



Town of Miami Lakes

Bus Operations Services

RFP No. 2016-44





PROPOSAL TO

Town of Miami Lakes

FOR

RFP No. 2016-44, Bus Operation Services

Dated: September 9, 2016

SUBMITTED TO:

**Town of Miami Lakes Government
Center**

**Office of the Town Clerk
6601 Main Street
Miami Lakes, FL 33014
Telephone: (305) 827-4015**

SUBMITTED BY:

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

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Executive Summary

The Town of Miami Lakes is seeking a qualified and experienced transportation provider. The company selected will manage and operate the Town's bus service. This service, called the Miami Lakes Moover, includes both fixed route and on-demand circulator buses.

The Moover connects passengers to existing Metrobus stops and Metrorail, via the Ludlam Limited Route, with a terminal point at Main Street. The Town will lease three vehicles to be used for the Circulator Service and On-Demand Service. Also anticipated are occasional special events on an as-needed basis.

The operating location is at the City of Hialeah Transit Facility, 900 E 56 Street, Hialeah, FL 33013. The facility is used for vehicle storage, fueling, and maintenance of the Moover buses.

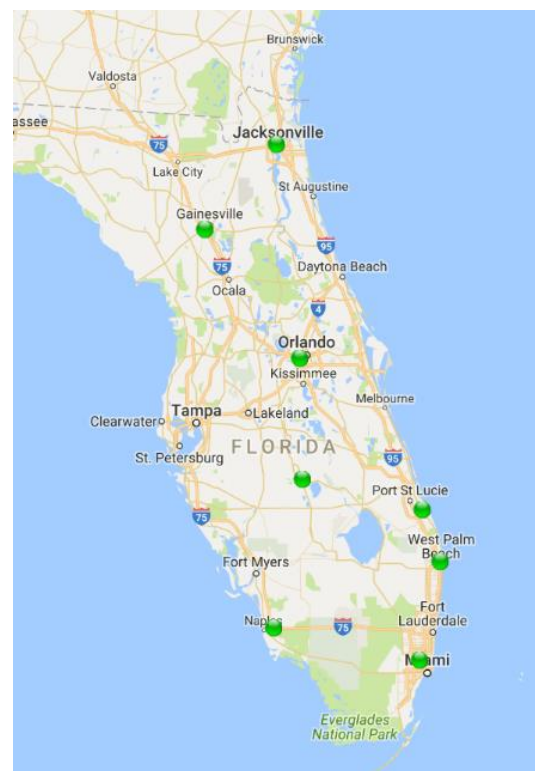


MV's Florida Rooted Experience

The Moover bus services need management and operation by an experienced provider. Understanding Miami Dade traffic congestion, passenger dynamics, and road conditions results in optimal performance.

MV's Transportation's history in the State of Florida started in 2002. The City of Gainesville contracted with MV for its complementary ADA paratransit services. MV also operates contracts for the agencies listed below, and are also shown in the map to the right:

- ACCESS LYNX and LYNX NeighborLink Flex Route in Orlando
- Florida Commission for the Transportation Disadvantaged in Alachua County
- JTA Connexion in Jacksonville
- Marty Bus System Operations in Martin County



- Palm Tran Connection in Palm Beach
- City of Hialeah fixed route service

With MV's nearby contract in the City of Hialeah, MV began managing the Miami Lakes Moover services in August 2015.

Since contract inception, MV has partnered with the Town to provide operational system transparency. With unwavering communications and a high commitment for customer service, MV serves the Town. MV understands its communities best interests. Many of MV's vehicle operators are bilingual in English and Spanish. General Manager Anthony Rodrigues prequalifies and trains employees in passenger sensitivity.

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

Tenured Local Team Support

General Manager Anthony Rodrigues commits to managing the Miami Lakes Moover service through the next contract term. Anthony's ten years of transportation industry

Anthony's support personnel are trustworthy, conscientious, and eager to begin a second term with Town.

experience have been within the State of Florida. His tenured team have supported the Moover system since the contract's start. This team includes employees, who worked with Anthony in past operations. Anthony supports his team by going out to the service area and riding the bus. By talking with passengers, Anthony makes sure that the service meets or exceeds expectations.

New System Enhancements

The Moover passenger base will increase over the next contract term. In expectation of this increased ridership, MV offers the Town two enhancements. MV understands the importance of creating a safe, positive, and professional transit atmosphere. The Mobileye Collision Avoidance System reduces the likelihood of accidents by sounding an alert. This allows the vehicle operator to respond to a possible obstruction. In the new term, all MV Moover personnel will receive four hours of customer service training. The Moover bus service passengers will receive assistance from a courteous and professional team.



Mobileye Collision Avoidance System

The Moover passengers will have a safer bus system with Mobileye. In the new term, MV will install a windshield-mounted component. The Mobileye unit avoids collisions through an auditory alarm. The technology senses vehicles, pedestrians, and lane departures. Then, an auditory tone alert the vehicle operator. The company can provide this new safety-focused component with the Town's approval.

New Customer Service Training Program

MV is excited to invite the Town's staff to participate in and provide feedback in the company's new Customer Driven Service training program. The training is provided to all staff and will be facilitated by MV's Corporate Director of Learning and Development, Leslie Gorman and her team.

MV's Miami Lakes team is committed to providing excellent customer service to the Town's staff and the Moover passengers each service day.

Maintaining High Quality Operations

The Miami Lakes Moover bus operations will receive continuing support of industry leaders. The Town's regional support representatives can make decisions on behalf of the company. This empowerment means that MV can authorize changes locally.

Senior Vice President of Operations Russ Tieskoetter and Area Vice President Edward Overn lead the local team. They oversee Director of Safety Rick Crawford and Director of Finance Wesley Adams. This leadership team will provide guidance to local General Manager Anthony Rodriguez. The regional team will support Anthony in all aspects of operations. This includes aligning Moover service level with the Town's contract requirements and passenger needs.

The Town's regional support team will make periodic visits to the local facility. These visits result in high service quality. Together, this team offers a century of expert leadership support to the local team and the Town. The table below reflects the team's tenure in their respective field of work.

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

Closing

The Town of Miami Lakes will be well-represented by a tenured provider. MV has solid experience with the Florida Dade-County operational environment. The company understands local traffic/road conditions, and passenger dynamics. With unmatched service insight, MV respectfully presents this proposal to the Town of Miami Lakes. The company would be honored to continue its operation of the Miami Lakes Moover bus services.

MV remains a partner with the Town in the embodiment of its motto, "Growing Beautifully" through the operation of the Moover bus services.



1. Qualifications and Experience

Tab 1: Qualifications and Experience

a) Cover Letter

September 7, 2016

Ms. Nicole McGraph
Director of Transportation, Zoning and Planning
Office of the Town Clerk
Town of Miami Lakes Government Center
6601 Main Street
Miami Lakes, FL 33014

Dear Ms. McGraph:

The Town of Miami Lakes has released a Request for Proposal Number 2016-44 for Bus Operations Services; in response to this request, MV submits this proposal document to continue operating as the Town's committed provider.

MV's demonstrated breadth of experience and tenure in the industry offers assurance that it continues to be a stable and qualified partner for the Town.

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

MV understands the Town's interest in cost effective proposals and the difference between greatest value and low bid. The company is proud of its history in passenger transportation and offers high quality, high value service – delivered by highly competent and qualified personnel, at realistic and affordable costs. MV's proposal honors all of its Collective Bargaining Agreements and knows the true operating costs in this market. The company is confident that

its proposed operating approach offers a competitive price and the best value for the Town.

I am your primary contact for this procurement and I am authorized to make representations for MV Transportation, Inc., to include all its subsidiaries, joint ventures, partnerships, and affiliates (the bidding entity). If awarded the contract, the Contracting Party will be MV Contract Transportation, Inc.

I can be reached any time of day at (630) 987-9660 or matthew.veach@mvtransit.com. Additionally, Mr. Gary Coles, chief sales officer will serve as your secondary contact; he can be reached any time of day at (804) 370-2648 or gary.coles@mvtransit.com. Please direct all correspondence related to this and all future procurements to MV's bid office located at 479 Mason Street, Ste. 221, Vacaville, CA 95688.

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

Sincerely,



Matthew Veach
Senior Vice President



b) Minimum Qualification Requirements

1.1. State and County Licensing

The company is licensed in the State of Florida and Miami-Dade County to provide commercial transportation services. A copy of MV's business license and State of Florida Department of State's authorization to transact business is attached at the end of this section.

MV Transportation has held a State of Florida business license since 2002.

1.2. Experience with Circulator Services

The Town's circulator services is administered by MV, a company with more than 60 years of experience through MV's subsidiary company, VCTC. MV operates fixed route circulator, flex route, commuter bus, and shuttle services throughout North America. Its scope of operations comprises some of the largest privately operated services in the nation. The company's largest fixed route operations include:

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

1.3. Experience with Demand Services

The Town's Moover Bus Services is currently managed and operated by MV, a company that was founded as a demand services provider. Today, MV operates more on-demand, reservation-based transportation than any other company. With this experience, MV coordinates transportation services for multiple agencies and passenger groups in a manner that maximizes resources and controls costs. The company manages contracts operating demand-based transportation services across North America, serving diverse metropolitan areas as well as rural and suburban locations. Among its flagship operations, MV operates:

- Mobility Management Services paratransit program for Dallas Area Rapid Transit in Dallas, Texas;

- Metro-Access paratransit for Capital Metropolitan Transportation Authority in Austin, Texas;
- Access Paratransit for the Orange County Transportation Authority in Orange County, California; and,
- Access-a-Ride for New York City Transit, in New York.

1.4. Compliance with Local, State and Federal Laws

The company complies with all applicable local, state, and federal laws and regulations in the performance of the service stipulated in the Town's request for proposal document. MV's written drug and alcohol testing policy and practices is in accordance with the U.S. Department of Transportation and the Federal Transit Administration Regulations (CFR Part 40 and 655). The company's drug and alcohol testing policy is provided below.

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

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



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

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

Random drug and alcohol testing selections are determined using MYeScreen[®] software, a state of the art, computer-generated selection process program that randomly selects individuals (donor) for testing without showing discrimination. These assignments are available to the location on the first of each month to begin performing testing immediately.

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

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

c) Key Personnel Resumes

The Miami Lakes Moover Bus Services will be led by a tenured Florida-based transit industry leader in Anthony Rodriguez, who brings nearly a decade of experience. Anthony has a positive working relationship with his team, many of whom worked beside him for more than four years. The Moover Bus Services will be operated by experienced, system knowledgeable, and motivated customer service focused team. The organizational chart below depicts the staff composition for the Town's Moover Bus Service and is followed by a job description of each position.



Anthony Rodriguez, General Manager



Mr. Anthony Rodriguez is the Town's general manager for the Bus Operations Services will continue to oversee and support the success of these services for the Town of Miami Lakes. Anthony has close to a decade of Florida-based transportation experience, and has a strong background in operations, safety, training, and dispatching.

Anthony ensures the Town's fixed route and on-demand circulator services are consistent, safe, and on time. He manages a team of 22 fixed route operators and three office personnel. Most of Anthony's staff have worked with him in previous operations. He has built strong, trusting relationships with his staff. He is relied upon for guidance and mentorship. He works to maintain positive employee morale through employee commendations and bonus/awards programs.

He processes interviews, hiring, training, and leading all safety meetings. He has a solid background in safety adherence and will ensure all Miami Lakes personnel follow all safety policies and procedures at all hours of service operations. Anthony will continue to lead all accident/incident investigations.

Anthony and his team work in coordination with the Town's maintenance provider to keep service uninterrupted and downtime to a minimum. Anthony will continue to meet with Town representatives to make certain service performance is efficient and meets or exceeds the Town's contract requirements. He will keep communications ongoing and submit monthly reports to the Town in keeping with partnership service transparency.

Anthony Rodriguez is bilingual (English/Spanish) and holds certifications in reasonable suspicion, accident investigation, workplace ethics, and preventing work place violence.

"Since January 2016 there have no preventable accidents and customer complaints are minimal" – Anthony Rodriguez.

Anthony joined MV in 2007 as an operator for the company's West Palm Beach-based paratransit service and promoted to dispatcher in 2009 and safety/training manager in 2012. In this role, he oversaw the safety and training of more than 150 vehicle operators and five office staff. He managed MV's drug and alcohol program, led safety meetings, and hosts safety recognition programs and events.

Anthony's resume is provided at the end of this section.

Job Descriptions

Vehicle Operators

Vehicle operators are the critical interface to passengers and must appropriately represent the Town. MV operators have a safety-first attitude, a professional and caring demeanor, and excellent people service skills. Vehicle operators respectfully and professionally respond to customer inquiries, providing information about the service and specific routes, as needed. Upon consent, operators respectfully assist passengers as they board the vehicle and aid those who agree to assistance in securing their mobility device.



Miami Lakes' Employee of the Month

The primary responsibility of the vehicle operator is to transport customers while adhering to safety regulations, traffic laws, operating policy, and scheduled time points. Fixed route operators are trained in the system routes, and are fluent in providing information regarding major stops, transfer points, and schedule information.

Paratransit operators are provided strict training in ADA regulation and are specially trained in passenger handling and those disabilities which may prevent a passenger from riding paratransit.

When operators report to work, they check in at dispatch, obtain their trip sheets, and vehicle assignment. Then, they proceed to the yard and perform a pre-trip inspection, coordinating with the yard supervisor and the Town's maintenance team to correct any safety issues discovered. Once the pre-trip checklist is complete, operators are cleared for pullout.

All MV operators are trained in using the talk-to-talk radio and must demonstrate proficiency in all dispatch communication procedures. Vehicle operators coordinate with dispatch regarding no shows, late cancellations, changes to trip sheets, vehicle malfunctions, accidents, and/or other disturbances.

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

The vehicle operator reports to the general manager.



General Manager (Anthony Rodriguez)

The general manager is the daily operational liaison between MV and the Town. This person is MV's field representative and Town's advocate. This person must work in partnership with Town staff, the local team, MV's corporate support personnel, and the riding community to realize the mission and vision of the service.

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

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

The general manager reports to the regional vice president of operations.

Dispatcher

The dispatcher directs all on-road operations that occur from the daily pullout to return-to-yard. This position coordinates with vehicle operators while in service in order to monitor operations status, mitigate delays, and assist in resolving service disruptions.

The dispatcher supervises operators, manages report times, assigns vehicles, and distributes bulletins and other information. He or she is trained in reasonable suspicion and are responsible for assessing fitness for duty.

This person acts in compliance with the Town policies in accordance with MV operating procedures. The dispatcher monitors service delivery via talk-to-talk Samsung Convoy 3 radio throughout the service day, working closely with operators and road supervisors to efficiently respond to service needs, including accidents and on-board emergencies.

The dispatcher also coordinates with the Town's maintenance department (City of Hialeah) for vehicle exchanges, maintenance pulls, and submission of vehicle inspection/defect forms.

The dispatcher reports to the general manager.



Road Supervisor

The road supervisor is stationed in the field and monitors on-road activities. This position monitors the safe and efficient operation of all vehicles to ensure high-quality service.

The road supervisor responds to on-road situations (incidents, accidents, and passenger disturbances). He or she also performs on-road observations and perform passenger outreach. This person conducts gate checks to ensure on-time service, and monitors the proper completion of necessary paperwork, including manifests and pre- and post-trip inspections. The road supervisor assists in incident preventability determination and makes recommendations for future training based on individual events or on system trends.

The road supervisor is strategically placed within the service area in a way that minimizes response time. He or she is dispatched to the scene of any breakdowns, incidents/accidents, etc.

The road supervisor reports directly to the general manager.

Regional Team

The Town's Moover Bus Service operations will continue to be supported by MV's regional and corporate management team. MV's regional team will lend support to the local General Manager Anthony Rodriguez in the areas of overall operations management, safety, and financial management. The Town's regional and corporate support representatives, along with a summary of their respective experience and directives have been provided below.

Russell Tieskoetter, Senior Regional Vice President



Mr. Russell "Russ" Tieskoetter has serves as MV's senior regional vice president, formerly regional vice president since 2002, overseeing various regions of the company and participating in numerous service startups. Russ provides direction and assistance to local managers and supervisors, and assists in contract compliance, service performance, and labor relations.

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

Mr. Tieskoetter joined Laidlaw Transit Services, Inc. in 1995 as a project manager at the Durham, N.C. division. Holding full responsibility of the

operation, Russ controlled all administrative functions including a \$1.5 million budget, payroll, and record keeping. While at this division he improved vehicle scheduling, which resulted in a significant savings to the customer.

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

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

Ed Overn, Area Vice President of Operations



Edward (Ed) Overn has served as MV's area vice president since 2005. He joined MV after serving in a variety of senior level positions in public transportation, working in both emergency transport and public transportation. For more than two decades

Ed has served the transportation needs of individuals, focused primarily within Eastern and Midwest U.S.

Ed has remain proactive in communicating all service operational statistics to the Town and its representatives.

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

Bringing superior understanding of contracted transportation management and publically funded operations, Ed and his team will support MV's local team and County in the operation of the Marty Bus System.

Ed Overn, area vice president of operations remains committed in providing operational transparency to the Town's newly appointed Director of Transportation, Zoning and Planning Ms. Nicole McGraph.



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

Eric Kahn, Director of Safety



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

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

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

Rick Crawford, Vice President of Safety



Vice President of Safety Rick Crawford is assigned to this project as a member of MV's regional support team. Crawford's 31-year career includes a strong background in training, safety, and transportation management, and a consistent record of safety improvements.

Prior to joining MV in 2015, Mr. Crawford served as manager of transportation safety, for Baker Hughes' U.S. region. His oversight included nearly 10,000 vehicles and 500 facilities. Here, he created training plans and programs to stay current with legislative changes and industry standards, ensures DOT and other regulatory

compliance, and serves as a subject matter expert for accident investigation and reduction.

Mr. Crawford previously served as director of safety for MV's MetroAccess paratransit operation for the Washington Metropolitan Area Transit Authority (WMATA), which comprised 1,300 vehicle operators and 600 vehicles at three locations. Under his leadership, MV's accident frequency rate was reduced by 38 percent, system-wide passenger injury rates dropped by 60 percent, and collision rates fell by 10 percent. He held this position from 2010 to 2013.

Rick began his career as a training officer/platoon leader – captain with the United States Army, stationed in Ft. Polk, Louisiana, and Mannheim, Germany. He has a Bachelor of Arts in government/business administration and has completed a number of safety training seminars, including USDOT System Security and MV University's Safety Seminar. Mr. Crawford has completed the following training:

- System Security (USDOT)
- Fundamentals of Bus Collision Investigation (USDOT)
- Advanced Problems in Bus Collision Investigation (USDOT)
- Managing Fleet Safety and Managing Motor Fleet Safety Basics (North American Transportation Management Institute)

Wesley Adams, Director of Finance



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

Wes began his career as a land accountant for General Homes, Inc. in Tampa, Fla., where he handled land related financial reporting. He later moved to real estate, working as a senior accountant for Walter Industries, Inc. in Tampa, Fla., and then as a controller for its subsidiary. From 2001 through 2009 he served as a regional vice president of financial operations for Mercedes Homes in

Melbourne, Fla., where he had oversight of more than \$500M in revenue. Wes has a Master's of Business Administration and a Bachelors of Arts in accounting.

Corporate Team

Kevin A. Klika, President / Chief Operating Officer



Kevin A. Klika is the president and chief operating officer of MV Transportation, Inc. A 15-year veteran of the organization, Kevin's primary responsibilities lie in the overall management and growth of MV's transit operations. He joined MV in 1999 as chief operating officer.

Since joining MV, Mr. Kevin's role of leading the organization has transformed to accommodate the company's growth and structural reorganization. In 2003 he took control of all of the company's western U.S.

locations, serving as the western group president. During this time Kevin oversaw the company's expansion into a number of locations, including Anchorage, Alaska, and Vancouver, British Columbia.

In 2008, Kevin was asked by the board of directors to resume the role of chief operating officer of MV – a much larger organization – and to work with MV's group presidents to improve performance metrics, develop the company's entry into new markets, and sustain its ongoing growth.

Robert Pagoreck, Chief Financial Officer



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

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

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

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

Lisa Winston, Board Chair and General Counsel



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

Winston joined MV after serving an 8-year term with Dallas-based Energy Future Holdings Corp. From 1999 through 2004, Winston worked for Winstead Sechrest & Minick, one of the largest law firms in the state of Texas. Here she represented employers in litigation and administrative actions involving claims of discrimination, sexual harassment, wrongful discharge, and breach of contract. She worked closely with employers, counseling many on the implementation of policy and procedure designed to limit litigation risk. While with Winstead Sechrest & Minick, Winston served chair of diversity committee and member of recruiting committee.

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

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

Jarrett Andrews, Chief Human Resources Officer

Mr. Jarrett Andrews is MV's chief human resources officer, leading MV's human resource management efforts. The scope of his responsibilities include labor relations and field human resources, drug and alcohol testing program





compliance, compensation and benefits oversight, policy and procedure development, as well as employee recruiting, hiring, and retention.

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

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

Prior to joining Littler, Jarrett served as Managing Counsel for Energy Future Holdings, whose portfolio includes Texas' largest power generation and mining company as well as the state's largest retail electric provider. Jarrett was with the law firm of Winstead Sechrest & Minick before that. Jarrett received his college degree from Texas Tech University in 1998, magna cum laude, and his law degree with honors from the University of Texas at Austin in 2001.

Esther Avalos, Director of Drug & Alcohol Compliance



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

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

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

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

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

BUSINESS LICENSE



City of Hialeah
Business Tax Receipt

Mayor Carlos Hernandez

187
SW
OCT 30 2015
2015-16

No: 485119-1

Amount: \$ 600.00

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

Owner:

Type of Business: OTHER URBAN TRANSIT SYSTEMS

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

Business Location:

900 E 56 ST

Expires September 30, 2016

Validating No.: 20198

THIS IS NOT A BILL

STATE OF FLORIDA DEPARTMENT OF STATE'S
AUTHORIZATION TO TRANSACT BUSINESS

State of Florida

Department of State

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

The document number of this corporation is F04000000020.

I further certify that said corporation has paid all fees due this office through December 31, 2016, that its most recent annual report/uniform business report was filed on January 15, 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 Fifteenth day of January, 2016*



Ken DeFoner
Secretary of State

Tracking Number: CC3836261309

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

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

MANAGEMENT RESUME

Anthony Rodriguez

General Manager

Mr. Anthony Rodriguez is MV's proposed General Manager for the Town of Miami Lakes Moover Bus Services.

Experience

General Manager, MV Transportation, Inc. (Miami Lakes, FL)

2015 to Present

- Supervise a team of 3 office staff, 2 fixed route, and 1 on demand professional operator
- Cross-train drivers for staffing optimization and backup to ensure service consistency
- Communicate frequently with location staff and support team members, as well as Town of Miami Lakes client
- Ensure client contract expectations meet or exceed requirements
- Partner with Town to achieve and promote its vision, values, and culture
- Promote and enforce company and Town's policies and procedures
- Enforce safety and customer service policies and procedures throughout all areas of operations
- Compliance with all applicable laws, regulations, policies, and procedures with all government and non-government entities (F-DOT 14-90, Miami Dade County, Drug & Alcohol, MV Audits, etc.)
- Provide insight, information, and feedback to support location(s) contract and Town's adjustment or changes as it reflects service operations
- Lead accident and investigation processes
- Coordinate special events transportation needs
- Data collection for monthly client reporting
- Lead all monthly safety meetings, blitzes, and incentives for operators and staff
- Create a positive environment to build and maintain employee morale
- Provide staff mentorship to encourage personal and professional growth

General Manager, MV Transportation, Inc. (Hialeah, FL)

2012 to Present

- Supervise a team of 3 office staff and 22 fixed route professional operators
- Manage customer relations through direct contact and outreach programs
- Identify, select, train, and mentor location's staff
- Communicate frequently with location staff and supports team members
- Coordinate safety and training programs, plans, and processes to ensure compliance with company, contract and regulatory requirements
- Maintain client contact routinely
- Conduct periodic departmental audits
- Perform daily, weekly, and monthly reviews of key operational metrics

Anthony Rodriguez

General Manager

- Meet all location financial metrics continuously, exceptions are reported and action plans are developed to ensure the location meets its financial, safety and operational expectations
- Promote and enforce company policies and procedures
- Participate in location labor and employee relations activities
- Create and present annual division budget
- Ensures client contract expectations and requirements are met
- Ensure location employees clearly understand their roles and responsibilities
- Develop and maintain positive employee and labor relations
- Promote and enforce safety throughout all areas of operations

Safety / Training Manager and Service Coordinator, MV Transportation, Inc. (West Palm Beach, FL)

2011 to 2012

- Coordinated all office functions and supervising a team of 5 office professionals and 150+ professional drivers
- Recruited, screened, and hired personnel
- Managed operator training programs, including initial and refresher training
- Ensured compliance with OSHA and EPA regulations
- Processed liability and worker's compensation claims in a timely manner aligned with corporate risk management team
- Completed all related audits including those conducted by state and federal regulatory agencies
- Managed safety department, including oversight of classroom and behind the wheel instructors, ensuring that all safety staff have all appropriate qualifications, certifications, and training
- Managed drug and alcohol program
- Ensured road supervisors performed road observations, ride along, and gate checks
- Ensured safety functions are being met by sub-contractor
- Managed DriveCam program; handled all coaching, retraining, and discipline
- Facilitated monthly safety meetings and safety blitzes
- Identified employees for advancement
- Maintained operating records in compliance with contract and federal requirements
- Contributed to reduced accident frequency
- Participated as a Judge on the 2011 Triple Crown Rodeo Operator Pre-Training Session

Driver / Dispatcher, MV Transportation, Inc. (West Palm Beach, FL)

2007 to 2011

- Served as professional driver under the ADA (American Disability Act)
- Answered calls, functioned as primary liaison to customers; worked to provide positive customer experience

Anthony Rodriguez

General Manager

Education and Training

New York City College of Technology

- Computer Engineering

Certifications

- Workplace Ethics
- Preventing Work Place Harassment
- Accident Investigations
- Reasonable Suspicion

2. Plan, Approach and Procedures

Tab 2: Plan, Approach and Procedures

a) Transition and Management Plan

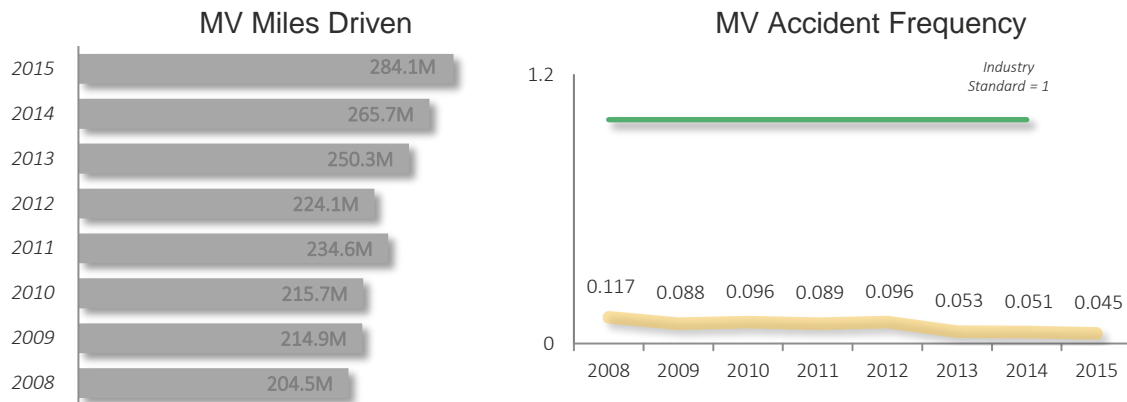
MV is the current operator of these services; therefore, no transition of service will be necessary should MV be selected for the next contract term. Retaining MV as the Town's contractor eliminates the need for a costly startup or the learning curve required by a new contractor, and assures the continuity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

b) Coordination of System Safety Program Plan (SSPP)

The Miami Lakes Moover services is managed and operated by a team who remain safety-focused by adhering to the company's System Safety Program Plan. The staff follows all company and Town safety policies and procedures, which are reinstated and practiced at each monthly mandatory safety meeting, led by General Manager Anthony Rodriguez.

In 2015, MV operated a total of 284,092,592 miles in areas of high density, extreme weather, and gridlock traffic. From the borough of Manhattan to downtown Los Angeles, to Anchorage, Alaska and Las Vegas, Nevada – MV provides passenger transportation service in some of the most challenging operating environments. MV has maintained stellar safety performance – with an accident frequency rating of just 0.045 preventable accidents that meet NTD reporting thresholds.





Safety Program

Motivational Awards and Incentives

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

MV's Moover team has a safety committee and work to develop motivational awards and company events that appeal to the local team and build positive working relationships. Some examples of successful programs include:

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

- **\$200 Safety Bonus:** Operators exhibiting safe driving behavior (no preventable incidents) and a strong attendance record receive a \$200 annual bonus on the anniversary of their hire date.

General Manager Anthony Rodriguez hosts monthly awards programs to motivate his staff and build positive employee morale.

- **The Katherine McClary Operator Award:** This award recognizes MV's finest vehicle operators across the country. Qualifying operators must exhibit safe and professional driving behavior, a positive work attitude, excellent customer relationships skills and strong attendance record. Quarterly, annual, regional and national awards are presented and include cash prizes.
- **Employee of the month:** The Miami Lakes team are eligible for a \$50.00 Shell gas card (qualifying criteria: no preventable incidents and attendance consistency with no complaints.)
- **Safety Pins:** Operators are given safety pins for each year completed without a preventable accident or injury.
- **Safety Blitzes and Other Safety Events:** MV's local management team will host safety blitzes and/or other employee events to promote safety messages.



*Miami Lakes' Employee of the Month
recipient of \$50 gas card.*

Safety Messages

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



Mandatory Safety Meetings

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

Based on the size of the location, several meetings may be scheduled to accommodate operator and staff schedules.

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

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

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

| 2016 | Fleet Safety Topic | Injury Prevention Topic | Monthly Task |
|------------------|----------------------------------|--|--|
| January | LLLC/Defensive Driving | Slips/Falls | Facility Inspection / Complete OSHA Log 2013 |
| February | LLLC/Intersections & Pedestrians | Bloodborne Pathogen (driver edition) | Facility Inspection / Post 2013 OSHA 300A |
| March | LLLC/Right Turns & Pedestrians | HazCom | Facility Inspection |
| April | LLLC/Left Turns & Pedestrians | Emergency Vehicle Evacuation Action Plan | Facility Inspection |
| May | LLLC/Following Distance | Heat Stress | Facility Inspection / Remove OSHA 300A |
| June | LLLC/Fixed Objects | Back Safety Using Wheelchair Securement | Facility Inspection / National Safety |
| July | LLLC/Securement | Ergonomics | Facility Inspection |
| August | LLLC/Customer Service | Fatigue Management/ Wellness | Facility Inspection |
| September | LLLC/Pedestrians & Cyclists | Injury and Illness Prevention | Facility Inspection/Review and Update Facility Emergency Action Plan |



| 2016 | Fleet Safety Topic | Injury Prevention Topic | Monthly Task |
|-----------------|--------------------------------------|--|---------------------|
| | | | (Safety Policy #21) |
| October | LLLC/Distracted Driving | Fire Safety/Fire Extinguisher Training | Facility Inspection |
| November | LLLC/Adverse Conditions/ Pedestrians | Emergency Action Plan/Fire Drill | Facility Inspection |
| December | LLLC/Defensive Driving & Recap | 11 Month Review | Facility Inspection |

Certifications and Employee Development

LLLC Certification

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

Behind the Wheel Certification

MV knows that operation safety is contingent on a strong and proven training program. The company's steadfast commitment to transit training is demonstrated in its unique approach to behind the wheel (BTW) training – the company requires that all BTW trainers are certified by MV before being released into service. Applicants that meet the following qualifications are considered for the role of a BTW Trainer:

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

- Completion of a structured interview with the safety and training manager or operations manager

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

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

On Board Monitoring Systems

Mobileye® Collision Avoidance System

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



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



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

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



The system also offers intelligent high beam control, automatically switching high beams to low beams when oncoming traffic is approaching. This camera system supplements the safety monitoring capabilities of DriveCam; when Mobileye detects a near collision, the driver's reaction will trigger DriveCam to begin recording. This additional feedback will enable the DriveCam coach to more thoroughly coach operators in safe driving practices. A detailed colored brochure has been provided in the proposal appendix for the Town's review.

Safety Policy and Procedures

Safety Policy Manual

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

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

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

Safety Point System

All operators are subject to the assessment of safety points. The company's safety point system provides clear are assessed when an operator is involved in a preventable incident. Drive Cam incidents will be assessed points based on level of severity; all others are assessed as follows:

| | |
|----------|--|
| 1 Point | Unsafe maneuver(s) or act Failure to cycle wheelchair lift Failure to do a proper vehicle inspection (DVI) |
| 2 Points | Improper following distance Conviction of a minor traffic violation Backing incident Minor preventable incident |
| 3 Points | Any use of a cell phone or non company-issued electronic device while operating a vehicle |
| 4 Points | Major preventable incident that does not involve serious injury, death and/or property damage in excess of \$25,000 |
| 6 Points | Major preventable incident with serious injury, death and/or property damage in excess of \$25,000 Any preventable roll-away incident Failure to properly secure/transport a mobility device Failure to immediately report a citation or incident in a Company vehicle Tampering with, disabling, or otherwise interfering with Drive Cam or other monitoring equipment Conviction of a major traffic violation * |

Emergency and Security Plans

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

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

- Heat Illness Prevention Plan
- Lockout Tagout Control of Hazardous Energy Program

Drug and Alcohol Testing Program

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

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

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

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

Random drug and alcohol testing selections are determined using MYeScreen[®] software, a state of the art, computer-generated selection process program that randomly selects individuals (donor) for testing without showing discrimination.

These assignments are available to the location on the first of each month to begin performing testing immediately.

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

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

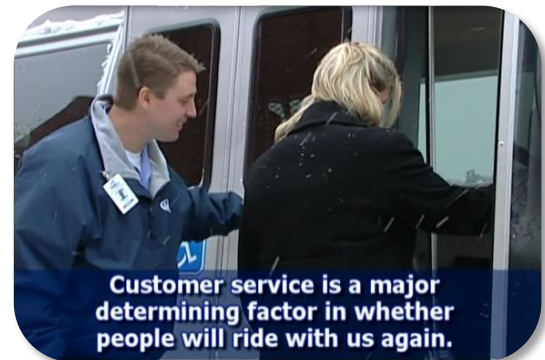
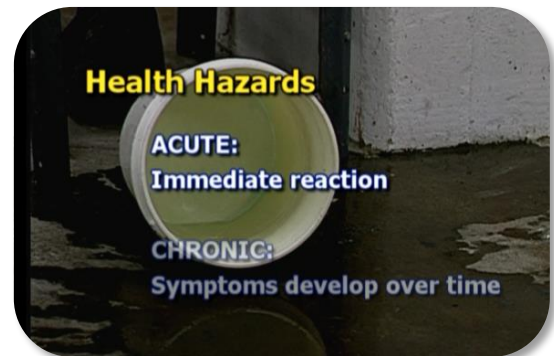
1.1. Training Program

All new Moover vehicle operators will receive 83.75 hours of training before operating a Town-owned service vehicle. In addition to the new vehicle operator training, MV provides monthly refresher training during mandatory safety meetings. The company's professional Avatar Fleet training program is described in detail below.



In 2010, in partnership with the leading expert in transportation safety, Avatar Fleet, MV launched its state-of-the-art training program for all operators. This training curriculum uses adult education techniques, keeping trainees engaged and interested throughout the duration of training.

The program is supported across three principal domains, *affective*, *cognitive* and *behavioral*, through a blended approach to adult learning, based on Bandura's Social Learning Theory. Under



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

this approach, this training program focuses on positive attitude (affective), knowledge building (cognitive) and skill development (behavioral).

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

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

Training Formats

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

| | |
|---------------------|--------------------|
| Classroom: | 20.25 hours |
| Pre-Driving Skills: | 4.50 hours |
| Observation: | 22.00 hours |
| Behind the Wheel: | 21.00 hours |
| Cadetting: | 16.00 hours |
| Total: | 83.75 hours |

Classroom Training

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



Interactive Employee Panel Training Discussion

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

Topics include safety, defensive driving principles and techniques, hazards communication, security awareness, employee policies and procedures, employee wellness, sexual harassment, bloodborne pathogens, map reading, and on-road procedures.

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

Pre-Driving Skills

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

Observation

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

Behind the Wheel (BTW) Training

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

Cadet Training

The general manager conducts all behind the wheel training and each trainee is provided with in-service cadet training with by a designated lead trainer. During



the training, the operator becomes familiarized with the routes and the service area as a whole.

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

Post-Training Testing and Remedial Training

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

Training Highlights

Defensive Driving - LLLC

All accidents have a cause, which can always be traced back to one or more people – most commonly the operator of one of the vehicles involved in the collision. This underscores the importance of an effective defensive driving training curriculum.

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

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

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



Sensitivity and Passenger Assistance

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

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

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

"It's wonderful to know that his (vehicle operator, Victor) enthusiasm and dedication have been received so positively by our residents."

- Quote from Miami Lakes' On-Demand Passenger

Customer Service Training

MV's proprietary four-hour customer service training program, "Customer Driven Service" was recently developed and deployed by MV's learning and development team, and is described in detail below.

Customer Driven Service

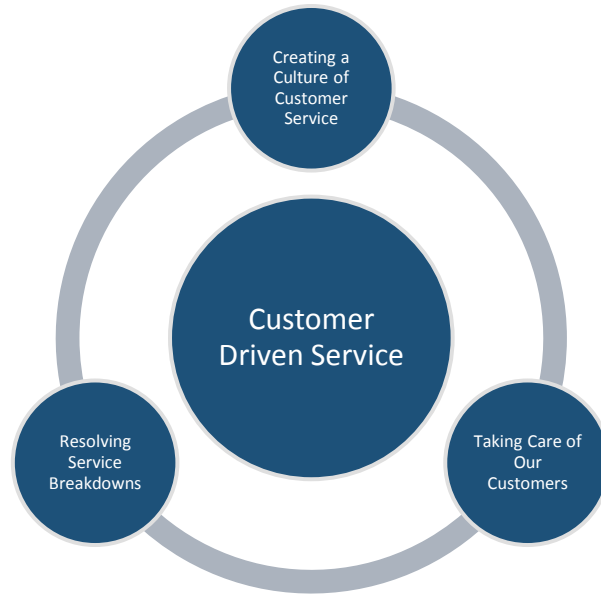
Understanding the diverse needs of its customer base, as well as its passengers, MV began work on creating a new, fully customizable customer service program to meet the specific needs of each of its services.

Created by Director of Learning and Development Leslie Gorman, **Customer Driven Service** is an interactive training program that bridges traditional customer service concepts and transit operations. The training redefines the hierarchy of the operation, placing the customer at the center, educates trainees



on the value of a customer-centric organization, and provides trainees a roadmap to create a culture of customer service.

The training is delivered across three modules – each addressing the critical components of how customer service drives quality transportation.



- **Creating a Culture of Customer Service:** This module defines the customer and includes interactive sessions to discuss how we, as customers, want to be treated. It explains the power of making generalizations, the power of words, and how we can control the first impressions that our customer have of us.
- **Taking Care of Our Customers:** This module delves into the importance of meeting expectations, defining the seven expectations of our passenger base (reliability, safety and security, convenience and accessibility, clean and comfortable, understandable, affordably, friendly and empathetic). The session is rounded out with group exercises focusing on what we can each do to excel in customer service as we represent MV, and a discussion on how to create a positive experience for our customers.
- **Resolving Service Breakdowns:** The final module addresses conflict resolution and dealing with angry customers. It educates trainees on the five steps to resolving conflict (listen - apologize - ask what you can do for the customer - propose a solution - repeat until you find a solution that works). The training includes interactive sessions on the importance of clarity and explanation when delivering service, and provides trainees methods of exceeding customer expectations.

Director of Learning and Development Leslie Gorman has enterprise responsibility for MV University, the company's overarching blended learning program that includes online foundational courses, competency-based employee training and leadership development. Leslie has 15+ years of field



operations and executive learning & development experience including owning a multi-million dollar field operations company, built a corporate university and created the L&D functions at two international corporations. Leslie earned her Bachelors in Psychology & Business at St. Mary's University and Masters in Social Treatment and Administration at the University of Houston.

c) Data Collection Process

MV submits all data as required by the Town; please find a copy of this report at the end of this section.

d) Ride Request Procedures

The Moover on-demand passenger ride request procedure begins with the Town of Miami Lakes taking the ride reservations; after the reservations have been completed, the Town will email their ride request forms to MV's local Moover staff the day before service. The General Manager Anthony Rodriguez will attach the company's cover sheet to the Town's copy before distributing it to the vehicle operator. The vehicle operator will record all completed or no show on to this ride request form.

Operator Check In

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

Backup Service

MV's supervision, safety, and coordination with the Town's maintenance program through the City of Hialeah will minimize the number of delays, preventable incidents, and roadcalls experienced in the system; however, MV's team will remain prepared for these unfortunate events should they occur.



Backup Vehicles: MV's backup vehicle is pre-tripped and parked at the operating facility. This vehicle is available for use in the event of a service disruption such as a vehicle incident or roadcall.

Daily Vehicle Inspections

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

During peak pullout periods, at least one (1) supervisor is in the yard to oversee the DVI process. This person will monitor operators as they perform these inspections, respond to any questions operators may have, and ensure a timely and coordinated pullout.

If the operator detects an issue with the vehicle that presents a safety hazard and will prevent the vehicle from leaving the yard and entering service, the operator will notify dispatch, who will contact the Town's on-duty mechanic. The mechanic will determine if the issue can be quickly rectified (for example, a bulb replacement), or the vehicle should be pulled from service (for example, the brakes are not operating properly).

If the vehicle must be pulled from service, the Town's mechanic will communicate the change with the dispatcher and assigns the backup vehicle (which is already pre-tripped) to the operator. The Town's mechanic will place the vehicle out of service and perform all required Lock-Out-Tag-Out procedures.

If the Town's mechanic can make the repair quickly and easily, he or she will do so, and the operator will notify dispatch as he or she departs the yard and proceeds to the first stop.

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

Fixed Route Circulator Service Delivery

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

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



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

On-Demand Service Delivery

Throughout the service day, the dispatcher will remain available to the operator along the route. As the operator performs trips it is recorded manually on the ride request form.

Dispatchers continually track vehicle status and monitor service delivery throughout the service day via talk-to-talk radio.

If the passenger does not appear, the operator alerts the dispatcher, who will call the passenger to let them know their ride has arrived. If the passenger still does not appear, the operator will contact the dispatcher to request that the dispatcher call the passenger. If the passenger does not arrive within 5 minutes after the scheduled pick-up time has passed, and after the driver's arrival time, but within the passenger's window time, the dispatcher contacts the Town, and instructs the operator to move to the next stop.

Mobility Device Securement

Providing safe transportation to persons in mobility devices is essential to the success of the Moover Bus Operations. These passengers generally require a greater level of time and attention by the driver. This proper attention of the driver is critical to ensure the mobility device is properly secured so as to make sure the customer enjoys a safe ride. Wheelchair securement procedures are as follows:

The vehicle must be parked at least 18 inches from the curb, with the vehicle in park and the parking brake engaged. The driver opens the door and prepares the mobility device securement area. The lift is then deployed pursuant to specific lift procedures.

Drivers will assist the passenger in boarding the lift; all passengers will be loaded on the lift facing away from the vehicle. The driver will ensure that the brake on the mobility device is engaged, and will secure the lift safety strap. The driver must then communicate to the passenger that operation of the lift is going to begin after confirming that they have secured their brakes and are ready.

Maintaining their hand on the mobility device, the driver raises the lift to the top of the lift platform. Once the lift is in place, the driver will maneuver the passenger into the vehicle and position the chair in preparation for securement. Once the



passenger is in place in the securement area, the driver will request permission to begin securement procedures.

Upon consent, the driver will secure the mobility device at strength securement points; the driver will never attach securement straps to spokes or other loose components. The driver checks that the straps are secure and tight, and then requests permission to place the shoulder belt and lap restraint over passenger. Upon consent, these personal restraints are secured, and the driver notifies the passenger that they are ready to depart.

As part of MV's Driver Evaluation program, Road Supervisors perform spot checks of mobility device securement to ensure procedures are properly followed.

Road Supervision

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

They perform incident investigations, administer drug and alcohol testing procedures, respond to roadcalls, and resolve passenger disputes as needed. Based on their findings reports for these various activities, the general manager will administer progressive discipline.

Road supervisors will perform operator evaluations to ensure that each operator is safely and correctly performing his or her job. Road observations are performed discreetly (and unannounced) without disruption to service, and include the following review types:

- **Observed Ride Checks:** Observed ride checks are on-board evaluations of an operator's customer service and safety skills. Areas that are evaluated include safe vehicle operation and professional passenger interaction. During this check, the operator's credentials are checked to ensure proper certifications are up to date and in the operators' possession.
- **Unobserved Service Checks:** Unobserved service checks are random inspections that assess operators' driving and safety skills from the road. Road Supervisors perform these checks from their service vehicle (following the operator). Operators typically are unaware that these evaluations are being performed.
- **Mobility Device Securement Spot Checks:** These random inspections are on-vehicle reviews of an operators' ability to safely and properly secure a mobility device. The supervisor meets the operator at a location where a



passenger using a mobility device is being picked up, boards the vehicle, and closely observes the manner in which the mobility device is secured.

- **Pullout Inspections:** Pullout inspections are unannounced and occur daily. A supervisor that is stationed in the yard confirms that the operator is in proper uniform, has the appropriate credentials on his or her person, and is prepared for service that day. The supervisor then checks the vehicle to confirm it is clean and ready for service.

End of Operator Shift

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

e) Complaint Investigations

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

In an instance wherein a complaint is communicated to an MV employee, that employee listens and directs the passenger to contact the Town's representative as required by the Town.

Once MV is notified by the Town, the complaint investigations begins. MV will immediately take appropriate actions and begin investigation of all complaints to determine validity. Complaints that are serious in nature must immediately be brought to the attention of the area vice president of operations and the Town. Depending on the nature of the complaint either the general manager and/or area vice president of operations will personally handle these types of complaint investigations. MV will document passenger complaints and describe any actions taken toward resolution. The bus service complaints will be reported in verbal and written form to the Town transit manager within 24 hours.

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



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

f) Authority Compliance

MV supplies NTD data to its clients and assists in the compilation of these reports. While the Federal Transit Administration (FTA) prohibits private contractors from directly reporting data to the NTD Database on behalf of FTA-funded transit agencies, MV's local operations teams assist in the collection and summarization of all required data.

MV follows the trip sampling methodology and forms, pursuant to the guidelines of the NTD Reporting Manual, including FTA Circular 2710-1A. Compliance with FTA uniform accounting standards and NTD reporting systems is a key element of MV's U.S. federally funded operations.

MV will fully cooperate with the Town in collection and reporting of all FTA ridership, operating, safety, and financial information. The information collected and summarized for the Town's NTD reports will be maintained as required.

The general manager will be responsible for meeting the sampling, collection, verification, and reporting requirements for the Town's NTD reporting. This individual will be supported by the MV corporate staff described in Section Tab 1:c), Key Personnel Resumes, and will avail himself to the Town's guidance, as well as FTA seminars on NTD reporting, and other support available from the FTA website.

The general manager will conduct sample trip data collection, with support from the staff. This information is compiled for the following NTD modules: basic, financial and service. MV's vehicle operators will only occasionally be required to conduct sample data collection and then only on the routes with the lowest ridership.

Dispatchers will distribute and collect any required vehicle operator surveys; vehicle operators will complete and submit any required operator surveys. They will all assist the general manager with collecting required operational and ridership data.



SAMPLE RIDERSHIP DATA COLLECTION REPORT

| MAY (Date:) | DRIVER: | ROUTE: | VEHICLE: | PASSENGER PICK-UPS: |
|--------------------|-----------------|---------------|-----------------|----------------------------|
| 5/1/2016 | S U | N D | A Y | |
| 5/1/2016 | | | | |
| 5/1/2016 | VICTOR MONROY | ON DEMAND | 15 | 18 |
| 5/1/2016 | | | | |
| 5/2/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 42 |
| 5/2/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 57 |
| 5/2/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 5/2/2016 | | | | |
| 5/3/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 47 |
| 5/3/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 45 |
| 5/3/2016 | VICTOR MONROY | ON DEMAND | 15 | 30 |
| 5/3/2016 | | | | |
| 5/4/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 26 |
| 5/4/2016 | GALDIS CHORENS | MOOVER 2 | 828 | 37 |
| 5/4/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 5/4/2016 | | | | |
| 5/5/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 41 |
| 5/5/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 51 |
| 5/5/2016 | VICTOR MONROY | ON DEMAND | 15 | 27 |
| 5/5/2016 | | | | |
| 5/6/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 37 |
| 5/6/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 55 |
| 5/6/2016 | VICTOR MONROY | ON DEMAND | 15 | 35 |
| 5/6/2016 | | | | |
| 5/8/2016 | S U | N D | A Y | |
| 5/8/2016 | | | | |
| 5/8/2016 | VICTOR MONROY | ON DEMAND | 15 | 21 |
| 5/8/2016 | | | | |
| 5/9/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 49 |
| 5/9/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 50 |
| 5/9/2016 | VICTOR MONROY | ON DEMAND | 15 | 27 |

| | | | | |
|------------------|-----------------|-----------|-----|----|
| 5/9/2016 | | | | |
| 5/10/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 43 |
| 5/10/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 54 |
| 5/10/2016 | VICTOR MONROY | ON DEMAND | 15 | 30 |
| 5/10/2016 | | | | |
| 5/11/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 18 |
| 5/11/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 52 |
| 5/11/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 5/11/2016 | | | | |
| 5/12/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 47 |
| 5/12/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 40 |
| 5/12/2016 | VICTOR MONROY | ON DEMAND | 15 | 21 |
| 5/12/2016 | | | | |
| 5/13/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 52 |
| 5/13/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 48 |
| 5/13/2016 | VICTOR MONROY | ON DEMAND | 15 | 32 |
| 5/13/2016 | | | | |
| 5/15/2016 | S | U | N | D |
| 5/15/2016 | | | | |
| 5/15/2016 | VICTOR MONROY | ON DEMAND | 15 | 18 |
| 5/15/2016 | | | | |
| 5/16/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 44 |
| 5/16/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 57 |
| 5/16/2016 | VICTOR MONROY | ON DEMAND | 15 | 29 |
| 5/16/2016 | | | | |
| 5/17/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 44 |
| 5/17/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 57 |
| 5/17/2016 | VICTOR MONROY | ON DEMAND | 15 | 28 |
| 5/17/2016 | | | | |
| 5/18/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 79 |
| 5/18/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 15 |
| 5/18/2016 | VICTOR MONROY | ON DEMAND | 15 | 31 |
| 5/18/2016 | | | | |

| | | | | | | |
|-----------|-----------------|-----------|-----|----|---|---|
| 5/19/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 2 | | |
| 5/19/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 64 | | |
| 5/19/2016 | VICTOR MONROY | ON DEMAND | 15 | 33 | | |
| 5/19/2016 | | | | | | |
| 5/20/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 61 | | |
| 5/20/2016 | TAMARA PEREZ | MOOVER 2 | 828 | 16 | | |
| 5/20/2016 | VICTOR MONROY | ON DEMAND | 15 | 26 | | |
| 5/20/2016 | | | | | | |
| 5/22/2016 | S | U | N | D | A | Y |
| 5/22/2016 | | | | | | |
| 5/22/2016 | VICTOR MONROY | ON DEMAND | 15 | 18 | | |
| 5/22/2016 | | | | | | |
| 5/23/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 75 | | |
| 5/23/2016 | TAMARA PEREZ | MOOVER 2 | 624 | 25 | | |
| 5/23/2016 | VICTOR MONROY | ON DEMAND | 15 | 31 | | |
| 5/23/2016 | | | | | | |
| 5/24/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 44 | | |
| 5/24/2016 | GLADIS CHORENS | MOOVER 2 | 624 | 48 | | |
| 5/24/2016 | VICTOR MONROY | ON DEMAND | 15 | 28 | | |
| 5/24/2016 | | | | | | |
| 5/25/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 32 | | |
| 5/25/2016 | RAFAELA ROBAINA | MOOVER 2 | 624 | 58 | | |
| 5/25/2016 | VICTOR MONROY | ON DEMAND | 15 | 31 | | |
| 5/25/2016 | | | | | | |
| 5/26/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 42 | | |
| 5/26/2016 | GLADIS CHORENS | MOOVER 2 | 624 | 46 | | |
| 5/26/2016 | VICTOR MONROY | ON DEMAND | 15 | 30 | | |
| 5/26/2016 | | | | | | |
| 5/27/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 26 | | |
| 5/27/2016 | RAFAELA ROBAINA | MOOVER 2 | 624 | 68 | | |
| 5/27/2016 | VICTOR MONROY | ON DEMAND | 15 | 31 | | |
| 5/27/2016 | | | | | | |
| 5/29/2016 | S | U | N | D | A | Y |

| | | | | |
|-----------|-----------------|-----------|---------------------------|-----------|
| 5/29/2016 | | | | |
| 5/29/2016 | VICTOR MONROY | ON DEMAND | 15 | 19 |
| 5/29/2016 | | | | |
| 5/30/2016 | HOLIDAY | MOOVER 1 | 826 | 0 HOLIDAY |
| 5/30/2016 | HOLIDAY | MOOVER 2 | 624 | 0 HOLIDAY |
| 5/30/2016 | HOLIDAY | ON DEMAND | 15 | 0 HOLIDAY |
| 5/30/2016 | | | | |
| 5/31/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 50 |
| 5/31/2016 | RAFAELA ROBAINA | MOOVER 2 | 624 | 54 |
| 5/31/2016 | VICTOR MONROY | ON DEMAND | 15 | 23 |
| 5/31/2016 | | | | |
| | | | On Demand Total: | 692 |
| | | | Fixed Route Total: | 1,868 |

Moover 1: 901 Passengers

Moover 2: 967 Passengers

| June (Date:) | DRIVER: | ROUTE: | VEHICLE: | PASSENGER PICK-UPS: |
|---------------------|-----------------|---------------|-----------------|----------------------------|
| 6/1/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 39 |
| 6/1/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 47 |
| 6/1/2016 | VICTOR MONROY | ON DEMAND | 15 | 17 |
| 6/1/2016 | | | | |
| 6/2/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 42 |
| 6/2/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 47 |
| 6/2/2016 | VICTOR MONROY | ON DEMAND | 15 | 27 |
| 6/2/2016 | | | | |
| 6/3/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 44 |
| 6/3/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 26 |
| 6/3/2016 | VICTOR MONROY | ON DEMAND | 15 | 24 |
| 6/3/2016 | | | | |
| 6/5/2016 | S U | N D | A Y | |
| 6/5/2016 | | | | |
| 6/5/2016 | VICTOR MONROY | ON DEMAND | 15 | 13 |
| 6/5/2016 | | | | |
| 6/6/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 38 |
| 6/6/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 44 |
| 6/6/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 6/6/2016 | | | | |
| 6/7/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 28 |
| 6/7/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 12 |
| 6/7/2016 | VICTOR MONROY | ON DEMAND | 15 | 30 |
| 6/7/2016 | | | | |
| 6/8/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 14 |
| 6/8/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 23 |
| 6/8/2016 | VICTOR MONROY | ON DEMAND | 15 | 24 |
| 6/8/2016 | | | | |
| 6/9/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 17 |
| 6/9/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 26 |
| 6/9/2016 | VICTOR MONROY | ON DEMAND | 15 | 27 |

| | | | | |
|------------------|-----------------|-----------|-----|----|
| 6/9/2016 | | | | |
| 6/10/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 11 |
| 6/10/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 7 |
| 6/10/2016 | VICTOR MONROY | ON DEMAND | 15 | 23 |
| 6/10/2016 | | | | |
| 6/12/2016 | S U | N D | A Y | |
| 6/12/2016 | | | | |
| 6/12/2016 | VICTOR MONROY | ON DEMAND | 15 | 20 |
| 6/12/2016 | | | | |
| 6/13/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 24 |
| 6/13/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 19 |
| 6/13/2016 | VICTOR MONROY | ON DEMAND | 15 | 21 |
| 6/13/2016 | | | | |
| 6/14/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 16 |
| 6/14/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 18 |
| 6/14/2016 | VICTOR MONROY | ON DEMAND | 15 | 18 |
| 6/14/2016 | | | | |
| 6/15/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 17 |
| 6/15/2016 | GLADIS CHORENS | MOOVER 2 | 828 | 17 |
| 6/15/2016 | VICTOR MONROY | ON DEMAND | 15 | 28 |
| 6/15/2016 | | | | |
| 6/16/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 14 |
| 6/16/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 22 |
| 6/16/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 6/16/2016 | | | | |
| 6/17/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 6 |
| 6/17/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 7 |
| 6/17/2016 | VICTOR MONROY | ON DEMAND | 15 | 17 |
| 6/17/2016 | | | | |
| 6/19/2016 | S U | N D | A Y | |
| 6/19/2016 | | | | |
| 6/19/2016 | VICTOR MONROY | ON DEMAND | 15 | 17 |
| 6/19/2016 | | | | |

| | | | | |
|------------------|-----------------|---------------|-----|----|
| 6/20/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 20 |
| 6/20/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 18 |
| 6/20/2016 | VICTOR MONROY | ON DEMAND | 15 | 22 |
| 6/20/2016 | | | | |
| 6/21/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 21 |
| 6/21/2016 | MECHANIC SHOP | MECHANIC SHOP | 828 | 0 |
| 6/21/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 6/21/2016 | | | | |
| 6/22/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 28 |
| 6/22/2016 | MECHANIC SHOP | MECHANIC SHOP | 828 | 0 |
| 6/22/2016 | VICTOR MONROY | ON DEMAND | 15 | 28 |
| 6/22/2016 | | | | |
| 6/23/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 38 |
| 6/23/2016 | MECHANIC SHOP | MECHANIC SHOP | 624 | 0 |
| 6/23/2016 | VICTOR MONROY | ON DEMAND | 15 | 28 |
| 6/23/2016 | | | | |
| 6/24/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 12 |
| 6/24/2016 | MECHANIC SHOP | MECHANIC SHOP | 624 | 0 |
| 6/24/2016 | VICTOR MONROY | ON DEMAND | 15 | 20 |
| 6/24/2016 | | | | |
| 6/26/2016 | S | U | N | D |
| 6/26/2016 | | | | |
| 6/26/2016 | VICTOR MONROY | ON DEMAND | 15 | 20 |
| 6/26/2016 | | | | |
| 6/27/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 36 |
| 6/27/2016 | MECHANIC SHOP | MECHANIC SHOP | 624 | 0 |
| 6/27/2016 | VICTOR MONROY | ON DEMAND | 15 | 24 |
| 6/27/2016 | | | | |
| 6/28/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 38 |
| 6/28/2016 | MECHANIC SHOP | MECHANIC SHOP | 624 | 0 |
| 6/28/2016 | VICTOR MONROY | ON DEMAND | 15 | 29 |
| 6/28/2016 | | | | |
| 6/29/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 30 |

| | | | | |
|-----------|-----------------|---------------|---------------------------|-----|
| 6/29/2016 | MECHANIC SHOP | MECHANIC SHOP | 624 | 0 |
| 6/29/2016 | VICTOR MONROY | ON DEMAND | 15 | 26 |
| 6/29/2016 | | | | |
| 6/30/2016 | GLADIS CHORENS | MOOVER 1 AM | 826 | 9 |
| 6/30/2016 | RAFAELA ROBAINA | MOOVER 1 PM | 826 | 22 |
| 6/30/2016 | VICTOR MONROY | ON DEMAND | 15 | 28 |
| 6/30/2016 | | | | |
| | | | On Demand Total: | 606 |
| | | | Fixed Route Total: | 897 |

Moover 1: 564 Passengers

Moover 2: 333 Passengers

| <u>July (Date:)</u> | <u>DRIVER:</u> | <u>ROUTE:</u> | <u>VEHICLE:</u> | <u>PASSENGER PICK-UPS:</u> |
|---------------------|-----------------|---------------|-----------------|----------------------------|
| 7/1/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 10 |
| 7/1/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/1/2016 | VICTOR MONROY | ON DEMAND | 15 | 23 |
| 7/1/2016 | | | | |
| 7/3/2016 | S U | N D | A Y | |
| 7/3/2016 | | | | |
| 7/3/2016 | VICTOR MONROY | ON DEMAND | 15 | 8 |
| 7/3/2016 | | | | |
| 7/4/2016 | HOLIDAY | HOLIDAY | HOLIDAY | 0 |
| 7/4/2016 | HOLIDAY | HOLIDAY | HOLIDAY | 0 |
| 7/4/2016 | HOLIDAY | HOLIDAY | HOLIDAY | 0 |
| 7/4/2016 | | | | |
| 7/5/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 25 |
| 7/5/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/5/2016 | VICTOR MONROY | ON DEMAND | 15 | 15 |
| 7/5/2016 | | | | |
| 7/6/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 30 |
| 7/6/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/6/2016 | VICTOR MONROY | ON DEMAND | 15 | 26 |
| 7/6/2016 | | | | |
| 7/7/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 /624(spare) | 12 |
| 7/7/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/7/2016 | VICTOR MONROY | ON DEMAND | 15 | 26 |
| 7/7/2016 | | | | |
| 7/8/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 4 |
| 7/8/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/8/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 7/8/2016 | | | | |
| 7/10/2016 | S U | N D | A Y | |
| 7/10/2016 | | | | |
| 7/10/2016 | VICTOR MONROY | ON DEMAND | 15 | 20 |

| | | | | |
|------------------|-----------------|-----------|--------|----|
| 7/10/2016 | | | | |
| 7/11/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 17 |
| 7/11/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/11/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 7/11/2016 | | | | |
| 7/12/2016 | GLADIS CHORENS | MOOVER 1 | 828 | 24 |
| 7/12/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/12/2016 | VICTOR MONROY | ON DEMAND | 15 | 22 |
| 7/12/2016 | | | | |
| 7/13/2016 | GLADIS CHORENS | MOOVER 1 | 828 | 41 |
| 7/13/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/13/2016 | VICTOR MONROY | ON DEMAND | 15 | 25 |
| 7/13/2016 | | | | |
| 7/14/2016 | GLADIS CHORENS | MOOVER 1 | 826 | 12 |
| 7/14/2016 | RAFAELA ROBAINA | MOOVER 2 | 828 | 17 |
| 7/14/2016 | VICTOR MONROY | ON DEMAND | 15 | 26 |
| 7/14/2016 | | | | |
| 7/15/2016 | TAMARA PEREZ | MOOVER 1 | 826 | 6 |
| 7/15/2016 | ARMANDO DUVAL | MOOVER 2 | 828 | 9 |
| 7/15/2016 | VICTOR MONROY | ON DEMAND | 15 | 19 |
| 7/15/2016 | | | | |
| 7/17/2016 | S U | N D | A Y | |
| 7/17/2016 | | | | |
| 7/17/2016 | VICTOR MONROY | ON DEMAND | 15 | 23 |
| 7/17/2016 | | | | |
| 7/18/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 22 |
| 7/18/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/18/2016 | VICTOR MONROY | ON DEMAND | 15 | 19 |
| 7/18/2016 | | | | |
| 7/19/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 25 |
| 7/19/2016 | MECHANIC SHOP | MOOVER 2 | NO BUS | 0 |
| 7/19/2016 | VICTOR MONROY | ON DEMAND | 15 | 22 |
| 7/19/2016 | | | | |

| | | | | |
|------------------|-----------------|---------------|-----------------|----|
| 7/20/2016 | ARMANDO DUVAL | MOOVER 1 | 826 | 16 |
| 7/20/2016 | RAFAELA ROBAINA | MOOVER 2 | NO BUS | 0 |
| 7/20/2016 | VICTOR MONROY | ON DEMAND | 15 | 21 |
| 7/20/2016 | | | | |
| 7/21/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 14 |
| 7/21/2016 | MECHANIC SHOP | MECHANIC SHOP | NO BUS | 0 |
| 7/21/2016 | VICTOR MONROY | ON DEMAND | 15 | 21 |
| 7/21/2016 | | | | |
| 7/22/2016 | RAFAELA ROBAINA | MOOVER 1 (AM) | 624 (Spare bus) | 4 |
| 7/22/2016 | RAFAELA ROBAINA | MOOVER 1(PM) | 826 | 1 |
| 7/22/2016 | MECHANIC SHOP | MECHANIC SHOP | NO BUS | 0 |
| 7/22/2016 | VICTOR MONROY | ON DEMAND | 15 | 17 |
| 7/22/2016 | | | | |
| 7/24/2016 | S U | N D | A Y | |
| 7/24/2016 | | | | |
| 7/24/2016 | VICTOR MONROY | ON DEMAND | 15 | 21 |
| 7/24/2016 | | | | |
| 7/25/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 17 |
| 7/25/2016 | MECHANIC SHOP | MECHANIC SHOP | NO BUS | 0 |
| 7/25/2016 | VICTOR MONROY | ON DEMAND | 15 | 22 |
| 7/25/2016 | | | | |
| 7/26/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 26 |
| 7/26/2016 | MECHANIC SHOP | MECHANIC SHOP | NO BUS | 0 |
| 7/26/2016 | VICTOR MONROY | ON DEMAND | 15 | 22 |
| 7/26/2016 | | | | |
| 7/27/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 20 |
| 7/27/2016 | MECHANIC SHOP | MECHANIC SHOP | NO BUS | 0 |
| 7/27/2016 | VICTOR MONROY | ON DEMAND | 15 | 24 |
| 7/27/2016 | | | | |
| 7/28/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 14 |
| 7/28/2016 | MECHANIC SHOP | MECHANIC SHOP | NO BUS | 0 |
| 7/28/2016 | VICTOR MONROY | ON DEMAND | 15 | 15 |
| 7/28/2016 | | | | |

| | | | | |
|-----------|-----------------|---------------|---------------------------|-----|
| 7/29/2016 | RAFAELA ROBAINA | MOOVER 1 | 826 | 11 |
| 7/29/2016 | MECHANIC SHOP | MECHANIC SHOP | NO BUS | 0 |
| 7/29/2016 | VICTOR MONROY | ON DEMAND | 15 | 18 |
| 7/29/2016 | | | | |
| 7/31/2016 | S U | N D | A Y | |
| 7/31/2016 | | | | |
| 7/31/2016 | VICTOR MONROY | ON DEMAND | 15 | 23 |
| 7/31/2016 | | | | |
| | | | On Demand Total: | 528 |
| | | | Fixed Route Total: | 377 |

Moover 1: 351 Passengers

Moover 2: 26 Passengers

[illegible]



| Trip 5 | | Trip 6 | | Trip 7 | | Trip 8 | |
|--------|-----|--------|-----|--------|-----|--------|-----|
| ETA | ETD | ETA | ETD | ETA | ETD | ETA | ETD |
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[illegible]

3. Client References

Tab 3: Client References

The Miami Lake's Moover Bus Services multi-mode services is reflective of the similar services provided below by MV in the past three years. In addition to the summary descriptions below, the company has completed and provided The Proposer's Reference Form as required at the end of Section Tab 5: Required Forms.

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

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

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



The Town may contact Mr. Jorge De La Nuez, transit manager at (305) 681-5757 and delanuez@hialeahfl.gov as a reference for

this contract.

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



MV began operating deviated fixed route, fixed route, and ADA paratransit services for Martin County in 2012. The fixed route service operates on two routes serving the City of Stuart and connecting Martin County and St.

Lucie County. The deviated fixed route service operates on one route serving the Indiantown area. The paratransit service is a demand-responsive, advanced-reservations service for eligible persons with disabilities.

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

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

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



ADA Paratransit Service, City of Gainesville Regional Transit System (Gainesville, FL)



MV began operating complementary ADA paratransit service for the City of Gainesville in conjunction with the Regional Transit System (RTS) in 2002. This door-to-door service operates within City limits, and serves eligible persons with disabilities who are unable to use fixed route transit. This operation is managed as part of MV's role as Community Transit Coordinator for Alachua County.

MV operates and maintains a fleet of 47 vehicles for the City. MV is responsible for trip reservations, scheduling, and billing, and uses the Trapeze PASS system for these functions. Dispatchers communicate with operators in service via mobile data terminals.

Please contact Ms. Mildred Crawford at (352) 334-2450 and crawfordma@cityofgainesville.org as a reference for this contract.

Palm Tran Connection (Palm Beach County, FL)

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



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

Please contact Mr. Charlie Boettiger, interim operations manager at (561) 649-0848 ext. 3646 and cboettig@pbcgov.org as a reference for this contract.

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



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

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

The Town's contact for this contract is Mr. Ray Boylston, transit services administrator at (919) 462-2080 and ray.boylston@townofcary.org.



4. Form of Agreement

Tab 4: Form of Agreement

The company has included its comments related to the Town's form of Agreement as referenced in Exhibit A. These comments for the Town's consideration have been provided at the end of this section.



CONSIDERATIONS TO FORM OF AGREEMENT

MV's Considerations for Town of Miami Lakes' Form of Agreement

| RFP/Contract Section | Stated Language | Proposed Language | Explanation |
|-------------------------------------|--|--|--|
| Contract §6 – Price Adjustment | Costs are fixed for initial term; extension years limited to lesser of 5% or CPI. | Include provision that provides for price adjustments if Contractor's revenue decreases or Contractor's costs increase as a result of (i) changes to the scope of work / service hours requested by the Authority, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the Town or surrounding jurisdictions. If the parties are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days written notice to the other party. | Contractor needs price protection for changes requested by the Authority, or matters that were not contemplated at the time of Contractor's proposal. |
| Contract §8 – Availability of Funds | Authority may amend or terminate the Agreement due to lack of funds upon 30 days' notice to Contractor. | Revise to provide for 60 days' written notice, and payment of Contractor's reasonable close-out costs. | Contractor will have contract termination costs as well as employment termination obligations. |
| Contract §15 – Contractor Personnel | Authority, in its sole discretion, may adjust staffing levels or replace employees. | Authority may require Contractor to remove/replace employees, but increases in staffing levels shall require a price adjustment as detailed above. | Contractor's pricing is set based on a specific level of staffing. An increase in the staffing levels would require Contractor to incur costs for which it will not be compensated without a price adjustment. |
| Contract §26 – Venue | Venue for any dispute shall be in the Circuit Court of the Eleventh Judicial Circuit in and for Miami-Dade County. | Revise to include the applicable federal court located in Miami-Dade County, Florida. | |

MV's Considerations for Town of Miami Lakes' Form of Agreement

| RFP/Contract Section | Stated Language | Proposed Language | Explanation |
|--|--|--|--|
| Contract §30 – Authority of Town Manager | Town Manager has power to determine all questions regarding the contract and performance of the services. | Revise to require contractor to consult with Town Manager, but decisions of Town Manager are not automatically binding on Contractor. Furthermore, Town Manager does not have authority to modify the Agreement except pursuant to a written amendment to the Agreement that is signed by both the Authority and Contractor. | Neither party shall have the power to unilaterally determine disputes or modify the Agreement. |
| Contract §34 – Assignment | A sale of equity interests shall be deemed an assignment of the contract. | Delete the change of control provision. | A change in the shareholders of Contractor should not require consent of the Authority, nor should such transfer be deemed a default. The Authority can terminate the Agreement for convenience at any time. |
| Contract §39 – Termination | Authority may terminate for convenience upon notice to Contractor. | Revise to provide for 60 days' written notice, and payment of Contractor's reasonable close-out costs. | Contractor will have contract termination costs as well as employment termination obligations. |
| Contract §40 – Claims, Disputes, and Mediation | Contractor must submit an appeal to the Town Manager within five days to the procurement manager, and dispute any decision of the Town Manager within 14 days. | Revise to provide that Contractor must first try to resolve any disputes with the Project Manager, then the Procurement Manager, and failing that, to the Town Manager; provided, however, that decisions of the Project Manager, Procurement Manager, and Town Manager are not binding on Contractor. If, after working with the Project Manager, the Procurement Manager, and the Town Manager the dispute has not been resolved, then either party may submit the dispute to mediation. | Neither party to a dispute shall have the power to unilaterally determine the outcome of the dispute. |

5. Required Forms

Tab 5: Required Forms

The company has completed all required forms in Section IV and have attached them immediately following this page.

- Statement of No-Response
- Price Proposal Form
- Certificate of Authority
- Addendum Acknowledgement Form
- Proposer Profile Form
- Proposer's Reference Verification Form (Circulator Services)
- Proposer's Reference Verification Form (On-Demand Services)
- Anti-Kickback Affidavit
- Non-Collusion Affidavit
- Non-Collusion Affidavit w/notary
- Sworn Statement on Public Entity Crimes
- Conflict of Interest Affidavit
- Drug-Free Workplace Certification
- Proposer's Affidavit



REQUIRED FORMS

Town of Miami Lakes

RFP 2016-44 Bus Operation Services, Addendum #1

This addendum is incorporated into and made a part of the Request for Proposals ("RFP") 2016-44. The following may include clarifications, revisions, additions, deletions, or answers to questions received relative to the RFP, which take precedence over the RFP documents. **Underlined and bolded** word(s) indicate additions. Deletions are indicated by strikethrough.

Questions (4 of 4)

1. Page 8, Section 3.2 titled On Demand Service states "On an as-needed basis as determined by the Town, the Contractor shall operate the on-demand service using one bus." This paragraph goes on to identify the days and hours of the demand responsive service. Please clarify the statement "On an as-needed basis" since the days and times are listed in the RFP.

Answer: The days and hours given are those that on-demand service currently operates. These could be subject to change, either by a decision of the Town, or if on a particular day there are insufficient appointments made to warrant as many hours of service on that particular day (this is not typical). It is also possible that additional hours may be added, typically for a special event or similar. It is anticipated that provisions for such additional service would be part of contract negotiation.

2. For On-Demand Service referenced in Section 3.2 of the RFP, who will take the reservations? Who will do the scheduling for this service? Who will do the dispatching of the vehicle for On-Demand Service? Can you please provide us with the process for the scheduling and dispatch for On-Demand Service and if there will be a manifest or schedule provided to the driver.

Answer: The Town handles taking reservations and scheduling service for the following business day. Town Staff enters the appointments into a spreadsheet and provides it to the contractor – typically around close of business – for use the following business day.

3. Page 8, Section 4.1 of the RFP states "The Contractor agrees to have a ready-for-service spare bus, owned by the Contractor and covered by the Contractor's insurance will [sic] all necessary permits and tags, available for use within the Town of Miami Lakes and its vicinity." Since the Town of Miami Lakes has two separate types of vehicles, are there any specification requirements for this spare bus with regards to year, make, model, seating capacity and ADA accessible?

Answer: The spare must be ADA accessible, and should have a minimum capacity of approximately 20 passengers.

4. Page 9, Section 4.7 states "Contractor shall at all times maintain buses in good mechanical condition." The Interlocal Agreement between the City of Hialeah and the Town of Miami Lakes for Transit Bus Maintenance and Repairs states that the City of Hialeah is responsible for maintaining the buses, please clarify the statement in Section 4.7.

Answer: This provision refers to the responsibility of the contractor to conduct pre- and post-trip inspections of the bus, and to notify the Town and the City of Hialeah's maintenance personnel of any maintenance issues or repair needs noted during these inspections or during operation. Refer to RFP Exhibit "A" Article 15.

The Proposer shall acknowledge receipt of this addendum by completing the applicable section of the RFP or completing the acknowledgment information below. Either form of acknowledgement must be completed and returned by no later than the date and time for receipt of the RFP Response.

Acknowledgement:

Amy Barry
Name of Signatory
SVP/Assistant Secretary
Title
September 7, 2016
Date


Signature
MV Transportation, Inc.
Name of Proposer

Christina Semeraro, MPA, CPPB
Procurement Manager

Town of Miami Lakes

RFP 2016-44 Bus Operation Services, Addendum #2

This addendum is incorporated into and made a part of the Request for Proposals ("RFP") 2016-44. The following may include clarifications, revisions, additions, deletions, or answers to questions received relative to the RFP, which take precedence over the RFP documents. **Underlined and bolded** word(s) indicate additions. Deletions are indicated by strikethrough.

Clarification (1 of 1)

1. Spare bus required by contractor: Provided that the vehicle is ADA accessible and can accommodate the typical passenger volume for said day, the specific bus can be confirmed on an individual basis between the Town and Contractor.

Questions (2 of 2)

1. Please clarify the definition of a revenue hour. Is it gate-to-gate; from the time the vehicle leaves the yard to the time the vehicle returns to the yard?

Answer: Revenue hour is defined as a unit of time, expressed to the exact minute, measured from the time the bus leaves the facility in Hialeah, FL until the bus is returned to the facility in Hialeah, FL. This time shall be known as "Gate to Gate".

2. If there is a change in the federal or state minimum wage requirement, will the Town consider renegotiating, compensating or adjusting the contractor's cost?

Answer: Reference RFP Section III, Article 8.

The Proposer shall acknowledge receipt of this addendum by completing the applicable section of the RFP or completing the acknowledgment information below. Either form of acknowledgement must be completed and returned by no later than the date and time for receipt of the RFP Response.

Acknowledgement:

Amy Barry
Name of Signatory
SVP/Assistant Secretary
Title
September 7, 2016
Date



Signature
MV Transportation, Inc.
Name of Proposer

Christina Semeraro, MPA, CPPB
Procurement Manager

N/A

STATEMENT OF NO-RESPONSE

If your company will not be submitting a response to this Bid/RFP, please complete this Statement of "No" Response Sheet and return, prior to the Bid/RFP Due Date established within, to:

The Town of Miami Lakes

Procurement Division

6601 Main Street

Miami Lakes, FL 33014

Email: procurement@miamilakes-fl.gov

This information will help The Town of Miami Lakes in the preparation of future Bids/RFPs.

Bid/RFP Number: _____ Title: _____

Company Name: _____

Contact: _____

Address: _____

Telephone: _____ Facsimile: _____

| | |
|---|---|
| √ | Reasons for "NO" Response: |
| | Unable to comply with product or service specifications. |
| | Unable to comply with scope of work. |
| | Unable to quote on all items in the group. |
| | Insufficient time to respond to the Request for Proposal. |
| | Unable to hold prices firm through the term of the contract period. |
| | Our schedule would not permit us to perform. |
| | Unable to meet delivery requirements. |
| | Unable to meet bond requirements. |
| | Unable to meet insurance requirements. |
| | Other (Specify below) |

Comments: _____

Signature: _____ Date: _____

**SECTION IV
REQUIRED FORMS**

Bus Operations Services

PRICE PROPOSAL FORM

| RFP 2016-44 BUS OPERATIONS SERVICES | | | |
|--|------------------------|-----------------|------------------------|
| Item | Description of Service | Service Days | Hourly Rate |
| A | CIRCULATOR & ON-DEMAND | Monday - Friday | \$ 25.62 Rate Per Hour |
| B | ON-DEMAND ONLY | Sunday | \$ 34.70 Rate Per Hour |

Notes:

1. Proposers must propose on all line items in the price table in order to be considered responsive to the solicitation.
2. The Town anticipates a minimum of 325 Circulator Service hours per month. The Town reserves the right to adjust the hours and timing based on actual demand. This also applies to the routes and number of stops, which may be adjusted based on data gathered by the Contractor during operations.
3. Historical usage for on-demand services indicates an average of 530 rides requested per month.
4. All rates must include the cost of a Dispatcher.
5. Contractor will charge Town a fixed time of 15 minutes per route, per day for fueling time. If the bus is not fueled each day the Town will not be charged for fueling time.
6. The driver shall not delay upon arrival and return to perform pre-trip and post-trip inspections.
7. The hourly rate for out-of-contract services performed outside normal operating hours will be billed at the same rate as set forth herein or a lower negotiated amount confirmed in writing signed by both parties.

By signing below, proposer certifies that the information contained in its Price Proposal includes all costs for the Services in accordance with the terms, conditions and specifications contained in this RFP. The Town at its sole discretion may negotiate the elements of the fees with the Proposer.

Firm's Name: MV Transportation, Inc. F.E.I.N. No.: 94-2491705

Town/State/Zip: Dallas, TX 75206

Signature of Authorized Signatory: 

Printed Name/Title: Amy Barry, SVP/Assistant Secretary Email Address: matthew.veach@mvtransit.com

**CERTIFICATE OF AUTHORITY
(IF CORPORATION)**

I HEREBY CERTIFY that at a meeting of the Board of Directors of MV Transportation, Inc., a corporation organized and existing under the laws of the State of California, held on the 1 day of March, 2013, a resolution was duly passed and adopted authorizing (Name) Amy Barry as (Title) Assistant Secretary of the corporation to execute proposals on behalf of the corporation and providing that his/her execution thereof, attested by the secretary of the corporation, is the official act and deed of the corporation. I further certify that said resolution remains in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand this 11th day of September, 2014.

Asst. Secretary: Jacqueline Nguyen Print: Jacqueline Nguyen

**CERTIFICATE OF AUTHORITY
(IF PARTNERSHIP)**

I HEREBY CERTIFY that at a meeting of the Board of Directors of _____, a partnership organized and existing under the laws of the State of _____, held on the ____ day of _____, _____, a resolution was duly passed and adopted authorizing (Name) _____ as (Title) _____ of the to execute proposals on behalf of the partnership and provides that his/her execution thereof, attested by a partner, is the official act and deed of the partnership.

I further certify that said partnership agreement remains in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand this _____, day of _____, 20____.

Partner: _____ Print: _____

**CERTIFICATE OF AUTHORITY
(IF JOINT VENTURE)**

Joint ventures must submit their joint venture agreement indicating that the person signing this Bid is authorized to sign Bid documents on behalf of the joint venture and submit the appropriate Certificate of Authority (corporate, partnership, or individual).

**CERTIFICATE OF AUTHORITY
(IF INDIVIDUAL)**

I HEREBY CERTIFY that, I (Name) _____, individually and doing business as (d/b/a) _____ (If Applicable) have executed and am bound by the terms of the Proposal to which this attestation is attached.

IN WITNESS WHEREOF, I have hereunto set my hand this _____, day of _____, 20____.

Signed: _____ Print: _____


RFP 2016-44
ADDENDUM ACKNOWLEDGEMENT FORM

Listed below are the dates of issue for each Addendum received in connection with this RFP:

| | |
|-------------------------|------------------------------|
| Addendum No. <u>1</u> , | Dated <u>August 22, 2016</u> |
| Addendum No. <u>2</u> , | Dated <u>August 26, 2016</u> |
| Addendum No. _____, | Dated _____ |
| Addendum No. _____, | Dated _____ |
| Addendum No. _____, | Dated _____ |
| Addendum No. _____, | Dated _____ |
| Addendum No. _____, | Dated _____ |
| Addendum No. _____, | Dated _____ |
| Addendum No. _____, | Dated _____ |

_____ No Addendum issued for this RFP

Firm's Name: MV Transportation, Inc.

Signature:  _____

Printed Name/Title: Amy Barry, SVP/Assistant Secretary

PROPOSER PROFILE FORM

By submitting this Proposal, firm certifies the truth and accuracy of all information contained herein.

Proposer's Business Name MV Transportation, Inc.

Contact Person Matthew Veach Title Senior Vice President

Email Address matthew.veach@mvtransit.com Phone Number (630) 987-9660

A. Business Information

1. How many years has your company been in business under its current name and ownership? 41 years

- a. Professional Licenses/Certifications (include name and number)* Issuance Date

Local Business Tax Receipt 09/30/16

State of Florida Department of State Authorization to Transact Business 01/02/04

- b. Date company licensed by the State of Florida or Miami-Dade County: 01/02/04

- c. State and Date of Incorporation: State of California, December 1978

- d. What is your primary business? Passenger transportation provider
(This answer should be specific)

2. Name and Licenses of any prior companies:

| Name of Company | License No. | Issuance Date |
|--|-------------|---------------|
| 1) Handy Wheels: 1975 (incorporated in 1978) - 1981, 2) California MediVan, Inc.: 1981-1990, | | |
| 3) MV Transportation, Inc.: 1990-present, 4) MV Contract Transportation, Inc.: formed in 2003, | | |
| 5) MV Public Transportation, Inc.: formed in 2003 | | |

3. Type of Company (circle one):

Corporation

"S" Corporation

LLC

Sole Proprietorship

Other: _____

(Corporations will be required to provide a copy of their corporate resolution prior to executing a contract).

4. Company Ownership

a. Identify all owners of the company

| Name | Title | % of ownership |
|---------------------------|---|----------------|
| Alex Lodde Family Trust | Co-Founder | 46.5% |
| Feysan Lodde Family Trust | Co-Founder | 21.8% |
| Kevin Klika | President/Chief Operating Officer | 2.4% |
| Others | 29.3% (all in this group own less than 1% individually) | |

b. Is any owner identified above an owner in another company? ☐ Yes ☒ No

If yes, identify the name of the owner, other company names, and % ownership

N/A

c. Identify all individuals authorized to sign for the company, indicating the level of their authority (check applicable boxes and for other provide specific levels of authority)

| Name | Title | Signatory Authority | | | |
|---|-------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| | | All | Cost | No-Cost | Other |
| Brian Kibby, Chief Executive Officer | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Kevin Klika, President/Chief Operating Officer | | X | | | |
| Robert Pagorek, Chief Financial Officer | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Beth Prunier, Chief Sales Officer | | | | | X |
| Gary Coles, Chief Sales Officer | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Lisa Winston Hicks,, Secretary | | | | | X |
| Amy Barry, Assistant Secretary | | | | | X |
| Explanation for Other: | | | | | |
| All Other have signatory authority for proposal submittal only. | | | | | |

5. Employee Information

Please see EEO Report attached.

Total No. of Employees: _____ Number of Managerial/Admin. Employees: _____

MV operates 11,000+ vehicles

Number of buses owned: _____ Number of CDL drivers: not tracked-please see attached
number of operatives

6. Has any owner or employee of the company ever been convicted of a federal offense or moral turpitude: If yes, please explain:

No

7. Insurance Information (**Attach Firm's current Certificate of Liability Insurance**)

CO= BG03503
U= BG03503

EQUAL EMPLOYMENT OPPORTUNITY
2015 EMPLOYER INFORMATION REPORT
CONSOLIDATED REPORT - TYPE 2

SECTION B - COMPANY IDENTIFICATION

1. MVTRANSPORTATION INC
5910 N CENTRAL EXPRESSWAY 1145
DALLAS, TX 75206

2.a. MVTRANSPORTATION INC
5910 N CENTRAL EXPRESSWAY 1145
DALLAS, TX 75206

SECTION C - TEST FOR FILING REQUIREMENT

1-N 2-N 3-N DUNS NO.:104183132 EIN :942491705

SECTION E - ESTABLISHMENT INFORMATION

c. Y

NAICS: 485991 Special Needs
Transportation

SECTION D - EMPLOYMENT DATA

| JOB CATEGORIES | HISPANIC OR LATINO | | NOT-HISPANIC OR LATINO | | | | | | | | | | | | OVERALL TOTALS | |
|-------------------------------|--------------------|--------|------------------------|-------|---------------------------|-------------------------------------|-------|-----------------------------------|-------------------|-------|---------------------------|-------------------------------------|-------|-----------------------------------|----------------|-------------------|
| | MALE | FEMALE | ***** MALE ***** | WHITE | BLACK OR AFRICAN AMERICAN | NATIVE HAWAIIAN OR PACIFIC ISLANDER | ASIAN | AMERICAN INDIAN OR ALASKAN NATIVE | TWO OR MORE RACES | WHITE | BLACK OR AFRICAN AMERICAN | NATIVE HAWAIIAN OR PACIFIC ISLANDER | ASIAN | AMERICAN INDIAN OR ALASKAN NATIVE | | TWO OR MORE RACES |
| EXECUTIVE/SR OFFICIALS & MGRS | 2 | 0 | 11 | 1 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 0 | 1 | 0 | 0 | 20 |
| | 154 | 82 | 330 | 241 | 8 | 25 | 4 | 25 | 146 | 177 | 3 | 6 | 1 | 8 | 1210 | |
| | 9 | 6 | 23 | 13 | 0 | 3 | 0 | 1 | 30 | 8 | 0 | 1 | 0 | 0 | 94 | |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| TECHNICIANS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 135 | 1194 | 95 | 165 | 4 | 26 | 0 | 8 | 311 | 801 | 13 | 48 | 3 | 40 | 2843 | |
| | 254 | 1 | 208 | 162 | 13 | 46 | 3 | 12 | 3 | 2 | 0 | 0 | 0 | 0 | 704 | |
| CRAFT WORKERS | 2104 | 1028 | 2179 | 3440 | 83 | 656 | 38 | 163 | 797 | 2923 | 53 | 70 | 26 | 129 | 13689 | |
| | 123 | 45 | 63 | 116 | 6 | 21 | 0 | 6 | 18 | 16 | 0 | 1 | 1 | 1 | 417 | |
| | 16 | 84 | 24 | 100 | 5 | 3 | 1 | 8 | 45 | 351 | 18 | 12 | 3 | 15 | 685 | |
| | 2797 | 2440 | 2933 | 4238 | 119 | 780 | 46 | 224 | 1353 | 4279 | 87 | 139 | 34 | 193 | 19662 | |
| LABORERS & HELPERS | 2757 | 2094 | 2938 | 3740 | 137 | 820 | 58 | 230 | 1284 | 3199 | 99 | 145 | 41 | 167 | 17709 | |
| | TOTAL | | | | | | | | | | | | | | | |
| PREVIOUS REPORT TOTAL | | | | | | | | | | | | | | | | |

SECTION F - REMARKS

DATES OF PAYROLL PERIOD: 08/15/2015 THRU 08/28/2015

SECTION G - CERTIFICATION

CERTIFYING OFFICIAL: EBONI CURRY
EEO-1 REPORT CONTACT PERSON: EBONI CURRY
EMAIL: EBONI.CURRY@MVTRANSIT.COM

TITLE: HRIS SPECIALIST
TITLE: HRIS SPECIALIST
TELEPHONE NO: 9723914636

CERTIFIED DATE[EST]: 02/10/2016 02:36 PM

ACE American Insurance Company
 Indemnity Insurance Company of North America
 a. Insurance Carrier name & address: ACE Fire Underwriters Insurance Company

P.O. Box 1000, Philadelphia, PA 19106

b. Insurance Contact Name, telephone, & e-mail: Jeremy A. Spitzack, Assistant VP
McGriff, Seibbels & Williams, Inc.
(503) 943-6638
jspitzack@mcgriff.com

c. Insurance Experience Modification Rating (EMR): .75
 (if no EMR rating please explain why)

d. Number of Insurance Claims paid out in last 5 years & value: 4,955 / \$54,338,300

8. Bank References:

| Bank | Address/City/State/Zip | Telephone |
|------------------|---|----------------|
| Wells Fargo Bank | 420 Montgomery Street, San Francisco, CA 94104 | (415) 396-0311 |
| Bank of the West | 2527 Camino Ramon, 3rd Flr, San Ramon, CA 94583 | (925) 843-2469 |

9. Have any claims lawsuits been filed against your company in the past 5 years? If yes, identify all where your company has either settle or an adverse judgment has been issued against your company. Identify the year basis for the claim or judgment & settlement unless the value of the settlement is covered by a written confidentiality agreement. Please see attached.

10. To the best of your knowledge is your company or any officers of your company currently under investigation by any law enforcement agency or public entity? If yes, provide details:

No

11. Has your company been assessed liquidated damages or defaulted on a project in the past five (5) years? X Yes No (If yes, provide an attachment that provides an explanation of the project and an explanation. Please see attached.

12. Has your company been cited for any OSHA or Dept. of Labor violations in the past five (5) years? If yes, please provide an attachment including all details on each citation.
 Yes X No

Please see attached



WORKERS COMPENSATION EXPERIENCE RATING

Risk Name: MV TRANSPORTATION INC

Risk ID: 911271141

Rating Effective Date: 02/01/2016

Production Date: 02/11/2016

State: INTERSTATE

| (A) Wt | (B) | (C) Exp Excess Losses (D - E) | (D) Expected Losses | (E) Exp Prim Losses | (F) Act Exc Losses (H + I) | (G) Ballast | (H) Act Inc Losses | (I) Act Prim Losses |
|--------|-----|-------------------------------|---------------------|---------------------|----------------------------|-------------|--------------------|---------------------|
| .74 | | 12,468,143 | 18,758,344 | 6,290,201 | 6,923,348 | 1,908,044 | 12,208,589 | 5,285,241 |

| | Primary Losses | | Stabilizing Value | | Ratable Excess | | Totals | | | |
|----------|----------------|--|-------------------|--|----------------|--|------------|-----------|---------|--|
| | (I) | | C * (1 - A) + G | | (A) * (F) | | (J) | | | |
| Actual | 5,285,241 | | 5,149,761 | | 5,123,278 | | 15,558,280 | | | |
| | (E) | | C * (1 - A) + G | | (A) * (C) | | (K) | | | |
| Expected | 6,290,201 | | 5,149,761 | | 9,226,426 | | 20,666,388 | | | |
| | ARAP | | FLARAP | | SARAP | | MAARAP | | Exp Mod | |
| | | | | | | | | (J) / (K) | | |
| Factors | 1.00 | | 1.00 | | | | 1.16 | .75 | | |

REVISED RATING

CONTINGENT RATING

RATING REFLECTS A DECREASE OF 70% MEDICAL ONLY PRIMARY AND EXCESS LOSS DOLLARS WHERE ERA IS APPLIED.

THE ARAP FACTOR SHOWN IS FOR THOSE STATES CONTAINED ON THIS RATING THAT HAVE APPROVED THE ARAP PROGRAM AND IS CALCULATED BASED ON THE STATE WITH THE HIGHEST APPROVED MAXIMUM ARAP SURCHARGE. THE MAXIMUM ARAP SURCHARGE MAY VARY BY STATE. PLEASE REFER TO EACH STATE'S APPROVED RULES FOR THE APPLICABLE MAXIMUM ARAP SURCHARGE.

THE TENNESSEE CODE ANNOTATED SECTION 50-6-501 REQUIRES EVERY PUBLIC OR PRIVATE EMPLOYER THAT IS SUBJECT TO THE WORKERS COMPENSATION STATUTE TO "ESTABLISH AND ADMINISTER A SAFETY COMMITTEE IN ACCORDANCE WITH RULES ADOPTED PURSUANT TO T.C.A. SECTION 50-6-502 IF THE EMPLOYER HAS AN EXPERIENCE MODIFICATION RATE EQUAL TO OR GREATER THAN 1.2."

REVISED RATING TO INCLUDE UPDATED DATA FOR: NV, POL. #: C46780851, EFF.: 02/01/2012

© Copyright 1993-2016, All rights reserved. This product is comprised of compilations and information which are the proprietary and exclusive property of the National Council on Compensation Insurance, Inc. (NCCI). No further use, dissemination, sale, transfer, assignment or disposition of this product, in whole or in part, may be made without the prior written consent of NCCI. This product is furnished "As is" "As available" "With all defects" and includes information available at the time of publication only. NCCI makes no representations or warranties of any kind relating to the product and hereby expressly disclaims any and all express, statutory, or implied warranties, including the implied warranty of merchantability, fitness for a particular purpose, accuracy, completeness, currentness, or correctness of any information or product furnished hereunder. All responsibility for the use of and for any and all results derived or obtained through the use of the product are the end user's and NCCI shall not have any liability thereto.

13. Have any complaints against your company been filed with Miami-Dade County or any other governmental entity? Yes X No If yes, provide an attachment identifying how many and explanation of the basis and resolution of the complaint. Identify all complains that have not been resolved. Please see attached.
14. Provide an attachment listing all of the equipment, with a value of \$3,000 or greater, owned by your company. Please see attached.
15. Provide an attachment listing of all equipment that your company does not own but plans to rent, lease, or borrow for the performance of the work. None.

[End of Form]

Proposer Profile Form - Attachment

9. Have any claims lawsuits been filed against your company in the past 5 years? If yes, identify all where your company has either settle or an adverse judgment has been issued against your company. Identify the year basis for the claim or judgment & settlement unless the value of the settlement is covered by a written confidentiality agreement.

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

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

11. Has your company been assessed liquidated damages or defaulted on a project in the past five (5) years? Yes. (If yes, provide an attachment that provides an explanation of the project and an explanation.)

MV has not been assessed damages or penalties for failure to complete work; however, several of MV's 200+ operating contracts are subject to incentives and disincentives as part of its compensation structure. Providing the details of all incentive and disincentive payments over the past five years would be extremely voluminous and is considered proprietary information. If the Town requires additional detail regarding this subject, please contact, Ted Navitskas, Vice President and Associate General Counsel at (972) 391-4600.

13. Have any complaints against your company been filed with Miami-Dade County or any other government entity? Yes. If yes, provide an attachment identifying how many and explanation of the basis and resolution of the complaint. Identify all complains that have not been resolved.

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

There is presently no litigation against the company which is not subject to insurance coverage or which MV believes would threaten the financial stability of the company or its ability to perform any of its contractual obligations. The details of current and pending claims and litigation are confidential; if the

Town requires more information on claims for the purpose of evaluating MV, please contact Mr. Bob Hargis, executive vice president of risk management at (712) 764-3720.

14. Provide an attachment listing all of the equipment, with a value of \$3,000 or greater, owned by your company.

Please see footnote 3 of the Balance Sheet included in MV's confidential Audited financial statements, confidentially submitted a separately sealed envelope, for a breakdown of MV's assets by asset type.

MV's business model is unique, in that by division our asset profile may vary significantly based on the arrangement with the client. Meaning that, in some agreements, our client owns the assets and equipment, and in others we do. Providing a list of enterprise wide assets, in our view, would not be representative of any particular potential contract arrangement (as each is unique)."

PROPOSER'S REFERENCE VERIFICATION FORM***CIRCULATOR SERVICES***

Proposer has provided circulator services to a minimum of three (3) entities within the past (5) years. **PROPOSER MUST USE THIS FORM IN ORDER TO DEMONSTRATE COMPLIANCE WITH THIS REQUIREMENT.**

- 1) Name of Client Entity: City of Hialeah
 Address: 900 E. 56th Street
 City/State/Zip: Hialeah, FL 33013
 Contact: Mr. Jorge De La Nuez
 Title: Transit Manager
 Email Address: delanuez@hialeahfl.gov
 Telephone: (305) 681-5757
 Scope of Work: Management and operations of fixed route system.
 Contract Start/End Dates: 11/2010 to present
 Contract Amount: \$770,933 (annually)

- 2) Name of Client Entity: Martin County Board of County Commissioners
 Address: 2401 SE Monterey Road
 City/State/Zip: Stuart, FL 34996
 Contact: Ms. Claudette Mahan
 Title: Transit Manager
 Email Address: cmahan@martin.fl.us
 Telephone: (772) 419-4081
 Scope of Work: Management and operations of fixed route, deviated fixed route and ADA Comparable and General Public
 Contract Start/End Dates: 02/2012 to present
 Contract Amount: \$793,085 (annually)

- 3) Name of Client Entity: Town of Cary
 Address: 316 N. Academy Street
 City/State/Zip: Cary, NC 27513
 Contact: Mr. Ray Boylston
 Title: Transit Services Administrator
 Email Address: ray.boylston@townofcary.org
 Telephone: (919) 462-2080
 Scope of Work: Management and operations of multimode services.
 Contract Start/End Dates: 10/2010 to present
 Contract Amount: \$2,662,495

PROPOSER'S REFERENCE VERIFICATION FORM***ON-DEMAND SERVICES***

Proposer has provided on-demand services to a minimum of two (2) entities within the last five (5) years. **PROPOSER MUST USE THIS FORM IN ORDER TO DEMONSTRATE COMPLIANCE WITH THIS REQUIREMENT.**


- 1) Name of Client Entity: City of Gainesville Regional Transit System
 Address: 100 SE 10th Avenue
 City/State/Zip: Gainesville, FL 32601
 Contact: Ms. Mildred Crawford
 Title: RTS ADA Coordinator
 Email Address: crawfordma@cityofgainesville.org
 Telephone: (352) 334-2450
 Scope of Work: Management and operations of ADA complementary paratransit service
 Contract Start/End Dates: 10/2002 to present
 Contract Amount: \$1,771,393 (annually)

- 2) Name of Client Entity: Palm Beach County
 Address: 50 S. Military Trail, Suite 101
 City/State/Zip: West Palm Beach, FL 33415
 Contact: Mr. Charlie Boettiger
 Title: Interim Operations Manager
 Email Address: cboettig@pbcgov.org
 Telephone: (561) 649-0848
 Scope of Work: Management and operations of paratransit services
 Contractor Start/End Dates: 02/2005 to present
 Contract Amount: \$8,400,000

ANTI-KICKBACK AFFIDAVIT

STATE OF FLORIDA }
 } SS:
 COUNTY OF MIAMI-DADE }

I, the undersigned, hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employees of the Town of Miami Lakes, its elected officials, and _____ or its design consultants, as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

By:  _____
 Amy Barry

Title: Assistant Secretary

Sworn and subscribed before this

Please see attached

_____ day of _____, 20____

 Notary Public, State of Florida

 (Printed Name)

My commission expires: _____

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

State of California
County of Solano

Subscribed and sworn to (or affirmed) before me on this 7th
day of September, 2016, by Amy Barry

proved to me on the basis of satisfactory evidence to be the
person(s) who appeared before me.



Signature

A large, stylized handwritten signature in black ink, written over a horizontal line.

NON-COLLUSIVE AFFIDAVIT

State of California }

} SS:

County of Solano }

Amy Barry


being first duly sworn, deposes and says that:

- a) He/she is the Assistant Secretary, (Owner, Partner, Officer, Representative or Agent) of MV Transportation, Inc., the Bidder that has submitted the attached Proposal;
- b) He/she is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- c) Such Proposal is genuine and is not collusive or a sham Proposal;
- d) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Bidder, firm, or person to submit a collusive or sham Proposal in connection with the Work for which the attached Proposal has been submitted; or to refrain from proposing in connection with such work; or have in any manner, directly or indirectly, sought by person to fix the price or prices in the attached Proposal or of any other Bidder, or to fix any overhead, profit, or cost elements of the Proposal price or the Proposal price of any other Bidder, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against (Recipient), or any person interested in the proposed work;
- e) The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder or any other of its agents, representatives, **owners, employees or parties in interest, including this affiant.**

Signed, sealed and delivered in the presence of:

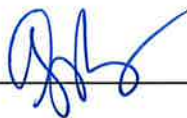


Witness



Witness

By:



Amy Barry

(Printed Name)

SVP/Assistant Secretary (Title)

NON-COLLUSIVE AFFIDAVIT (CONTINUED)**ACKNOWLEDGMENT**State of California)

) SS:

County of Solano)

BEFORE ME, the undersigned authority, personally appeared Amy Barry to me well known and known by me to be the person described herein and who executed the foregoing Affidavit and acknowledged to and before me that ____executed said Affidavit for the purpose therein expressed.

WITNESS, my hand and official seal this ____ day of _____, _____.

Please see attached

My Commission Expires:

Notary Public State of Florida at Large

ACKNOWLEDGMENT

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

State of California

County of Solano

On September 7, 2016 before me, S. Latimer, Notary Public
(insert name and title of the officer)

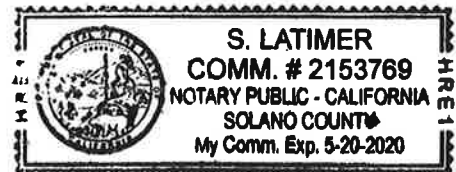
personally appeared Amy Barry
who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are
subscribed to the within instrument and acknowledged to me that he/she/they executed the same in
his/her/their authorized capacity(ies), and that by his/her/their signature(s)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

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

WITNESS my hand and official seal.

Signature [Signature]

(Seal)



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

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to the Town of Miami Lakes

by Amy Barry, SVP/Assistant Secretary
[print individual's name and title]

for MV Transportation, Inc.
[print name of entity submitting sworn statement]

whose business address is

5910 N. Central Expressway, Suite 1145

Dallas, TX 75206

and (if applicable) its Federal Employer Identification Number (FEIN) is 94-2491705

(If the entity has no FEIN, include the Social Security Number of the individual

signing this sworn statement: Amy Barry)

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)9g), 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 the United States, including, but not limited to, any bid or contract for goods and services to be provided to any public entity or an agency or political subdivision of any other state or of the United States 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 or a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, 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 of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, will 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 will be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid 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 the management of an entity.

6. Based on information and belief, the statement that I have marked below is true in relation to the entity submitting this sworn statement. **[Indicate which statement applies.]**

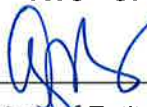
X Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of a public entity crime subsequent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

_____ This 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 ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO

UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.



Signature of Entity Submitting Sworn Statement

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)

Please see attached

(Printed, typed or stamped commissioned
name notary public)

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

State of California

County of Solano

Subscribed and sworn to (or affirmed) before me on this 7th
day of September, 2016, by Amy Barry

proved to me on the basis of satisfactory evidence to be the
person~~(s)~~ who appeared before me.



Signature

CONFLICT OF INTEREST AFFIDAVITState of California }

} SS:

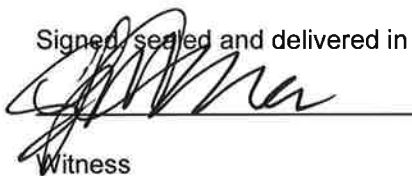
County of Solano }

Amy Barry being first duly sworn, deposes and says that he/she is the (Owner, Partner, Officer, Representative or Agent) of MV Transportation, Inc., the Bidder that has submitted the attached Bid/Proposal and certifies the following;

Bidder certifies by submitting its Bid that no elected official, committee member, or employee of the Town has a financial interest directly or indirectly in this transaction or any compensation to be paid under or through this transaction, and further, that no Town employee, nor any elected or appointed officer (including Town committee members) of the Town, nor any spouse, parent or child of such employee or elected or appointed officer of the Town, may be a partner, officer, director or proprietor of Bidder and further, that no such Town employee or elected or appointed officer, or the spouse, parent or child of any of them, alone or in combination, may have a material interest in the Bidder/Proposer. Material interest means direct or indirect ownership of more than 5% of the total assets or capital stock of the Bidder. Any contract award containing an exception to these above described restrictions must be expressly approved by the Town Council. Further, Bidder recognizes that with respect to this solicitation, if any Bidder violates or is a party to a violation of the ethics ordinances or rules of the Town, the provisions of Miami-Dade County Code Section 2-11.1, as applicable to Town, or the provisions of Chapter 112, part III, Fla. Stat., the Code of Ethics for Public Officers and Employees, such Bidder/Proposer may be disqualified from furnishing the goods or services for which the bid or proposal is submitted and may be further disqualified from submitting any future bids or proposals for goods or services to Town. The terms "Bidder" as used herein, include any person or entity making a bid herein to Town or providing goods or services to Town.

Bidder further certifies that the price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder or any other of its agents, representatives, owners, employees or parties in interest, including this affiant.

Signed, sealed and delivered in the presence of:



Witness

By: Amy Barry

(Printed Name)

SVP/Assistant Secretary

(Title)

BEFORE ME, the undersigned authority, personally appeared _____ to me well known and known by me to be the person described herein and who executed the foregoing Affidavit and acknowledged to and before me that _____ executed said Affidavit for the purpose therein expressed.

WITNESS, my hand and official seal this ____ day of _____, 20__.

My Commission Expires:

Please see attached

Notary Public State of Florida at Large

ACKNOWLEDGMENT

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

State of California

County of Solano

On September 7, 2016 before me, S. Latimer, Notary Public
(insert name and title of the officer)

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

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

WITNESS my hand and official seal.

Signature



(Seal)



DRUG-FREE WORKPLACE CERTIFICATION

Preference shall be given to businesses with drug-free workplace programs. Pursuant to Section 287.087, Florida Statutes, whenever two or more competitive solicitations that are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a response received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie responses will be followed if none of the tied providers has a drug free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in Subsection (1).
4. In the statement specified in Subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, 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 894, Florida Statutes, 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 any employee who is so convicted or require the satisfactory participation in a drug abuse assistance or rehabilitation program as such is available in the employee's community.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of applicable laws, rules and regulations.

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

MV Transportation, Inc.
BUSINESS NAME

Amy Barry, SVP/Assistant Secretary

FIRM'S SIGNATURE

PROPOSER'S AFFIDAVIT

By executing this affidavit, Proposer certifies acknowledgement of the following:

Ensure that any personal, business, or other activity does not conflict with the lawful interests of the Town. The Town's elected representatives and employees serve the public trust and are required to fulfill their responsibilities with care and loyalty and for the sole purpose of advancing the Town's best interests. The integrity of the Town must be protected at all times, and the fiduciary relationships of the employees of the Town must be honorable in both actuality and appearance.

A conflict of interest exists when a representative's direct or indirect personal interests are inconsistent with or interfere with the best interests of the Town. Proposer must ensure there is no appearance or perception of unethical behavior by the vendor's employees in its dealings with the Town.

To avoid such conflicts, Proposer shall disclose to the Town: **None**

- a) Any direct or indirect personal interests in a vendor held by any employee or elected representative of the Town.

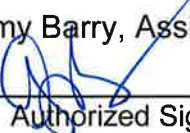
N/A

| Last name | First name | Relationship |
|-----------|------------|--------------|
| | | |
| | | |
| | | |

- b) Any family relationships with any employee or elected representative of the Town.

| Last name | First name | Relationship |
|-----------|------------|--------------|
| | | |
| | | |
| | | |

Amy Barry, Assistant Secretary



Authorized Signature

September 7, 2016

Date

6. Required Documents

Tab 6: Required Documents

a) State of Florida and Miami Dade County Licenses

MV has provided a copy of its business license at the end of this section.

b) State of Florida Corporation Certificate

The company has attached a copy of its Good Standing Certificate in the State of Florida at the end of this section.

c) Copy of Business Tax Receipt

A copy of MV's business tax receipt is provided at the end of this section.

d) Current Certificate of Liability Insurance

MV's current certificate of liability insurance for the Miami Lakes Moover operation is provided at the end of this section.

e) Audited Financial Statements

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

Accordingly, MV's confidential audited financial statements for 2014-2015 are enclosed separately in a sealed envelope along with the original proposal. The Company's financial position is solid, and has strengthened over the last two years as evidenced by the increase in working capital and working capital current ratios. The Company has the financial resources and wherewithal to meet its financial obligations. For more information regarding the financial viability of MV, please contact Mr. Robert Pagorek, chief financial officer, at (972) 391-4641.

Statement of Financial Condition

The company's present financial condition is materially the same as that shown on the audited financial statements for years 2014 and 2015. Please find a letter stating the company's financial condition, signed by a duly authorized representative at the end of this section.



FLORIDA BUSINESS LICENSE



City of Hialeah
Business Tax Receipt

Mayor Carlos Hernandez

187
SW
OCT 30 2015
2015-16

No: 485119-1

Amount: \$ 600.00

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

Owner:

Type of Business: OTHER URBAN TRANSIT SYSTEMS

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

Business Location:

900 E 56 ST

Expires September 30, 2016

Validating No.: 20198

THIS IS NOT A BILL

STATE OF FLORIDA GOOD STANDING
CERTIFICATE

State of Florida

Department of State

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

The document number of this corporation is F04000000020.

I further certify that said corporation has paid all fees due this office through December 31, 2016, that its most recent annual report/uniform business report was filed on January 15, 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 Seventh day of September,
2016*



Ken Detjen
Secretary of State

Tracking Number: CU8657644681

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

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

BUSINESS TAX RECEIPT

Local Business Tax Receipt

Miami-Dade County, State of Florida

-THIS IS NOT A BILL - DO NOT PAY

LBT

7199022

BUSINESS NAME/LOCATIONMV CONTRACT TRANSPORTATION INC
900 E 56 ST BLDG 6
HIALEAH FL 33013**RECEIPT NO.****RENEWAL**
7481504**EXPIRES****SEPTEMBER 30, 2016**Must be displayed at place of business
Pursuant to County Code
Chapter 8A - Art. 9 & 10**OWNER**MV CONTRACT TRANSPORTATION INC
C/O KEVIN KLIKA PRES
Employee(s) 29**SEC. TYPE OF BUSINESS**213 PASSENGER TRANSPORTATION SERV
FHL# 30330.PM**PAYMENT RECEIVED
BY TAX COLLECTOR**\$130.50 03/17/2016
ECHECK-16-136368

This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental or nongovernmental regulatory laws and requirements which apply to the business.

The RECEIPT NO. above must be displayed on all commercial vehicles - Miami-Dade Code Sec 8a-276.

For more information, visit www.miamidade.gov/taxcollector

INSURANCE CERTIFICATION



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

06/16/2016

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 be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | |
|---|--|
| PRODUCER McGriff, Seibels & Williams of Oregon 1800 SW First Avenue, Suite 400 Portland, OR 97201 | CONTACT NAME: PHONE (A/C, No, Ext): 503-943-6621 FAX (A/C, No): 503-943-6622 E-MAIL ADDRESS: |
| | INSURER(S) AFFORDING COVERAGE INSURER A: ACE American Insurance Company INSURER B: Indemnity Insurance Company of North America INSURER C: ACE Fire Underwriters Insurance Company INSURER D: INSURER E: INSURER F: |
| INSURED MV Transportation, Inc. and subsidiaries 2024 College Street Elk Horn, IA 51531 | NAIC # 22667 43575 20702 |

COVERAGES

CERTIFICATE NUMBER: ARSBCVNB

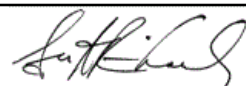
REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|-------------|--|-----------|----------|---|-------------------------|-------------------------|--|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | | | HDO G27404844 | 02/01/2016 | 02/01/2017 | EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000 \$ |
| A | <input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> Excess of SIR | | | XSA H09040420 | 02/01/2016 | 02/01/2017 | COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ |
| | <input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$ | | | | | | EACH OCCURRENCE \$ AGGREGATE \$ \$ |
| A B C | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | | N / A | WLR C48601054 (AOS) WLR C48601066 (AZ, MA) WCU C4860108A (CA, OH, WA) SCF C48601078 (WI) | 02/01/2016 | 02/01/2017 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000 \$ \$ \$ \$ \$ |

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

CERTIFICATE HOLDER

| | |
|--|---|
| Town of Miami Lakes 6601 Main Street Miami Lakes, FL 33014 | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE  |
|--|---|

LETTER AFFIRMING FINANCIAL CONDITION



Ms. Nicole McGraph
Director of Transportation, Zoning and Planning
Office of the Town Clerk
Town of Miami Lakes Government Center
6601 Main Street
Miami Lakes, FL 33014

Tuesday, September 6, 2016

Dear Ms. McGraph,

I assert that there has not been any material financial change since our last audited financial report as of December 31st, 2015.

I can also confirm that MV Transportation's financial condition has not materially changed. While materiality may be construed subjectively, our balance sheet has remained fairly consistent, with no major changes to our assets, liabilities, or debt structure.

Furthermore, our revenue and net income are stable, and our cash flows continue to service our obligations.

Sincerely,

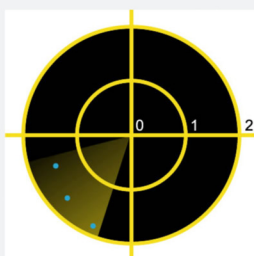
Erin Niewinski
VP Corporate Controller

Appendix

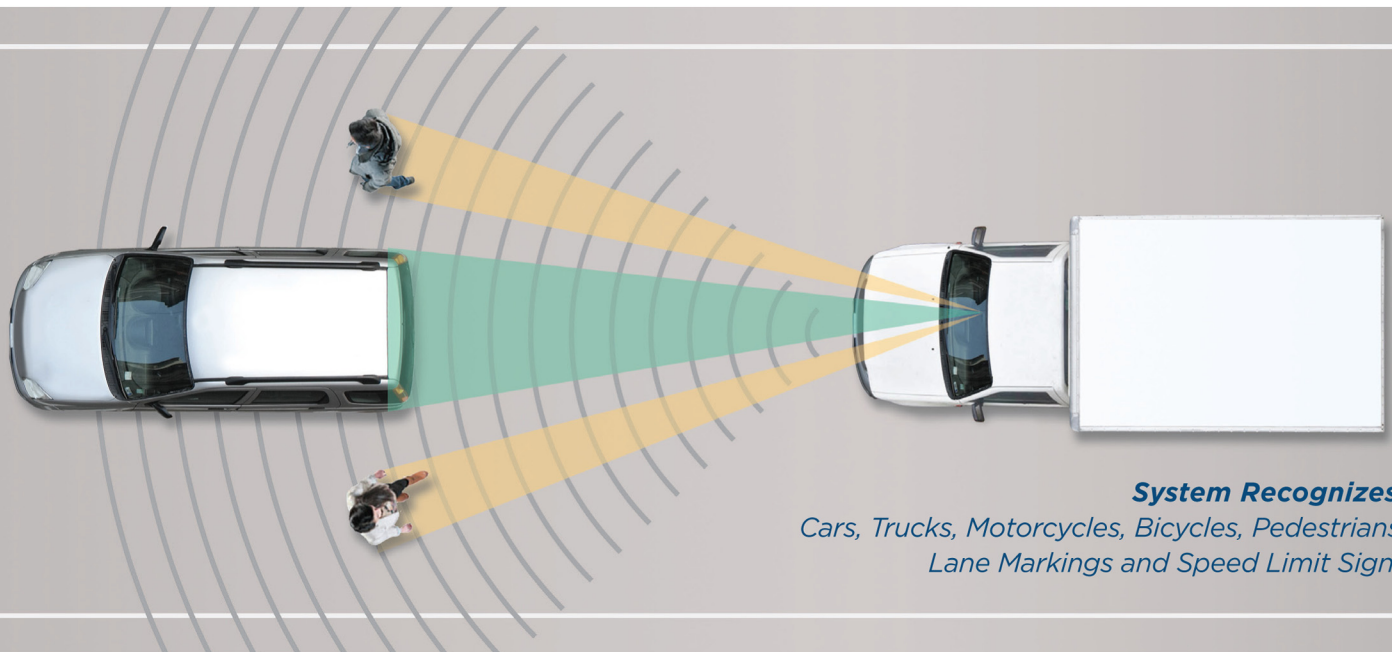
MOBILEYE BROCHURE

Collision Avoidance System

Protecting Your Fleet and Your Bottom Line



**COLLISION
AVOIDANCE SYSTEMS** 



Reduce Accidents, Save Money and Keep Your Drivers Safe



Easily installs in any vehicle

The Mobileye® Collision Avoidance System is the latest technological advancement for preventing vehicle crashes — and the only system in the industry to incorporate truly comprehensive real-time warnings and alerts. Utilizing an intelligent vision sensor that works like a bionic eye, the system identifies a diverse and extensive variety of potential threats on the road, such as vehicles, cyclists, pedestrians and more. The distance and relative speeds of these objects are continuously measured to calculate the risk of your driver colliding with them. Even lane markings and traffic signs are detected. When danger is imminent, visual and audible alerts warn the driver to make necessary corrections in sufficient time to avoid potential collisions or mitigate their severity.

Fleet managers have installed our trusted collision avoidance system in some of the world's best-run fleets including cars, trucks, service vehicles and taxis, in both rural and urban environments. Many global organizations have experienced significant reductions in incidents, collisions and associated costs. Your fleet can accomplish the same.

Telematics Integration: *The system generates data that can be exported to 3rd party telematics and fleet management systems, enabling enhanced visibility of your fleet as well as greater insight into driver behavior. All alerts are available via the Mobileye CAN channel for telematics and 3rd party integrators.*



Connectivity with Telematics

Gives fleet managers critical insight into driving behavior.



Accident Reduction

A pilot involving 2,000 trucks driving 47 million miles resulted in zero accidents vs. the average of 11-13 accidents.



Cost Reduction

C.R. England has achieved a 37% reduction in crash costs per mile traveled.

Minimize Risk, Increase Safety and Improve Your Bottom Line

Fleet operations of all sizes experience tangible and measurable advantages as a result of deploying this advanced technology, including:

- Immediate reduction in collisions and close calls
- Improvements in driver behavior that continue long term
- Reduced insurance premiums and fines for non-compliance
- Lower fuel and maintenance costs
- Improved CSA scores

...and the system typically pays for itself in only 12 months or less — with no driver training necessary.*

Collision Avoidance Technology Addresses the Main Causes of Accidents

According to the National Highway Transportation and Safety Administration (NHTSA), Department of Transportation (DOT) and the Virginia Tech Transportation Institute:

- 93% of all accidents are due to human error, with driver inattention being the primary cause
- Nearly 74% of all accidents involve driver distraction three seconds prior to an incident
- 40% of rear-end collisions have no brake application whatsoever
- 60% of road accident fatalities are due to unintentional lane departure

Governing and Regulating Agencies Agree



- **The Federal Motor Carrier Safety Administration (FMCSA)**
Advocates the voluntary adoption of collision avoidance systems to improve fleet safety
- **The National Transportation and Safety Board (NTSB)**
Includes collision avoidance systems on Most Wanted/Top Ten Advocacy List
- **The National Highway Traffic Safety Administration (NHTSA)**
Tracks collision avoidance systems as part of their 5-star safety ratings program

*According to FMCSA studies

TECHNOLOGY FOR A SAFER WORLD

Mobileye® is the technological leader in the area of advanced image sensing and processing technology for automotive applications. With over a decade invested in extensive R&D, Mobileye has gained an unprecedented understanding of the diverse challenges that face drivers on the road and how to keep them safe. This unequalled expertise has made Mobileye the recognized global pioneer in collision avoidance systems. As evidence, Mobileye is the OEM (Original Equipment Manufacturer) supplier of such systems to many of the world's leading automobile manufacturers.

SOME OF THE BRANDS USING MOBILEYE SYSTEMS



System Warnings and Features



Forward Collision Warning

Alerts the driver to an imminent rear-end collision with a car, truck or motorcycle moving at any speed



Headway Monitoring/Following Time

Alerts the driver when following time becomes critically short



Lane Departure Warning

Alerts the driver if vehicle leaves the lane without use of the turn signals



Pedestrian and Bicycle Collision Warning

Alerts the driver of an imminent collision with a pedestrian or bicyclist



Intelligent High-Beam Control

Automatically turns the high-beams on/off depending upon the level of light and relative distance from other traffic



Speed Limit Indicator

Notifies the driver if the vehicle exceeds the posted speed limit

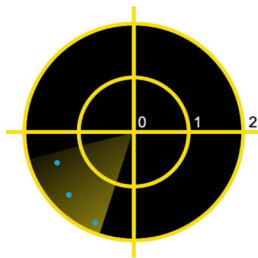


Bluetooth® connectivity standard

Optional Enhancement Features

The following optional features can be incorporated to further reduce accidents:

- Automatically muting the car radio
- Instantly deactivating factory cruise control
- Adding any function for a 3rd party device that has a discrete input
- Integrating with older vehicles
- Incorporating haptic warnings that provide tactile alerts; for example, a driver's seat or steering wheel can be outfitted with a vibrator that can be set to various strengths, frequencies and patterns



**COLLISION
AVOIDANCE SYSTEMS**))))

877-590-8968

www.collisionavoidancesystems.net

SATISFIED CLIENT LETTERS



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

August 25, 2016

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

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

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

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

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

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

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

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

Sincerely,

Lisa Aulick
Director, ADA &
Accessible Services

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





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

March 22, 2016

To Whom It May Concern:

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

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

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

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

Sincerely,

Darryl Haley
Executive Vice President



Public Works
Alternative Transportation
401 Vernon Street
Roseville, California 95678-2649

June 29, 2016

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

Dear Kevin,

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

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

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

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Wixon", is written over the word "Sincerely,".

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



May 17, 2016

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

Subject: Letter of Commendation

Dear Mr. Stewman,

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

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

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

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

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

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

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

Sincerely,



Monty Cox
Transit Manager



Public Works Department

cityofirvine.org

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

(949) 724-6000

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

Dear Steve:

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

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

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

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

Sincerely,

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



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

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

March 17, 2016

RE: Letter of Recommendation

Dear Mr. Griffin:

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

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

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

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

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

Sincerely,

A handwritten signature in blue ink, appearing to be 'Mildred Crawford', with a stylized flourish at the end.

Mildred Crawford, P.A.
ADA Transit Coordinator



Palm Tran

Administrative Offices

3201 Electronics Way
West Palm Beach, FL 33407-4618

(561) 841-4200

FAX: (561) 841-4291

Palm Tran Connection

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

(561) 649-9838

FAX: (561) 514-8365

www.palmtran.org



**Palm Beach County
Board of County
Commissioners**

Mary Lou Berger, Mayor

Hal R. Valeche, Vice Mayor

Paulette Burdick

Shelley Vana

Steven L. Abrams

Melissa McKinlay

Priscilla A. Taylor

County Administrator

Verdenia C. Baker

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

February 25, 2016

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

Ms. Chrisman:

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

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

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

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

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

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

Thank you.

Sincerely,

Ron Jones
Director, Palm Tran Connection



CARSON CITY NEVADA
Consolidated Municipality and State Capital
PUBLIC WORKS

February 11, 2016

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

RE: Division 51 Performance – 2015

Dear Mr. Elias,

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

Since 2010, MV Transportation has been an excellent company to work with, and has helped JAC grow ridership and expand service while successfully overcoming several challenges. During 2015 in particular, MV Transportation staff was once again professionally provided additional accident and incident free transportation services during the Nevada Fair, assisted in emergency relief situations, and successfully managed our transition to a new scheduling and dispatching software provider. These are some of the key tasks accomplished by staff while continually providing dependable regular and ongoing transit service and despite numerous obstacles resulting from vehicle maintenance issues. With the continued hard work and dedication of MV Transportation, JAC was able to achieve a record total of over 216,000 passenger trips during 2015.

We look forward to continued work with you and the rest of MV Transportation staff during the coming year in providing safe, quality service to the citizens of Carson City, and to the possibility of entering into a new contract term.

Sincerely,

Patrick A. Pittenger, AICP, PTP
Transportation Manager

3505 Butti Way, Carson City, NV 89701 (775) 887-2355 FAX (775) 887-2112

Operations: Water, Sewer, Streets, Wastewater, Landfill, Environmental
Engineering, Transportation, Capital Projects



CITY OF PETALUMA

POST OFFICE BOX 61
PETALUMA, CA 94953-0061

David Glass
Mayor

Chris Albertson
Teresa Barrett
Mike Healy
Gabe Kearney
Dave King
Kathy Miller
Councilmembers

February 9, 2016

MV Transportation Inc.
Attn: Laura Hansen & John Siragusa
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

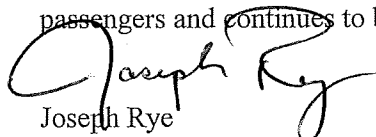
Dear: Laura & John

This letter of appreciation is for MV Transportation's Division 24, Petaluma, California. For 16 years now, MV Transportation has operated Petaluma Transit fixed route service, and for five years has operated both fixed route and paratransit for the City of Petaluma. In 2012, the local MV Team assumed control of paratransit operations, including several new employees, from a longtime local non-profit. Once again, MV Transportation and the City of Petaluma worked through a challenging event, this absorption of longtime employees of another provider, under trying circumstances (specifically during implementation of automated scheduling and dispatch hardware and software). In 2014, Ms. Elizabeth Stayner replaced Ms. Dawne Ivory as the new General Manager of Division 24, and her transit experience and interpersonal communications skills immediately elevated the morale of the MV team here in Petaluma.

MV continues to perform in Petaluma and shows great flexibility and creativity as Petaluma Transit enjoys unprecedented ridership growth since 2009 (over 100% increase). Liz is a very valuable resource as we collaboratively develop and price various service change options under consideration in the ongoing SRTP. Liz is able to respond quickly to the dynamic market-driven changes that have led to the dramatic growth of transit ridership in Petaluma in recent years. MV's General Manager and her team have performed admirably with a burgeoning transit market and challenging local traffic.

I would like to commend MV Transportation for having a special managerial team assigned to Division 24, Petaluma Transit. MV Transportation is represented in the highest manner by Elizabeth Stayner and her team here in Petaluma.

In summary MV continues to provide quality service for the City of Petaluma and our passengers and continues to be an excellent partner with the City of Petaluma.


Joseph Rye
Transit Division Manager
City of Petaluma

Cc: Kevin Klika

Public Works & Utilities

City Engineers
11 English Street
Petaluma, CA 94952
Phone (707) 778-4303
Fax (707) 776-3602
E-Mail:
publicworks@
ci.petaluma.ca.us

Parks & Building
Maintenance
840 Hopper St. Ext.
Petaluma, CA 94952
Phone (707) 778-4303
Fax (707) 778-4437

Transportation Services
555 N. McDowell Blvd.
Petaluma, CA 94954
Phone (707) 778-4421
Fax (707) 776-3799

Utilities & Field Operations
202 N. McDowell Blvd.
Petaluma, CA 94954
Phone (707) 778-4546
Fax (707) 778-4508

E-Mail: publicworks@
ci.petaluma.ca.us

PUTNAM COUNTY EXECUTIVE

40 Gleneida Avenue

Carmel, New York 10512

(845) 808-1001 Fax (845) 808-1901

www.putnamcountyny.gov

MaryEllen Odell
County Executive

Bruce J. Walker
Deputy County Executive

Patricia Simone
Chief of Staff

Nicholas DePerno Jr.
Director of Constituent Services



January 8, 2016

Mrs. Sheralee Malverty
MV Transit
841 Fair Street
Carmel, New York 10512

Dear Sheralee,

No matter how much preparation one does, the first few days taking on any new task can be taxing. I understand that it was your careful planning and skillful management that made the transition of MV Transit taking over the Croton Falls Shuttle a success. I cannot thank you enough.

I also appreciate the professionalism shown by the drivers on the route. They are the face of the company to the customers and their patience and friendliness also helped smooth the transition.

The Croton Falls Shuttle is a vital service provided to the commuters living in Mahopac and I am glad to see it is now in your hands.

Before you know it these days will be merely a faded memory, but how you shined will not be forgotten.

Sincerely,

MaryEllen Odell
Putnam County Executive

cc: Sandra Fusco
Vincent Tamagna



Anchorage School District

Transportation Services

3580 East Tudor Road • Anchorage, AK 9907 • 907-742-1200 • <http://www.asdk12.org/transportation/>

January 25, 2016

Mr. Mark Elias
5910 N. Central Expy
Suite 1145
Dallas, Texas 75206

Dear Mark,

The Anchorage School District would like to commend the Reliant Transportation team lead by Jim Luczycki, General Manager, for an excellent first semester of service. As the new Transportation Director I have found the team to be very responsive to the needs of the district and they have also aided in my transition into the district.

My understanding is that when faced with driver shortage issues last year, the staff put together and implemented an action plan to solve the problem and the results helped to have a successful startup. Also, ongoing forthright and positive communication continues to make the team successful. Although we have had a few service issues Jim and his team have quickly addressed the issues and learned from any mistakes made.

I also appreciate your and the companies support of the continuous driver training program. Having a full complement of drivers has certainly led to improved service.

Jim has often worked long hours and personally made himself available at all hours of the day or evening, including weekends as needed. He is truly committed to the success of the district.

We look forward to our next ten year contract continuing to improve on our successful partnership.

Respectfully,

Chuck Moore
Director of Transportation Services

Educating All Students for Success in Life

Anchorage School Board Kameron Perez-Verdia, President

Kathleen Plunkett, Vice President

Tam Agosti-Gisler, Clerk

Bettye Davis, Treasurer

Eric Croft

Pat Higgins

Elisa Snelling

Superintendent Ed Graff



City of Show Low

"Named by the turn of a card"

January 15, 2016

180 North 9th Street
Show Low, AZ 85901
Telephone (928) 532-4000
Facsimile (928) 532-4009
www.showlowaz.gov

Fadi Chakbezo
M.V. Transportation

Dear Mr. Chakbazo:

On behalf of the City of Show Low, it is with great pleasure that I write this letter of recommendation for M.V. Transportation and local General Manager, Thomas Hakenewerth.

As the City's Transit Supervisor, I facilitate the administrative responsibilities of the Four Seasons Connection and White Mountain Connection public transit systems funded by the Arizona Department of Transportation and its collaborative partners. When I moved to Show Low in March 2015 to assume this position, I was truly impressed with the comprehensive bus service provided to such a rural area. As I've become more knowledgeable about the complexities of running an effective transportation service, I have come to realize that the success of our bus system can be credited to MV Transportation and its General Manager.

For almost 20 years, MV Transportation has had a positive working relationship with the City of Show Low in providing a quality public transit system for our White Mountain communities. This is largely attributed to Tom Hakenewerth who continually demonstrates a high degree of professionalism and compassion that has made our transit system second to none. Tom is a true asset to our White Mountain communities and he is well respected by all who know and work with him. I rely upon his sound judgement and diplomacy in handling difficult situations without compromising safety and customer satisfaction. I have a great working relationship with Tom and very much appreciate his extensive knowledge and the patience he has shown me as I've entered into the world of transit. More importantly, however, he is to be commended for his leadership and effective management that has resulted in the Four Seasons Connection and the White Mountain Connection systems providing the most cost-effective transit program in the State.

The City of Show Low sincerely appreciates the positive working relationship we have enjoyed with MV Transportation over these many years and applaud the trust you have demonstrated in Tom's competent leadership.

Sincerely,

A handwritten signature in cursive script, reading "Lisa Robertson".

Lisa Robertson
Grants Manager/Transit Supervisor
City of Show Low



City of Greenville

PUBLIC TRANSPORTATION DIRECTOR

1425 KitchenAid Way

Greenville, OH 45331

(937) 548-0437

(937) 548-1704 fax

January 7, 2016

Kevin Klika
President & Chief Operating Officer
MV Transportation, Inc.
5910 N. Central Expy., Suite 1145
Dallas, TX 75206

Greenville Transit System (GTS), with MV Transportation, Inc as our contractor, was very successful in 2015. The outstanding partnership between the City of Greenville and MV was apparent in both customer service and in the smooth operations of GTS.

I have to commend Kathy Cool, General Manager for the Greenville division, for her diligence and dedication in the day-to-day operations. Kathy faced a difficult year with the death of our main dispatcher, Dave Marshal. Kathy worked tirelessly to not only do her own job, but to fill in on the dispatch schedule throughout the year until replacement dispatchers could be hired and trained.

Vehicle maintenance issues were problematic in 2015. These issues were addressed by Kathy with the support of Jason Curry as the Maintenance Manager for our region.

While putting in long hours, Kathy has continued to meet MV's exemplary safety program standards for which MV is known. Her monthly safety meetings & trainings, safety bulletin boards and safety messages are impressive.

Russell Tieskoetter, our Divisions Regional Vice President has been a great asset and support to our General Manager and is very accessible to the City of Greenville. His confidence in Kathy is apparent and his support is always available.

Ridership in 2015 was at 49,434. This is down 2.4% from 2014. We are seeing rider demographics shift to many younger riders using GTS for transportation to and from work. Demand for transit is heavy especially the first of the month when both social security and public assistance checks are deposited. The majority of our riders continue to be elderly or disabled. Wheelchair/scooter passengers make up a large portion of these riders.

The City of Greenville appreciates the partnership attitude MV brings to our transit system and we look forward to working with your company in the next several years.

Respectfully,

Pamela K. Garland
Public Transportation Director

Cc: Michael C. Bowers, Mayor
Russell Tieskoetter
Kathy Cool



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

July 23, 2015

Mr. Doug Gies
President, Southwest Group
MV Transportation
5910 N Central Expressway, #1145
Dallas, TX 75206

Dear Mr. Gies,

We have just completed the first half of calendar year 2015 and have only one quarter left in our fiscal year. DART is extremely pleased with the progress and improvements MV Transportation has made in providing Mobility Management Services, which are reflected in the most recent key performance indicators (KPI).

The KPIs for the first six months of this year are the highest they have been since the inception of our contract in October 2012. The KPIs that best reflect the experience our customer has while using our service (on-time performance, call times, average ride time, and complaints) are all trending downward. MV has certainly met DART expectations in this regard.

I understand that this accomplishment would not be possible without local staff that can perform at the highest levels. This is certainly what DART has experienced with MV's local team led by your General Manager, Mr. Keith Anglin. What is most impressive is the way they have inserted themselves into the community that we serve through meetings at major centers and their interactions with our customers at public meetings like the ADA meeting we concluded just this past Saturday. Their dedication and performance is noted and recognized.

All eyes are on the future. We anticipate these current trends will continue and net the best performance results we have had as an organization. We are excited about our current partnership with MV Transportation.

Sincerely,

A handwritten signature in blue ink, appearing to read "JOA", followed by a horizontal line.

John Adler
Vice President, Procurement

A handwritten signature in blue ink, appearing to read "Doug Douglas", followed by a horizontal line.

Doug Douglas
Vice President, Mobility Management Services



July 1, 2015

Kevin Klika, CEO
MV Transportation
5910 N Central Parkway, Suite 1145
Dallas, Texas 75206

Dear Mr. Klika:


I would like to congratulate your team; during the first 64 weeks of our contract you have demonstrated excellence in transportation. I am sure it is with great pride that you lead MV Transportation. Adem Adem from the beginning made a commitment to a strong partnership. I must begin by saying that the corporation has surpassed my every expectation. Your company's commitment to Putnam County is greatly appreciated.

Putnam County has been the beneficiary of unyielding support from MV Transportation. The corporate team is always available, and the wealth of knowledge amassed within your national organization has brought efficiencies to our system that was suffering the malaise of being three decades old. MV was able to sail through a seamless transition against the odds and incorporate many improvements. The team is committed, with positive beliefs and values, and always puts the customer is first.

During the transition, the corporate team descended on us and instantly improved how we do business. The regional and corporate support that we received from every facet of transportation including, operations, maintenance, safety, logistics, and technology all revived a tired system. The Prekindergarten/Early Intervention child transports are perhaps the most difficult part of our multi-faceted system, and I receive accolades on a regular basis from parents of these children with special needs. During the transition one of the mechanics from Atlanta who assisted in the transition said something to me that I will never forget, he said, "The entire company realizes how important their job is and we committed because it is all about getting grandma to dialysis." Everyone at every level recognizes the importance of the work we ultimately do to provide service to the public. Your team seems always to get it right.

Everything from more efficient operations to a higher standard of safety led Putnam County to great a much improved transit system. The most remarkable thing is the close bond we have shared with your company at every level; corporate, regional and, of course, the ground troops, speaking about your local team, I could not have a better general manager, and I assure you that her team shares your values and commitment. MV has a knack to attract the best and brightest. Thank you again for your commitment, and I look forward to our continued relationship.

Vincent M. Tamagna,


Putnam County Director of Transportation



HANFORD JOINT UNION HIGH SCHOOL DISTRICT

823 West Lacey Boulevard • Hanford, California 93230
(559) 583-5901 • Fax (559) 589-9769
www.hjuhsd.k12.ca.us

BOARD OF TRUSTEES

Karl Anderson Art Brieno Alicia Martella Danny Todd John Webster

William L. Fishbough, Superintendent

June 3, 2015

Cam Lu
MV Transportation, Inc.
629 W. Davis St. • Division 62
Hanford, CA 93230

Dear Cam,

As the current Chairperson of the Kings County Transportation Authority (KSTA) I would like to take this opportunity to express my appreciation for the effort MV Transportation has put into serving the students of Kings County. The transition from our old provider to MV Transportation went seamless from our perspective thanks solely to the efforts of YOUR company.

With very little assistance from the previous transportation service you were able to get the buses ready over the weekend so service to our students went uninterrupted. MV Transportation has been quick to respond to any situation that has come up and parent complaints to my office are nonexistent. The buses are well maintained and service has been provided each day in a prompt fashion. In addition, you have been accommodating and quick to respond to site schedule changes.

I am looking forward to many years of working with MV Transportation.

Sincerely,

William L. Fishbough
Superintendent HJUHS
KSTA Chairperson

WLF/djs



Elko County Board of Commissioners

540 Court Street, Suite 101 • Elko, Nevada 89801
775-738-5398 Phone • 775-753-8535 Fax

Commissioners

Delmo Andreozzi
Demar Dahl
Cliff Eklund
Glen G. Guttry
Rex Steninger

Elko County Manager

Robert K. Stokes

Executive Assistant

Michele Petty

Receptionist/Clerical

Sarah Dill

May 28, 2015

MV Transportation, Inc.

Mark Elias; Vice President of Operation - Northwest

2458 N Highway 89

Ogden, UT 84404

Dear Mr. Elias,

We would like to extend a deep and sincere thank you to MV Transportation, Inc. regarding the progress MV has helped make in the operations of the GET (Greater Elko Transit) My Ride program.

In the year and a half that MV Transportation, Inc. has been contracted with Elko County, they have not only followed the instructions, policies and procedures supplied to them by Elko County Transit Department; they have also brought expertise, ideas and practical suggestions to the project that has led to the improvement of the program.

If it weren't for Mr. Petrovic's efforts to find the correct contact at Utah Transit Authority (UTA), we would not have received the 3 buses that UTA donated to our program. He has also been a resource to us in the process of creating a transit plan.

Heather Oleson (Local Operations Manager) has been an important asset to the GET My Ride program. She is the person who works directly with Elko County Transit Department to carry out the program's plans. She deals directly with passengers, has oversight of the staff, tracks data and schedules maintenance. She has also volunteered her time many times to decorate and drive buses in parades, create collaborative partnerships with service agencies and other projects that have benefited small non-profit organizations.

The GET My Ride program has passed two reviews with very positive results: Nevada Department of Transportation (NDOT) and Aging and Disabilities Service Division (ADSD). Both agencies have conducted on-site reviews and the program passed the reviews with only very minor corrections.

Thank you for your hard work and dedication to the GET My Ride program.

Sincerely,

Elko County Board of Commissioners

A handwritten signature in blue ink, appearing to read "Demar Dahl", written over a horizontal line.

Demar Dahl, Chair

A handwritten signature in blue ink, appearing to read "Glen G. Guttry", written over a horizontal line.

Glen G. Guttry, Vice Chair

A handwritten signature in blue ink, appearing to read "Delmo Andreozzi", written over a horizontal line.

Delmo Andreozzi

A handwritten signature in blue ink, appearing to read "Cliff Eklund", written over a horizontal line.

Cliff Eklund

A handwritten signature in blue ink, appearing to read "Rex Steninger", written over a horizontal line.

Rex Steninger



2915 Jorie Blvd.
Oakbrook, IL 60523

April 20, 2015

Mr. Brian Balogh
MV Transportation
Brian.Balogh@mvtransit.com

Dear Brian,

The purpose of this letter is to thank MV Transportation and provide recognition to your company and team, particularly Steve Baker.

This past year presented several challenges to our operations as result of changes to our business. Each time MV Transportation answered the call and provided very quick response times. Steve was prompt in returning all messages and in most cases was able to provide the information needed on the spot.

It is a delight to work with a vendor partner that is responsive and solution oriented.

Thank you!

A handwritten signature in black ink, appearing to read 'Smiller', is written above the typed name.

Susan M. Miller
Director Fleet Program Services
McDonald's Corporation
1fleet.sue.miller@us.mcd.com
630-623-6173

Carlos Hernandez
Mayor

Isis Garcia-Martinez
Council President

Luis Gonzalez
Council Vice President



Council Members

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

City of Hialeah

April 17, 2015

MV Contract Transportation
Ed Overn Regional Vice President

Mr. Ed Overn,

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

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

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

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

Sincerely,

Mr. Jorge de la Nuez



Public Works
Alternative Transportation Division
401 Vernon Street
Roseville, California 95678-2600

March 31, 2015

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

Dear Kevin,

As we begin our 14th year of working together, I wanted to take a moment to express my sincere appreciation to you, your staff, and the entire MV organization for the outstanding service we receive on a daily basis.

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

As you know, the MV team manages both the Roseville Transit side of our operation, as well as oversees the task of running the Placer County Transit Information Center which provides information and trip reservations for passengers of multiple transit operators in the region. The local MV team is quick to respond to various challenges, in addition to taking the proper steps necessary to mitigate future concerns. They are proactive with all operational issues, while keeping my staff informed of issues on day to day matters. They also do a great job at coordinating with other local transit agencies to help increase productivity and efficiencies within the region.

Each time I visit the division, I can tell that the morale is high and that the front line employees are motivated to get the job done in the best manner possible. I am extremely impressed that the division has sustained only 1 preventable injury in over 3 years. I also appreciate the team's commitment to our community, from their participation in Roseville parades, to Stuff-A-Bus, to the company's membership in the Chamber of Commerce. This is a strong indication that MV Transportation and the local team not only care about the operation, but also about the community they serve.

The City of Roseville and Alternative Transportation Office truly appreciates working with MV Transportation and all the hard work your local team puts forth toward making our transit system and the regional call center the best in the west.

Sincerely,



Mike Wixon
Alternative Transportation Manager
City of Roseville



Western Contra Costa
Transit Authority

January 27, 2015

Mr. Brian Kibbe, CEO
MV Transportation, Inc.
5910 N. Central Expressway, Suite 1145
Dallas, TX 75206

Dear Mr. Kibbe,

I am writing to express my sincere appreciation to MV, and to the outstanding site managers and employees assigned to our location, for the exemplary service we have received both during the current contract period and, in fact, throughout the more than 14 years of our partnership with your company. As you may know, we were pleased to award a new multi-year contract to MV in April, 2013 after a particularly competitive procurement. In the end, the decision to award to MV came down to our desire to retain the outstanding local management staff MV has committed to this contract.

Our partnership with MV extends back to the year 2000, when WCCTA made our first contract award to your firm. We consider ourselves extremely fortunate to have had Electra Jeter in the role of MV's Pinole Division General Manager throughout the 14 years MV has operated our fixed route, paratransit and express bus services, and maintained the WCCTA fleet.

Electra has worked in close partnership with our agency to expand and continually improve service to our community. She has assembled an outstanding workforce, and has been proactive in creating the culture of openness and trust that defines our location, and that governs the interactions with our passengers and the broader community. Additionally, she has been extraordinarily generous with her own time and financial resources in responding to a broad array of charitable and philanthropic projects in the local area. These efforts have included providing meals to families in need on a number of occasions throughout the year. Though Electra prefers to maintain a low profile about her support for less fortunate members of our community, her contributions are recognized and sincerely appreciated by the WestCAT staff and Board of Directors.

Since the beginning of this new contract period, Electra has found a way of further improving the already stellar performance of the local team, as exemplified by the location being acknowledged for its excellent safety record, and having two employees named as recipients of the prestigious "MV Cares" award. This speaks not only to the caliber of employees Electra attracts to the location, but to the high professional standards she and her staff have instilled in the workforce.

This year, I would like to acknowledge the entire management team for their outstanding performance. Assistant General Manager Karen De Rosa, Safety and Training Manager Denise Williams, Dispatch Manager Telisha Burns, and Operations Manager Stacey Burks (one of the MV Cares award winners) have worked exceptionally well together, and have implemented a number of initiatives that have further improved the already outstanding record of operational safety and efficiency. I also want to commend the entire Pinole maintenance staff under the direction of Maintenance Supervisor Al Warner. The mechanics on staff, some of whom are comparatively new to transit, have demonstrated an excellent work ethic, and a willingness to go 'above and beyond' to safeguard the operational readiness of the fleet, and to ensure our passengers are comfortable and safe.

Again, it is with great pleasure that I acknowledge the fine job that MV has done at all levels of your organization. Thank you.

Sincerely,



Charles Anderson
General Manager