Grants and Reimbursements (409)
 1. General Operating Assistance City of Pensacola (.01)
 2. ADA ECAT
 3. Local Share of State Projects (.03)
 4. Local Share of Federal Projects (.04)
 5. Other Escambia County _____ ()
 6. Other Santa Rosa County _____

\$3,118,758

10. Local Special Fare Assistance (410)
 1. Handicapped Citizen (.01)
 2. Senior Citizen (.02)
 3. Students (.03)
 4. Other _____ (.99)

11. State Cash Grants and Reimbursements (411)
 - A. General Operating Assistance (.01)
 - B. State Share of Federal Projects (.04)
 - Medicaid
 - Transportation Disadvantaged
 - Department of Elder Affairs
 - Family Preservation and Support
 - Developmental Services
 - Blind Services
 - Vocational Rehabilitation
 - Wages

3. Other Miscellaneous _____ ()
- Other ACHA - Logisticare/A2C/etc

12. State Special Fare Assistance (412)

13. Federal Cash Grants and Reimbursements (413)
 1. General Operating Assistance 5311 (.01)
 2. Special Demonstration Projects (.02)
 3. Other Federal Financial Assistance (.99)
 3. Other Federal Financial Assistance (.99)

14. Interest Income (414)

15. Contributed Services (430)

1. Allowable (.01) - List Below
2. Depreciation In-Kind _____ ()
3. _____ ()
4. _____ ()
5. _____ ()

16. Contributed Cash (431)

1. Direct Donation (.01)
2. Fund Raising (.02)

17. Subsidy From Other Sectors of Operation (440)

TOTAL REVENUE

\$3,303,758

C. TOTAL SYSTEM PERFORMANCE TREND BASED UPON FULLY ALLOCATED OPERA

1. Fully Allocated Operating Costs	3,303,758
2. Total System Vehicle Miles	1,052,580
3. Total System Driver Hours	76,960
4. Total System Passenger Trips	85,217
5. Fully Allocated cost/system vehicle mile	3.14
6. Fully Allocated cost/system driver hour	42.93
7. Fully Allocated cost/system passenger trip	38.77

Complaint Resolution

Any time a complaint is received via telephone, the call will be entered into the complaint log. This tracks all incoming complaints. If the complainant refuses to identify himself or herself, no further action is generally taken as the complaint is considered "unfounded" and no follow-up to the complainant is possible. For all other complaints, a supervisor is assigned to investigate the details of the complaint within the next three (3) days. This individual questions the implicated employee to obtain their version of the occurrence. If the two versions conflict, the supervisor attempts to verify one side or the other by locating and speaking with other witnesses. Within three (3) days of receipt of the complaint, the investigating supervisor must complete the investigation, recommend follow-up action and prepare a draft letter of apology to the complainant. This draft is forwarded to the General Manager, who will review and sign the letter. It is our goal to answer every complaint in writing within five (5) days of receipt.

Budget Increases

The only time a budget has been required and given was during a union strike. The increase went solely to an increase in the driver's wages.

Trip Volume and On-time Performance

The following pages include reports demonstrating our trip volume and on-time performance measures for 5 contracts.

Ride Status Report

Pensacola Bay Transportation Co.

Tuesday Feb 04, 2014 - Tuesday Feb 04, 2014

TD CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Feb 14	ENON/AMB	78	1	8	0	0	0	0	78	0	78	0	7	71
Feb 14	ENON/WC	9	2	6	0	0	0	0	9	0	9	0	4	5
Totals		87	3	14	0	0	0	0	87	0	87	0	11	76

Dates = 2/4/2014 12:00:00 AM; Agency = 15;

On-Time Performance Report --- TD CONTRACT

Pensacola Bay Transportation Co.

2/4/2014 12:00:00 AM to 2/4/2014 12:00:00 AM

Date	Trip #	Range		Range	Range		Range
		Scheduled PU Time	Actual PU Time		Scheduled DO Time	Actual DO Time	
02/04/2014	2	17:00	17:05	Yes	18:00	17:25	Yes
02/04/2014	2	20:00	20:05	Yes	21:00	21:00	Yes
02/04/2014	2	20:00	20:05	Yes	21:00	21:10	Yes
02/04/2014	2	20:05	20:05	Yes	21:05	20:30	Yes
02/04/2014	2	20:05	20:05	Yes	21:05	20:25	Yes
02/04/2014	2	20:15	20:05	Yes	21:15	20:35	Yes
02/04/2014	2	20:30	20:05	Yes	21:30	20:55	Yes
02/04/2014	2	22:30	22:30	Yes	23:30	23:05	Yes
02/04/2014	2	23:30	23:35	Yes	23:59	23:59	Yes
02/04/2014	8	14:30	14:55	Yes	15:30	15:30	Yes
02/04/2014	8	14:45	14:55	Yes	15:45	15:48	Yes
02/04/2014	102	08:45	08:55	Yes	09:45	09:15	Yes
02/04/2014	102	10:00	10:00	Yes	11:00	10:15	Yes
02/04/2014	102	12:55	12:40	Yes	13:55	12:55	Yes
02/04/2014	102	13:00	13:00	Yes	14:00	13:40	Yes
02/04/2014	104	04:45	05:11	Yes	05:45	05:23	Yes
02/04/2014	107	11:00	10:50	Yes	12:00	11:03	Yes
02/04/2014	108	05:35	05:50	Yes	06:35	06:37	Yes
02/04/2014	112	09:00	09:15	Yes	10:00	09:45	Yes
02/04/2014	112	11:00	11:05	Yes	12:00	11:10	Yes
02/04/2014	127	19:00	18:58	Yes	00:00	19:43	Late
02/04/2014	127	19:00	18:58	Yes	20:00	19:41	Yes
02/04/2014	127	19:05	18:58	Yes	20:05	19:18	Yes
02/04/2014	127	21:00	20:56	Yes	22:00	21:19	Yes
02/04/2014	127	21:35	20:56	Yes	22:35	21:41	Yes
02/04/2014	128	08:15	08:19	Yes	09:15	08:55	Yes
02/04/2014	132	09:45	10:20	Late	10:45	11:00	Yes
02/04/2014	138	15:05	15:20	Yes	16:05	15:50	Yes
02/04/2014	203	09:30	09:45	Yes	10:30	10:45	Yes
02/04/2014	203	09:30	10:35	Late	10:30	10:45	Yes
02/04/2014	203	10:30	10:05	Yes	11:30	10:45	Yes
02/04/2014	203	10:30	10:20	Yes	11:30	10:45	Yes
02/04/2014	203	13:45	14:45	Late	14:45	15:15	Yes
02/04/2014	203	15:00	15:40	Late	16:00	16:05	Yes
02/04/2014	203	16:00	16:20	Yes	17:00	16:40	Yes
02/04/2014	207	06:30	06:40	Yes	07:30	07:00	Yes
02/04/2014	207	07:00	07:20	Yes	08:00	07:30	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R	Scheduled DO Time	Actual DO Time	Y R
02/04/2014	223	13:05	13:30	Yes	14:00	13:50	Yes
02/04/2014	224	08:30	08:40	Yes	09:30	08:55	Yes
02/04/2014	225	16:30	16:35	Yes	17:30	16:50	Yes
02/04/2014	225	16:30	17:10	Late	17:30	17:25	Yes
02/04/2014	301	15:35	15:34	Yes	16:35	16:10	Yes
02/04/2014	301	16:05	15:58	Yes	17:05	17:24	Yes
02/04/2014	303	05:00	05:10	Yes	06:00	06:05	Yes
02/04/2014	303	09:15	09:45	Yes	10:15	10:05	Yes
02/04/2014	303	10:00	10:20	Yes	11:00	10:35	Yes
02/04/2014	303	14:00	14:20	Yes	15:00	15:30	Yes
02/04/2014	305	05:30	05:33	Yes	06:30	06:01	Yes
02/04/2014	305	05:45	05:52	Yes	06:30	06:01	Yes
02/04/2014	305	08:15	08:13	Yes	09:15	08:42	Yes
02/04/2014	306	18:35	18:43	Yes	19:35	19:10	Yes
02/04/2014	306	19:35	19:30	Yes	20:35	19:50	Yes
02/04/2014	306	19:50	20:00	Yes	20:50	20:10	Yes
02/04/2014	306	20:15	20:20	Yes	21:15	20:46	Yes
02/04/2014	307	19:00	19:33	Late	20:00	19:51	Yes
02/04/2014	308	18:35	19:07	Late	19:35	19:35	Yes
02/04/2014	308	20:30	20:30	Yes	21:30	20:57	Yes
02/04/2014	308	22:35	22:35	Yes	23:35	22:54	Yes
02/04/2014	308	23:45	23:42	Yes	23:59	23:59	Yes
02/04/2014	308	23:58	23:57	Yes	23:59	23:58	Yes
02/04/2014	309	12:05	12:13	Yes	13:05	12:27	Yes
02/04/2014	309	12:30	12:37	Yes	13:30	12:52	Yes
02/04/2014	309	14:35	15:08	Late	15:35	15:38	Yes
02/04/2014	363	06:25	06:45	Yes	07:25	07:05	Yes
02/04/2014	363	14:35	14:40	Yes	15:35	15:05	Yes
02/04/2014	369	07:45	08:00	Yes	08:45	08:27	Yes
02/04/2014	369	08:55	08:55	Yes	09:55	09:50	Yes
02/04/2014	369	10:15	10:33	Yes	11:15	10:45	Yes
02/04/2014	369	15:15	14:42	Yes	16:15	15:04	Yes
02/04/2014	369	16:00	15:22	Yes	17:00	15:49	Yes
02/04/2014	370	03:00	03:05	Yes	04:00	03:28	Yes
02/04/2014	370	03:25	03:53	Yes	04:25	04:35	Yes
02/04/2014	370	04:00	04:43	Late	05:00	05:05	Yes
02/04/2014	370	04:00	04:24	Yes	05:00	05:05	Yes
02/04/2014	370	04:00	04:04	Yes	05:00	05:16	Yes
02/04/2014	370	04:30	04:55	Yes	05:30	05:24	Yes
02/04/2014	370	04:30	04:48	Yes	05:30	05:24	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	W R	Scheduled DO Time	Actual DO Time	W R
02/04/2014	370	08:55	08:53	Yes	09:55	09:01	Yes
02/04/2014	370	12:00	12:20	Yes	13:00	12:37	Yes
02/04/2014	374	13:08	13:50	Late	14:08	14:00	Yes
02/04/2014	401	05:55	06:05	Yes	06:55	06:19	Yes
02/04/2014	401	08:30	08:40	Yes	09:30	09:00	Yes
02/04/2014	401	14:45	14:45	Yes	15:45	15:22	Yes
02/04/2014	402	07:40	07:52	Yes	08:40	08:15	Yes
02/04/2014	402	09:10	09:12	Yes	10:10	09:52	Yes
02/04/2014	402	11:45	11:25	Yes	12:45	11:35	Yes
02/04/2014	1001	07:00	07:00	Yes	08:00	08:34	Late
02/04/2014	1101	04:15	04:17	Yes	05:15	04:27	Yes
In Compliance:			78				86
			88.6%				97.7%

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report
Pensacola Bay Transportation Co.
Tuesday Feb 18, 2014 - Tuesday Feb 18, 2014

COA CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Feb 14	EDAY/AMB	7	0	1	0	0	0	0	7	0	7	0	1	6
Feb 14	EFGP/AMB	10	1	3	0	0	0	3	10	0	10	0	1	9
Feb 14	ESCP/AMB	12	1	2	0	0	0	0	12	0	12	0	1	11
Totals		29	2	6	0	0	0	3	29	0	29	0	3	26

Dates = 2/18/2014 12:00:00 AM; Agency = 3;

On-Time Performance Report --- COA CONTRACT

Pensacola Bay Transportation Co.

2/18/2014 12:00:00 AM to 2/18/2014 12:00:00 AM

Date	Trip #	Scheduled PU Time	Actual PU Time	Range	Scheduled DO Time	Actual DO Time	Range
02/18/2014	2	17:00	17:30	Yes	18:00	18:40	Late
02/18/2014	5	07:00	07:35	Late	08:00	08:15	Yes
02/18/2014	102	12:00	12:00	Yes	13:00	12:10	Yes
02/18/2014	102	16:00	16:00	Yes	17:00	16:15	Yes
02/18/2014	132	07:00	07:00	Yes	08:00	07:30	Yes
02/18/2014	132	07:00	07:20	Yes	08:00	07:30	Yes
02/18/2014	132	08:00	08:30	Yes	09:00	08:40	Yes
02/18/2014	132	08:00	08:25	Yes	09:00	08:55	Yes
02/18/2014	132	14:00	14:25	Yes	15:00	14:50	Yes
02/18/2014	207	07:00	07:15	Yes	08:00	07:35	Yes
02/18/2014	207	07:00	06:55	Yes	08:00	07:50	Yes
02/18/2014	207	14:00	13:50	Yes	15:00	14:50	Yes
02/18/2014	301	13:00	13:36	Late	14:00	13:42	Yes
02/18/2014	301	16:00	16:29	Yes	17:00	16:58	Yes
02/18/2014	303	07:00	07:00	Yes	08:00	07:15	Yes
02/18/2014	309	08:00	08:00	Yes	09:00	08:18	Yes
02/18/2014	363	06:00	06:35	Late	07:00	06:55	Yes
02/18/2014	363	08:00	08:00	Yes	09:00	08:35	Yes
02/18/2014	363	09:00	09:25	Yes	10:00	10:05	Yes
02/18/2014	363	13:00	12:55	Yes	14:00	13:40	Yes
02/18/2014	363	13:00	12:55	Yes	14:00	13:05	Yes
02/18/2014	363	13:00	12:55	Yes	14:00	13:05	Yes
02/18/2014	363	14:00	13:50	Yes	15:00	14:25	Yes
02/18/2014	363	16:00	15:40	Yes	17:00	15:50	Yes
02/18/2014	369	08:30	08:45	Yes	09:30	09:08	Yes
02/18/2014	370	07:00	07:15	Yes	08:00	08:08	Yes
02/18/2014	401	07:00	07:05	Yes	08:00	07:37	Yes
02/18/2014	401	07:00	07:20	Yes	08:00	07:25	Yes
02/18/2014	401	07:00	07:14	Yes	08:00	07:30	Yes
In Compliance:			26			28	
			89.7%			96.6%	

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report
Pensacola Bay Transportation Co.
Wednesday Jan 15, 2014 - Wednesday Jan 15, 2014

VR CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Jan 14	EVR/AMB	4	0	1	0	0	0	0	4	0	4	0	0	4
Totals		4	0	1	0	0	0	0	4	0	4	0	0	4

Dates = 1/15/2014 12:00:00 AM; Agency = 10;

On-Time Performance Report --- VR CONTRACT

Pensacola Bay Transportation Co.

2/1/2014 12:00:00 AM to 2/28/2014 12:00:00 AM

Date	Trip #	Scheduled PU Time	Actual PU Time	Range	Scheduled DO Time	Actual DO Time	Range
02/01/2014	2	18:30	18:10	Yes	19:30	19:10	Yes
02/01/2014	3	19:30	19:20	Yes	20:30	20:30	Yes
02/01/2014	225	06:00	07:05	Late	07:00	07:35	Late
02/01/2014	225	06:00	06:30	Yes	07:00	07:20	Yes
02/03/2014	2	20:30	20:05	Yes	21:30	20:50	Yes
02/03/2014	3	20:15	20:30	Yes	21:15	21:20	Yes
02/04/2014	306	20:15	20:20	Yes	21:15	21:15	Yes
02/05/2014	306	20:15	20:25	Yes	21:15	21:15	Yes
02/10/2014	207	08:00	08:50	Late	09:00	09:10	Yes
02/10/2014	1001	13:00	13:30	Yes	14:00	14:26	Yes
02/11/2014	207	08:00	08:50	Late	09:00	09:05	Yes
02/11/2014	369	13:00	13:10	Yes	14:00	13:30	Yes
02/12/2014	207	08:00	08:45	Late	09:00	09:00	Yes
02/13/2014	4	13:00	13:26	Yes	14:00	14:00	Yes
02/13/2014	224	15:00	15:00	Yes	16:00	15:50	Yes
02/14/2014	309	07:30	07:31	Yes	08:30	08:01	Yes
02/17/2014	303	13:00	13:20	Yes	14:00	13:45	Yes
02/17/2014	402	07:30	07:46	Yes	08:30	08:14	Yes
02/18/2014	303	13:00	12:55	Yes	14:00	13:30	Yes
02/18/2014	402	07:30	07:38	Yes	08:30	08:15	Yes
02/19/2014	309	07:30	07:29	Yes	08:30	08:24	Yes
02/20/2014	363	13:00	13:20	Yes	14:00	13:40	Yes
02/20/2014	402	07:30	07:42	Yes	08:30	08:22	Yes
02/21/2014	223	07:37	08:10	Late	08:02	08:35	Late
02/24/2014	3	20:30	20:25	Yes	21:30	20:55	Yes
In Compliance:		20		23			
		80.0%				92.0%	

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report

Pensacola Bay Transportation Co.

Wednesday Jan 15, 2014 - Wednesday Jan 15, 2014

AKCA CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Jan 14	EDT3/AMB	20	0	8	0	0	2	0	20	0	16	0	18	2
Jan 14	EDT3/WC	2	0	0	0	0	0	2	2	0	2	0	0	2
Jan 14	EMD/WC	16	1	0	0	0	0	0	16	0	15	1	7	9
Jan 14	EMDX/AMB	40	0	51	23	0	0	13	40	0	39	0	17	22
Jan 14	EMDX/WC	2	0	8	5	0	0	0	2	0	2	0	1	1
Jan 14	EMED/AMB	158	7	26	1	0	7	3	158	0	158	0	54	99
Jan 14	EMED/BUSPASS	11	0	0	0	0	0	0	11	0	11	0	9	2
Jan 14	EMED/WC	27	2	5	0	0	0	0	27	0	27	0	4	23
Totals		0	276	10	98	29	0	9	18	276	0	270	1	160

Dates = 1/15/2014 12:00:00 AM; Agency = 8;

On-Time Performance Report ---- AHCA CONTRACT

Pensacola Bay Transportation Co.

1/15/2014 12:00:00 AM to 1/15/2014 12:00:00 AM

Date	Trip #	Range			Range		
		Scheduled PU Time	Actual PU Time		Scheduled DO Time	Actual DO Time	
#	4	13:55	13:49	Yes	14:55	14:29	Yes
#	4	16:00	16:05	Yes	17:00	17:54	Late
#	5	05:00	05:05	Yes	06:00	05:16	Yes
#	5	07:00	06:45	Yes	08:00	07:26	Yes
#	5	08:00	08:20	Yes	09:00	08:45	Yes
#	5	08:45	09:02	Yes	09:45	09:24	Yes
#	6	09:45	10:05	Yes	10:45	10:26	Yes
#	6	11:15	11:00	Yes	12:15	11:55	Yes
#	6	12:00	12:13	Yes	13:00	12:55	Yes
#	6	12:00	12:00	Yes	13:00	12:47	Yes
#	6	12:00	12:13	Yes	13:00	12:47	Yes
#	6	12:00	12:00	Yes	13:00	12:23	Yes
#	102	10:20	10:50	Yes	11:20	11:00	Yes
#	102	11:10	11:10	Yes	12:10	11:40	Yes
#	102	11:50	12:20	Yes	12:50	12:40	Yes
#	104	05:00	05:28	Yes	06:00	06:05	Yes
#	104	05:15	05:18	Yes	06:15	06:00	Yes
#	104	09:35	09:56	Yes	10:35	10:15	Yes
#	107	05:30	05:45	Yes	06:30	06:00	Yes
#	107	08:15	08:10	Yes	09:15	08:20	Yes
#	107	08:35	08:37	Yes	09:35	09:17	Yes
#	107	08:50	08:54	Yes	09:50	09:13	Yes
#	107	10:45	10:48	Yes	11:45	10:56	Yes
#	107	11:45	11:49	Yes	12:45	12:04	Yes
#	107	14:20	14:06	Yes	15:20	15:11	Yes
#	108	05:40	05:53	Yes	06:40	06:30	Yes
#	108	11:00	11:16	Yes	12:00	11:45	Yes
#	109	05:30	05:45	Yes	06:30	06:13	Yes
#	109	09:25	09:45	Yes	10:25	09:55	Yes
#	109	11:20	11:20	Yes	12:20	11:46	Yes
#	112	05:00	05:30	Yes	06:00	05:50	Yes
#	112	07:40	08:00	Yes	08:40	08:50	Yes
#	112	08:00	08:20	Yes	09:00	08:50	Yes
#	112	08:00	08:30	Yes	09:00	08:35	Yes
#	112	08:00	08:10	Yes	09:00	08:50	Yes
#	112	08:00	08:00	Yes	09:00	08:50	Yes
#	112	08:00	07:50	Yes	09:00	08:50	Yes

3/7/2017 12:12:59 PM

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R	Scheduled DO Time	Actual DO Time	Y R
#	112	09:15	09:30	Yes	10:15	09:40	Yes
#	112	10:00	10:00	Yes	11:00	10:15	Yes
#	112	12:00	12:00	Yes	13:00	12:30	Yes
#	112	12:00	12:00	Yes	13:00	12:40	Yes
#	112	12:00	12:00	Yes	13:00	12:50	Yes
#	112	12:00	12:00	Yes	13:00	12:15	Yes
#	112	12:00	12:00	Yes	13:00	12:20	Yes
#	112	12:00	12:00	Yes	13:00	12:40	Yes
#	132	09:45	10:00	Yes	10:45	10:15	Yes
#	132	10:30	10:35	Yes	11:30	10:55	Yes
#	138	14:50	15:25	Late	15:50	15:30	Yes
#	138	15:00	15:50	Late	16:00	16:55	Late
#	138	15:30	15:50	Yes	16:30	16:30	Yes
#	138	15:30	15:50	Yes	16:30	17:10	Late
#	138	16:00	16:10	Yes	17:00	16:20	Yes
#	203	10:00	09:45	Yes	11:00	11:10	Yes
#	203	10:00	10:10	Yes	11:00	11:10	Yes
#	203	14:15	14:35	Yes	15:15	14:55	Yes
#	207	05:45	06:05	Yes	06:45	06:30	Yes
#	207	06:30	06:45	Yes	07:30	07:50	Yes
#	207	07:00	07:20	Yes	08:00	07:55	Yes
#	207	08:00	08:20	Yes	09:00	09:15	Yes
#	207	08:00	08:40	Late	09:00	09:15	Yes
#	207	08:00	08:40	Late	09:00	09:25	Yes
#	207	11:15	11:15	Yes	12:15	11:50	Yes
#	207	12:00	12:20	Yes	13:00	12:55	Yes
#	207	12:00	12:05	Yes	13:00	12:55	Yes
#	207	12:00	12:05	Yes	13:00	13:25	Yes
#	207	12:00	12:20	Yes	13:00	13:10	Yes
#	207	12:00	12:05	Yes	13:00	13:25	Yes
#	223	08:00	08:00	Yes	09:00	08:35	Yes
#	223	08:00	08:00	Yes	09:00	08:35	Yes
#	223	08:00	08:20	Yes	09:00	08:35	Yes
#	223	11:30	11:40	Yes	12:30	12:05	Yes
#	223	12:00	12:20	Yes	13:00	12:40	Yes
#	223	12:00	11:00	Yes	13:00	11:30	Yes
#	224	05:00	05:00	Yes	06:00	05:10	Yes
#	224	06:00	06:45	Late	07:00	07:10	Yes
#	224	08:00	08:35	Late	09:00	09:10	Yes
#	224	10:00	10:00	Yes	11:00	10:15	Yes

Date	Trip #	Scheduled		Y R	Scheduled		Y R
		PU Time	Actual PU Time		DO Time	Actual DO Time	
#	224	11:00	11:00	Yes	12:00	11:10	Yes
#	224	12:00	12:35	Late	13:00	13:00	Yes
#	224	14:15	15:25	Late	15:15	15:45	Yes
#	224	14:30	14:45	Yes	15:30	15:10	Yes
#	224	15:00	15:55	Late	16:00	16:10	Yes
#	224	15:30	16:15	Late	16:30	16:55	Yes
#	225	11:15	12:00	Late	12:15	12:30	Yes
#	225	12:30	12:40	Yes	13:30	13:15	Yes
#	225	13:35	14:20	Late	14:35	14:40	Yes
#	225	14:45	15:00	Yes	15:45	15:10	Yes
#	225	15:00	15:00	Yes	16:00	15:30	Yes
#	300	05:40	05:30	Yes	06:40	05:50	Yes
#	300	07:00	07:20	Yes	09:00	07:55	Yes
#	300	08:00	08:25	Yes	09:00	08:55	Yes
#	300	08:00	08:25	Yes	09:00	08:55	Yes
#	300	09:00	09:05	Yes	10:00	09:30	Yes
#	300	09:00	09:05	Yes	10:00	09:30	Yes
#	300	09:45	09:50	Yes	10:45	10:15	Yes
#	300	10:20	10:20	Yes	11:20	11:05	Yes
#	300	11:30	10:55	Yes	12:30	12:15	Yes
#	300	11:30	11:30	Yes	12:30	12:25	Yes
#	300	11:30	11:30	Yes	12:30	12:25	Yes
#	302	14:15	15:20	Late	15:15	15:40	Yes
#	302	14:50	15:20	Yes	15:50	15:50	Yes
#	302	15:00	15:20	Yes	16:00	15:40	Yes
#	302	15:15	16:10	Late	16:15	16:15	Yes
#	302	16:15	16:55	Late	17:15	17:05	Yes
#	302	16:30	16:35	Yes	17:30	16:45	Yes
#	302	16:35	16:30	Yes	17:35	17:55	Yes
#	303	10:15	10:05	Yes	11:15	10:50	Yes
#	305	05:30	05:21	Yes	06:30	05:52	Yes
#	305	07:25	07:20	Yes	08:25	07:54	Yes
#	305	08:20	08:26	Yes	09:20	08:43	Yes
#	305	09:15	09:08	Yes	10:15	09:22	Yes
#	305	10:30	10:30	Yes	11:30	10:54	Yes
#	305	12:10	12:00	Yes	13:10	12:20	Yes
#	307	15:00	15:40	Late	16:00	16:13	Yes
#	307	16:05	17:10	Late	17:05	17:45	Late
#	308	14:45	16:25	Late	15:45	17:00	Late
#	308	15:55	16:16	Yes	16:55	17:44	Late

Date	Trip #	Scheduled PU Time	Actual PU Time	S R	Scheduled DO Time	Actual DO Time	R V
#	308	20:30	21:13	Late	21:30	21:26	Yes
#	309	08:00	08:25	Yes	09:00	09:04	Yes
#	309	08:45	09:33	Late	09:45	09:52	Yes
#	309	10:00	10:04	Yes	11:00	10:38	Yes
#	309	12:00	11:58	Yes	13:00	12:27	Yes
#	309	14:10	13:45	Yes	15:10	14:05	Yes
#	363	09:30	09:40	Yes	10:30	10:00	Yes
#	363	11:30	11:30	Yes	12:30	12:10	Yes
#	363	12:00	12:00	Yes	13:00	12:25	Yes
#	363	14:30	14:50	Yes	15:30	15:40	Yes
#	363	16:00	16:00	Yes	17:00	16:35	Yes
#	369	14:45	14:51	Yes	15:45	15:00	Yes
#	370	08:05	08:26	Yes	09:55	09:00	Yes
#	370	10:10	10:08	Yes	11:10	10:34	Yes
#	374	09:45	10:10	Yes	10:45	10:20	Yes
#	374	11:15	11:15	Yes	12:15	12:00	Yes
#	374	12:30	12:35	Yes	13:30	12:45	Yes
#	374	15:15	15:45	Yes	16:15	16:15	Yes
#	401	09:20	09:22	Yes	10:20	09:28	Yes
#	401	11:45	11:45	Yes	12:45	12:02	Yes
#	402	08:15	08:29	Yes	09:15	08:40	Yes
#	402	11:25	11:12	Yes	12:25	11:50	Yes
#	402	11:30	11:30	Yes	12:30	11:50	Yes
#	402	12:45	13:07	Yes	13:45	13:28	Yes
#	1001	07:00	08:18	Late	08:00	09:22	Late
#	1001	07:30	08:18	Late	08:30	09:22	Late
#	1101	04:15	04:05	Yes	05:15	04:15	Yes
#	1501	08:00	08:22	Yes	09:00	08:56	Yes
#	1501	08:00	08:31	Late	09:00	08:56	Yes
#	1501	08:00	08:16	Yes	09:00	08:56	Yes
#	1501	08:00	08:01	Yes	09:00	08:56	Yes
#	1501	08:00	08:08	Yes	09:00	08:56	Yes
#	1501	08:00	08:27	Yes	09:00	08:56	Yes
#	1501	08:00	08:19	Yes	09:00	08:45	Yes
#	1501	08:00	07:59	Yes	09:00	08:56	Yes
#	1501	08:15	08:51	Late	09:00	08:56	Yes
#	1501	12:00	12:01	Yes	13:00	12:23	Yes
#	1501	12:00	12:01	Yes	13:00	12:07	Yes
#	1501	12:00	12:01	Yes	13:00	12:29	Yes
#	1501	12:00	12:01	Yes	13:00	12:44	Yes

Date	Trip #	Scheduled		Ri	Scheduled		Ri
		PU Time	Actual PU Time		DO Time	Actual DO Time	
#	1501	12:00	12:01	Yes	13:00	12:35	Yes
#	1501	12:00	12:01	Yes	13:00	12:13	Yes
#	1501	12:00	12:17	Yes	13:00	12:33	Yes
#	1501	12:00	12:01	Yes	13:00	12:40	Yes
#	1501	12:00	12:01	Yes	13:00	12:14	Yes
#	1502	08:00	08:32	Late	09:00	09:05	Yes
#	1502	08:00	08:42	Late	09:00	09:05	Yes
#	1502	08:00	08:55	Late	09:00	09:05	Yes
#	1502	08:00	08:55	Late	09:00	09:05	Yes
#	1502	08:00	08:30	Yes	09:00	09:05	Yes
#	1502	08:00	08:39	Late	09:00	09:05	Yes
#	1502	09:00	08:39	Yes	10:00	09:05	Yes
#	1502	09:00	08:44	Yes	10:00	09:05	Yes
#	1502	12:00	12:00	Yes	13:00	12:23	Yes
#	1502	12:00	12:00	Yes	13:00	12:10	Yes
#	1502	12:00	12:00	Yes	13:00	12:37	Yes
#	1502	12:00	12:00	Yes	13:00	12:20	Yes
#	1502	12:00	12:00	Yes	13:00	12:12	Yes
#	1502	12:00	12:00	Yes	16:38	12:20	Yes
#	1502	13:00	12:00	Yes	14:00	12:25	Yes
#	1504	08:00	08:20	Yes	09:00	08:52	Yes
#	1504	08:00	08:44	Late	09:00	08:52	Yes
#	1504	08:00	08:20	Yes	09:00	08:52	Yes
#	1504	08:00	08:20	Yes	09:00	08:52	Yes
#	1504	08:00	08:00	Yes	09:00	08:52	Yes
#	1504	12:00	12:08	Yes	13:00	13:00	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1504	12:00	12:08	Yes	13:00	12:14	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1598	07:00	09:15	Late	08:00	10:02	Late
#	1598	08:00	10:06	Late	09:00	10:08	Late
#	1598	09:00	10:06	Late	10:00	10:08	Yes
#	1598	10:00	09:15	Yes	11:00	10:02	Yes
#	1598	13:00	13:52	Late	14:00	13:54	Yes
#	1598	13:00	13:52	Late	14:00	13:54	Yes
#	1598	13:30	13:52	Yes	14:30	14:38	Yes
#	1598	14:00	13:52	Yes	15:00	14:38	Yes
#	1599	08:00	09:44	Late	09:00	10:07	Late
#	1599	08:00	09:55	Late	09:00	10:07	Late

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R	Scheduled DO Time	Actual DO Time	Y R
#	1599	09:00	09:09	Yes	10:00	10:07	Yes
#	1599	09:00	09:09	Yes	10:00	10:07	Yes
#	1599	13:00	13:51	Late	14:00	13:59	Yes
#	1599	13:00	13:51	Late	14:00	13:55	Yes
#	1599	14:00	13:51	Yes	15:00	14:38	Yes
#	1599	14:00	13:51	Yes	15:00	14:38	Yes
#	1600	07:00	07:21	Yes	00:00	08:05	Late
#	1600	07:00	06:11	Yes	08:00	08:26	Yes
#	1600	07:00	07:16	Yes	08:00	08:30	Yes
#	1600	07:00	07:05	Yes	08:00	08:05	Yes
#	1600	07:00	08:16	Late	08:00	08:30	Yes
#	1600	07:00	07:01	Yes	08:00	08:30	Yes
#	1600	07:30	07:52	Yes	08:30	08:26	Yes
#	1600	17:00	16:13	Yes	18:00	17:51	Yes
#	1600	17:00	16:14	Yes	18:00	16:34	Yes
#	1600	17:30	16:13	Yes	18:30	16:38	Yes
#	1600	17:30	16:11	Yes	18:30	16:52	Yes
#	1600	17:30	16:11	Yes	18:30	17:38	Yes
#	1601	06:00	06:59	Late	07:00	08:26	Late
#	1601	06:30	06:02	Yes	07:30	08:05	Late
#	1601	07:00	06:38	Yes	08:00	08:30	Yes
#	1601	07:00	07:26	Yes	08:00	08:30	Yes
#	1601	17:00	16:11	Yes	18:00	17:55	Yes
#	1601	17:00	16:11	Yes	18:00	17:10	Yes
#	1601	17:30	16:11	Yes	18:30	16:25	Yes
#	1601	17:30	16:11	Yes	18:30	16:25	Yes
#	1601	19:00	16:13	Yes	20:00	17:41	Yes
#	1601	19:00	16:13	Yes	20:00	17:11	Yes
#	1602	07:00	06:21	Yes	08:00	08:26	Yes
#	1602	07:00	08:08	Late	08:00	08:30	Yes
#	1602	07:00	07:35	Late	08:00	08:30	Yes
#	1602	07:00	07:35	Late	08:00	08:30	Yes
#	1602	07:00	06:36	Yes	08:00	08:05	Yes
#	1602	07:00	06:22	Yes	08:00	08:05	Yes
#	1602	07:30	06:09	Yes	08:30	08:05	Yes
#	1602	13:30	16:14	Late	14:30	17:22	Late
#	1602	15:30	16:13	Late	16:30	17:22	Late
#	1602	16:30	16:11	Yes	17:30	17:48	Yes
#	1602	17:00	16:14	Yes	18:00	16:44	Yes
#	1602	17:00	16:13	Yes	18:00	18:02	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	Yes No	Scheduled DO Time	Actual DO Time	Yes No
#	1602	17:30	16:13	Yes	18:30	18:20	Yes
#	1602	17:30	16:11	Yes	18:30	16:44	Yes
#	1602	17:30	16:11	Yes	18:30	17:02	Yes
#	1602	17:30	16:11	Yes	18:30	17:02	Yes
#	1602	17:30	16:13	Yes	18:30	17:32	Yes
#	1602	19:15	16:13	Yes	20:15	16:56	Yes
In Compliance:			197			226	
			81.1%			93.0%	

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report
Pensacola Bay Transportation Co.
Wednesday Jan 15, 2014 - Wednesday Jan 15, 2014

ADA CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Jan 14	AD/AMB	6	0	0	0	0	0	0	6	0	6	0	0	6
Jan 14	AD/WC	2	0	2	0	0	0	0	2	0	2	0	0	2
Jan 14	EADA/AMB	107	2	10	1	1	2	3	107	0	106	0	22	83
Jan 14	EAD/WC	40	0	5	1	0	0	0	40	0	40	0	8	32
Jan 14	EADN/AMB	2	0	1	0	0	0	0	2	0	2	0	0	2
Jan 14	EADN/WC	9	0	3	0	0	0	0	9	0	9	0	1	8
Totals		0	166	2	21	2	1	3	166	0	165	0	31	133

Dates = 1/15/2014 12:00:00 AM; Agency = 6;

On-Time Performance Report --- ADA CONTRACT

Pensacola Bay Transportation Co.

1/15/2014 12:00:00 AM to 1/15/2014 12:00:00 AM

Date	Trip #	Range			Range		
		Scheduled PU Time	Actual PU Time		Scheduled DO Time	Actual DO Time	
01/15/2014	4	14:00	14:06	Yes	14:30	14:47	Yes
01/15/2014	4	15:00	15:00	Yes	16:00	15:32	Yes
01/15/2014	4	16:00	16:05	Yes	17:00	17:18	Yes
01/15/2014	4	16:00	16:05	Yes	17:00	16:38	Yes
01/15/2014	5	06:00	06:09	Yes	07:00	06:21	Yes
01/15/2014	5	06:45	07:00	Yes	07:45	07:40	Yes
01/15/2014	5	07:45	08:04	Yes	08:45	08:10	Yes
01/15/2014	5	09:30	09:40	Yes	10:30	10:03	Yes
01/15/2014	6	07:55	08:05	Yes	08:55	08:30	Yes
01/15/2014	6	08:00	08:47	Late	09:00	09:00	Yes
01/15/2014	6	09:15	09:30	Yes	10:15	09:51	Yes
01/15/2014	6	10:30	10:38	Yes	11:30	10:57	Yes
01/15/2014	6	10:45	11:00	Yes	11:45	11:30	Yes
01/15/2014	6	13:30	13:40	Yes	14:30	13:57	Yes
01/15/2014	7	12:30	12:55	Yes	13:30	13:35	Yes
01/15/2014	7	14:00	14:05	Yes	15:00	14:20	Yes
01/15/2014	7	14:30	14:50	Yes	15:30	15:35	Yes
01/15/2014	7	14:30	14:45	Yes	15:30	15:50	Yes
01/15/2014	7	15:00	15:05	Yes	15:51	16:00	Yes
01/15/2014	7	15:00	14:55	Yes	16:00	16:10	Yes
01/15/2014	102	08:00	08:25	Yes	09:00	08:45	Yes
01/15/2014	102	11:00	11:10	Yes	12:00	11:50	Yes
01/15/2014	102	11:10	11:10	Yes	12:10	11:30	Yes
01/15/2014	102	14:00	14:00	Yes	15:00	14:46	Yes
01/15/2014	102	14:15	14:25	Yes	15:15	14:45	Yes
01/15/2014	102	16:00	16:00	Yes	17:00	16:25	Yes
01/15/2014	104	05:00	05:45	Late	06:00	06:20	Yes
01/15/2014	104	08:20	09:10	Late	09:20	09:45	Yes
01/15/2014	104	08:30	09:30	Late	09:30	09:45	Yes
01/15/2014	104	10:00	10:30	Yes	10:30	10:56	Yes
01/15/2014	104	11:00	11:14	Yes	12:00	11:45	Yes
01/15/2014	107	07:30	07:41	Yes	08:30	07:54	Yes
01/15/2014	107	08:45	08:34	Yes	09:45	09:38	Yes
01/15/2014	107	10:00	10:12	Yes	11:00	10:30	Yes
01/15/2014	107	11:15	11:41	Yes	12:15	12:15	Yes
01/15/2014	107	11:45	11:17	Yes	12:45	11:29	Yes
01/15/2014	107	13:00	13:04	Yes	14:00	13:26	Yes

3/7/2017 12:16:21 PM

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R i	Scheduled DO Time	Actual DO Time	Y R i
01/15/2014	107	14:00	14:16	Yes	15:00	15:16	Yes
01/15/2014	107	14:00	14:20	Yes	15:00	14:54	Yes
01/15/2014	107	15:30	16:04	Late	16:30	16:50	Yes
01/15/2014	108	05:30	05:40	Yes	06:30	06:30	Yes
01/15/2014	108	07:00	07:06	Yes	08:00	07:17	Yes
01/15/2014	108	07:00	07:00	Yes	08:00	07:36	Yes
01/15/2014	108	08:00	08:24	Yes	09:00	08:50	Yes
01/15/2014	108	08:00	08:36	Late	09:00	09:07	Yes
01/15/2014	108	13:05	13:00	Yes	14:05	13:20	Yes
01/15/2014	108	13:05	13:30	Yes	14:05	13:44	Yes
01/15/2014	108	14:05	14:20	Yes	15:05	14:35	Yes
01/15/2014	109	05:45	05:53	Yes	06:45	06:13	Yes
01/15/2014	109	06:00	06:01	Yes	07:00	06:13	Yes
01/15/2014	109	07:00	07:05	Yes	08:00	08:35	Late
01/15/2014	109	07:10	07:20	Yes	08:30	08:35	Yes
01/15/2014	109	07:15	07:35	Yes	07:55	08:02	Yes
01/15/2014	109	07:30	07:53	Yes	08:30	08:35	Yes
01/15/2014	109	09:00	08:35	Yes	10:00	09:55	Yes
01/15/2014	109	10:00	10:07	Yes	11:00	10:50	Yes
01/15/2014	109	12:30	12:50	Yes	13:30	13:05	Yes
01/15/2014	112	05:30	06:00	Yes	06:30	06:20	Yes
01/15/2014	112	06:30	06:50	Yes	07:30	07:35	Yes
01/15/2014	112	07:05	07:05	Yes	08:05	07:20	Yes
01/15/2014	112	11:00	11:05	Yes	12:00	11:10	Yes
01/15/2014	132	12:00	12:35	Late	13:00	15:00	Late
01/15/2014	132	13:30	13:20	Yes	14:30	13:40	Yes
01/15/2014	132	14:30	14:45	Yes	15:30	15:15	Yes
01/15/2014	138	14:45	15:25	Late	15:45	15:45	Yes
01/15/2014	138	16:15	15:50	Yes	17:15	16:00	Yes
01/15/2014	138	17:05	17:30	Yes	18:05	17:55	Yes
01/15/2014	203	09:00	09:00	Yes	10:00	09:15	Yes
01/15/2014	203	09:00	09:00	Yes	10:00	09:15	Yes
01/15/2014	203	09:00	09:00	Yes	10:00	09:15	Yes
01/15/2014	203	12:00	12:00	Yes	13:00	12:35	Yes
01/15/2014	203	12:00	12:00	Yes	13:00	12:35	Yes
01/15/2014	203	12:00	12:00	Yes	13:00	12:35	Yes
01/15/2014	203	13:30	13:15	Yes	14:30	13:45	Yes
01/15/2014	203	14:30	14:45	Yes	15:30	15:30	Yes
01/15/2014	207	09:15	09:35	Yes	10:15	10:05	Yes
01/15/2014	207	10:05	10:20	Yes	11:05	10:40	Yes

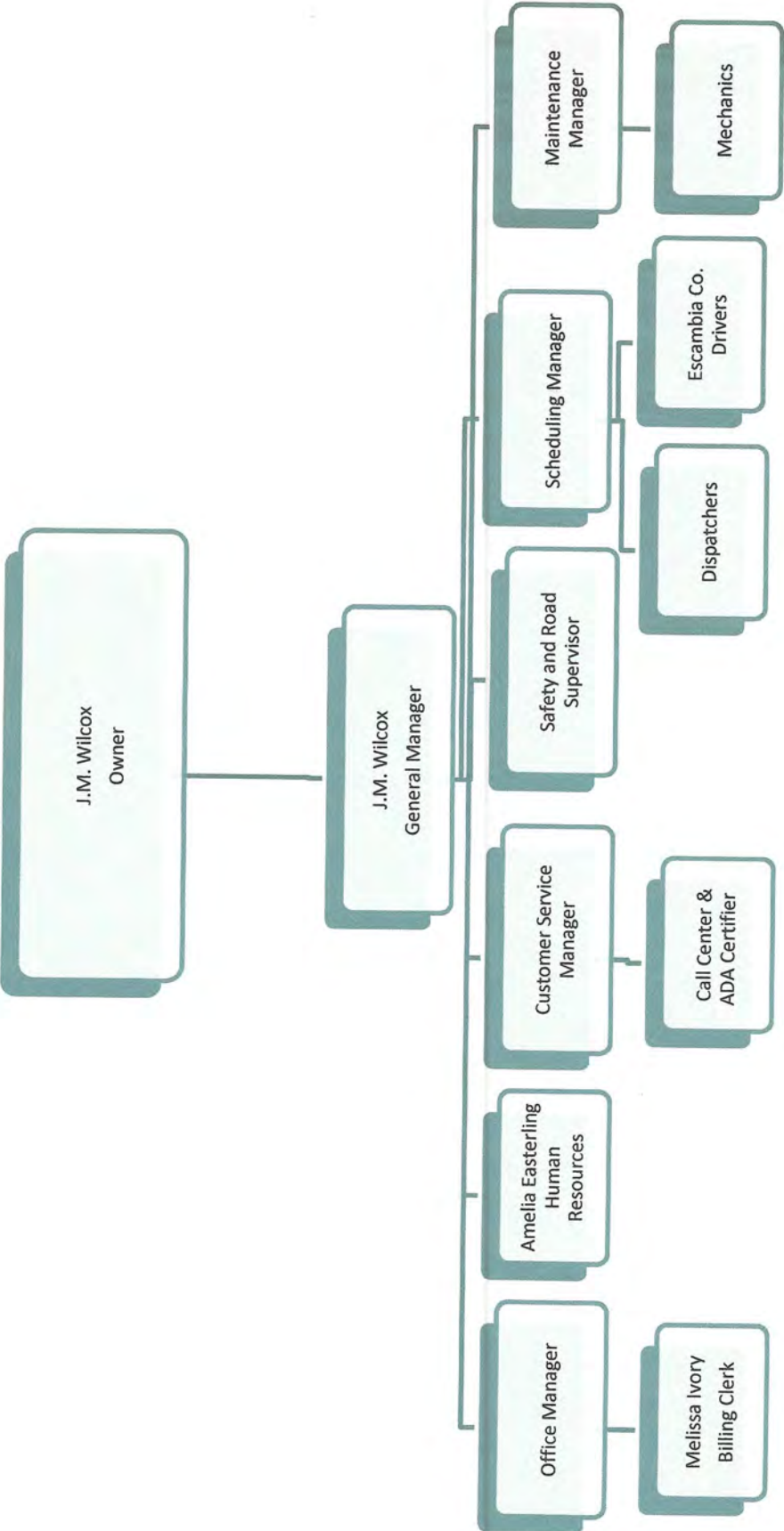
Date	Trip #	Scheduled PU Time	Actual PU Time	Y R: N	Scheduled DO Time	Actual DO Time	R: N
01/15/2014	207	14:00	14:10	Yes	15:00	14:35	Yes
01/15/2014	207	15:00	15:35	Late	16:00	16:25	Yes
01/15/2014	207	15:00	15:20	Yes	16:00	16:05	Yes
01/15/2014	223	06:55	07:00	Yes	07:55	07:15	Yes
01/15/2014	223	09:00	09:00	Yes	10:00	09:25	Yes
01/15/2014	223	10:30	10:30	Yes	11:30	10:45	Yes
01/15/2014	223	14:00	14:15	Yes	15:00	15:15	Yes
01/15/2014	223	14:00	14:20	Yes	15:00	15:30	Yes
01/15/2014	223	14:15	14:20	Yes	15:15	15:00	Yes
01/15/2014	224	05:30	06:00	Yes	06:30	06:30	Yes
01/15/2014	224	05:30	06:25	Late	06:30	06:30	Yes
01/15/2014	224	07:00	07:25	Yes	08:00	07:40	Yes
01/15/2014	224	08:00	08:35	Late	09:00	09:25	Yes
01/15/2014	224	12:00	12:25	Yes	13:00	13:10	Yes
01/15/2014	224	12:50	13:30	Late	13:50	13:50	Yes
01/15/2014	224	13:30	14:05	Late	14:00	14:25	Yes
01/15/2014	224	14:30	14:30	Yes	15:30	15:00	Yes
01/15/2014	225	17:00	16:50	Yes	18:00	17:50	Yes
01/15/2014	300	07:00	07:10	Yes	08:00	08:10	Yes
01/15/2014	300	07:00	07:00	Yes	08:45	08:05	Yes
01/15/2014	300	09:45	09:40	Yes	10:45	10:00	Yes
01/15/2014	302	15:05	14:40	Yes	16:05	15:00	Yes
01/15/2014	302	16:00	16:10	Yes	17:00	17:41	Late
01/15/2014	302	16:30	16:55	Yes	17:30	17:25	Yes
01/15/2014	302	17:45	18:40	Late	18:45	19:17	Late
01/15/2014	303	05:30	05:25	Yes	06:30	06:15	Yes
01/15/2014	303	05:30	05:50	Yes	06:30	06:15	Yes
01/15/2014	303	05:35	05:15	Yes	06:35	06:15	Yes
01/15/2014	303	06:30	06:35	Yes	07:30	06:50	Yes
01/15/2014	303	11:45	11:40	Yes	12:45	12:25	Yes
01/15/2014	305	12:15	12:41	Yes	13:15	13:04	Yes
01/15/2014	305	12:56	14:02	Late	13:56	14:45	Late
01/15/2014	305	13:15	13:16	Yes	14:15	13:31	Yes
01/15/2014	305	14:45	15:25	Late	15:45	15:55	Yes
01/15/2014	305	15:15	15:00	Yes	16:15	15:11	Yes
01/15/2014	307	14:15	14:55	Late	15:15	15:15	Yes
01/15/2014	307	16:00	16:40	Late	17:00	17:55	Late
01/15/2014	308	15:10	17:10	Late	16:10	17:38	Late
01/15/2014	308	16:00	16:32	Late	17:00	17:31	Late
01/15/2014	308	16:30	16:43	Yes	17:30	17:21	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R i	Scheduled DO Time	Actual DO Time	Y R i
01/15/2014	309	07:30	07:30	Yes	08:30	08:04	Yes
01/15/2014	309	09:45	10:04	Yes	10:45	10:22	Yes
01/15/2014	309	11:00	10:59	Yes	12:00	11:10	Yes
01/15/2014	309	13:00	13:00	Yes	14:00	13:35	Yes
01/15/2014	309	14:15	14:13	Yes	15:15	14:19	Yes
01/15/2014	309	14:15	14:25	Yes	15:15	15:28	Yes
01/15/2014	363	05:45	05:50	Yes	06:45	06:00	Yes
01/15/2014	363	07:00	06:55	Yes	08:00	07:40	Yes
01/15/2014	363	14:00	14:35	Late	15:00	15:25	Yes
01/15/2014	363	14:00	13:55	Yes	15:00	15:00	Yes
01/15/2014	369	07:30	07:53	Yes	08:30	08:17	Yes
01/15/2014	369	09:55	10:15	Yes	10:55	10:25	Yes
01/15/2014	369	10:00	10:35	Late	11:00	10:46	Yes
01/15/2014	369	11:15	11:15	Yes	12:15	11:25	Yes
01/15/2014	369	12:35	12:10	Yes	13:35	12:36	Yes
01/15/2014	369	13:00	13:00	Yes	14:00	13:25	Yes
01/15/2014	369	16:30	16:38	Yes	17:30	17:05	Yes
01/15/2014	370	07:00	07:27	Yes	08:00	08:04	Yes
01/15/2014	370	07:30	07:45	Yes	08:30	08:04	Yes
01/15/2014	374	09:00	09:30	Yes	10:00	09:50	Yes
01/15/2014	374	14:05	14:00	Yes	15:05	14:10	Yes
01/15/2014	401	12:00	12:13	Yes	13:00	12:50	Yes
01/15/2014	401	12:00	12:18	Yes	13:00	12:50	Yes
01/15/2014	401	13:15	13:12	Yes	14:15	13:33	Yes
01/15/2014	401	14:00	14:00	Yes	15:00	14:25	Yes
01/15/2014	401	15:00	15:00	Yes	16:00	16:22	Yes
01/15/2014	401	16:00	15:50	Yes	17:00	16:45	Yes
01/15/2014	401	16:00	15:50	Yes	17:00	16:40	Yes
01/15/2014	402	07:30	07:53	Yes	08:30	08:06	Yes
01/15/2014	402	08:30	09:00	Yes	09:30	09:28	Yes
01/15/2014	402	08:45	09:10	Yes	09:45	09:24	Yes
01/15/2014	402	09:55	09:40	Yes	10:55	09:55	Yes
01/15/2014	402	10:30	10:20	Yes	11:00	10:30	Yes
01/15/2014	402	11:30	10:44	Yes	12:30	10:54	Yes
01/15/2014	402	13:30	13:51	Yes	14:30	13:58	Yes
01/15/2014	402	13:45	14:23	Late	14:45	14:35	Yes
01/15/2014	1001	09:45	09:48	Yes	10:45	10:22	Yes
01/15/2014	1001	11:00	09:58	Yes	12:00	10:22	Yes
01/15/2014	1001	12:00	12:07	Yes	13:00	12:26	Yes
01/15/2014	1101	16:00	16:07	Yes	17:00	16:20	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	W R	Scheduled DO Time	Actual DO Time	W R
01/15/2014	1504	08:00	08:10	Yes	09:00	08:52	Yes
01/15/2014	1504	09:00	08:35	Yes	10:00	08:52	Yes
01/15/2014	1504	12:00	12:08	Yes	13:00	12:20	Yes
01/15/2014	1504	12:30	12:08	Yes	13:30	12:40	Yes
01/15/2014	9007	16:00	17:15	Late	17:00	17:45	Late
01/15/2014	9007	16:00	16:55	Late	17:00	18:20	Late
01/15/2014	9007	18:30	20:00	Late	19:30	21:05	Late
01/15/2014	9007	18:30	18:40	Yes	19:30	19:00	Yes
01/15/2014	9007	19:05	20:00	Late	20:05	21:00	Late
In Compliance:			139				154
			83.7%				92.8%

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Organizational Chart of Pensacola Bay Transportation Co. LLC



JOB DESCRIPTION

POSITION:	Maintenance Manager	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President / CEO

DESCRIPTION: Performs complex professional and administrative work directing the proper maintenance support services. Responsible for the supervision of the Maintenance Department and also general staff duties.

JOB DUTIES:

1. Directs the maintenance, servicing and repair of all vehicles.
2. Schedule manpower for the department including mechanics, cleaners and building support personnel.
3. Control / monitor inventory.
4. Ensure that the equipment is maintained and operating efficiently.
5. Maintain the property facilities and grounds.
6. Ensure that all vehicles are maintained, fueled and working properly.
7. Develop and maintain safety policy and procedure for the maintenance department.
8. Ensure that accident repairs are completed.
9. Maintain a safe working environment.
10. Other duties as assigned.

QUALIFICATIONS:

1. High school diploma or equivalent
2. Five years experience in the repair and maintenance of all types of automotive and transit equipment or an equivalent combination of training and experience.
3. Comprehensive knowledge of diesel engines and/or internal combustion engines, automatic transmissions, airbrakes, steering and drivelines.
4. Posses a basic understanding of the theory of electricity and also be able to read and understand wiring diagrams.
5. Ability to read and interpret documents such as safety rules, operating and maintenance instruction and procedure manuals. Ability to write routine reports and correspondence.
6. Ability tot obtain a commercial drivers license with a passenger endorsement.
7. Must be able to pass a physical examination and pass a drug test.

JOB DESCRIPTION

POSITION:	Administrative Assistant	CLASSIFICATION: Non-Exempt
REPORTS TO:	General Manager	APPROVED BY: President

DESCRIPTION: Provide professional staff assistance and a variety of administrative duties by performing complex secretarial duties, record keeping and administrative detail.

JOB DUTIES:

1. Responsible to department employee and public inquiries; provide information within scope of knowledge and authority or refer to appropriate staff.
2. Compose and type general correspondence, reports and departmental related materials.
3. Proofread all correspondence from the office.
4. Open and distribute mail.
5. Maintain filing system for department
6. Performs routine clerical staff such as answering phones, photocopying and operating other office machines.
7. Maintain centralized schedules for each person in the department.
8. Maintain supply room and order departmental supplies as needed.
9. Other duties as assigned.

QUALIFICATIONS:

1. High School diploma or equivalent, business training a plus.
2. Minimum two years office experience.
3. Ability to read, comprehend and understand instruction, policies and procedures.
4. Ability to operate office equipment.
5. Ability to communicate via written word or verbally.
6. Ability to perform work accurately and efficiently.
7. Good organizational skills.
8. Good interpersonal skills.
9. Posse's basic mathematic, computer and interpersonal skills.

JOB DESCRIPTION

POSITION:	Safety and Training Manager	CLASSIFICATION: Exempt
REPORTS TO:	Operations Manager	APPROVED BY: President / CEO

DESCRIPTION: Responsible for managing the company's loss control functions. Responsible for proper training of designated employees including safety education, accident prevention, loss control and regulatory compliance.

JOB DUTIES:

1. Respond to and investigate accidents/incidents to include taking photos of accident/ Incident scene, interviewing involved parties and assisting with police reports.
2. Conduct evaluations and inspections for risk of loss potential.
3. Coordinate the activities of workers compensation, general liability and vehicle liability insurance carriers and insurance consultants as it affects safety and loss control. Monitors activities and makes recommendations to the general manager to help limit loss.
4. Assure that safety inspections are properly scheduled, carried out, monitored, acted upon and documented.
5. Coordinate and ensure compliance with the substance abuse testing program using federal and company standards.
6. Work with the General Manager as necessary to develop and administer local safety programs.
7. Coordinate and facilitate safety training programs
8. Other duties as assigned.

QUALIFICATIONS:

1. High school diploma or equivalent.
2. Minimum three years progressive experience in training or safety, two of which were in a supervisory position.
3. Basic knowledge of computer software.
4. Ability to follow written or verbal instructions.
5. Ability to organize and prioritize tasks.
6. Ability to manage time and work without constant supervision.
7. Good interpersonal skills.
8. Ability to communicate well via the written word or verbally.
9. Ability to maintain a flexible attitude and approach to assignments.

JOB DESCRIPTION

POSITION:	Accounts Payable Clerk	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President/CEO

DESCRIPTION: Perform a variety of accounting, bookkeeping and clerical task through the application of accepted procedures and processes.

JOB DUTIES:

1. Prepare and process accounting documents such as, but not limited to vendor invoices, Requisition, vouchers and expense reports.
2. Prepare invoices and check request for payment by properly coding the document with general ledger account distribution(s).
3. Prepare and edit check runs, reviewing the invoices for payment, so that the vendors Are being paid the correct amount.
4. Match checks to vouchers and mail to vendors.
5. Correct errors in the accounts payable batches.
6. Maintain other accounting and reporting reports as required.
7. Ability to implement Standard Operating Procedures to address organizational issues in a consistent manner.
8. Other duties as assigned.

QUALIFICATIONS:

1. High School diploma or equivalent.
2. Three or more years experience as a payables clerk.
3. Basis knowledge of accounting principals and theories.
4. Ability to perform detailed numerical oriented work efficiently and accurately.
5. Good organizational skills.
6. Good oral and written communication.
7. Ability to maintain a good working relationship with all levels of personnel in the organization.

JOB DESCRIPTION

POSITION:	Operation Manager	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President / CEO

DESCRIPTION: Oversee day-to-day vehicle operations ensuring that all performance standards are met.

JOB DUTIES:

1. Supervise day to day operations and administrative activities by providing liaison between client and company.
2. Handle problem solving between department and resolve employee grievances.
3. Coordinate the scheduling for both operators and supervisors in the operation department.
4. Interact with the union representing the employees with the goal of positive interaction.
5. Monitor operations and coordinate the delivery of service with the general manager.
6. Ensure that service to the public remains on schedule and professional.
7. Develop budget finance for the operations department.
8. Other duties as assigned.
9. Sets and measures driver goals for performance

QUALIFICATIONS:

1. High school diploma or equivalent preferred.
2. Minimum of three years management experience.
3. Comprehensive knowledge of public management and organizational theories.
4. Thorough knowledge of basic laws, ordinances and regulations underlying the transit operation.
5. Ability to analyze a variety of complex administrative problems to make sound recommendations for their solutions and to prepare working procedures.
6. Ability to work effectively with labor.
7. Familiar with standard computer program.

JOB DESCRIPTION

POSITION:	Customer Service Rep.	CLASSIFICATION: Non-Exempt
REPORTS TO:	Office Manager.	APPROVED BY: President / CEO

DESCRIPTION: This position is responsible for the receipt and processing of transportation service requests in the call center.

JOB DUTIES:

1. Ensure a high level of customer service
2. Establish and maintain a positive working relationship with external and internal customers
3. Accurately enter all customer service requests into scheduling software
4. Promotes a positive working environment
5. Adhere to all PBT policies
6. Report any malfunctioning equipment to the General Manager
7. Receive and document customer concerns and forward to the General Manager if unable to resolve
8. Assist customers with transportation questions or concerns
9. Maintain a polite and courteous manor at all times
10. Assist in the identification of system problems
11. Attend all required meetings
12. Maintain an acceptable attendance and tardiness record
13. All other duties as assigned

QUALIFICATIONS:

1. Superior communication skills
2. Excellent time management skills
3. Excellent problem solving skills
4. 1 year prior customer service experience
5. Ability to type 35 corrected words per minute
6. Ability to read and write English fluently
7. Multi-lingual capabilities desirable
8. Ability to work independently or with a team
9. High school graduate

JOB DESCRIPTION

POSITION:	Dispatcher	CLASSIFICATION: Non-Exempt
REPORTS TO:	Operations	APPROVED BY: President / CEO

DESCRIPTION: Maintains communications with Drivers and Office staff. Dispatches trips, vehicles, and drivers to achieve maximum efficiency on a daily basis. Maintains street control.

JOB DUTIES:

1. Maintains Alpha/Time of day list of trips. This list is used to provide trip status.
2. Reviews and modifies daily logs and run sheets prepared by scheduler.
3. Maintains, reviews, and updates daily trip status.
4. Maintains daily list of all trip changes to ensure notification of passengers.
5. Communicates with facilities for the disabled to arrange coordinated transportation for passengers.
6. Communicates with drivers.
7. Accurately enter all customer service requests into scheduling software
8. Enters trip information into computerized system.
9. Performs other duties as required

QUALIFICATIONS:

1. Comprehensive knowledge of local streets, areas, landmarks
2. Strong ability to multi-task.
3. Ability to remain calm under pressure.
4. Knowledge of computers and ability to learn scheduling package
5. Excellent oral and written communications skills
6. Ability to speak and understand the English language
7. Graduation from high school and some additional training. One (1) year computer experience desirable. Six (6) to twelve (12) months transportation experience desirable. Three (3) to four (4) years of dispatch experience.
8. Weekend, Holiday and some evening work may be required.

JOB DESCRIPTION

POSITION:	Scheduler	CLASSIFICATION: Non-Exempt
REPORTS TO:	Operation Manager	APPROVED BY: President /CEO

DESCRIPTION: Reviews and modifies daily schedules for drivers and vehicle. Schedules un-scheduled trips, improves standing orders, and maximizes productivity.

JOB DUTIES:

1. Sets, measures and reaches TPA goals.
2. Maintains Alpha/Time of day list of trips. This list is used to provide trip status.
3. Reviews and modifies daily logs and run sheets.
4. Maintains, reviews, and updates daily trip status.
5. Maintains daily list of all trip changes to ensure notification of passengers.
6. Enters trip information into computerized system
7. Performs other duties as required

QUALIFICATIONS:

1. Comprehensive knowledge of local streets, areas, landmarks
2. Strong ability to multi-task.
3. Knowledge of computers and ability to learn scheduling package
4. Excellent oral and written communications skills
5. Ability to speak and understand the English language
6. Graduation from high school and some additional training. One (1) year computer experience desirable. Six (6) to twelve (12) months transportation experience desirable. Three (3) to four (4) years of dispatch experience.
7. Weekend, Holiday and some evening work may be required.

JOB DESCRIPTION

POSITION:	Office Manager	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President / CEO

DESCRIPTION: Oversee day-to-day office operations ensuring that all performance standards are met.

JOB DUTIES:

1. Supervise and implements new procedure and policies.
2. Ensure adherence and compliance with company policies as well as federal, state and county laws.
3. Oversees standard office procedures, including call center, ordering and office equipment.
4. Prepare and coordinate daily reporting, monthly closing and other reporting requirements at local, regional and corporate levels.
5. Maintain petty cash fund. Make reimbursements according to company policy.
6. Maintain other accounting and reporting records as required.
7. Ability to implement Standard Operating Procedures to address organizational issues in a consistent manner.
8. Ensure a high level of customer service
9. Other assigned duties

QUALIFICATIONS:

1. Three or more years experience
2. High School Diploma or equivalent.
3. Knowledge of payroll system.
4. Strong organizational and communication (oral and written) skills.
5. Ability to work efficiently and accurately with little direct supervision.
6. Detailed oriented.
7. Ability to solve problems in a practical and pragmatic manner.

JOB DESCRIPTION

POSITION:	General Manager	CLASSIFICATION: Exempt
REPORTS TO:	President / CEO	APPROVED BY: President

DESCRIPTION: Oversee day-to-day Paratransit operations ensuring that all performance standards are met.

JOB DUTIES:

1. Develop and implement policies and procedures
2. Ensure a high level of customer service by reviewing the TP and CSR performance
3. Establish and maintain positive working relationships with clients
4. Direct the work of all CTC personnel
5. Promote Total Quality Management
6. Ensure employee moral is high
7. Develop and submit all required reports
8. Ensure all CTC equipment is operational
9. Investigate and resolve all service issues
10. Identify and resolve system problems
11. Develop and manage departmental budgets
12. Develop and implement training programs
13. Ensure all Operators are performing according to PBT standards
14. Create employee work schedules
15. Oversee employee recruitment and hiring
16. All other assigned duties
17. Attending meetings including but not limited to County Commission Meetings, TDSP and Disability Summit

QUALIFICATIONS:

1. Experience working with a State of Florida Community Transportation Coordinator (CTC)
2. Superior communications skills
3. Excellent time management skills
4. Excellent problem solving skills
5. three years prior management experience in a high performance Operation
6. Experience developing and administering departmental budgets
7. Project transportation management skills
8. Previous experience with scheduling software
9. Ability to work independently and with a team
10. College degree or equivalent



J. M. "Margie" Wilcox
President/Owner
Pensacola Bay Transportation Company, LLC
Mobile Bay Transportation Company, Inc.
Margie Land LLC
Alabama House of Representatives District 104



EXPERIENCE

Margie formed Pensacola Bay Transportation Company, LLC for the purpose of performing CTC Operator work in the State of Florida. The opportunity to become a part of the Escambia and Santa Rosa communities was a huge stepping-stone in her long-range goal of expansion of the transportation operations along the Gulf Coast.

Pensacola Bay Transportation served as the Community Transportation Coordinator for Escambia and Santa Rosa Counties 2004-2014.

Pensacola Bay Transportation has a history of commitment to the citizens of Escambia County:

- In 2001, when the elderly and disabled of the area were stranded by the abrupt pull-out of their transportation carrier, PBT stepped up at the Escambia County Area Transit General Manager's request to form, staff and equip Pensacola Bay Transportation in an astonishing 48 hours.
- In 2003, when the Incumbent Community Transportation Coordinator announced they were pulling out, Pensacola Bay Transportation was appointed to serve as the Emergency CTC for Escambia and Santa Rosa Counties by the Commission for the Transportation Disadvantaged. This designation was effective December 1, 2003 through June 30, 2004. Pensacola Bay Transportation was subsequently awarded two consecutive five year contracts in 2004 and 2009 as the CTC.

Margie Wilcox began her career in transportation right out of high school at Mobile Bay Enterprises as a bookkeeper in 1977. She worked her way to management and eventually bought the company in 1991. In 2001, despite the economic downturn, she formed Pensacola Bay Transportation, L.L.C. Yellow Cab of Mobile was purchased in January 2007 and in August 2007, Yellow Cab of Baldwin County was purchased.

The premier total transportation service of the Gulf Coast, Mobile Bay Transportation is headquartered in Mobile. The company consists of three divisions.

- The Airport Limousine and Shuttle Division transport patrons to and from all Gulf Coast airports, residences and/or businesses.
- Yellow Cab of Mobile and Yellow Cab of Baldwin County
- The Paratransit Division provides accessible, reliable transportation to the elderly and disabled citizens of Mobile.

Much of the success of both companies can be attributed directly to our commitment to professionalism and entrepreneurial spirit. President Wilcox's personal philosophy is the following: "Do what you said you're going to do, when you said you'd do it!"

For 26 years, this philosophy has been ingrained into her staff and her drivers, and has served both her companies and their clients well.

GRANT ADMINISTRATION

- New Freedom – purchase wheelchair accessible vehicles
- Access Yellow -- provides ½ price fare for the elderly and disabled
- Time Clock Taxi – provides ½ price fare to work and/or work-related activities - JARC Grant

PROFESSIONAL ORGANIZATIONS (past and present)

- Mobile Area Chamber of Commerce Board of Directors, 1998 - 2001
 - Member 1991 - 2015
 - Executive Committee Member 1998 - 1999
 - Vice Chair of Governmental Affairs, 1998 • 1999
- Business Council of Alabama, Board Member, 1998 to 2012
- Transportation Disadvantage Advisory Board, Escambia County
- Mobile Bay Convention and Visitors Bureau
- Mobile Area Lodging Association
- Taxicab, Limousine and Paratransit Association (TLPA)
 - Committee Co-Chair of Paratransit and Contracting 2003, 2004 and 2009 Board of Directors 2004 - present
 - Executive Committee 2008
 - Paratransit and Contracting Chair 2008
 - Co-Chair Women In Transportation 2005, 2008 and 2007
- Past President of National Association of Women Business Owners Mobile Chapter, 1994- 1996

COMMUNITY ORGANIZATIONS

- Pensacola Disability Summit Council
- Pensacola Penwheels
- Mobile Advisory Council for Disabled
- Envision Coastal Alabama
- Leadership Mobile - 1998/1999 Class
- Leadership Mobile - Board of Directors 2000-2002

BUSINESS SPOTLIGHTS

- 2015 Award Recipient: Outstanding Contributor to Women In Transportation from The Taxi Limousine and Paratransit Association
- Testified, representing TLPA, before the Senate Banking, Housing and Urban Affairs Subcommittee on Housing and Transportation. The subject of the hearing was 'Enhancing the Role of the Private Sector in Public Transportation.'
- Recipient of the Mobile Chamber of Commerce's "2008 Small Business Award"
- Featured in the 'Business Spotlight in the Mobile Press Register - January 2009
- Disability Summit certificate of recognition 2004
- Pensacola Penwheels 2003 Employ the Handicap Recognition
- Top Ten Finalist for the 2003 MOBI Award given by Mobile Area Chamber of Commerce
- Lifetime Achievement Award, USA Small Business Development Center, 2002
- Recipient of the TLPA 1999 "Operator of the Year" award
- Executive Profiles, BCA Today, 1998
- Mobile Bay Monthly Who's Who 1998
- Featured as one of the Gulf Coast Women to Watch In 1996
- Women Owned Business of the Year - USA SBDC In 1994
- Special Award of recognition for service and assistance to the Amtrak passengers in the wake of the Amtrak tragedy.

M. Wilcox will be the General Manager under this contract. Work will be performed in Pensacola, FL and Mobile, AL. She will work approximately 50 hours per week at a total cost of \$50,000 per year.

Melissa Ivory, Corporate Accountant

Pensacola Bay Transportation, Mobile Bay Transportation, Yellow Cab of Mobile & Baldwin Counties

Ms. Melissa Ivory is the corporate accountant for Pensacola Bay Transportation, Mobile Bay Transportation, Yellow Cab of Mobile, and Yellow Cab of Baldwin County. She is responsible for overseeing/performing all aspects of the financial records of both companies. She has fifteen years of accounting and bookkeeping experience. Ms. Ivory was graduated from the University of South Alabama with a Bachelor of Science degree in Political Science and obtained her CPA license in 2010. Her wealth of knowledge is used at all of the above companies, but not limited to the following areas:

- Responsible for managing the single audit performed by Brown, Thornton, Pacenta, & Company, P.A. for Pensacola Bay Transportation
- Develops and implements audit procedures
- Liaison for the corporate CPA, Richard Lovett
- Maintenance of all general ledger accounts
- Creation and maintenance of all computer financial records
- Budgeting and forecasting
- Producing the Financial Statements
- Cash Flow Analysis
- Billing, Verification and Review
- Cash Receipts and Collections
- Financial Planning Services for Special Projects

On this project, Ms. Ivory will work as the billing and payroll clerk. She will work approximately 40 hours per week at a total annual cost of \$41,600.

Amelia Easterling- HR Manager

Amelia Easterling started at Mobile Bay Transportation in May 2011. In October 2013, she became the Operations Manager of both the paratransit and taxi divisions of Mobile Bay Transportation Co. and has continued in that role to present.

She is familiar with all areas of ADA rules and regulations, DOT drug and alcohol testing policy, and HR law. She has attended and completed the "Train the trainer" and supervisor FDOT drug and alcohol training offered through CUTR. She has also attended and completed the "train the trainer" passenger assistance training offered the the CTAA on behalf of the company for Logisticare. Each year since 2014, Ms. Easterling has attended the Kullman Law Firm's Human Resources Conference which is offered each October in Mobile, AL.

She will have the hiring and recruiting responsibilities, drug and alcohol testing duties, and assist with safety training as needed while working with the Project Manager under this contract. Work will be performed in Pensacola, FL location. After the initial startup, she will work approximately 15 to 20 hours per week at a total cost of \$15,600 per year.



March 6, 2017

RE: Margie Wilcox
Mobile Bay Transportation
Pensacola Bay Transportation Company

To Whom It May Concern:

I have personally known Margie Wilcox and her companies, Mobile Bay Transportation and Pensacola Bay Transportation for years. I have worked with her and her company and was her banker at another financial institution for many years. She has always handled her personal and business accounts in a very satisfactory manner.

If you should have any questions or need further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Dottie".

Dorothy S. McKean
Senior Vice President
Commercial Relationship Manager
Phone: 251-665-1623
Email: dottie.mckean@hancockwhitney.com

Memo



March 6, 2017

RE: Pensacola Bay Transportation Co. LLC
Julia "Margie" Wilcox

To Whom It May Concern:

This letter of reference is for our valued customer Margie Wilcox and Pensacola Bay Transportation. All deposit and credit obligations in her name and entities names have been handled in a very satisfactory manner.

Should you have any further questions in regards to this matter, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Schalutman", with a long horizontal flourish extending to the right.

Stephen Schalutman

Vice President

Commercial Banking

Regions Bank

251-434-3159



LYON FRY CADDEN

INSURANCE AGENCY, INC.

P.O. Box 160927 • Mobile, Alabama 36616

3212 Midtown Park S. • Mobile, Alabama 36606

Phone: 251.473.4600 • Fax: 251.450.0032 • www.lyonfrycadden.com

March 3, 2017

Pensacola Bay Transportation
Attn: Melissa
3024 Airport Blvd.
Mobile, AL 36606

Dear Melissa:

Pensacola Bay Transportation has reviewed the extensive insurance requirements for the Escambia County Paratransit Operator Contract specifications with our agency. As a former CTC in Escambia County, we have written these very same/or similar type policies for Pensacola Bay Transportation in the past and foresee no reason why the coverage would be unobtainable.

Sincerely,

Spence Monroe Adams, IV

SPA/772260

Gaylord C. Lyon, Jr., CPCU
President

Erling Riis, III, CPCU, CIC
Vice President

W. E. Cadden
Vice President

J. William Goodloe, III, CIC, AAI
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O. McCrary Otts, IV, CIC, CRM
Vice President

Roland G. Fry, Jr., CIC
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W. Bry Shields, III, CIC
Producer

Spencer M. Adams, IV
Producer

Jo Ann Hutchinson
401 Gould Road
Quincy, FL 32351
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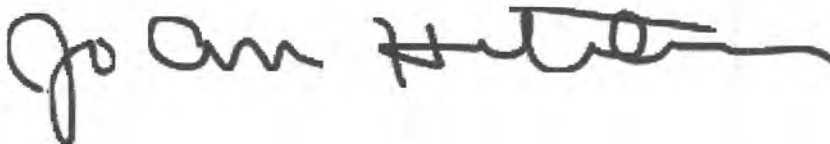
March 7, 2017

TO WHOM IT MAY CONCERN

This is a letter of support for Pensacola Bay Transportation. I've had the opportunity to know and work with this provider when I served as Executive Director of the Florida Commission for the Transportation Disadvantaged (retired in 2003) as well as when I served as one of the United We Ride Ambassadors (2005-2012) and currently as a Regional Board Director for the Community Transportation Association of America where I represent the eight southeastern states including Florida and Alabama. I've personally known their management team and know of the excellent work they do for the communities they serve.

They are an asset to the community serving those who have little or no other options for access. If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jo Ann Hutchinson", with a long horizontal flourish extending to the right.

TO WHOM IT MAY CONCERN

This is a letter of support for Pensacola Bay Transportation. I've had the opportunity to know and work with this provider since 2004 when I served as Regional Vice President for ATC then the Management Company for the Escambia County Area Transit (ECAT). Pensacola Bay was brought in as contractor for ADA in 2001 in a very quick start up and in 2004 when they were selected as the CTC. This company worked very hard to provide service and I was appreciative with their work. Myself, I've personally known their management team and know of the excellent work they do for the communities they serve.

They are an asset to the community serving those who have little or no other options for access. If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken Westbrook', followed by a long horizontal line.

Kenneth P Westbrook

850-572-3897 mobile

Complaint Resolution

Any time a complaint is received via telephone, the call will be entered into the complaint log. This tracks all incoming complaints. If the complainant refuses to identify himself or herself, no further action is generally taken as the complaint is considered "unfounded" and no follow-up to the complainant is possible. For all other complaints, a supervisor is assigned to investigate the details of the complaint within the next three (3) days. This individual questions the implicated employee to obtain their version of the occurrence. If the two versions conflict, the supervisor attempts to verify one side or the other by locating and speaking with other witnesses. Within three (3) days of receipt of the complaint, the investigating supervisor must complete the investigation, recommend follow-up action and prepare a draft letter of apology to the complainant. This draft is forwarded to the General Manager, who will review and sign the letter. It is our goal to answer every complaint in writing within five (5) days of receipt.

Budget Increases

The only time a budget has been required and given was during a union strike. The increase went solely to an increase in the driver's wages.

Trip Volume and On-time Performance

The following pages include reports demonstrating our trip volume and on-time performance measures for 5 contracts.

Ride Status Report

Pensacola Bay Transportation Co.

Tuesday Feb 04, 2014 - Tuesday Feb 04, 2014

TD CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Feb 14	ENON/AMB	78	1	8	0	0	0	0	78	0	78	0	7	71
Feb 14	ENON/WC	9	2	6	0	0	0	0	9	0	9	0	4	5
Totals		87	3	14	0	0	0	0	87	0	87	0	11	76

Dates = 2/4/2014 12:00:00 AM; Agency = 15;

On-Time Performance Report --- TD CONTRACT

Pensacola Bay Transportation Co.

2/4/2014 12:00:00 AM to 2/4/2014 12:00:00 AM

Date	Trip #	Range		Range	Range		Range
		Scheduled PU Time	Actual PU Time		Scheduled DO Time	Actual DO Time	
02/04/2014	2	17:00	17:05	Yes	18:00	17:25	Yes
02/04/2014	2	20:00	20:05	Yes	21:00	21:00	Yes
02/04/2014	2	20:00	20:05	Yes	21:00	21:10	Yes
02/04/2014	2	20:05	20:05	Yes	21:05	20:30	Yes
02/04/2014	2	20:05	20:05	Yes	21:05	20:25	Yes
02/04/2014	2	20:15	20:05	Yes	21:15	20:35	Yes
02/04/2014	2	20:30	20:05	Yes	21:30	20:55	Yes
02/04/2014	2	22:30	22:30	Yes	23:30	23:05	Yes
02/04/2014	2	23:30	23:35	Yes	23:59	23:59	Yes
02/04/2014	8	14:30	14:55	Yes	15:30	15:30	Yes
02/04/2014	8	14:45	14:55	Yes	15:45	15:48	Yes
02/04/2014	102	08:45	08:55	Yes	09:45	09:15	Yes
02/04/2014	102	10:00	10:00	Yes	11:00	10:15	Yes
02/04/2014	102	12:55	12:40	Yes	13:55	12:55	Yes
02/04/2014	102	13:00	13:00	Yes	14:00	13:40	Yes
02/04/2014	104	04:45	05:11	Yes	05:45	05:23	Yes
02/04/2014	107	11:00	10:50	Yes	12:00	11:03	Yes
02/04/2014	108	05:35	05:50	Yes	06:35	06:37	Yes
02/04/2014	112	09:00	09:15	Yes	10:00	09:45	Yes
02/04/2014	112	11:00	11:05	Yes	12:00	11:10	Yes
02/04/2014	127	19:00	18:58	Yes	00:00	19:43	Late
02/04/2014	127	19:00	18:58	Yes	20:00	19:41	Yes
02/04/2014	127	19:05	18:58	Yes	20:05	19:18	Yes
02/04/2014	127	21:00	20:56	Yes	22:00	21:19	Yes
02/04/2014	127	21:35	20:56	Yes	22:35	21:41	Yes
02/04/2014	128	08:15	08:19	Yes	09:15	08:55	Yes
02/04/2014	132	09:45	10:20	Late	10:45	11:00	Yes
02/04/2014	138	15:05	15:20	Yes	16:05	15:50	Yes
02/04/2014	203	09:30	09:45	Yes	10:30	10:45	Yes
02/04/2014	203	09:30	10:35	Late	10:30	10:45	Yes
02/04/2014	203	10:30	10:05	Yes	11:30	10:45	Yes
02/04/2014	203	10:30	10:20	Yes	11:30	10:45	Yes
02/04/2014	203	13:45	14:45	Late	14:45	15:15	Yes
02/04/2014	203	15:00	15:40	Late	16:00	16:05	Yes
02/04/2014	203	16:00	16:20	Yes	17:00	16:40	Yes
02/04/2014	207	06:30	06:40	Yes	07:30	07:00	Yes
02/04/2014	207	07:00	07:20	Yes	08:00	07:30	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R	Scheduled DO Time	Actual DO Time	Y R
02/04/2014	223	13:05	13:30	Yes	14:00	13:50	Yes
02/04/2014	224	08:30	08:40	Yes	09:30	08:55	Yes
02/04/2014	225	16:30	16:35	Yes	17:30	16:50	Yes
02/04/2014	225	16:30	17:10	Late	17:30	17:25	Yes
02/04/2014	301	15:35	15:34	Yes	16:35	16:10	Yes
02/04/2014	301	16:05	15:58	Yes	17:05	17:24	Yes
02/04/2014	303	05:00	05:10	Yes	06:00	06:05	Yes
02/04/2014	303	09:15	09:45	Yes	10:15	10:05	Yes
02/04/2014	303	10:00	10:20	Yes	11:00	10:35	Yes
02/04/2014	303	14:00	14:20	Yes	15:00	15:30	Yes
02/04/2014	305	05:30	05:33	Yes	06:30	06:01	Yes
02/04/2014	305	05:45	05:52	Yes	06:30	06:01	Yes
02/04/2014	305	08:15	08:13	Yes	09:15	08:42	Yes
02/04/2014	306	18:35	18:43	Yes	19:35	19:10	Yes
02/04/2014	306	19:35	19:30	Yes	20:35	19:50	Yes
02/04/2014	306	19:50	20:00	Yes	20:50	20:10	Yes
02/04/2014	306	20:15	20:20	Yes	21:15	20:46	Yes
02/04/2014	307	19:00	19:33	Late	20:00	19:51	Yes
02/04/2014	308	18:35	19:07	Late	19:35	19:35	Yes
02/04/2014	308	20:30	20:30	Yes	21:30	20:57	Yes
02/04/2014	308	22:35	22:35	Yes	23:35	22:54	Yes
02/04/2014	308	23:45	23:42	Yes	23:59	23:59	Yes
02/04/2014	308	23:58	23:57	Yes	23:59	23:58	Yes
02/04/2014	309	12:05	12:13	Yes	13:05	12:27	Yes
02/04/2014	309	12:30	12:37	Yes	13:30	12:52	Yes
02/04/2014	309	14:35	15:08	Late	15:35	15:38	Yes
02/04/2014	363	06:25	06:45	Yes	07:25	07:05	Yes
02/04/2014	363	14:35	14:40	Yes	15:35	15:05	Yes
02/04/2014	369	07:45	08:00	Yes	08:45	08:27	Yes
02/04/2014	369	08:55	08:55	Yes	09:55	09:50	Yes
02/04/2014	369	10:15	10:33	Yes	11:15	10:45	Yes
02/04/2014	369	15:15	14:42	Yes	16:15	15:04	Yes
02/04/2014	369	16:00	15:22	Yes	17:00	15:49	Yes
02/04/2014	370	03:00	03:05	Yes	04:00	03:28	Yes
02/04/2014	370	03:25	03:53	Yes	04:25	04:35	Yes
02/04/2014	370	04:00	04:43	Late	05:00	05:05	Yes
02/04/2014	370	04:00	04:24	Yes	05:00	05:05	Yes
02/04/2014	370	04:00	04:04	Yes	05:00	05:16	Yes
02/04/2014	370	04:30	04:55	Yes	05:30	05:24	Yes
02/04/2014	370	04:30	04:48	Yes	05:30	05:24	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	W R	Scheduled DO Time	Actual DO Time	W R
02/04/2014	370	08:55	08:53	Yes	09:55	09:01	Yes
02/04/2014	370	12:00	12:20	Yes	13:00	12:37	Yes
02/04/2014	374	13:08	13:50	Late	14:08	14:00	Yes
02/04/2014	401	05:55	06:05	Yes	06:55	06:19	Yes
02/04/2014	401	08:30	08:40	Yes	09:30	09:00	Yes
02/04/2014	401	14:45	14:45	Yes	15:45	15:22	Yes
02/04/2014	402	07:40	07:52	Yes	08:40	08:15	Yes
02/04/2014	402	09:10	09:12	Yes	10:10	09:52	Yes
02/04/2014	402	11:45	11:25	Yes	12:45	11:35	Yes
02/04/2014	1001	07:00	07:00	Yes	08:00	08:34	Late
02/04/2014	1101	04:15	04:17	Yes	05:15	04:27	Yes
In Compliance:			78				86
			88.6%				97.7%

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report
Pensacola Bay Transportation Co.
Tuesday Feb 18, 2014 - Tuesday Feb 18, 2014

COA CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Feb 14	EDAY/AMB	7	0	1	0	0	0	0	7	0	7	0	1	6
Feb 14	EFGP/AMB	10	1	3	0	0	0	3	10	0	10	0	1	9
Feb 14	ESCP/AMB	12	1	2	0	0	0	0	12	0	12	0	1	11
Totals		29	2	6	0	0	0	3	29	0	29	0	3	26

Dates = 2/18/2014 12:00:00 AM; Agency = 3;

On-Time Performance Report --- COA CONTRACT

Pensacola Bay Transportation Co.

2/18/2014 12:00:00 AM to 2/18/2014 12:00:00 AM

Date	Trip #	Scheduled PU Time	Actual PU Time	Range	Scheduled DO Time	Actual DO Time	Range
02/18/2014	2	17:00	17:30	Yes	18:00	18:40	Late
02/18/2014	5	07:00	07:35	Late	08:00	08:15	Yes
02/18/2014	102	12:00	12:00	Yes	13:00	12:10	Yes
02/18/2014	102	16:00	16:00	Yes	17:00	16:15	Yes
02/18/2014	132	07:00	07:00	Yes	08:00	07:30	Yes
02/18/2014	132	07:00	07:20	Yes	08:00	07:30	Yes
02/18/2014	132	08:00	08:30	Yes	09:00	08:40	Yes
02/18/2014	132	08:00	08:25	Yes	09:00	08:55	Yes
02/18/2014	132	14:00	14:25	Yes	15:00	14:50	Yes
02/18/2014	207	07:00	07:15	Yes	08:00	07:35	Yes
02/18/2014	207	07:00	06:55	Yes	08:00	07:50	Yes
02/18/2014	207	14:00	13:50	Yes	15:00	14:50	Yes
02/18/2014	301	13:00	13:36	Late	14:00	13:42	Yes
02/18/2014	301	16:00	16:29	Yes	17:00	16:58	Yes
02/18/2014	303	07:00	07:00	Yes	08:00	07:15	Yes
02/18/2014	309	08:00	08:00	Yes	09:00	08:18	Yes
02/18/2014	363	06:00	06:35	Late	07:00	06:55	Yes
02/18/2014	363	08:00	08:00	Yes	09:00	08:35	Yes
02/18/2014	363	09:00	09:25	Yes	10:00	10:05	Yes
02/18/2014	363	13:00	12:55	Yes	14:00	13:40	Yes
02/18/2014	363	13:00	12:55	Yes	14:00	13:05	Yes
02/18/2014	363	13:00	12:55	Yes	14:00	13:05	Yes
02/18/2014	363	14:00	13:50	Yes	15:00	14:25	Yes
02/18/2014	363	16:00	15:40	Yes	17:00	15:50	Yes
02/18/2014	369	08:30	08:45	Yes	09:30	09:08	Yes
02/18/2014	370	07:00	07:15	Yes	08:00	08:08	Yes
02/18/2014	401	07:00	07:05	Yes	08:00	07:37	Yes
02/18/2014	401	07:00	07:20	Yes	08:00	07:25	Yes
02/18/2014	401	07:00	07:14	Yes	08:00	07:30	Yes
In Compliance:			26			28	
			89.7%			96.6%	

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report
Pensacola Bay Transportation Co.
Wednesday Jan 15, 2014 - Wednesday Jan 15, 2014

VR CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Jan 14	EVR/AMB	4	0	1	0	0	0	0	4	0	4	0	0	4
Totals		4	0	1	0	0	0	0	4	0	4	0	0	4

Dates = 1/15/2014 12:00:00 AM; Agency = 10;

On-Time Performance Report --- VR CONTRACT

Pensacola Bay Transportation Co.

2/1/2014 12:00:00 AM to 2/28/2014 12:00:00 AM

Date	Trip #	Scheduled PU Time	Actual PU Time	Range	Scheduled DO Time	Actual DO Time	Range
02/01/2014	2	18:30	18:10	Yes	19:30	19:10	Yes
02/01/2014	3	19:30	19:20	Yes	20:30	20:30	Yes
02/01/2014	225	06:00	07:05	Late	07:00	07:35	Late
02/01/2014	225	06:00	06:30	Yes	07:00	07:20	Yes
02/03/2014	2	20:30	20:05	Yes	21:30	20:50	Yes
02/03/2014	3	20:15	20:30	Yes	21:15	21:20	Yes
02/04/2014	306	20:15	20:20	Yes	21:15	21:15	Yes
02/05/2014	306	20:15	20:25	Yes	21:15	21:15	Yes
02/10/2014	207	08:00	08:50	Late	09:00	09:10	Yes
02/10/2014	1001	13:00	13:30	Yes	14:00	14:26	Yes
02/11/2014	207	08:00	08:50	Late	09:00	09:05	Yes
02/11/2014	369	13:00	13:10	Yes	14:00	13:30	Yes
02/12/2014	207	08:00	08:45	Late	09:00	09:00	Yes
02/13/2014	4	13:00	13:26	Yes	14:00	14:00	Yes
02/13/2014	224	15:00	15:00	Yes	16:00	15:50	Yes
02/14/2014	309	07:30	07:31	Yes	08:30	08:01	Yes
02/17/2014	303	13:00	13:20	Yes	14:00	13:45	Yes
02/17/2014	402	07:30	07:46	Yes	08:30	08:14	Yes
02/18/2014	303	13:00	12:55	Yes	14:00	13:30	Yes
02/18/2014	402	07:30	07:38	Yes	08:30	08:15	Yes
02/19/2014	309	07:30	07:29	Yes	08:30	08:24	Yes
02/20/2014	363	13:00	13:20	Yes	14:00	13:40	Yes
02/20/2014	402	07:30	07:42	Yes	08:30	08:22	Yes
02/21/2014	223	07:37	08:10	Late	08:02	08:35	Late
02/24/2014	3	20:30	20:25	Yes	21:30	20:55	Yes
In Compliance:		20		23			
		80.0%				92.0%	

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report

Pensacola Bay Transportation Co.

Wednesday Jan 15, 2014 - Wednesday Jan 15, 2014

AKCA CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Jan 14	EDT3/AMB	20	0	8	0	0	2	0	20	0	16	0	18	2
Jan 14	EDT3/WC	2	0	0	0	0	0	2	2	0	2	0	0	2
Jan 14	EMD/WC	16	1	0	0	0	0	0	16	0	15	1	7	9
Jan 14	EMDX/AMB	40	0	51	23	0	0	13	40	0	39	0	17	22
Jan 14	EMDX/WC	2	0	8	5	0	0	0	2	0	2	0	1	1
Jan 14	EMED/AMB	158	7	26	1	0	7	3	158	0	158	0	54	99
Jan 14	EMED/BUSPASS	11	0	0	0	0	0	0	11	0	11	0	9	2
Jan 14	EMED/WC	27	2	5	0	0	0	0	27	0	27	0	4	23
Totals		0	276	10	98	29	0	9	18	276	0	270	1	160

Dates = 1/15/2014 12:00:00 AM; Agency = 8;

On-Time Performance Report ---- AHCA CONTRACT

Pensacola Bay Transportation Co.

1/15/2014 12:00:00 AM to 1/15/2014 12:00:00 AM

Date	Trip #	Range			Range		
		Scheduled PU Time	Actual PU Time		Scheduled DO Time	Actual DO Time	
#	4	13:55	13:49	Yes	14:55	14:29	Yes
#	4	16:00	16:05	Yes	17:00	17:54	Late
#	5	05:00	05:05	Yes	06:00	05:16	Yes
#	5	07:00	06:45	Yes	08:00	07:26	Yes
#	5	08:00	08:20	Yes	09:00	08:45	Yes
#	5	08:45	09:02	Yes	09:45	09:24	Yes
#	6	09:45	10:05	Yes	10:45	10:26	Yes
#	6	11:15	11:00	Yes	12:15	11:55	Yes
#	6	12:00	12:13	Yes	13:00	12:55	Yes
#	6	12:00	12:00	Yes	13:00	12:47	Yes
#	6	12:00	12:13	Yes	13:00	12:47	Yes
#	6	12:00	12:00	Yes	13:00	12:23	Yes
#	102	10:20	10:50	Yes	11:20	11:00	Yes
#	102	11:10	11:10	Yes	12:10	11:40	Yes
#	102	11:50	12:20	Yes	12:50	12:40	Yes
#	104	05:00	05:28	Yes	06:00	06:05	Yes
#	104	05:15	05:18	Yes	06:15	06:00	Yes
#	104	09:35	09:56	Yes	10:35	10:15	Yes
#	107	05:30	05:45	Yes	06:30	06:00	Yes
#	107	08:15	08:10	Yes	09:15	08:20	Yes
#	107	08:35	08:37	Yes	09:35	09:17	Yes
#	107	08:50	08:54	Yes	09:50	09:13	Yes
#	107	10:45	10:48	Yes	11:45	10:56	Yes
#	107	11:45	11:49	Yes	12:45	12:04	Yes
#	107	14:20	14:06	Yes	15:20	15:11	Yes
#	108	05:40	05:53	Yes	06:40	06:30	Yes
#	108	11:00	11:16	Yes	12:00	11:45	Yes
#	109	05:30	05:45	Yes	06:30	06:13	Yes
#	109	09:25	09:45	Yes	10:25	09:55	Yes
#	109	11:20	11:20	Yes	12:20	11:46	Yes
#	112	05:00	05:30	Yes	06:00	05:50	Yes
#	112	07:40	08:00	Yes	08:40	08:50	Yes
#	112	08:00	08:20	Yes	09:00	08:50	Yes
#	112	08:00	08:30	Yes	09:00	08:35	Yes
#	112	08:00	08:10	Yes	09:00	08:50	Yes
#	112	08:00	08:00	Yes	09:00	08:50	Yes
#	112	08:00	07:50	Yes	09:00	08:50	Yes

3/7/2017 12:12:59 PM

Date	Trip #	Scheduled PU Time	Actual PU Time	S R	Scheduled DO Time	Actual DO Time	R V
#	112	09:15	09:30	Yes	10:15	09:40	Yes
#	112	10:00	10:00	Yes	11:00	10:15	Yes
#	112	12:00	12:00	Yes	13:00	12:30	Yes
#	112	12:00	12:00	Yes	13:00	12:40	Yes
#	112	12:00	12:00	Yes	13:00	12:50	Yes
#	112	12:00	12:00	Yes	13:00	12:15	Yes
#	112	12:00	12:00	Yes	13:00	12:20	Yes
#	112	12:00	12:00	Yes	13:00	12:40	Yes
#	132	09:45	10:00	Yes	10:45	10:15	Yes
#	132	10:30	10:35	Yes	11:30	10:55	Yes
#	138	14:50	15:25	Late	15:50	15:30	Yes
#	138	15:00	15:50	Late	16:00	16:55	Late
#	138	15:30	15:50	Yes	16:30	16:30	Yes
#	138	15:30	15:50	Yes	16:30	17:10	Late
#	138	16:00	16:10	Yes	17:00	16:20	Yes
#	203	10:00	09:45	Yes	11:00	11:10	Yes
#	203	10:00	10:10	Yes	11:00	11:10	Yes
#	203	14:15	14:35	Yes	15:15	14:55	Yes
#	207	05:45	06:05	Yes	06:45	06:30	Yes
#	207	06:30	06:45	Yes	07:30	07:50	Yes
#	207	07:00	07:20	Yes	08:00	07:55	Yes
#	207	08:00	08:20	Yes	09:00	09:15	Yes
#	207	08:00	08:40	Late	09:00	09:15	Yes
#	207	08:00	08:40	Late	09:00	09:25	Yes
#	207	11:15	11:15	Yes	12:15	11:50	Yes
#	207	12:00	12:20	Yes	13:00	12:55	Yes
#	207	12:00	12:05	Yes	13:00	12:55	Yes
#	207	12:00	12:05	Yes	13:00	13:25	Yes
#	207	12:00	12:20	Yes	13:00	13:10	Yes
#	207	12:00	12:05	Yes	13:00	13:25	Yes
#	223	08:00	08:00	Yes	09:00	08:35	Yes
#	223	08:00	08:00	Yes	09:00	08:35	Yes
#	223	08:00	08:20	Yes	09:00	08:35	Yes
#	223	11:30	11:40	Yes	12:30	12:05	Yes
#	223	12:00	12:20	Yes	13:00	12:40	Yes
#	223	12:00	11:00	Yes	13:00	11:30	Yes
#	224	05:00	05:00	Yes	06:00	05:10	Yes
#	224	06:00	06:45	Late	07:00	07:10	Yes
#	224	08:00	08:35	Late	09:00	09:10	Yes
#	224	10:00	10:00	Yes	11:00	10:15	Yes

Date	Trip #	Scheduled		Y R	Scheduled		Y R
		PU Time	Actual PU Time		DO Time	Actual DO Time	
#	224	11:00	11:00	Yes	12:00	11:10	Yes
#	224	12:00	12:35	Late	13:00	13:00	Yes
#	224	14:15	15:25	Late	15:15	15:45	Yes
#	224	14:30	14:45	Yes	15:30	15:10	Yes
#	224	15:00	15:55	Late	16:00	16:10	Yes
#	224	15:30	16:15	Late	16:30	16:55	Yes
#	225	11:15	12:00	Late	12:15	12:30	Yes
#	225	12:30	12:40	Yes	13:30	13:15	Yes
#	225	13:35	14:20	Late	14:35	14:40	Yes
#	225	14:45	15:00	Yes	15:45	15:10	Yes
#	225	15:00	15:00	Yes	16:00	15:30	Yes
#	300	05:40	05:30	Yes	06:40	05:50	Yes
#	300	07:00	07:20	Yes	09:00	07:55	Yes
#	300	08:00	08:25	Yes	09:00	08:55	Yes
#	300	08:00	08:25	Yes	09:00	08:55	Yes
#	300	09:00	09:05	Yes	10:00	09:30	Yes
#	300	09:00	09:05	Yes	10:00	09:30	Yes
#	300	09:45	09:50	Yes	10:45	10:15	Yes
#	300	10:20	10:20	Yes	11:20	11:05	Yes
#	300	11:30	10:55	Yes	12:30	12:15	Yes
#	300	11:30	11:30	Yes	12:30	12:25	Yes
#	300	11:30	11:30	Yes	12:30	12:25	Yes
#	302	14:15	15:20	Late	15:15	15:40	Yes
#	302	14:50	15:20	Yes	15:50	15:50	Yes
#	302	15:00	15:20	Yes	16:00	15:40	Yes
#	302	15:15	16:10	Late	16:15	16:15	Yes
#	302	16:15	16:55	Late	17:15	17:05	Yes
#	302	16:30	16:35	Yes	17:30	16:45	Yes
#	302	16:35	16:30	Yes	17:35	17:55	Yes
#	303	10:15	10:05	Yes	11:15	10:50	Yes
#	305	05:30	05:21	Yes	06:30	05:52	Yes
#	305	07:25	07:20	Yes	08:25	07:54	Yes
#	305	08:20	08:26	Yes	09:20	08:43	Yes
#	305	09:15	09:08	Yes	10:15	09:22	Yes
#	305	10:30	10:30	Yes	11:30	10:54	Yes
#	305	12:10	12:00	Yes	13:10	12:20	Yes
#	307	15:00	15:40	Late	16:00	16:13	Yes
#	307	16:05	17:10	Late	17:05	17:45	Late
#	308	14:45	16:25	Late	15:45	17:00	Late
#	308	15:55	16:16	Yes	16:55	17:44	Late

Date	Trip #	Scheduled PU Time	Actual PU Time	S R	Scheduled DO Time	Actual DO Time	R V
#	308	20:30	21:13	Late	21:30	21:26	Yes
#	309	08:00	08:25	Yes	09:00	09:04	Yes
#	309	08:45	09:33	Late	09:45	09:52	Yes
#	309	10:00	10:04	Yes	11:00	10:38	Yes
#	309	12:00	11:58	Yes	13:00	12:27	Yes
#	309	14:10	13:45	Yes	15:10	14:05	Yes
#	363	09:30	09:40	Yes	10:30	10:00	Yes
#	363	11:30	11:30	Yes	12:30	12:10	Yes
#	363	12:00	12:00	Yes	13:00	12:25	Yes
#	363	14:30	14:50	Yes	15:30	15:40	Yes
#	363	16:00	16:00	Yes	17:00	16:35	Yes
#	369	14:45	14:51	Yes	15:45	15:00	Yes
#	370	08:05	08:26	Yes	09:55	09:00	Yes
#	370	10:10	10:08	Yes	11:10	10:34	Yes
#	374	09:45	10:10	Yes	10:45	10:20	Yes
#	374	11:15	11:15	Yes	12:15	12:00	Yes
#	374	12:30	12:35	Yes	13:30	12:45	Yes
#	374	15:15	15:45	Yes	16:15	16:15	Yes
#	401	09:20	09:22	Yes	10:20	09:28	Yes
#	401	11:45	11:45	Yes	12:45	12:02	Yes
#	402	08:15	08:29	Yes	09:15	08:40	Yes
#	402	11:25	11:12	Yes	12:25	11:50	Yes
#	402	11:30	11:30	Yes	12:30	11:50	Yes
#	402	12:45	13:07	Yes	13:45	13:28	Yes
#	1001	07:00	08:18	Late	08:00	09:22	Late
#	1001	07:30	08:18	Late	08:30	09:22	Late
#	1101	04:15	04:05	Yes	05:15	04:15	Yes
#	1501	08:00	08:22	Yes	09:00	08:56	Yes
#	1501	08:00	08:31	Late	09:00	08:56	Yes
#	1501	08:00	08:16	Yes	09:00	08:56	Yes
#	1501	08:00	08:01	Yes	09:00	08:56	Yes
#	1501	08:00	08:08	Yes	09:00	08:56	Yes
#	1501	08:00	08:27	Yes	09:00	08:56	Yes
#	1501	08:00	08:19	Yes	09:00	08:45	Yes
#	1501	08:00	07:59	Yes	09:00	08:56	Yes
#	1501	08:15	08:51	Late	09:00	08:56	Yes
#	1501	12:00	12:01	Yes	13:00	12:23	Yes
#	1501	12:00	12:01	Yes	13:00	12:07	Yes
#	1501	12:00	12:01	Yes	13:00	12:29	Yes
#	1501	12:00	12:01	Yes	13:00	12:44	Yes

Date	Trip #	Scheduled		Ri	Scheduled		Ri
		PU Time	Actual PU Time		DO Time	Actual DO Time	
#	1501	12:00	12:01	Yes	13:00	12:35	Yes
#	1501	12:00	12:01	Yes	13:00	12:13	Yes
#	1501	12:00	12:17	Yes	13:00	12:33	Yes
#	1501	12:00	12:01	Yes	13:00	12:40	Yes
#	1501	12:00	12:01	Yes	13:00	12:14	Yes
#	1502	08:00	08:32	Late	09:00	09:05	Yes
#	1502	08:00	08:42	Late	09:00	09:05	Yes
#	1502	08:00	08:55	Late	09:00	09:05	Yes
#	1502	08:00	08:55	Late	09:00	09:05	Yes
#	1502	08:00	08:30	Yes	09:00	09:05	Yes
#	1502	08:00	08:39	Late	09:00	09:05	Yes
#	1502	09:00	08:39	Yes	10:00	09:05	Yes
#	1502	09:00	08:44	Yes	10:00	09:05	Yes
#	1502	12:00	12:00	Yes	13:00	12:23	Yes
#	1502	12:00	12:00	Yes	13:00	12:10	Yes
#	1502	12:00	12:00	Yes	13:00	12:37	Yes
#	1502	12:00	12:00	Yes	13:00	12:20	Yes
#	1502	12:00	12:00	Yes	13:00	12:12	Yes
#	1502	12:00	12:00	Yes	16:38	12:20	Yes
#	1502	13:00	12:00	Yes	14:00	12:25	Yes
#	1504	08:00	08:20	Yes	09:00	08:52	Yes
#	1504	08:00	08:44	Late	09:00	08:52	Yes
#	1504	08:00	08:20	Yes	09:00	08:52	Yes
#	1504	08:00	08:20	Yes	09:00	08:52	Yes
#	1504	08:00	08:00	Yes	09:00	08:52	Yes
#	1504	12:00	12:08	Yes	13:00	13:00	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1504	12:00	12:08	Yes	13:00	12:14	Yes
#	1504	12:00	12:08	Yes	13:00	12:30	Yes
#	1598	07:00	09:15	Late	08:00	10:02	Late
#	1598	08:00	10:06	Late	09:00	10:08	Late
#	1598	09:00	10:06	Late	10:00	10:08	Yes
#	1598	10:00	09:15	Yes	11:00	10:02	Yes
#	1598	13:00	13:52	Late	14:00	13:54	Yes
#	1598	13:00	13:52	Late	14:00	13:54	Yes
#	1598	13:30	13:52	Yes	14:30	14:38	Yes
#	1598	14:00	13:52	Yes	15:00	14:38	Yes
#	1599	08:00	09:44	Late	09:00	10:07	Late
#	1599	08:00	09:55	Late	09:00	10:07	Late

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R	Scheduled DO Time	Actual DO Time	Y R
#	1599	09:00	09:09	Yes	10:00	10:07	Yes
#	1599	09:00	09:09	Yes	10:00	10:07	Yes
#	1599	13:00	13:51	Late	14:00	13:59	Yes
#	1599	13:00	13:51	Late	14:00	13:55	Yes
#	1599	14:00	13:51	Yes	15:00	14:38	Yes
#	1599	14:00	13:51	Yes	15:00	14:38	Yes
#	1600	07:00	07:21	Yes	00:00	08:05	Late
#	1600	07:00	06:11	Yes	08:00	08:26	Yes
#	1600	07:00	07:16	Yes	08:00	08:30	Yes
#	1600	07:00	07:05	Yes	08:00	08:05	Yes
#	1600	07:00	08:16	Late	08:00	08:30	Yes
#	1600	07:00	07:01	Yes	08:00	08:30	Yes
#	1600	07:30	07:52	Yes	08:30	08:26	Yes
#	1600	17:00	16:13	Yes	18:00	17:51	Yes
#	1600	17:00	16:14	Yes	18:00	16:34	Yes
#	1600	17:30	16:13	Yes	18:30	16:38	Yes
#	1600	17:30	16:11	Yes	18:30	16:52	Yes
#	1600	17:30	16:11	Yes	18:30	17:38	Yes
#	1601	06:00	06:59	Late	07:00	08:26	Late
#	1601	06:30	06:02	Yes	07:30	08:05	Late
#	1601	07:00	06:38	Yes	08:00	08:30	Yes
#	1601	07:00	07:26	Yes	08:00	08:30	Yes
#	1601	17:00	16:11	Yes	18:00	17:55	Yes
#	1601	17:00	16:11	Yes	18:00	17:10	Yes
#	1601	17:30	16:11	Yes	18:30	16:25	Yes
#	1601	17:30	16:11	Yes	18:30	16:25	Yes
#	1601	19:00	16:13	Yes	20:00	17:41	Yes
#	1601	19:00	16:13	Yes	20:00	17:11	Yes
#	1602	07:00	06:21	Yes	08:00	08:26	Yes
#	1602	07:00	08:08	Late	08:00	08:30	Yes
#	1602	07:00	07:35	Late	08:00	08:30	Yes
#	1602	07:00	07:35	Late	08:00	08:30	Yes
#	1602	07:00	06:36	Yes	08:00	08:05	Yes
#	1602	07:00	06:22	Yes	08:00	08:05	Yes
#	1602	07:30	06:09	Yes	08:30	08:05	Yes
#	1602	13:30	16:14	Late	14:30	17:22	Late
#	1602	15:30	16:13	Late	16:30	17:22	Late
#	1602	16:30	16:11	Yes	17:30	17:48	Yes
#	1602	17:00	16:14	Yes	18:00	16:44	Yes
#	1602	17:00	16:13	Yes	18:00	18:02	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	Yes No	Scheduled DO Time	Actual DO Time	Yes No
#	1602	17:30	16:13	Yes	18:30	18:20	Yes
#	1602	17:30	16:11	Yes	18:30	16:44	Yes
#	1602	17:30	16:11	Yes	18:30	17:02	Yes
#	1602	17:30	16:11	Yes	18:30	17:02	Yes
#	1602	17:30	16:13	Yes	18:30	17:32	Yes
#	1602	19:15	16:13	Yes	20:15	16:56	Yes
In Compliance:			197			226	
			81.1%			93.0%	

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Ride Status Report
Pensacola Bay Transportation Co.
Wednesday Jan 15, 2014 - Wednesday Jan 15, 2014

ADA CONTRACT
DAILY TRIP VOLUME

Month	Acct	Rode	No Show	Rider Cancel	Admin Cancel	Not Ready	Suspended	Expired	In Area	Out Area	In County	Out County	Rural	Urban
Jan 14	AD/AMB	6	0	0	0	0	0	0	6	0	6	0	0	6
Jan 14	AD/WC	2	0	2	0	0	0	0	2	0	2	0	0	2
Jan 14	EADA/AMB	107	2	10	1	1	2	3	107	0	106	0	22	83
Jan 14	EAD/WC	40	0	5	1	0	0	0	40	0	40	0	8	32
Jan 14	EADN/AMB	2	0	1	0	0	0	0	2	0	2	0	0	2
Jan 14	EADN/WC	9	0	3	0	0	0	0	9	0	9	0	1	8
Totals		166	2	21	2	1	2	3	166	0	165	0	31	133

Dates = 1/15/2014 12:00:00 AM; Agency = 6;

On-Time Performance Report --- ADA CONTRACT

Pensacola Bay Transportation Co.

1/15/2014 12:00:00 AM to 1/15/2014 12:00:00 AM

Date	Trip #	Range			Range		
		Scheduled PU Time	Actual PU Time		Scheduled DO Time	Actual DO Time	
01/15/2014	4	14:00	14:06	Yes	14:30	14:47	Yes
01/15/2014	4	15:00	15:00	Yes	16:00	15:32	Yes
01/15/2014	4	16:00	16:05	Yes	17:00	17:18	Yes
01/15/2014	4	16:00	16:05	Yes	17:00	16:38	Yes
01/15/2014	5	06:00	06:09	Yes	07:00	06:21	Yes
01/15/2014	5	06:45	07:00	Yes	07:45	07:40	Yes
01/15/2014	5	07:45	08:04	Yes	08:45	08:10	Yes
01/15/2014	5	09:30	09:40	Yes	10:30	10:03	Yes
01/15/2014	6	07:55	08:05	Yes	08:55	08:30	Yes
01/15/2014	6	08:00	08:47	Late	09:00	09:00	Yes
01/15/2014	6	09:15	09:30	Yes	10:15	09:51	Yes
01/15/2014	6	10:30	10:38	Yes	11:30	10:57	Yes
01/15/2014	6	10:45	11:00	Yes	11:45	11:30	Yes
01/15/2014	6	13:30	13:40	Yes	14:30	13:57	Yes
01/15/2014	7	12:30	12:55	Yes	13:30	13:35	Yes
01/15/2014	7	14:00	14:05	Yes	15:00	14:20	Yes
01/15/2014	7	14:30	14:50	Yes	15:30	15:35	Yes
01/15/2014	7	14:30	14:45	Yes	15:30	15:50	Yes
01/15/2014	7	15:00	15:05	Yes	15:51	16:00	Yes
01/15/2014	7	15:00	14:55	Yes	16:00	16:10	Yes
01/15/2014	102	08:00	08:25	Yes	09:00	08:45	Yes
01/15/2014	102	11:00	11:10	Yes	12:00	11:50	Yes
01/15/2014	102	11:10	11:10	Yes	12:10	11:30	Yes
01/15/2014	102	14:00	14:00	Yes	15:00	14:46	Yes
01/15/2014	102	14:15	14:25	Yes	15:15	14:45	Yes
01/15/2014	102	16:00	16:00	Yes	17:00	16:25	Yes
01/15/2014	104	05:00	05:45	Late	06:00	06:20	Yes
01/15/2014	104	08:20	09:10	Late	09:20	09:45	Yes
01/15/2014	104	08:30	09:30	Late	09:30	09:45	Yes
01/15/2014	104	10:00	10:30	Yes	10:30	10:56	Yes
01/15/2014	104	11:00	11:14	Yes	12:00	11:45	Yes
01/15/2014	107	07:30	07:41	Yes	08:30	07:54	Yes
01/15/2014	107	08:45	08:34	Yes	09:45	09:38	Yes
01/15/2014	107	10:00	10:12	Yes	11:00	10:30	Yes
01/15/2014	107	11:15	11:41	Yes	12:15	12:15	Yes
01/15/2014	107	11:45	11:17	Yes	12:45	11:29	Yes
01/15/2014	107	13:00	13:04	Yes	14:00	13:26	Yes

3/7/2017 12:16:21 PM

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R i	Scheduled DO Time	Actual DO Time	Y R i
01/15/2014	107	14:00	14:16	Yes	15:00	15:16	Yes
01/15/2014	107	14:00	14:20	Yes	15:00	14:54	Yes
01/15/2014	107	15:30	16:04	Late	16:30	16:50	Yes
01/15/2014	108	05:30	05:40	Yes	06:30	06:30	Yes
01/15/2014	108	07:00	07:06	Yes	08:00	07:17	Yes
01/15/2014	108	07:00	07:00	Yes	08:00	07:36	Yes
01/15/2014	108	08:00	08:24	Yes	09:00	08:50	Yes
01/15/2014	108	08:00	08:36	Late	09:00	09:07	Yes
01/15/2014	108	13:05	13:00	Yes	14:05	13:20	Yes
01/15/2014	108	13:05	13:30	Yes	14:05	13:44	Yes
01/15/2014	108	14:05	14:20	Yes	15:05	14:35	Yes
01/15/2014	109	05:45	05:53	Yes	06:45	06:13	Yes
01/15/2014	109	06:00	06:01	Yes	07:00	06:13	Yes
01/15/2014	109	07:00	07:05	Yes	08:00	08:35	Late
01/15/2014	109	07:10	07:20	Yes	08:30	08:35	Yes
01/15/2014	109	07:15	07:35	Yes	07:55	08:02	Yes
01/15/2014	109	07:30	07:53	Yes	08:30	08:35	Yes
01/15/2014	109	09:00	08:35	Yes	10:00	09:55	Yes
01/15/2014	109	10:00	10:07	Yes	11:00	10:50	Yes
01/15/2014	109	12:30	12:50	Yes	13:30	13:05	Yes
01/15/2014	112	05:30	06:00	Yes	06:30	06:20	Yes
01/15/2014	112	06:30	06:50	Yes	07:30	07:35	Yes
01/15/2014	112	07:05	07:05	Yes	08:05	07:20	Yes
01/15/2014	112	11:00	11:05	Yes	12:00	11:10	Yes
01/15/2014	132	12:00	12:35	Late	13:00	15:00	Late
01/15/2014	132	13:30	13:20	Yes	14:30	13:40	Yes
01/15/2014	132	14:30	14:45	Yes	15:30	15:15	Yes
01/15/2014	138	14:45	15:25	Late	15:45	15:45	Yes
01/15/2014	138	16:15	15:50	Yes	17:15	16:00	Yes
01/15/2014	138	17:05	17:30	Yes	18:05	17:55	Yes
01/15/2014	203	09:00	09:00	Yes	10:00	09:15	Yes
01/15/2014	203	09:00	09:00	Yes	10:00	09:15	Yes
01/15/2014	203	09:00	09:00	Yes	10:00	09:15	Yes
01/15/2014	203	12:00	12:00	Yes	13:00	12:35	Yes
01/15/2014	203	12:00	12:00	Yes	13:00	12:35	Yes
01/15/2014	203	12:00	12:00	Yes	13:00	12:35	Yes
01/15/2014	203	13:30	13:15	Yes	14:30	13:45	Yes
01/15/2014	203	14:30	14:45	Yes	15:30	15:30	Yes
01/15/2014	207	09:15	09:35	Yes	10:15	10:05	Yes
01/15/2014	207	10:05	10:20	Yes	11:05	10:40	Yes

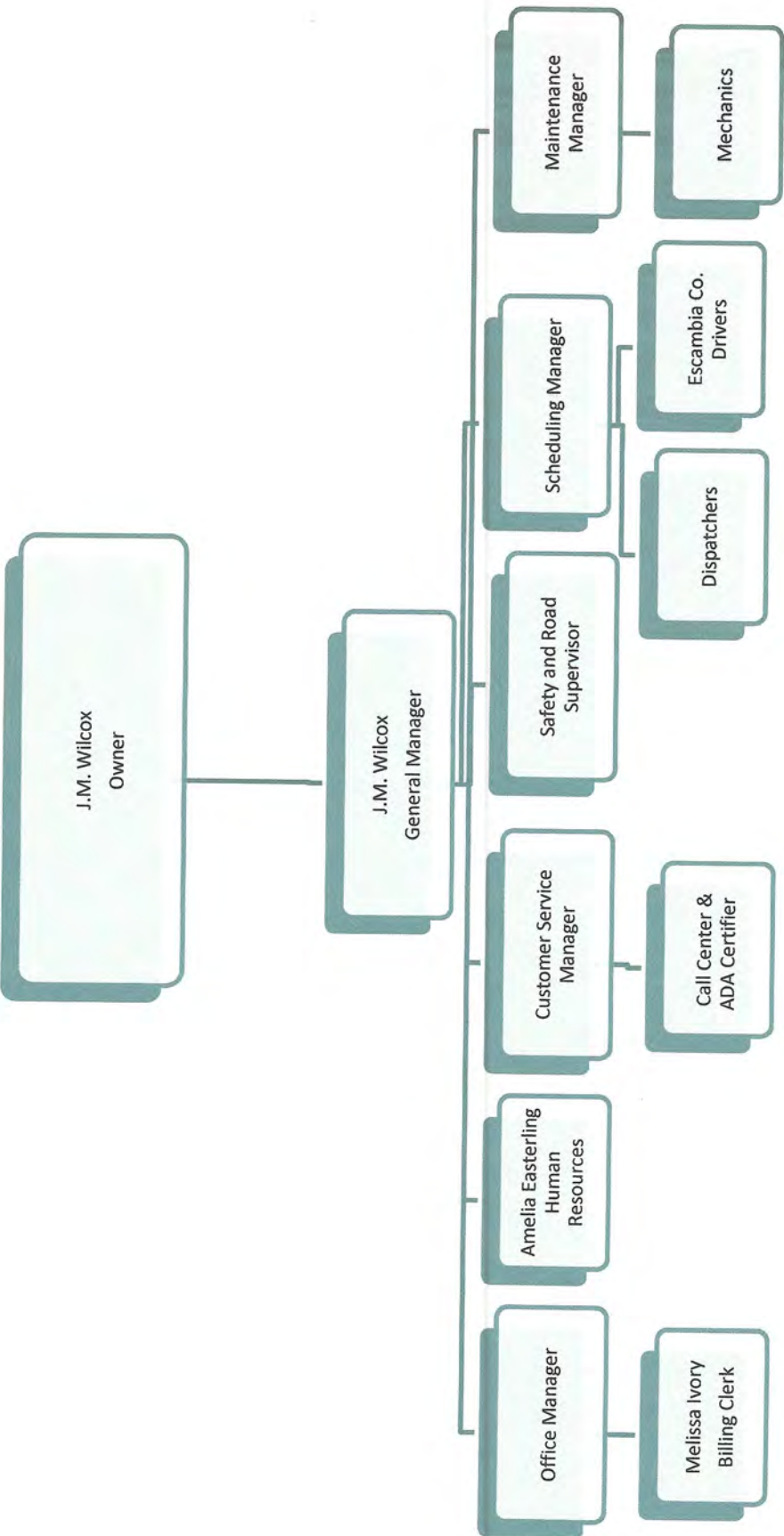
Date	Trip #	Scheduled PU Time	Actual PU Time	Y R: N	Scheduled DO Time	Actual DO Time	R: N
01/15/2014	207	14:00	14:10	Yes	15:00	14:35	Yes
01/15/2014	207	15:00	15:35	Late	16:00	16:25	Yes
01/15/2014	207	15:00	15:20	Yes	16:00	16:05	Yes
01/15/2014	223	06:55	07:00	Yes	07:55	07:15	Yes
01/15/2014	223	09:00	09:00	Yes	10:00	09:25	Yes
01/15/2014	223	10:30	10:30	Yes	11:30	10:45	Yes
01/15/2014	223	14:00	14:15	Yes	15:00	15:15	Yes
01/15/2014	223	14:00	14:20	Yes	15:00	15:30	Yes
01/15/2014	223	14:15	14:20	Yes	15:15	15:00	Yes
01/15/2014	224	05:30	06:00	Yes	06:30	06:30	Yes
01/15/2014	224	05:30	06:25	Late	06:30	06:30	Yes
01/15/2014	224	07:00	07:25	Yes	08:00	07:40	Yes
01/15/2014	224	08:00	08:35	Late	09:00	09:25	Yes
01/15/2014	224	12:00	12:25	Yes	13:00	13:10	Yes
01/15/2014	224	12:50	13:30	Late	13:50	13:50	Yes
01/15/2014	224	13:30	14:05	Late	14:00	14:25	Yes
01/15/2014	224	14:30	14:30	Yes	15:30	15:00	Yes
01/15/2014	225	17:00	16:50	Yes	18:00	17:50	Yes
01/15/2014	300	07:00	07:10	Yes	08:00	08:10	Yes
01/15/2014	300	07:00	07:00	Yes	08:45	08:05	Yes
01/15/2014	300	09:45	09:40	Yes	10:45	10:00	Yes
01/15/2014	302	15:05	14:40	Yes	16:05	15:00	Yes
01/15/2014	302	16:00	16:10	Yes	17:00	17:41	Late
01/15/2014	302	16:30	16:55	Yes	17:30	17:25	Yes
01/15/2014	302	17:45	18:40	Late	18:45	19:17	Late
01/15/2014	303	05:30	05:25	Yes	06:30	06:15	Yes
01/15/2014	303	05:30	05:50	Yes	06:30	06:15	Yes
01/15/2014	303	05:35	05:15	Yes	06:35	06:15	Yes
01/15/2014	303	06:30	06:35	Yes	07:30	06:50	Yes
01/15/2014	303	11:45	11:40	Yes	12:45	12:25	Yes
01/15/2014	305	12:15	12:41	Yes	13:15	13:04	Yes
01/15/2014	305	12:56	14:02	Late	13:56	14:45	Late
01/15/2014	305	13:15	13:16	Yes	14:15	13:31	Yes
01/15/2014	305	14:45	15:25	Late	15:45	15:55	Yes
01/15/2014	305	15:15	15:00	Yes	16:15	15:11	Yes
01/15/2014	307	14:15	14:55	Late	15:15	15:15	Yes
01/15/2014	307	16:00	16:40	Late	17:00	17:55	Late
01/15/2014	308	15:10	17:10	Late	16:10	17:38	Late
01/15/2014	308	16:00	16:32	Late	17:00	17:31	Late
01/15/2014	308	16:30	16:43	Yes	17:30	17:21	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	Y R	Scheduled DO Time	Actual DO Time	Y R
01/15/2014	309	07:30	07:30	Yes	08:30	08:04	Yes
01/15/2014	309	09:45	10:04	Yes	10:45	10:22	Yes
01/15/2014	309	11:00	10:59	Yes	12:00	11:10	Yes
01/15/2014	309	13:00	13:00	Yes	14:00	13:35	Yes
01/15/2014	309	14:15	14:13	Yes	15:15	14:19	Yes
01/15/2014	309	14:15	14:25	Yes	15:15	15:28	Yes
01/15/2014	363	05:45	05:50	Yes	06:45	06:00	Yes
01/15/2014	363	07:00	06:55	Yes	08:00	07:40	Yes
01/15/2014	363	14:00	14:35	Late	15:00	15:25	Yes
01/15/2014	363	14:00	13:55	Yes	15:00	15:00	Yes
01/15/2014	369	07:30	07:53	Yes	08:30	08:17	Yes
01/15/2014	369	09:55	10:15	Yes	10:55	10:25	Yes
01/15/2014	369	10:00	10:35	Late	11:00	10:46	Yes
01/15/2014	369	11:15	11:15	Yes	12:15	11:25	Yes
01/15/2014	369	12:35	12:10	Yes	13:35	12:36	Yes
01/15/2014	369	13:00	13:00	Yes	14:00	13:25	Yes
01/15/2014	369	16:30	16:38	Yes	17:30	17:05	Yes
01/15/2014	370	07:00	07:27	Yes	08:00	08:04	Yes
01/15/2014	370	07:30	07:45	Yes	08:30	08:04	Yes
01/15/2014	374	09:00	09:30	Yes	10:00	09:50	Yes
01/15/2014	374	14:05	14:00	Yes	15:05	14:10	Yes
01/15/2014	401	12:00	12:13	Yes	13:00	12:50	Yes
01/15/2014	401	12:00	12:18	Yes	13:00	12:50	Yes
01/15/2014	401	13:15	13:12	Yes	14:15	13:33	Yes
01/15/2014	401	14:00	14:00	Yes	15:00	14:25	Yes
01/15/2014	401	15:00	15:00	Yes	16:00	16:22	Yes
01/15/2014	401	16:00	15:50	Yes	17:00	16:45	Yes
01/15/2014	401	16:00	15:50	Yes	17:00	16:40	Yes
01/15/2014	402	07:30	07:53	Yes	08:30	08:06	Yes
01/15/2014	402	08:30	09:00	Yes	09:30	09:28	Yes
01/15/2014	402	08:45	09:10	Yes	09:45	09:24	Yes
01/15/2014	402	09:55	09:40	Yes	10:55	09:55	Yes
01/15/2014	402	10:30	10:20	Yes	11:00	10:30	Yes
01/15/2014	402	11:30	10:44	Yes	12:30	10:54	Yes
01/15/2014	402	13:30	13:51	Yes	14:30	13:58	Yes
01/15/2014	402	13:45	14:23	Late	14:45	14:35	Yes
01/15/2014	1001	09:45	09:48	Yes	10:45	10:22	Yes
01/15/2014	1001	11:00	09:58	Yes	12:00	10:22	Yes
01/15/2014	1001	12:00	12:07	Yes	13:00	12:26	Yes
01/15/2014	1101	16:00	16:07	Yes	17:00	16:20	Yes

Date	Trip #	Scheduled PU Time	Actual PU Time	W R	Scheduled DO Time	Actual DO Time	W R
01/15/2014	1504	08:00	08:10	Yes	09:00	08:52	Yes
01/15/2014	1504	09:00	08:35	Yes	10:00	08:52	Yes
01/15/2014	1504	12:00	12:08	Yes	13:00	12:20	Yes
01/15/2014	1504	12:30	12:08	Yes	13:30	12:40	Yes
01/15/2014	9007	16:00	17:15	Late	17:00	17:45	Late
01/15/2014	9007	16:00	16:55	Late	17:00	18:20	Late
01/15/2014	9007	18:30	20:00	Late	19:30	21:05	Late
01/15/2014	9007	18:30	18:40	Yes	19:30	19:00	Yes
01/15/2014	9007	19:05	20:00	Late	20:05	21:00	Late
In Compliance:			139				154
			83.7%				92.8%

PU = Pick UP; DO = Drop Off; PU Range = + 30 minutes; DO Range = + 30 minutes;

Organizational Chart of Pensacola Bay Transportation Co. LLC



JOB DESCRIPTION

POSITION:	Maintenance Manager	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President / CEO

DESCRIPTION: Performs complex professional and administrative work directing the proper maintenance support services. Responsible for the supervision of the Maintenance Department and also general staff duties.

JOB DUTIES:

1. Directs the maintenance, servicing and repair of all vehicles.
2. Schedule manpower for the department including mechanics, cleaners and building support personnel.
3. Control / monitor inventory.
4. Ensure that the equipment is maintained and operating efficiently.
5. Maintain the property facilities and grounds.
6. Ensure that all vehicles are maintained, fueled and working properly.
7. Develop and maintain safety policy and procedure for the maintenance department.
8. Ensure that accident repairs are completed.
9. Maintain a safe working environment.
10. Other duties as assigned.

QUALIFICATIONS:

1. High school diploma or equivalent
2. Five years experience in the repair and maintenance of all types of automotive and transit equipment or an equivalent combination of training and experience.
3. Comprehensive knowledge of diesel engines and/or internal combustion engines, automatic transmissions, airbrakes, steering and drivelines.
4. Posses a basic understanding of the theory of electricity and also be able to read and understand wiring diagrams.
5. Ability to read and interpret documents such as safety rules, operating and maintenance instruction and procedure manuals. Ability to write routine reports and correspondence.
6. Ability tot obtain a commercial drivers license with a passenger endorsement.
7. Must be able to pass a physical examination and pass a drug test.

JOB DESCRIPTION

POSITION:	Administrative Assistant	CLASSIFICATION: Non-Exempt
REPORTS TO:	General Manager	APPROVED BY: President

DESCRIPTION: Provide professional staff assistance and a variety of administrative duties by performing complex secretarial duties, record keeping and administrative detail.

JOB DUTIES:

1. Responsible to department employee and public inquiries; provide information within scope of knowledge and authority or refer to appropriate staff.
2. Compose and type general correspondence, reports and departmental related materials.
3. Proofread all correspondence from the office.
4. Open and distribute mail.
5. Maintain filing system for department
6. Performs routine clerical staff such as answering phones, photocopying and operating other office machines.
7. Maintain centralized schedules for each person in the department.
8. Maintain supply room and order departmental supplies as needed.
9. Other duties as assigned.

QUALIFICATIONS:

1. High School diploma or equivalent, business training a plus.
2. Minimum two years office experience.
3. Ability to read, comprehend and understand instruction, policies and procedures.
4. Ability to operate office equipment.
5. Ability to communicate via written word or verbally.
6. Ability to perform work accurately and efficiently.
7. Good organizational skills.
8. Good interpersonal skills.
9. Posse's basic mathematic, computer and interpersonal skills.

JOB DESCRIPTION

POSITION:	Safety and Training Manager	CLASSIFICATION: Exempt
REPORTS TO:	Operations Manager	APPROVED BY: President / CEO

DESCRIPTION: Responsible for managing the company's loss control functions. Responsible for proper training of designated employees including safety education, accident prevention, loss control and regulatory compliance.

JOB DUTIES:

1. Respond to and investigate accidents/incidents to include taking photos of accident/ Incident scene, interviewing involved parties and assisting with police reports.
2. Conduct evaluations and inspections for risk of loss potential.
3. Coordinate the activities of workers compensation, general liability and vehicle liability insurance carriers and insurance consultants as it affects safety and loss control. Monitors activities and makes recommendations to the general manager to help limit loss.
4. Assure that safety inspections are properly scheduled, carried out, monitored, acted upon and documented.
5. Coordinate and ensure compliance with the substance abuse testing program using federal and company standards.
6. Work with the General Manager as necessary to develop and administer local safety programs.
7. Coordinate and facilitate safety training programs
8. Other duties as assigned.

QUALIFICATIONS:

1. High school diploma or equivalent.
2. Minimum three years progressive experience in training or safety, two of which were in a supervisory position.
3. Basic knowledge of computer software.
4. Ability to follow written or verbal instructions.
5. Ability to organize and prioritize tasks.
6. Ability to manage time and work without constant supervision.
7. Good interpersonal skills.
8. Ability to communicate well via the written word or verbally.
9. Ability to maintain a flexible attitude and approach to assignments.

JOB DESCRIPTION

POSITION:	Accounts Payable Clerk	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President/CEO

DESCRIPTION: Perform a variety of accounting, bookkeeping and clerical task through the application of accepted procedures and processes.

JOB DUTIES:

1. Prepare and process accounting documents such as, but not limited to vendor invoices, Requisition, vouchers and expense reports.
2. Prepare invoices and check request for payment by properly coding the document with general ledger account distribution(s).
3. Prepare and edit check runs, reviewing the invoices for payment, so that the vendors Are being paid the correct amount.
4. Match checks to vouchers and mail to vendors.
5. Correct errors in the accounts payable batches.
6. Maintain other accounting and reporting reports as required.
7. Ability to implement Standard Operating Procedures to address organizational issues in a consistent manner.
8. Other duties as assigned.

QUALIFICATIONS:

1. High School diploma or equivalent.
2. Three or more years experience as a payables clerk.
3. Basis knowledge of accounting principals and theories.
4. Ability to perform detailed numerical oriented work efficiently and accurately.
5. Good organizational skills.
6. Good oral and written communication.
7. Ability to maintain a good working relationship with all levels of personnel in the organization.

JOB DESCRIPTION

POSITION:	Operation Manager	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President / CEO

DESCRIPTION: Oversee day-to-day vehicle operations ensuring that all performance standards are met.

JOB DUTIES:

1. Supervise day to day operations and administrative activities by providing liaison between client and company.
2. Handle problem solving between department and resolve employee grievances.
3. Coordinate the scheduling for both operators and supervisors in the operation department.
4. Interact with the union representing the employees with the goal of positive interaction.
5. Monitor operations and coordinate the delivery of service with the general manager.
6. Ensure that service to the public remains on schedule and professional.
7. Develop budget finance for the operations department.
8. Other duties as assigned.
9. Sets and measures driver goals for performance

QUALIFICATIONS:

1. High school diploma or equivalent preferred.
2. Minimum of three years management experience.
3. Comprehensive knowledge of public management and organizational theories.
4. Thorough knowledge of basic laws, ordinances and regulations underlying the transit operation.
5. Ability to analyze a variety of complex administrative problems to make sound recommendations for their solutions and to prepare working procedures.
6. Ability to work effectively with labor.
7. Familiar with standard computer program.

JOB DESCRIPTION

POSITION:	Customer Service Rep.	CLASSIFICATION: Non-Exempt
REPORTS TO:	Office Manager.	APPROVED BY: President / CEO

DESCRIPTION: This position is responsible for the receipt and processing of transportation service requests in the call center.

JOB DUTIES:

1. Ensure a high level of customer service
2. Establish and maintain a positive working relationship with external and internal customers
3. Accurately enter all customer service requests into scheduling software
4. Promotes a positive working environment
5. Adhere to all PBT policies
6. Report any malfunctioning equipment to the General Manager
7. Receive and document customer concerns and forward to the General Manager if unable to resolve
8. Assist customers with transportation questions or concerns
9. Maintain a polite and courteous manor at all times
10. Assist in the identification of system problems
11. Attend all required meetings
12. Maintain an acceptable attendance and tardiness record
13. All other duties as assigned

QUALIFICATIONS:

1. Superior communication skills
2. Excellent time management skills
3. Excellent problem solving skills
4. 1 year prior customer service experience
5. Ability to type 35 corrected words per minute
6. Ability to read and write English fluently
7. Multi-lingual capabilities desirable
8. Ability to work independently or with a team
9. High school graduate

JOB DESCRIPTION

POSITION:	Dispatcher	CLASSIFICATION: Non-Exempt
REPORTS TO:	Operations	APPROVED BY: President / CEO

DESCRIPTION: Maintains communications with Drivers and Office staff. Dispatches trips, vehicles, and drivers to achieve maximum efficiency on a daily basis. Maintains street control.

JOB DUTIES:

1. Maintains Alpha/Time of day list of trips. This list is used to provide trip status.
2. Reviews and modifies daily logs and run sheets prepared by scheduler.
3. Maintains, reviews, and updates daily trip status.
4. Maintains daily list of all trip changes to ensure notification of passengers.
5. Communicates with facilities for the disabled to arrange coordinated transportation for passengers.
6. Communicates with drivers.
7. Accurately enter all customer service requests into scheduling software
8. Enters trip information into computerized system.
9. Performs other duties as required

QUALIFICATIONS:

1. Comprehensive knowledge of local streets, areas, landmarks
2. Strong ability to multi-task.
3. Ability to remain calm under pressure.
4. Knowledge of computers and ability to learn scheduling package
5. Excellent oral and written communications skills
6. Ability to speak and understand the English language
7. Graduation from high school and some additional training. One (1) year computer experience desirable. Six (6) to twelve (12) months transportation experience desirable. Three (3) to four (4) years of dispatch experience.
8. Weekend, Holiday and some evening work may be required.

JOB DESCRIPTION

POSITION:	Scheduler	CLASSIFICATION: Non-Exempt
REPORTS TO:	Operation Manager	APPROVED BY: President /CEO

DESCRIPTION: Reviews and modifies daily schedules for drivers and vehicle. Schedules un-scheduled trips, improves standing orders, and maximizes productivity.

JOB DUTIES:

1. Sets, measures and reaches TPA goals.
2. Maintains Alpha/Time of day list of trips. This list is used to provide trip status.
3. Reviews and modifies daily logs and run sheets.
4. Maintains, reviews, and updates daily trip status.
5. Maintains daily list of all trip changes to ensure notification of passengers.
6. Enters trip information into computerized system
7. Performs other duties as required

QUALIFICATIONS:

1. Comprehensive knowledge of local streets, areas, landmarks
2. Strong ability to multi-task.
3. Knowledge of computers and ability to learn scheduling package
4. Excellent oral and written communications skills
5. Ability to speak and understand the English language
6. Graduation from high school and some additional training. One (1) year computer experience desirable. Six (6) to twelve (12) months transportation experience desirable. Three (3) to four (4) years of dispatch experience.
7. Weekend, Holiday and some evening work may be required.

JOB DESCRIPTION

POSITION:	Office Manager	CLASSIFICATION: Exempt
REPORTS TO:	General Manager	APPROVED BY: President / CEO

DESCRIPTION: Oversee day-to-day office operations ensuring that all performance standards are met.

JOB DUTIES:

1. Supervise and implements new procedure and policies.
2. Ensure adherence and compliance with company policies as well as federal, state and county laws.
3. Oversees standard office procedures, including call center, ordering and office equipment.
4. Prepare and coordinate daily reporting, monthly closing and other reporting requirements at local, regional and corporate levels.
5. Maintain petty cash fund. Make reimbursements according to company policy.
6. Maintain other accounting and reporting records as required.
7. Ability to implement Standard Operating Procedures to address organizational issues in a consistent manner.
8. Ensure a high level of customer service
9. Other assigned duties

QUALIFICATIONS:

1. Three or more years experience
2. High School Diploma or equivalent.
3. Knowledge of payroll system.
4. Strong organizational and communication (oral and written) skills.
5. Ability to work efficiently and accurately with little direct supervision.
6. Detailed oriented.
7. Ability to solve problems in a practical and pragmatic manner.

JOB DESCRIPTION

POSITION:	General Manager	CLASSIFICATION: Exempt
REPORTS TO:	President / CEO	APPROVED BY: President

DESCRIPTION: Oversee day-to-day Paratransit operations ensuring that all performance standards are met.

JOB DUTIES:

1. Develop and implement policies and procedures
2. Ensure a high level of customer service by reviewing the TP and CSR performance
3. Establish and maintain positive working relationships with clients
4. Direct the work of all CTC personnel
5. Promote Total Quality Management
6. Ensure employee moral is high
7. Develop and submit all required reports
8. Ensure all CTC equipment is operational
9. Investigate and resolve all service issues
10. Identify and resolve system problems
11. Develop and manage departmental budgets
12. Develop and implement training programs
13. Ensure all Operators are performing according to PBT standards
14. Create employee work schedules
15. Oversee employee recruitment and hiring
16. All other assigned duties
17. Attending meetings including but not limited to County Commission Meetings, TDSP and Disability Summit

QUALIFICATIONS:

1. Experience working with a State of Florida Community Transportation Coordinator (CTC)
2. Superior communications skills
3. Excellent time management skills
4. Excellent problem solving skills
5. three years prior management experience in a high performance Operation
6. Experience developing and administering departmental budgets
7. Project transportation management skills
8. Previous experience with scheduling software
9. Ability to work independently and with a team
10. College degree or equivalent



J. M. "Margie" Wilcox
President/Owner
Pensacola Bay Transportation Company, LLC
Mobile Bay Transportation Company, Inc.
Margie Land LLC
Alabama House of Representatives District 104



EXPERIENCE

Margie formed Pensacola Bay Transportation Company, LLC for the purpose of performing CTC Operator work in the State of Florida. The opportunity to become a part of the Escambia and Santa Rosa communities was a huge stepping-stone in her long-range goal of expansion of the transportation operations along the Gulf Coast.

Pensacola Bay Transportation served as the Community Transportation Coordinator for Escambia and Santa Rosa Counties 2004-2014.

Pensacola Bay Transportation has a history of commitment to the citizens of Escambia County:

- In 2001, when the elderly and disabled of the area were stranded by the abrupt pull-out of their transportation carrier, PBT stepped up at the Escambia County Area Transit General Manager's request to form, staff and equip Pensacola Bay Transportation in an astonishing 48 hours.
- In 2003, when the Incumbent Community Transportation Coordinator announced they were pulling out, Pensacola Bay Transportation was appointed to serve as the Emergency CTC for Escambia and Santa Rosa Counties by the Commission for the Transportation Disadvantaged. This designation was effective December 1, 2003 through June 30, 2004. Pensacola Bay Transportation was subsequently awarded two consecutive five year contracts in 2004 and 2009 as the CTC.

Margie Wilcox began her career in transportation right out of high school at Mobile Bay Enterprises as a bookkeeper in 1977. She worked her way to management and eventually bought the company in 1991. In 2001, despite the economic downturn, she formed Pensacola Bay Transportation, L.L.C. Yellow Cab of Mobile was purchased in January 2007 and in August 2007, Yellow Cab of Baldwin County was purchased.

The premier total transportation service of the Gulf Coast, Mobile Bay Transportation is headquartered in Mobile. The company consists of three divisions.

- The Airport Limousine and Shuttle Division transport patrons to and from all Gulf Coast airports, residences and/or businesses.
- Yellow Cab of Mobile and Yellow Cab of Baldwin County
- The Paratransit Division provides accessible, reliable transportation to the elderly and disabled citizens of Mobile.

Much of the success of both companies can be attributed directly to our commitment to professionalism and entrepreneurial spirit. President Wilcox's personal philosophy is the following: "Do what you said you're going to do, when you said you'd do it!"

For 26 years, this philosophy has been ingrained into her staff and her drivers, and has served both her companies and their clients well.

GRANT ADMINISTRATION

- New Freedom – purchase wheelchair accessible vehicles
- Access Yellow -- provides ½ price fare for the elderly and disabled
- Time Clock Taxi – provides ½ price fare to work and/or work-related activities - JARC Grant

PROFESSIONAL ORGANIZATIONS (past and present)

- Mobile Area Chamber of Commerce Board of Directors, 1998 - 2001
 - Member 1991 - 2015
 - Executive Committee Member 1998 - 1999
 - Vice Chair of Governmental Affairs, 1998 • 1999
- Business Council of Alabama, Board Member, 1998 to 2012
- Transportation Disadvantage Advisory Board, Escambia County
- Mobile Bay Convention and Visitors Bureau
- Mobile Area Lodging Association
- Taxicab, Limousine and Paratransit Association (TLPA)
 - Committee Co-Chair of Paratransit and Contracting 2003, 2004 and 2009 Board of Directors 2004 - present
 - Executive Committee 2008
 - Paratransit and Contracting Chair 2008
 - Co-Chair Women In Transportation 2005, 2008 and 2007
- Past President of National Association of Women Business Owners Mobile Chapter, 1994- 1996

COMMUNITY ORGANIZATIONS

- Pensacola Disability Summit Council
- Pensacola Penwheels
- Mobile Advisory Council for Disabled
- Envision Coastal Alabama
- Leadership Mobile - 1998/1999 Class
- Leadership Mobile - Board of Directors 2000-2002

BUSINESS SPOTLIGHTS

- 2015 Award Recipient: Outstanding Contributor to Women In Transportation from The Taxi Limousine and Paratransit Association
- Testified, representing TLPA, before the Senate Banking, Housing and Urban Affairs Subcommittee on Housing and Transportation. The subject of the hearing was 'Enhancing the Role of the Private Sector in Public Transportation.'
- Recipient of the Mobile Chamber of Commerce's "2008 Small Business Award"
- Featured in the 'Business Spotlight in the Mobile Press Register - January 2009
- Disability Summit certificate of recognition 2004
- Pensacola Penwheels 2003 Employ the Handicap Recognition
- Top Ten Finalist for the 2003 MOBI Award given by Mobile Area Chamber of Commerce
- Lifetime Achievement Award, USA Small Business Development Center, 2002
- Recipient of the TLPA 1999 "Operator of the Year" award
- Executive Profiles, BCA Today, 1998
- Mobile Bay Monthly Who's Who 1998
- Featured as one of the Gulf Coast Women to Watch In 1996
- Women Owned Business of the Year - USA SBDC In 1994
- Special Award of recognition for service and assistance to the Amtrak passengers in the wake of the Amtrak tragedy.

M. Wilcox will be the General Manager under this contract. Work will be performed in Pensacola, FL and Mobile, AL. She will work approximately 50 hours per week at a total cost of \$50,000 per year.

Melissa Ivory, Corporate Accountant

Pensacola Bay Transportation, Mobile Bay Transportation, Yellow Cab of Mobile & Baldwin Counties

Ms. Melissa Ivory is the corporate accountant for Pensacola Bay Transportation, Mobile Bay Transportation, Yellow Cab of Mobile, and Yellow Cab of Baldwin County. She is responsible for overseeing/performing all aspects of the financial records of both companies. She has fifteen years of accounting and bookkeeping experience. Ms. Ivory was graduated from the University of South Alabama with a Bachelor of Science degree in Political Science and obtained her CPA license in 2010. Her wealth of knowledge is used at all of the above companies, but not limited to the following areas:

- Responsible for managing the single audit performed by Brown, Thornton, Pacenta, & Company, P.A. for Pensacola Bay Transportation
- Develops and implements audit procedures
- Liaison for the corporate CPA, Richard Lovett
- Maintenance of all general ledger accounts
- Creation and maintenance of all computer financial records
- Budgeting and forecasting
- Producing the Financial Statements
- Cash Flow Analysis
- Billing, Verification and Review
- Cash Receipts and Collections
- Financial Planning Services for Special Projects

On this project, Ms. Ivory will work as the billing and payroll clerk. She will work approximately 40 hours per week at a total annual cost of \$41,600.

Amelia Easterling- HR Manager

Amelia Easterling started at Mobile Bay Transportation in May 2011. In October 2013, she became the Operations Manager of both the paratransit and taxi divisions of Mobile Bay Transportation Co. and has continued in that role to present.

She is familiar with all areas of ADA rules and regulations, DOT drug and alcohol testing policy, and HR law. She has attended and completed the "Train the trainer" and supervisor FDOT drug and alcohol training offered through CUTR. She has also attended and completed the "train the trainer" passenger assistance training offered the the CTAA on behalf of the company for Logisticare. Each year since 2014, Ms. Easterling has attended the Kullman Law Firm's Human Resources Conference which is offered each October in Mobile, AL.

She will have the hiring and recruiting responsibilities, drug and alcohol testing duties, and assist with safety training as needed while working with the Project Manager under this contract. Work will be performed in Pensacola, FL location. After the initial startup, she will work approximately 15 to 20 hours per week at a total cost of \$15,600 per year.



March 6, 2017

RE: Margie Wilcox
Mobile Bay Transportation
Pensacola Bay Transportation Company

To Whom It May Concern:

I have personally known Margie Wilcox and her companies, Mobile Bay Transportation and Pensacola Bay Transportation for years. I have worked with her and her company and was her banker at another financial institution for many years. She has always handled her personal and business accounts in a very satisfactory manner.

If you should have any questions or need further information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Dottie".

Dorothy S. McKean
Senior Vice President
Commercial Relationship Manager
Phone: 251-665-1623
Email: dottie.mckean@hancockwhitney.com

Memo



March 6, 2017

RE: Pensacola Bay Transportation Co. LLC
Julia "Margie" Wilcox

To Whom It May Concern:

This letter of reference is for our valued customer Margie Wilcox and Pensacola Bay Transportation. All deposit and credit obligations in her name and entities names have been handled in a very satisfactory manner.

Should you have any further questions in regards to this matter, please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Schalutman", with a long horizontal flourish extending to the right.

Stephen Schalutman

Vice President

Commercial Banking

Regions Bank

251-434-3159



LYON FRY CADDEN

INSURANCE AGENCY, INC.

P.O. Box 160927 • Mobile, Alabama 36616

3212 Midtown Park S. • Mobile, Alabama 36606

Phone: 251.473.4600 • Fax: 251.450.0032 • www.lyonfrycadden.com

March 3, 2017

Pensacola Bay Transportation
Attn: Melissa
3024 Airport Blvd.
Mobile, AL 36606

Dear Melissa:

Pensacola Bay Transportation has reviewed the extensive insurance requirements for the Escambia County Paratransit Operator Contract specifications with our agency. As a former CTC in Escambia County, we have written these very same/or similar type policies for Pensacola Bay Transportation in the past and foresee no reason why the coverage would be unobtainable.

Sincerely,

Spence Monroe Adams, IV

SPA/772260

Gaylord C. Lyon, Jr., CPCU
President

Erling Riis, III, CPCU, CIC
Vice President

W. E. Cadden
Vice President

J. William Goodloe, III, CIC, AAI
Vice President

O. McCrary Otts, IV, CIC, CRM
Vice President

Roland G. Fry, Jr., CIC
Vice President

W. Bry Shields, III, CIC
Producer

Spencer M. Adams, IV
Producer

Jo Ann Hutchinson
401 Gould Road
Quincy, FL 32351
850.524.0394

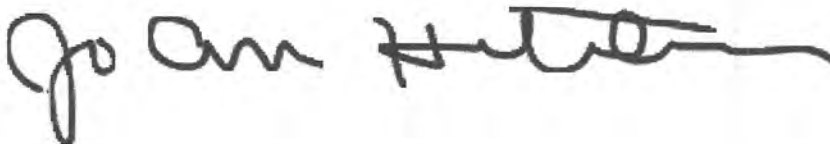
March 7, 2017

TO WHOM IT MAY CONCERN

This is a letter of support for Pensacola Bay Transportation. I've had the opportunity to know and work with this provider when I served as Executive Director of the Florida Commission for the Transportation Disadvantaged (retired in 2003) as well as when I served as one of the United We Ride Ambassadors (2005-2012) and currently as a Regional Board Director for the Community Transportation Association of America where I represent the eight southeastern states including Florida and Alabama. I've personally known their management team and know of the excellent work they do for the communities they serve.

They are an asset to the community serving those who have little or no other options for access. If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Jo Ann Hutchinson". The signature is fluid and cursive, with the first name "Jo" being particularly prominent.

TO WHOM IT MAY CONCERN

This is a letter of support for Pensacola Bay Transportation. I've had the opportunity to know and work with this provider since 2004 when I served as Regional Vice President for ATC then the Management Company for the Escambia County Area Transit (ECAT). Pensacola Bay was brought in as contractor for ADA in 2001 in a very quick start up and in 2004 when they were selected as the CTC. This company worked very hard to provide service and I was appreciative with their work. Myself, I've personally known their management team and know of the excellent work they do for the communities they serve.

They are an asset to the community serving those who have little or no other options for access. If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ken Westbrook', followed by a long horizontal line.

Kenneth P Westbrook

850-572-3897 mobile

Appendices

SIGN AND RETURN THIS FORM WITH YOUR PROPOSALS**

SOLICITATION, OFFER AND AWARD FORM

ESCAMBIA COUNTY FLORIDA

SUBMIT OFFERS TO:

Claudia Simmons

Purchasing Manager

Office of Purchasing, 2nd Floor, Room 11.101

213 Palafox Place, Pensacola, FL 32502

Post Office Box 1591, Pensacola, FL 32591-1591

Phone No: (850) 595-4987 Fax No: (850) 595-4807

Request for Proposal

**OPERATOR FOR PARATRANSIT SERVICES
SOLICITATION NUMBER: PD 16-17.027**

SOLICITATION

MAILING DATE: Wednesday, February 15, 2017

PRE-PROPOSALS CONFERENCE: MANDATORY 10:30 am CST, Wednesday, February 22, 2017

OFFERS WILL BE RECEIVED UNTIL: 3:00pm, CDT, Wednesday, March 8, 2017 and may not be withdrawn within 90 days after such date and time.

POSTING OF SOLICITATION TABULATIONS

Solicitation tabulations with recommended awards will be posted for review by interested parties at the County Office of Purchasing and will remain posted for a period of two (2) business days. Failure to file a protest in writing within two (2) business days after posting of the solicitation tabulation shall constitute a waiver of any protest relating to this solicitation. All protests must be filed with the Office of Purchasing. They will be handled according to the Escambia County Purchasing Ordinance.

OFFER (SHALL BE COMPLETED BY OFFEROR)

FEDERAL EMPLOYER IDENTIFICATION NUMBER OR S.S. NUMBER:

TERMS OF PAYMENT:

DELIVERY DATE WILL BE TBD DAYS AFTER RECEIPT OF PURCHASE ORDER.

VENDOR NAME: Pensacola Bay Transportation Co. LLC

ADDRESS: 3024 Airport Blvd

CITY, ST. & ZIP: Mobile, AL 36686

PHONE NO.: (251) 476-7711

TOLL FREE NO.: ()

FAX NO.: (251) 476-7726

REASON FOR NO OFFER:

BOND ATTACHED \$ N/A

I certify that this offer is made without prior understanding, agreement, or connection with any Corporation, firm or person submitting an offer for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this offer and certify that I am authorized to sign this offer for the offeror and that the offeror is in compliance with all requirements of the solicitation, including but not limited to certification requirements. In submitting an offer to Escambia County Florida, the offeror agrees that if the offer is accepted, the offeror will convey, sell, assign or transfer to Escambia County Florida all rights title and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by Escambia County Florida. At the County's discretion such assignment shall be made and become effective at the time the County tenders final payment to

Julia M. Wilcox President/Owner
NAME AND TITLE OF PERSON AUTHORIZED TO SIGN OFFER
(TYPED OR PRINTED)
[Signature]
SIGNATURE OF PERSON AUTHORIZED TO SIGN OFFER
(MANUAL)

****Failure to execute this Form binding the bidder/proposer's offer shall result in this bid/proposal being rejected as non-responsive.**

AWARD

Upon certification of award the contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing. The terms and conditions of this solicitation and the Proposals of the awarded contractor is incorporated by reference herein and made a part of this contract.

CONTRACTOR

Name and Title of Signer (Type or Print)

ESCAMBIA COUNTY FLORIDA

Name and Title of Signer (Type or Print)

Name of Contractor

By

County Administrator

Date

By

Signature of Person Authorized to Sign

Date

WITNESS

Date

ATTEST:

Corporate Secretary

Date

WITNESS

Date

[CORPORATE SEAL]

ATTEST:

Witness

Date

Awarded Date

ATTEST:

Effective Date

PROPOSAL FORM
Specification Number PD 16-17.027
Operator for Para Transit Services

Board of County Commissioners
Escambia County, Florida
Pensacola, Florida 32502

Date: 3/7/17

Commissioners:

The undersigned, Hereinafter called "Proposer", having visited the sites of the proposed project and familiarized himself with the local conditions, nature and scope of the work, and having carefully developed an acceptable method of providing services as described herein, and having carefully examined the form of agreement and contract documents shall furnish all materials, labor, services and any other items for the proper execution of contract number PD 16-17.027 Operator for Para Transit at the proposed price stated within this proposal, subject to negotiations and final and best offers.

Annual Rates

Rates per Trip	Yr. 1	Yr. 2
Ambulatory	<u>\$2.78</u>	<u>\$2.85</u>
Wheelchair	<u>\$3.92</u>	<u>\$4.00</u>

In reference to the Annual Evaluation detailed in the Scope of Work, if the County/CTC issues an overall annual rating of Does Not Meet, then the Operator will be penalized 1 % at the end of the overall annual fee.

Must negotiate with ATU regarding performance standards

CONTRACTOR REQUIREMENTS

Acknowledgment is hereby made of receipt of the following addenda issued during the proposal period:

Addendum No. <u>1</u>	Date <u>2/24/17</u>	Addendum No. _____	Date _____
Addendum No. <u>2</u>	Date <u>2/28/17</u>	Addendum No. _____	Date _____

(PLEASE TYPE INFORMATION BELOW)

SEAL IF PROPOSAL IS BY CORPORATION

State of Florida Department of State Certificate of Authority
Document Number L01000015190

Occupational License No. _____

Florida DBPR Contractor's License, Certification and/or
Registration No. _____

Type of Contractor's License, Certification and/or
Registration _____

Expiration Date: _____

Proposer: Pensacola Bay Transportation Co. LLC

By: Julia M. Wilcox

Signature: _____

Title: President / Owner

Address: 3024 Airport Blvd.
Mobile, AL 36686

Person to contact concerning this proposal:

Julia M. Wilcox

Phone/Toll Free/Fax # 251-476-7726

E-Mail Address: jwilcox@mobilebay
transportation.com

BOARD OF COUNTY COMMISSIONERS
ESCAMBIA COUNTY, FLORIDA
OFFICE OF PURCHASING
213 PALAFOX PLACE, 2nd Floor
P.O. BOX 1591
PENSACOLA, FL 32591-1591
TELEPHONE (850) 595-4980
(SUNCOM) 695-4980
(850) 595-4805
<http://www.myscambian.com/solicitations>



CLAUDIA SIMMONS
Purchasing Manager

February 24, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 1:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

This Addendum #1 for the following:

This addendum provides responses to questions received from the Mandatory Pre-Solicitation Conference on February 22, 2017 that were **not answered** at the pre-solicitation meeting. This addendum is providing all the information available at this time. It is considered by the County that the RFP document plus the information herein provides sufficient information to complete the proposal as requested.

1. Loss run information accident claims (available information attached)
2. Workers Comp Information available
Below is for 1 yr. 2015/2016
 - **Vehicle Liability**
\$342,521
 - **Workers Comp – Operations (6.42%)**
\$168,240
 - **Workers Comp – Maint. (6.0%)**
\$60,585
 - **Workers Comp – General Admin. (1.3%)**
\$9,597
3. List of other agencies with contracts with CTC - MTM, Council On Aging, Vocational Rehab
4. The insurance requirements are as stated in the RFP – no exceptions.
5. Available Maintenance agreement information is contained in the CBA agreement – Addendum #1 PD 16-17.014
6. The information considered to be a Handbook for Employees is contained in ECCT CBA agreement – Addendum #1 PD 16-17.014
7. Rate Model information was provided in the RFP as available.
8. All counts/ rates/ stated quantities in the RFP documents is the best available information to be used for the purpose of responding to the RFP.
9. Personal information regarding employees will not be provided for purposes of this RFP.

Addendum 1
16-17.027

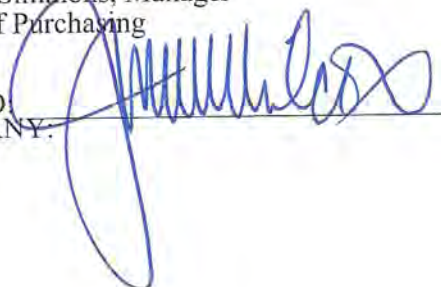
This Addendum Number 1 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons

Claudia Simmons, Manager
Office of Purchasing

SIGNED
COMPANY:
CS/lk



BOARD OF COUNTY COMMISSIONERS
ESCAMBIA COUNTY, FLORIDA
OFFICE OF PURCHASING
213 PALAFOX PLACE, 2nd Floor
P.O. BOX 1591
PENSACOLA, FL 32591-1591
TELEPHONE (850) 595-4980
(SUNCOM) 695-4980
(850) 595-4805
<http://www.myscambia.com/solicitations>

CLAUDIA SIMMONS
Purchasing Manager



February 28, 2017

To: All Known Prospective Bidders

ADDENDUM NUMBER 2:

Re: Operator for Para Transit Services
Specification Number PD 16-17.027

Bidders:

This Addendum #2 for the following:

This addendum provides responses to questions received by February 24, 2017 that were not answered at the pre-solicitation meeting.

1. Who will be responsible for ADA and TD recertification process?
A. Para transit Operator
2. Is the provider responsible for providing revenue vehicles?
A. Yes! Right now we have 27 on hand and if more is needed to complete the services it will be the responsibility of the contractor
3. Who is responsible for vehicle maintenance work?
A. the contractor If contractor please provide vehicle list and mileages? Not available for this RFP
4. Who is responsible for fuel?
A. At this time it's the contractor If contractor, what is the fuel consumption trend by vehicle.
2015/2016 \$223,918.45
5. What is the replacement plan for vehicles?
A. All vehicles have a 5 yr replacement of services.
6. What is the annual miles and hours of service?
A. 2015/2016 826,564 miles / 24 hrs 6 days a week
7. How many drivers and are they represented by a union?
A. 31

Addendum 2
16-17.027

8. What are driver pay rates?

A. \$22,880.00 a year

9. Does the contractor provide call takers, reservationists, scheduling, certifications for ADA?

A. YES !!!

10. What are bus cleaning standards?

A. State Statues

11. On pg. 19 – Paying legal defense costs for the county – under which circumstances would this potentially be a liability of the operator? Only when it involves the movement, treatment, etc. of a passenger? What exposure does the operator have legally when a passenger is NOT involved?

A. Unable to address this one at this time. Incident specific.

12. Can you provide a breakdown of the agencies, yearly financial operating support by each agency (if they have a limit or an estimate of normal yearly consumption in dollar amounts) and a breakdown with the total number of trips per agency (specified by AMB, WC, & Stretcher)?

A. This is a total contract and the trips as a whole for 2015/2016 are 826 564 total Ambul. 623,693 W/C 202,868.

13. There is no stretcher rate noted in the rate model – are stretcher trips even offered by the ECCT? If they are offered, are they actually provided by the ECCT or by a contractor (such as ambulance service)?

A. We have not had to provide stretcher services at this. The County does have an emergency vehicle if needed but for daily delivers.

14. Can we have the annual performance evaluation on the 10 dedicated paratransit county owned vehicles – to see if they are already at the correct level of service and if not, the current operator should be responsible for the costs associated in bringing the vehicles up to code.

A. All the County vehicles involved with CTC are state certified and meet all the requirements concerning ADA/TD and Chapter 427

15. Are 2 of the 10 vehicles dedicated to the paratransit service, vehicles that can accommodate the extra large wheelchairs per the specifications in the proposal?

A. All

16. The ECCT needs to maintain all applications for all programs in order to provide continuity to the riders/agencies and in order to uphold the tenants of the contracts that are in place. If the CTC certifies all clients for whatever programs that they are eligible for and maintains all the applications, a stat sheet (to be created/determined) could be provided to the operator so that the clients could be entered into the database for transportation services.

A. I think they are asking will there be a list of all riders for the CTC in a data base. If this is the case yes there is a data base of all riders using the Para Transit services.

17. Is there any obligation of the operator to continue services if the purchase order from the county created for the Paratransit operator runs out of funds?

A. except ADA we have to take all trips because we have a fixed route. All others we can cancel due to lack of funding.

Addendum 2

16-17.027

18. Who develops the SSPP?

A. if they are referring to the TDSP Transportation Development Services Plan. The contractor is with county approval

19. Is the preferred cost proposal methodology the rate model format?

A. That is correct

20. The performance based measure percentage penalty is based upon what amount? Not the percentage, but the what is the exact exposure amount that the percentage is related to?

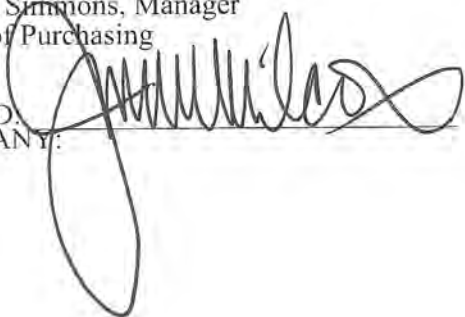
A. The percentage "withholding" due to a Do Not Meets rating is based on the fee paid to the Operator.

This Addendum Number 2 is furnished to all known prospective bidders. Please sign and return one copy of this Addendum, with original signature, with your bid as an acknowledgement of your having received same. You may photo copy for your record.

Sincerely,

Claudia Simmons, Manager
Office of Purchasing

SIGNED:
COMPANY:
CS/lk

A handwritten signature in black ink, appearing to read 'Claudia Simmons', is written over a horizontal line. Below the line, there is a large, loopy flourish that extends downwards and to the left.

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(a),
FLORIDA STATUTES, ON ENTITY CRIMES**

1. This sworn statement is submitted to Escambia Co. Board of County Commissioners
(print name of the public entity)

by Julia M. Wilcox President & Owner
(print individual's name and title)

for Pensacola Bay Transportation Co.
(print name of entity submitting sworn statement)

whose business address is

3024 Airport Blvd. Mobile, AL 36606

and (if applicable) its Federal Employer Identification Number (FEIN) is:

59-3743711

(If the entity has no FEIN, include the Social Security Number of the Individual signing this sworn statement: _____)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), **Florida Statutes**, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any Proposals or contract for goods or services to be provided to any public entity or an agency or political subdivision or any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), **Florida Statutes**, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), **Florida Statutes**, means:
- a. A predecessor or successor of a person convicted of a public entity crime; or
 - b. An entity under the control any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

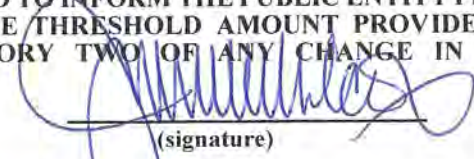
- c. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into binding contract and which bids or applies to Proposals on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
- d. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(indicate which statement applies.)**

☒ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

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

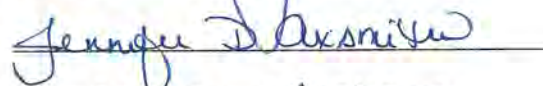
☐ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. **(attach a copy of the final order)**

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


(signature)

Sworn to and subscribed before me this 6th day of March, 2017

Personally known Julia M. Wilcox



OR produced identification _____

Notary Public - State of Alabama

County of mobile

My commission expires 8/4/20

Driver's license
(Type of identification)

Jennifer D. Axsmith
(Printed typed or stamped commissioned name of notary public)

Drug-Free Workplace Form


The undersigned vendor, in accordance with Florida Statute 287.087 hereby certifies that
Pensacola Bay Transportation Co. 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, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under Proposals copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 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 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 Paragraphs 1 through 5.

Check one:

☒ As the person authorized to sign this statement, I certify that this firm complies fully with above requirements.

☐ As the person authorized to sign this statement, this firm **does not** comply fully with the above requirements.


Offeror's Signature

3/7/17
Date

**Information Sheet
for Transactions and Conveyances
Corporation Identification**

The following information will be provided to the Escambia County Legal Department for incorporation in legal documents. It is, therefore, vital all information is accurate and complete. Please be certain all spelling, capitalization, etc. is exactly as registered with the state or federal government.

Is this a Florida Corporation **(Please Circle One)** Yes or No

If not a Florida Corporation,

In what state was it created: _____
Name as spelled in that State: _____

What kind of corporation is it: "For Profit" or "Not for Profit"

Is it in good standing: Yes or No

Authorized to transact business in Florida: Yes or No

State of Florida Department of State Certificate of Authority Document No.: L01000015190

Does it use a registered fictitious name: Yes or No

Names of Officers:

President: <u>Julia M. Wilcox</u>	Secretary: _____
Vice President: _____	Treasurer: _____
Director: _____	Director: _____
Other: _____	Other: _____

Name of Corporation (As used in Florida):

Pensacola Bay Transportation Company, LLC
(Spelled exactly as it is registered with the state or federal government)

Corporate Address:

Post Office Box: _____
City, State Zip: _____
Street Address: 3024 Airport Blvd
City, State, Zip: Mobile, AL 36606

(Please provide post office box and street address for mail and/or express delivery; also for recorded instruments involving land)

(Please continue and complete page 2)

Corporate Identification

Federal Identification Number: 59-3743711
(For all instruments to be recorded, taxpayer's identification is needed)

Contact person for company: Julia M. Wilcox E-mail: mwilcox@mobilebay
Telephone Number: 251-476-7711 Facsimile Number: 251-476-7726 transportation.com

Name of individual who will sign the instrument on behalf of the company:

Julia M. Wilcox
(Upon Certification of Award, Contract shall be signed by the President or Vice-President. Any other officer shall have permission to sign via a resolution approved by the Board of Directors on behalf of the company. Awarded contractor shall submit a copy of the resolution together with the executed contract to the Office of Purchasing)

(Spelled exactly as it would appear on the instrument)

Title of the individual named above who will sign on behalf of the company:

President / Owner

END

(850) 488-9000

Verified by: _____ Date: _____

State of Florida

Department of State

I certify from the records of this office that PENSACOLA BAY TRANSPORTATION COMPANY, L.L.C. is a limited liability company organized under the laws of the State of Florida, filed on September 6, 2001.

The document number of this limited liability company is L01000015190.

I further certify that said limited liability company has paid all fees due this office through December 31, 2016, that its most recent annual report was filed on April 29, 2016, and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-ninth day of April,
2016*



Ken Diefen
Secretary of State

Tracking Number: CC8884820389

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

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

**CERTIFICATION FOR DISCLOSURE OF LOBBYING ACTIVITIES
ON FEDERAL-AID CONTRACTS
(Compliance with 49CFR, Section 20.100 (b))**

The prospective participant certifies, by signing this certification, that to the best of his or her knowledge and belief:

(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 any federal 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 federal 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 of Lobbying Activities", in accordance with its instructions. (Standard Form-LLL can be obtained from the Florida Department of Transportation's Professional Services Administrator or Procurement Office.)

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 Section 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.

The prospective participant also agrees by submitting his or her proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed \$100,000 and that all such subrecipients shall certify and disclose accordingly.

Name of Consultant: Paul D. Myrick as attorney for Pensacola Bay
By: [Signature] Date: 3/6/17 Authorized Signature Transportation, LLC
Title: as attorney for Pensacola Bay Transportation, LLC

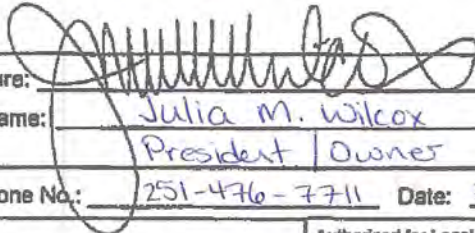
DISCLOSURE OF LOBBYING ACTIVITIES

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

(See reverse for public burden disclosure.)

Approved by OMB

0348-0046

1. Type of Federal Action: <input checked="" 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	2. Status of Federal Action: <input checked="" type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. Report Type: <input checked="" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____ If known: Pensacola Bay Transportation Co, LLC 3024 Airport Blvd Mobile, AL 36606 Congressional District, if known: 4c	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: Congressional District, if known:	
6. Federal Department/Agency: Escambia County Board of County Commissioners	7. Federal Program Name/Description: Paratransit Services CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$	
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI): 3024 Airport Blvd Mobile, AL 36606	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI): Wilcox, Julia M	
11. 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 GAO 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: Julia M. Wilcox Title: President / Owner Telephone No.: 251-476-7711 Date: 3/7/17	
Federal Use Only:		Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY
AND VOLUNTARY EXCLUSION FOR FEDERAL AID CONTRACTS**
(Compliance with 49CFR, Section 29.510)
(Appendix B Certification)

It is certified that neither the below identified firm nor its principals are presently suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

Name of Consultant: PAUL D. MYRICK

By: [Signature] Date: 3/6/17
Authorized Signature as attorney for

Title: as Attorney for Pensacola Bay Transportation, LLC

Instructions for Certification

1. By signing and submitting this certification with the proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted, if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms 'covered transaction', 'debarred', 'suspended', 'ineligible', 'lower tier covered transaction', 'participant', 'person', 'primary covered transaction', 'principal', 'proposal', and 'voluntarily excluded', as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the person to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Appendix B: Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant are not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Department may pursue available remedies, including suspension and/or debarment.

Preliminary Information Worksheet

Version 1.4

CTC Name: Escambia County

County (Service Area): Escambia County

Contact Person: Pensacola Bay Transportation

Phone #

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ☐ Governmental
- ☐ Private Non-Profit
- ☒ Private For Profit

NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

***Once completed, proceed to the Worksheet entitled
"Comprehensive Budget"***

Comprehensive Budget Worksheet

Version 1.4

CTC: Escambia County
County: Escambia County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox			\$ 185,000			
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash			\$ 2,475,974			
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program						
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Escambia County
County: Escambia County

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2015 to June 30th of 2016	Current Year's APPROVED Budget, as amended from July 1st of 2016 to June 30th of 2017	Upcoming Year's PROPOSED Budget from July 1st of 2017 to June 30th of 2018	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

xxx						
xxx						
xxx						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
xxxx						
xxxx						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve			\$	642,784		
---------------------------------------	--	--	----	---------	--	--

Balancing Revenue is Short By =

None

None

Total Revenues =

\$0

\$0

\$3,303,758

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

Operating Expenditures

Labor			\$	1,400,009		
Fringe Benefits			\$	661,750		
Services			\$	240,000		
Materials and Supplies			\$	488,999		
Utilities			\$	60,000		
Casualty and Liability			\$	280,000		
Taxes			\$	10,000		
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services			\$	60,000		
Other						
Miscellaneous			\$	16,000		
Operating Debt Service - Principal & Interest			\$	12,000		
Leases and Rentals			\$	75,000		
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$	-	\$	-	\$	-
Allocated Indirect						

Capital Expenditures

Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						

PROFIT

Total Expenditures =

\$0

\$0

\$3,303,758

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Budgeted Rate Base Worksheet

Version 1.4

CTC: Escambia County

County: Escambia County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues			
	from			
	July 1st of			
	2017			
	to			
	June 30th of			
	2018			
1	2	3	4	5

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$	185,000
Medicaid Co-Pay Received	\$	-
Donations/Contributions	\$	-
In-Kind, Contributed Services	\$	-
Other	\$	-
Bus Pass Program Revenue	\$	-

Local Government

District School Board	\$	-
Compl. ADA Services	\$	-
County Cash	\$	2,475,974
County In-Kind, Contributed Services	\$	-
City Cash	\$	-
City In-Kind, Contributed Services	\$	-
Other Cash	\$	-
Other In-Kind, Contributed Services	\$	-
Bus Pass Program Revenue	\$	-

CTD

Non-Spons. Trip Program	\$	-
Non-Spons. Capital Equipment	\$	-
Rural Capital Equipment	\$	-
Other TD	\$	-
Bus Pass Program Revenue	\$	-

USDOT & FDOT

49 USC 5307	\$	-
49 USC 5310	\$	-
49 USC 5311 (Operating)	\$	-
49 USC 5311 (Capital)	\$	-
Block Grant	\$	-
Service Development	\$	-
Commuter Assistance	\$	-
Other DOT	\$	-
Bus Pass Program Revenue	\$	-

AHCA

Medicaid	\$	-
Other AHCA	\$	-
Bus Pass Program Revenue	\$	-

DCF

Alcohol, Drug & Mental Health	\$	-
Family Safety & Preservation	\$	-
Comm. Care Dis./Aging & Adult Serv.	\$	-
Other DCF	\$	-
Bus Pass Program Revenue	\$	-

DOH

Children Medical Services	\$	-
County Public Health	\$	-
Other DOH	\$	-
Bus Pass Program Revenue	\$	-

DOE (state)

Carl Perkins	\$	-
Div of Blind Services	\$	-
Vocational Rehabilitation	\$	-
Day Care Programs	\$	-
Other DOE	\$	-
Bus Pass Program Revenue	\$	-

AWI

WAGES/Workforce Board	\$	-
AWI	\$	-
Bus Pass Program Revenue	\$	-

DOEA

Older Americans Act	\$	-
Community Care for Elderly	\$	-
Other DOEA	\$	-
Bus Pass Program Revenue	\$	-

DCA

Community Services	\$	-
Other DCA	\$	-
Bus Pass Program Revenue	\$	-

What amount of the
Budgeted Revenue
in col. 2 will be
generated at the rate
per unit determined
by this spreadsheet,
OR used as local
match for these type
revenues?

Budgeted Rate
Subsidy Revenue
Excluded from
the Rate Base

What amount of the
Subsidy Revenue in
col. 4 will come from
funds to purchase
equipment, OR will
be used as match
for the purchase of
equipment?

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be
GENERATED through the application of authorized per mile, per
trip, or combination per trip plus per mile rates. Also, include
the amount of funds that are Earmarked as local match for
Transportation Services and **NOT** Capital Equipment
purchases.

If the Farebox Revenues are used as a source of Local Match
Dollars, then identify the appropriate amount of Farebox
Revenue that represents the portion of Local Match required on
any state or federal grants. This does not mean that Farebox is
the only source for Local Match.

Please review all Grant Applications and Agreements containing
State and/or Federal funds for the proper Match Requirement
levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in
Column 4 that will come from Funds Earmarked by the Funding
Source for Purchasing Capital Equipment. Also include the
portion of Local Funds earmarked as Match related to the
Purchase of Capital Equipment if a match amount is required by
the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Escambia County

County: Escambia County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?		Budgeted Rate Subsidy Revenue Excluded from the Rate Base		What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	
from July 1st of 2017 to June 30th of 2018		3	4	5			
1	2	3	4	5			
APD							
Office of Disability Determination	\$ -	\$ -	\$ -	\$ -			
Developmental Services	\$ -	\$ -	\$ -	\$ -			
Other APD	\$ -	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -			
DJJ							
DJJ	\$ -	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -			
Other Fed or State							
xxx	\$ -	\$ -	\$ -	\$ -			
xxx	\$ -	\$ -	\$ -	\$ -			
xxx	\$ -	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -			
Other Revenues							
Interest Earnings	\$ -	\$ -	\$ -	\$ -			
xxxx	\$ -	\$ -	\$ -	\$ -			
xxxx	\$ -	\$ -	\$ -	\$ -			
Bus Pass Program Revenue	\$ -	\$ -	\$ -	\$ -			
Balancing Revenue to Prevent Deficit							
Actual or Planned Use of Cash Reserve	\$ 642,784	\$ 642,784	\$ 642,784	\$ 642,784			
Total Revenues =	\$ 3,303,768	\$ 3,273,763	\$ 29,995	\$ -			

EXPENDITURES (CTC/Operators ONLY)		\$ 29,995	
		Amount of Budgeted Operating Rate Subsidy Revenue	
Operating Expenditures			
Labor	\$ 1,400,009		
Fringe Benefits	\$ 661,750		
Services	\$ 240,000		
Materials and Supplies	\$ 488,999		
Utilities	\$ 80,000		
Casualty and Liability	\$ 280,000		
Taxes	\$ 10,000		
Purchased Transportation:			
Purchased Bus Pass Expenses	\$ -		
School Bus Utilization Expenses	\$ -		
Contracted Transportation Services	\$ 80,000		
Other	\$ -		
Miscellaneous	\$ 16,000		
Operating Debt Service - Principal & Interest	\$ 12,000		
Leases and Rentals	\$ 75,000		
Contrib to Capital Equip. Replacement Fund	\$ -		
In-Kind, Contributed Services	\$ -		
Allocated Indirect	\$ -		
Capital Expenditures			
Equip. Purchases with Grant Funds	\$ -		
Equip. Purchases with Local Revenue	\$ -		
Equip. Purchases with Rate Generated Rev.	\$ -		
Capital Debt Service - Principal & Interest	\$ -		
PROFIT			
Total Expenditures =	\$ 3,303,768		
minus EXCLUDED Subsidy Revenue =	\$ 29,995		
Budgeted Total Expenditures INCLUDED in			
Rate Base =	\$ 3,273,763		
Rate Base Adjustment ¹ =			
Adjusted Expenditures Included in Rate			
Base =	\$ 3,273,763		

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year:

2015 - 2016

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Escambia County Version 1.4
County: Escambia County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

INCLUDE all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES

Total Projected Passenger Miles = 1,052,580

Rate Per Passenger Mile = \$ 3.11

Total Projected Passenger Trips = 85,213

Rate Per Passenger Trip = \$ 38.42

Fiscal Year

2017 - 2018

Avg. Passenger Trip Length = 12.4 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.14

Rate Per Passenger Trip = \$ 38.77

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead
Operator training, and
Vehicle maintenance testing, as well as
School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Escambia County Version 1.4
County: Escambia County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No Go to Section II for Ambulatory Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section II for Wheelchair Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section II for Stretcher Service	<input type="radio"/> Yes <input type="radio"/> No STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No Answer # 2 for Ambulatory Service	<input type="radio"/> Yes <input type="radio"/> No Answer # 2 for Wheelchair Service	<input type="radio"/> Yes <input type="radio"/> No Answer # 2 for Stretcher Service	<input type="radio"/> Yes <input type="radio"/> No Do NOT Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?

How many of the total projected Passenger Miles relate to the contracted service?
How many of the total projected passenger trips relate to the contracted service?

Complete Cells Below	Complete Cells Below
\$ 2,000,000	\$ 1,303,758
720,000	332,590
61,000	24,213
	Leave Blank
	Do NOT Complete Section II for Group Service

\$ 3,303,758 The sum cannot exceed total contracted services on Comp. Budget Worksheet
1,002,580
95,213

Effective Rate for Contracted Services:
per Passenger Mile =
per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No Go to # 4 below for Ambulatory Service	<input type="radio"/> Yes <input type="radio"/> No Go to # 4 below for Wheelchair Service	<input type="radio"/> Yes <input type="radio"/> No Go to Section III for Stretcher Service	<input type="radio"/> Yes <input type="radio"/> No Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =

Rate per Passenger Mile for Balance =

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input type="radio"/> No STOP! Do NOT Complete Sections III - V for Ambulatory Service	<input type="radio"/> Yes <input type="radio"/> No Go to # 4 below for Wheelchair Service	<input type="radio"/> Yes <input type="radio"/> No Leave Blank and Go to Section III for Stretcher Service	<input type="radio"/> Yes <input type="radio"/> No Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Escambia County Version 1.4
County: Escambia County

- Answer the questions by completing the GREEN cells starting in Section I for all services
- Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

- Do you want to charge all escorts a fee?

☐ Yes
 ☒ No

 Skip #2 - 4 and Section IV and Go to Section V
- If you answered Yes to #1, do you want to charge the fee per passenger trip OR

☒ Pass. Trip
 ☐ Pass. Mile

 Leave Blank
- If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?
 Leave Blank \$
- How much will you charge each escort?
 Leave Blank \$

SECTION IV: Group Service Loading

- If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)
 Loading Rate 0.00 to 1.00

SECTION V: Rate Calculations for Multiple Services:

- Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 - Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services if the rates were calculated in the Section II above
 - Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

RATES FOR FY: 2017 - 2018			
Ambul Leave Blank	Wheel Chair Leave Blank	Stretcher Leave Blank	Group Leave Blank
\$2.78	\$3.92	\$0.00	\$0.00
Rate per Passenger Mile = 0			
Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 0			
Rate per Passenger Trip = 0			
Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 0			
Rate per Passenger Trip = 0			
2 If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			
Rate per Passenger Mile for Balance =			

Rates if No Revenue Funds Were Identified As Subsidy Funds

Ambul	Wheel Chair	Stretcher	Group
#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
per passenger	per passenger	per passenger	per group
Ambul	Wheel Chair	Stretcher	Group
#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
per passenger	per passenger	per passenger	per group

Financial Element

Direct Transportation System Expenses and (Object Code)

A. LABOR

	FY 2016-17
	ESC
1. Operator Salaries and Wages (.01)	\$1,008,569
Range of hourly wages	
2. Training Salaries and Wages (.02)	
Range of hourly wages	
3. Dispatcher salaries and wages (.03)	\$52,000
Range of hourly wages	
4. Administrative Salaries and Wages (.04)	\$124,000
Range of hourly wages	
5. Management Salaries and Wages (.05)	\$100,000
Range of hourly wages	
6. Scheduler Salaries and Wages (.06)	\$31,200
Range of hourly wages	
7. Reservationist salaries and wages (.07)	\$46,800
Range of hourly wages	
8. Maintenance Salaries and Wages (.08)	\$37,440
Range of hourly wages	
9. Other Salaries and Wages (.99)	
Range of hourly wages	
Sub Total:	\$1,400,009

B. FRINGE BENEFITS (502)

1. FICA (.01)	\$107,102
2. Medical Insurance Plans (.03)	\$300,000
3. Life Insurance Plans (.05)	
4. Workers Compensation Insurance (.08)	\$200,000
5. Holiday Pay (.10)	
6. Vacation (.11)	
7. Other _____ (Unemployment)	\$39,000
8. Other Uniforms _____ (.99)	\$8,000
Sub Total:	\$661,750

C. SERVICES (503)

1. Management Service Fees (.01)	\$180,000
2. Advertising Services Fees (.02)	\$2,000
3. Professionals and Technical Services (.03)	\$58,000
4. Copier Lease _____ ()	
5. Communications _____ ()	
Sub Total:	\$240,000

D. MATERIALS AND SUPPLIES (504)

1. Fuel and Lubricants consumed (.01)
2. Tires and Tubes consumed (.02)
3. Inventory Purchases (.03)
4. Others Materials and Supplies Consumed (.99)

Sub Total:

\$329,999

\$159,000

\$488,999

E. UTILITIES (505)

1. Utilities- Telephone (.02)
2. Utilities- Other (.99)

Sub Total:

\$45,000

\$15,000

\$60,000

F. CASUALTY AND LIABILITY COSTS (506)

1. Prem. for Physical Damage Insurance (.01)
2. Prem. for Public Liab. & Property Damage (.02)
3. Performance bond _____ ()
4. Other Insurance _____ (.99)

Sub Total:

\$250,000

\$30,000

\$280,000

G. TAXES (507)

1. Property Tax (.03)
2. Vehicle licensing and Registration Fees (.04)
3. Other Taxes _____ (.99)

Sub Total:

\$10,000

\$10,000

H. PURCHASED TRANSPORTATION SERVICES (508)

1. Caring Hearts _____ (.01)
2. Life Guard Amb _____ (.02)
3. Lakeview _____ (.03)
4. Taxi _____ (.04)
5. ECAT/Greyhound _____ (.05)
6. Medicaid Passenger Reimbursement _____ (.06)

List each source of purchase (.01-.99)

Sub Total:

\$60,000

\$60,000

I. Miscellaneous expenses (509)

1. Dues and Subscriptions _____ (.01)
2. Travel and Meetings _____ (.02)
3. Office Supplies _____ (.08)
4. Postage _____ (.99)
5. Other: Contingency _____ (.99)

Sub Total:

\$16,000

\$16,000

J. INTEREST EXPENSES (511)

1. Interest on long-term Dept. Obligations (.01)
2. Interest on short-term Dept. Obligations (.02)

Sub Total:

\$12,000

\$12,000

K. LEASES AND RENTALS (512)

1. Passenger Revenue Vehicles (.04)
2. Service Vehicles (.05)
3. Vehicle Storage and Dispatch Center (.06)
4. Maintenance Equip. & Facilities (.07)
5. Data Processing Equip. (.10)
6. Document Center Lease _____ (.11)

Sub Total:

\$75,000

\$75,000

L. DEPRECIATION AND AMORTIZATION (513)

1. Passenger Revenue Vehicles (.04)
2. Service Vehicles (.05)
3. Vehicle Storage and Dispatch Center (.06)
4. Maintenance Equip. & Facilities (.07)
5. Data Processing Equip. (.10)
6. Office Furniture _____ ()
7. Other _____ ()

Sub Total:

M. CONTRIBUTED SERVICES - ALLOWABLE (530)

1. Bldg, Furn & Fix + Vehc Purch price
2. Total Depreciation _____ (.01)
3. _____ ()
4. _____ ()
5. _____ ()

Describe each and place the value.

Sub Total:

\$0

N. INELIGIBLE EXPENSES (550)

1. _____ ()
Describe

Sub Total:

\$0

II. ALLOCATED INDIRECT COSTS:

Derived from cognizant agency-approved
Cost Allocation Plan, completed in accordance
with the Federal Common Grants Rule.

SUB-TOTAL OF DIRECT (I) AND INDIRECT (II) EXPENSES:

\$3,303,758

III. PROFIT (if applicable)

Vehicle Replacement Funds

Indicate below, the profit as a percent of direct
and indirect expenses.

CURRENT MOA YEAR _____ 5 % PROFIT

\$0

NEXT MOA YEAR _____ 10 % PROFIT

IV. FULLY ALLOCATED OPERATING COSTS:

\$3,303,758

ANNUAL TOTAL SYSTEM VEHICLE MILES

1,052,580

ANNUAL TOTAL SYSTEM DRIVER HOURS

76,960

ANNUAL SYSTEM PASSENGER TRIPS

85,217

TOTAL SYSTEM PASSENGER TRIPS

1. Farebox (401)

A. Medicaid co-pay()

B. Transportation Disadvantaged()

C. All co-pays and prepaid tickets purchased

\$185,000

2. Special Fares (Contract/Purchase of Service) (402)

3. School Board Service (403)

4. Freight Tariffs (404)

5. Charter Service (405)

6. Auxiliary Transportation (406)

A. Concession Revenue (.01)

B. Advertising Revenue (.03)

7. Non-transportation (407)

1. Sales of Maintenance Services (.01)

2. Rental of Revenue Vehicles (.02)

3. Rental of Building and other Property (.03)

4. The Non-Transportation Revenues (.99)

8. Taxes Levied by Transit System (409)
 1. Property Tax Revenue (.01)
 2. Sales Tax Revenue (.02)
9. Local Cash Grants and Reimbursements (409)
 1. General Operating Assistance City of Pensacola (.01)
 2. ADA ECAT
 3. Local Share of State Projects (.03)
 4. Local Share of Federal Projects (.04)
 5. Other Escambia County _____ ()
 6. Other Santa Rosa County _____

\$3,118,758

10. Local Special Fare Assistance (410)
 1. Handicapped Citizen (.01)
 2. Senior Citizen (.02)
 3. Students (.03)
 4. Other _____ (.99)

11. State Cash Grants and Reimbursements (411)
 - A. General Operating Assistance (.01)
 - B. State Share of Federal Projects (.04)
 - Medicaid
 - Transportation Disadvantaged
 - Department of Elder Affairs
 - Family Preservation and Support
 - Developmental Services
 - Blind Services
 - Vocational Rehabilitation
 - Wages

3. Other Miscellaneous _____ ()
- Other ACHA - Logisticare/A2C/etc

12. State Special Fare Assistance (412)

13. Federal Cash Grants and Reimbursements (413)
 1. General Operating Assistance 5311 (.01)
 2. Special Demonstration Projects (.02)
 3. Other Federal Financial Assistance (.99)
 3. Other Federal Financial Assistance (.99)

14. Interest Income (414)

15. Contributed Services (430)

1. Allowable (.01) - List Below
2. Depreciation In-Kind _____ ()
3. _____ ()
4. _____ ()
5. _____ ()

16. Contributed Cash (431)

1. Direct Donation (.01)
2. Fund Raising (.02)

17. Subsidy From Other Sectors of Operation (440)

TOTAL REVENUE

\$3,303,758

C. TOTAL SYSTEM PERFORMANCE TREND BASED UPON FULLY ALLOCATED OPERA

1. Fully Allocated Operating Costs	3,303,758
2. Total System Vehicle Miles	1,052,580
3. Total System Driver Hours	76,960
4. Total System Passenger Trips	85,217
5. Fully Allocated cost/system vehicle mile	3.14
6. Fully Allocated cost/system driver hour	42.93
7. Fully Allocated cost/system passenger trip	38.77