**TOWN OF DAVIE**
**TOWN COUNCIL AGENDA REPORT**

**TO:** Mayor and Councilmembers

**FROM/PHONE:** Susan Dean/797-1042 by Herb Hyman/797-1016

**SUBJECT:** Resolution

**AFFECTED DISTRICT:** Districts 3 and 4

**TITLE OF AGENDA ITEM:** A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, SELECTING THE FIRM OF QUALITY TRANSPORTATION SERVICES, INC. TO PROVIDE OPERATION OF BUS TRANSIT SYSTEM SERVICES FOR THE BLUE ROUTE (WEST) AND AUTHORIZING THE TOWN ADMINISTRATOR OR HIS DESIGNEE TO NEGOTIATE AN AGREEMENT FOR SUCH SERVICES.

**REPORT IN BRIEF:** The Town solicited competitive sealed proposals for bus transit services for the blue route (west side of Davie). Buses are provided to the Town by Broward County. The specification requires the successful proposer to furnish all drivers, maintenance of buses, fuel, insurance, etc. RFP documents were sent to five (5) prospective proposers. Additionally, the bid was advertised state-wide in Florida Bid Reporting and nationally in BidNet and also posted on the Town's web site. The Town received two (2) responses. The selection committee had interviewed both firms approximately ten (10) months ago when we awarded the green route service. Therefore, the committee did not feel a need to interview these firms again. When the green route was awarded in October 2005, the Council felt that by awarding the green route to Limousines of South Florida, a service comparison could be done since Quality Transportation was already providing service for the blue route. Susan Dean, Programs Manager has been compiling a complaint log on both vendors over the six month period from the end of November 2005 to April 2006. The complaint log (a copy of which is attached hereto) shows 19 complaints for Quality Transportation and 74 complaints for Limousines of South Florida. However, in the proposals submitted for the award of the blue route, Limousines of South Florida submitted a lower cost ($30.36/hr. for Limousines of South Florida versus $33.00/hr. for Quality Transportation). Therefore, the selection committee was divided in its selection with 4 committee members voting for Quality Transportation because they felt that service was more important than cost. The other 2 committee members voted for Limousines of South Florida because they felt that the differential in cost between the two bidders was too great to be overridden by the service issue. There was also an offer by Quality Transportation to equip the buses with a GPS system for tracking purposes. It should be noted that this is an RFP which means that proposal offers can be negotiated. Specifically, the selection committee can negotiate price with Quality Transportation or we can negotiate the inclusion of a GPS system with Limousines of South Florida. The selection committee recommended Quality Transport Services, Inc. as the top ranked firm in accordance with the ranking totals attached hereto.

**PREVIOUS ACTIONS:** Not applicable.

**CONCURRENCES:** The firm of Quality Transport Services, Inc. was chosen by the selection committee.

**FISCAL IMPACT:**

Has request been budgeted? yes

If yes, expected cost: to be negotiated

Account Name: Administration-Contractual Services Account Number

001-0108-544-0306

Additional Comments: n/a

**RECOMMENDATION(S):** Motion to approve the resolution.

**Attachment(s):**
Procurement Authorization
Selection Committee Rankings
Proposal from Quality Transportation
Proposal from Limousines of South Florida
Incorporation information for Quality Transportation

RESOLUTION NO. _____

A RESOLUTION OF THE TOWN OF DAVIE, FLORIDA, SELECTING THE FIRM OF QUALITY TRANSPORTATION SERVICES, INC. TO PROVIDE OPERATION OF BUS TRANSIT SYSTEM SERVICES FOR THE BLUE ROUTE (WEST) AND AUTHORIZING THE TOWN ADMINISTRATOR OR HIS DESIGNEE TO NEGOTIATE AN AGREEMENT FOR SUCH SERVICES.

WHEREAS, the Town solicited proposals for operation of the bus transit system-blue route (west); and

WHEREAS, the selection committee has selected Quality Transportation Services, Inc. as the firm best qualified to provide the required services; and

WHEREAS, it is in the Town's best interest to execute a contract for such services.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF DAVIE, FLORIDA:

SECTION 1. The Town Council of the Town of Davie does hereby accept the selection of Quality Transportation Services, Inc. as the firm best qualified to provide the required services and authorizes the Town Administrator or his designee to negotiate an agreement for such services and present that contract for approval at a future meeting date. Should no agreement be reached with the highest ranking firm, then the Town Administrator or his designee shall negotiate with the next ranked firm and present that agreement for approval.

SECTION 2. This resolution shall take effect immediately upon its passage and adoption.

PASSED AND ADOPTED THIS _____ DAY OF _____, 2006

_____

MAYOR/COUNCILMEMBER

Attest:

_____

TOWN CLERK

APPROVED THIS _____ DAY OF _____, 2006

# TOWN OF DAVIE
# PROCUREMENT AUTHORIZATION

| ACCOUNT NUMBER. | BUDGET ITEM & DESCRIPTION | APPROXIMATE COST |
|---|---|---|
| 0010108544030 4 | OPERATION & MAINTENANCE COMM. BUS. | $ 80,000 |

METHOD OF PROCUREMENT (check the one that applies)

___ Open Competitive Bidding
___ Piggyback on Contract Number_____
___ Sole Source
_✓_ Request For Proposals

**SPECIFICATIONS & LIST OF VENDORS MUST BE ATTACHED**

Signed _____
Department Head

Have Funds been Reserved N/A - CANNOT ENCUMBER FUNDS FROM FUTURE BUDGET YEAR

Date 7/17/06 Signed _____

Signed _____
Town Administrator

**BIDS SUBMITTED**

| VENDOR | COST |
|---|---|
| QUALITY TRANSPORTATION SERVICES, INC. | RANKED 1ST |
| LIMOUSINES OF SOUTH FLORIDA, INC. | RANKED 2ND |

Signed _____
Procurement Manager

BID SPECIFICATION COMMITTEE'S RECOMMENDATION

| Vendor | Cost |
|---|---|
| QUALITY TRANSPORTATION SERVICES, INC. | RANKED 1ST |

| | A | B | C |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | BUS SERVICE-BLUE ROUTE | |
| 4 | | | |
| 5 | | | |
| 6 | COMMITTEE MEMBER | LIMOUSINES | QUALITY |
| 7 | | OF SO. FLA. | TRANSPORTATION |
| 8 | | | |
| 9 | W. UNDERWOOD | 2 | 1 |
| 10 | R. MUNIZ | 1 | 2 |
| 11 | M. KUTNEY | 2 | 1 |
| 12 | L. PETERS | 1 | 2 |
| 13 | S.DEAN | 2 | 1 |
| 14 | H. HYMAN | 2 | 1 |
| 15 | | | |
| 16 | TOTAL | 10 | 8 |
| 17 | | | |
| 18 | RANKING | 2ND | 1ST |

copy - blue route files

OFFICE OF PROGRAM MANAGEMENT
• DAVIE, FLORIDA 33314-3399
PHONE: 954.797.1042 • FAX: 954.797.2095 • WWW.DAVIE-FL.GOV

# Memorandum

TO: Ken Cohen, Interim Town Administrator
Russell Muniz, Assistant Town Administrator
Mayor and Town Council

FROM: Susan Dean, Programs Manager

THROUGH:

SUBJECT: Blue and Green Route Bus Complaints Summary

DATE: 05/25/06

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**SIX MONTH UPDATE REVISION**

Mr. Muniz has requested that I forward a summary of the bus complaints that were recently sent to you. On further review, it was found that there were only 19 complaints on the blue route. Three complaints were mistakenly put on the blue route instead of the green, and four comments were not complaints and should not be counted. I have enclosed revised copies.

**SUMMARY**

Both routes were studied for the same six month period. Please bear in mind that complaints are very difficult to assess and there is no qualitative method to determine who is correct. What we try to do is look for patterns, eg: multiple calls along the route, repeat calls regarding one stop, or multiple calls reporting a specific driver etc. Single isolated calls are the hardest to verify. Buses are often late either for traffic or weather conditions. It also must be noted that it takes approximately 10 minutes to lift and strap in a wheel chair rider.

# Six-month Service Analysis

## Summary Statistics

## **Blue Route** (Quality Transport)

- Number of Complaints **19**
- Number of Miles **62,755**
  **1 complaint per 3,486 miles**
- Number of Riders **47,582**
  **1 complaint per 2,504 riders**
- Number of Days **185**
  **1 complaint per 9.7 days**

**In addition, there are 16 complaints from Helen Woods, which would be 46% of a total of 35. No other ADA riders have logged complaints during this time**

# **Blue Route** (Quality Transport)

Detailed Analysis

| | | |
|---|---|---|
| • Total Complaints: | | **19** |
| – Bus lateness | | 15 |
| – Driver-related | | 4 |
| • Reckless driving | - | |
| • Accidents | - | |
| • **Rudeness** / confrontation with driver (Driver fired) | 1 | |
| • Passing rider without stopping | - | |
| • Driver not familiar with route | - | |
| • Talking on **cell phone** | 1 | |
| • Driver stopped for **bathroom** | 1 | |
| • Driver stopped to purchase in store | - | |
| • Helen Woods (Driver's story confirmed by Susan Dean) | 1 | |
| – Not following designated route | | - |
| – Mechanical problems | | - |
| – No wheelchair lift on bus | | - |

# Six-month Service Analysis

## Summary Statistics

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## **Green Route** (Limo of S. Florida)

- Number of Complaints **74**
- Number of Miles **48,046**
  **1 complaint per 649 miles**
- Number of Riders **22,537**
  **1 complaint per 305 riders**
- Number of Days **185**
  **1 complaint per 2.5 days**

**In addition, there are 8 complaints from Helen Woods, which would be 10% of a total of 82. There was 1 other complaint from an ADA rider during this time.**

# **Green Route** (Limo of S. Florida)

Detailed Analysis

| | | |
|---|---|---|
| • Total Complaints: | | **74** |
| – Bus lateness | | 36 |
| – Driver-related | | 20 |
| • **Reckless** driving | 6 | |
| • **Accidents** | 1 | |
| • **Rudeness** / confrontation with driver | 3 | |
| • **Passing rider** without stopping | 2 | |
| • Driver **not familiar with route** | 4 | |
| • Talking on cell phone | 2 | |
| • Driver stopped for **bathroom** | - | |
| • Driver stopped to **purchase in store** | 2 | |
| • Helen Woods | Please see Exhibit B | |
| – Not following designated route | | 15 |
| – Mechanical problems | | 2 |
| – No wheelchair lift on bus | | 1 |

EXHIBIT A
BLUE ROUTE

**BLUE ROUTE**

| | OCCURRENCE | RESOLUTION |
|---|---|---|
| 1 | Quality hasn't paid her for damage to wheelchair | Have repeatedly asked her to send an invoice for cost of damages. |
| 2 | Helen called Louie and accused him of kidnapping her "baby" by taking off from the Broward Mall without her. | Louie ordered the bus to go back to the Broward Mall. Turns out the baby is her 13 year old Grandson. |
| 3 | Bus drivers purposely took the wrong route out of the mall because they don't want to pick up a handicapped passenger at Broward and University. | Drivers have never seen this handicapped passenger. Helen claims she has movies of them going on the wrong route but has never sent them. |
| 4 | Drivers are outside their route doing personal shopping. | We have had occasion where drivers stop to get food or go to the bathroom. The drivers that have been accused have been spoken to. (Drivers are supposed to get a 15 minute break but often when the bus is late they forgoe the break. ) |
| 5 | Drivers never strap her in properly | All drivers must take and pass the Broward County Course in strapping in wheelchairs. They are not given certification unless they pass. All Contractor's must supply Broward County Transit with a list of drivers. Divers have stated that she yells at them constantly and does not always want to be strappedd in. (ADA law states that if a rider requests not to be strapped in then the driver can't force the rider.) |
| 6 | Wheel chair lift does not work | There are occasions where the lift gets stuck and these are remedied as quickly as possible |
| 7 | Rear seats won't go up, therefore there is no room for the wheelchair. | This was checked the day following Ms Woods complaint and photos were taken of the seats in the upright position. |
| 8 | There is blood and chemicals all over the bus | The Davie PD inspected the buses the next day and there was no evidence of this |
| 9 | The windows of the bus were broken | Davie PD inspected the bus and there was no evidence of broken windows, |

# EXHIBIT A
## BLUE ROUTE

| | | |
|---|---|---|
| 10 | Bus passes her by at stops. She claims they do this on purpose because they don't like her | Ms. Woods insists that because the bus is a wave and ride, that she should be able to flag the bus down anywhere and she can board. There are certain areas that are unadaptable to wheelchairs and she insistes we find a way to pick her up anywhere she wants |
| 11 | Bus dropped her off on State Road 84 | I'm not sure what she means. The driver's will let anyone off on State Road 84 if it is requested and it is safe to stop. |
| | | |
| 12 | Driver harassed a young girl with threatening tones | This occurred in Feb 2004 and the driver was fired |
| | | |
| 13 | Driver Peter stinks and is rude to her, he's on prescription drugs or drunk. Claims there is a police report on him | Police do not have report, however peter has been fired. |
| | | |
| 14 | Brakes are not working on the blue and green bus | Brakes are checked daily. Driver hasn't reported problems |
| | | |
| 15 | Entry door is covered in cardboard. | A shopping cart ran into the door and cracked the glass. It was temporarily covered with cardboard for safety.This was repaired that evening and was fine the next day. |
| | | |
| 16 | Air doesn't work on the buses | There was a problem with the outflow on the rear air conditioner of two blue buses. Helen alerted us on Saturday and the bus was repaired on Tuesday morning. |
| | | |

EXHIBIT B
GREEN ROUTE

## GREEN ROUTE

| | OCCURRENCE | RESOLUTION |
|---|---|---|
| 1 | Driver doesn't follow the route. Misses Palma Nova | Driver was spoken to although the route has now officially changed and does not include going into Palma Nova. |
| 2 | Driver Bonnie wouldn't pick her up because she is handicapped. Claimed she didn't know how to work the lift | It is impossible for ANY driver on ANY community bus to not be educated in how to strap in a wheelchair. Driver's must pass a course given by Broward County before they can receive certification |
| 3 | Bus often does not go as far as the Jewish Community Center. Makes a left turn back on to Stirling | This problem has been verified by other passengers and was cleared up about 5 months ago. |
| 4 | Drivers refuse to strap her in. | Difficult to verify because she often asks not to be strapped in if she is only going one stop. This occurs all the time on the blue route. No way to verify if she requested it, but normally drivers will automatically strap in wheelchair riders. |
| 5 | Driver weaving all over the place. Either on drugs or drunk. | See same complaint on blue route. Mr.Levitt went out to the bus and checked the driver out. He was fine. |
| 6 | Wheel chair lift does not work | There are occasions where the lift gets stuck and these are remedied as quickly as possible |
| 7 | Rear seats won't go up, therefore there is no room for the wheelchair. | This was checked the day following Ms Woods complaint and photos were taken of the seats in the upright position. |
| 8 | Brakes on the blue bus are not working. | Driver confirmed that they are fine |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |

Green Route Complaints Revised

| | GREEN ROUTE | | | | | | |
|---|---|---|---|---|---|---|---|
| | Date | Name | Address | Phone | Complaint | Resolution/Justification | |
| 1 | 11/1/05 | Carol | | | Driver refused to pick up her friend because he had a bike & there was no rack on the bus | This is LSF first day, and they were using an LSF bus because they were installing the radio in TOD bus | |
| 2 | 11/2/05 | Celia | | | Been waiting at Pine Island Publix for "2 hours" | Bus has a small sign on the side and perhaps it was missed. Its an LSF bus. | |
| 3 | 11/3/05 | Leesha Green | | | Green bus is late at Tower Shops | Reported to LSF | |
| 4 | 11/8/05 | Jean Villa | | 327-3940 | Green bus is not going into Pine Island Park. The 1:00 pm on nov 7 did not show up until 2:30 pm | Reported to LSF | |
| 5 | 11/8/05 | Jennifer | | 678-7540 | Has been waiting since 10:40 am for the 10:57 bus. It is now 11:30 and no bus | Mark Levitt will contact resident | |
| 6 | 11/8/05 | Theresa Callaway | Ehlinger Apartments | 534-6016 | Been waiting for 11:18 and it is now 11:32. | Mark said he had to slow the bus driver down because he was leaving too early. Now he needs to speed him up. | |
| 7 | 11/8/05 | Stacy Simbali | Driftwood Park | 534-5775 | Bus scheduled for 9:44 is 20 minutes late | Reported to LSF | |
| 8 | 11/9/05 | Mrs Snell | 4269 Pine Island Rd | | Came out of Home depotat 3:50 pm and the 4:25 did not show up. The bus scheduled for 5:10 came at 5:30 | Both drivers claim they were there on time | |
| 9 | 11/9/05 | No Name | Winn Dixie | | Waiting at Winn Dixie at 10:30 for the 11:01 bus. It is now 11:20 and there is still no bus | Driver says he was there at 11:15. | |
| 10 | 11/9/05 | S. Sanders | 61st Ave and 38 Ct. | 625-2403 | waiting at 61st and 38th for the 4:12 bus. Has 5:00 classes at BCC. Wants to make sure that the 4:57 is on time. | Mark will call bus and make sure it's on time. | |
| 11 | 11/10/05 | LaToya Dardy | 423 NW 9 Street #13 | 786-487-4156 | Waiting at Nova Drive And University for the 10:25 am. Now has to wait for the 11:00. Is already late for work Gave her LSF number and asked her to have them call me. | LSF did not call me | |

Green Route Complaints Revised

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 12 | 11/10/05 | LaToya Dardy | 423 NW 9 Street #13 | 786-487-4156 | Waiting at Nova Drive And University for the 10:25 am. Now has to wait for the 11:00. Is already late for work Gave her LSF number and asked her to have them call me. | LSF did not call me | |
| 13 | 11/10/05 | Cathy Noe | Davie Parks & Rec | 327-3940 | Bus is not going through Pl Park. People can't get to play Bingo | Drivers were not going into the park due to water distribution. Informed him to start the drivers thru the park again | |

Green Route Complaints Revised

| | Date | Name | Address | Phone | Complaint | Resolution/Justification | |
|---|---|---|---|---|---|---|---|
| 14 | 11/10/05 | Sheneequa Saunders | | 625-2403 | Waiting at 61st and 38 St for the 4:12 pm, bus never went by. Had to wait for the 4:57 & was late for class | Reported to Mark who will make sure bus is there on time. | |
| 15 | 11/14/05 | No Name | | 305-333-1897 | Bus did not pull into the parking lot at publix at Nova. Went right by on Nova Drive at 3:35 pm | Reported to Mike | |
| 16 | 11/14/05 | Mary Cappadona | | 436-7089 | The 1:45 and 2:30 bus did not go into park. | Mike said they couldn't due to the debris. Told Mike that dispatch needs to call us when problems like this occur. | |
| 17 | 11/14/05 | Mrs Porrata | | 786-356-2481 | Bus did not turn in to El Jardin. Went right by on Davie Road | Driver did not know he was supposed to turn in | |
| 18 | 11/14/05 | Carrie Wake | Griffin Gardens | 297-4685 | Waiting since 2:00 for the 2:30 bus. Now 3:00. | Called LSF. Mark, Mike or Art not available. Reported to Joe. | |
| 19 | 11/15/05 | Myrna | | 581-4624 | Waiting for bus for a long time | Rider did not provide enough specifics to report the problem | |
| 20 | 11/15/05 | Linda Smith | | 452-4932 | Daughter takes shuttle daily from Pl Park to BCC. Has no problems M W & F but always late for class T. & Th. | Gave her LSF number directly so she could call on T. & Th. | |
| 21 | 11/15/05 | Mrs. Love | | 422-9209 | Waiting for 2:34 bus since 2:25 yesterday. Left at 2:50 & still no bus | Made LSF aware of problem | |
| 22 | 11/15/05 | Melva Porrata | | 786-356-2481 | Waited for bus again at El Jardin and it went by on Davie Road again. | Obviously this was not corrected. Called and spoke to Mark | |
| 23 | 11/17/05 | Alena Fantry | | 253-8784 | Waited for 12:31 bus almost 40 minutes at BCC yesterday. Saw bus go by on Davie Road. Did not come into campus | Reported to art | |
| 24 | 11/17/05 | Amelia Brown | Federation Gardens | | Waited from 2:10 bus at Home Depot. Finally came at 2:35. Doesn't like new company. Old company was always on time | Gave her LSF number and also reported to Art | |
| 25 | 11/18/05 | Maria | | 305-607-6786 | Waiting since 3:30 for the 4:07 bus at Publix on University. It is now 4:20 and the bus is not there yet. | Called LSF and was told that the bus was running late. No reason why. | |
| 26 | 11/18/05 | Cathy Noe | Pl Park MPC | | Bingo players are stuck. The bus went right by the MPC | Ruth at LSF took car of them by sending the bus back. | |

Green Route Complaints Revised

| | Date | Name | Address | Phone | Complaint | Resolution/Justification | |
|---|---|---|---|---|---|---|---|
| 27 | 11/18/05 | Maria (See above) | | | Bus finally came and now the bus driver is in the store buying something. | Told her to file complaint directly with LSF. | |
| 28 | 11/21/05 | Carrie Wake | Griffin Gardens | | second call. Bus is always late | Reported to Art. He will call Carrie | |
| 29 | 11/28/05 | LaToya | | | New company is always late. The 8:10 at Tower shops did not come until 8:37. Late for work. Is paranoid it will happen again | Gave her LSF number to make sure the bus is on time/ | |
| 30 | 11/29/05 | Fran | Griffin Gardens | 797-0011 | the 7:45 am came at 8:10. Passengers needed to direct the driver on the route. At night , the 5:10 did not show up til close to 6:00 pm | Reported to Art. He will talk to the driver | |
| 31 | 11/29/05 | LaToya | 423 NW 9 Street, Miami | 786-487-8156 | Second time in a row the 8:10 bus came at 8:35 and she was late for work. | Spoke to Mark and he will have a supervisor on the route tomorrow. | |
| 32 | 11/30/05 | refused to give name | | | Complaining that drivers run late, speed through residential areas, brake suddenly before a turn, don't understand english, plays static on the radio | Rider refused to give her name, address or phone number. Not a legitimate complaint | |
| 33 | 12/2/05 | Maxine Stickney | Griffin Gardens | 358-2920 | Driver drives too fast, always on cell phone, passed by a woman who was waiting . Yesterday passed right by publix on Nova Drive. She was "stranded" and very angry. | Art has written up driver once before. Driver gets three warnings before suspended. | |
| 34 | 12/5/05 | Alice Lesser | 3732 SW 46 Terr. | 581-4721 | Waiting for bus, always late. | | |
| 35 | 12/6/05 | Mary Zawaski | 53rd Avenue and Orange Drive | 581-1549 | Waiting for 9:15 bus. Came back home to call at 9:45 | Called LSF. They assure that the next bus will be there by 10:00 am. | |
| 36 | 12/6/05 | Frank Perrino | | 599-6509 | Resident very distraught. Claims driver of bus #313 is intoxicated and weaving all over the road. He needs to be taken off the route "before he kills someone." | LSF sent a supervisor out to meet the bus at the next stop. Supervisor claims that driver was fine, not intoxicated. | |
| 37 | 12/7/05 | Art Erlich | LSF | | Reporting that bus 320 had a flat tire and was out of service from 7:50 am to 8:20 am | | |

Green Route Complaints Revised

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 38 | 12/8/01 | Gertrude | Griffin Gardens | | Resident calling from a cell phone. Bus is stuck in the mud at Harmony Hall in Park City Estates. Driver is waiting for the next bus to pull him out. | I spoke to driver and told him to call LSF for help, not to wait for next bus. I called LSF...no answer on Mark or Art's phone. Spoke to Joe at main office and he was very abrupt. He will take care of it. | |
| 39 | 12/8/01 | Alice Lesser | 3732 SW 46 Terr. | 581-4721 | Waiting at the Publix on Nova Drive. Bus went straight down Nova Drive. Also Haitian Driver talks on his cell phone all day long. | Reported to Art Erlich | |

Green Route Complaints Revised

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 40 | 12/14/06 | Art Erlich | LSF | | | Reporting that the buses are VERY late because of 2 accidents both on Davie Road | |
| 41 | 12/16/06 | Barbara Duarte | 39th and 56th | 581-2528 | Waiting on 56th for bus since for half an hour. Driver (haitian man) was driving all over the place. She thinks he might be drunk. | Art sent Supervisor out who said the driver was fine. | |
| 42 | 1/5/06 | Eric Kessler | Broward County Transit Inspector | | Following Green bus out of Winn Dixie. Driver speeding down Stirling Road at 55 to 60 mph. | Mark was in area and met the bus to warn driver to slow down. | |
| 43 | 1/5/06 | Carrie Wake | 659 Griffin Road #8 | 297-4685 | Three days in a row, the driver has passed her by. Claims she waves but it doesn't matter | Reported to LSF. | |
| 44 | 1/10/06 | Lynne Downs | 2657 Oak Park Circle | 881-9851 | Stands on Pine Island at Forest Ridge entrance. Bus drives too fast and even though he waves, bus passes him by | Reported to LSF. Made sure they tell all drivers to watch for people at the side of the road. | |
| 45 | 1/20/06 | Crystal | 4425 SW 66 Terrace | 754-2146452 | Bus went right by her on 74th and Davie Road while she was waving. She gave time as 3:40 but bus is not due there until 3:48 | Art tried to call but the mobile phone is "no longer in service". | |
| 46 | 1/23/06 | Mario Garcia | 4320 SW 56 Avenue | 701-2000 | Claims that 8:38 bus was on time, but 9:23 bus did not come. He had to take the 10:08 and was late. | Witness on 9:23 bus "Nick Karagas" verified that he caught the 9:23 bus and it was on time. | |
| 47 | 1/23/06 | Charisse | | 739-3324 | Weird Complaint. Passenger says that there was a female supervisor on the bus training a new person and the supervisor had a really bad attitude. Very aggressiv and pushed her into a fight and was very nasty | Art spoke to supervisor and supervisor said that the passenger got on the bus and called the driver an A--Hole, and which made her angry. | |
| 48 | 1/26/06 | Ronald Beck | Park City Estates | | Complaining that the bus is supposed to use the circular driveway in front of Harmony Hall and that often the bus makes a turn on 18th street while passengers are waiting at the Hall | Art will remind drivers of where they are supposed to go in Park City Estates. | |

Green Route Complaints Revised

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 49 | 1/30/06 | Margaret Snell | 4269 Pine Island Road | 407-493-7815 | Saturday 3:00 Ish. Young black driver very rude to another passenger who boarded at Pine Island Park. Seemd to be in a hurry. When he left he park he went immediately into the left lane and therefore could not drop her off at Reflections. He refused to move over | Art will talk to driver | |
| 50 | 1/31/06 | Barbara Tilly | 1941 SW 87 Ave | 473-2254 | Green bus did not show up at Tower Shops at 7:25 pm. Waited until 7:50 and the had to walk back to Park City Estates at Pine Island. | Art will talk to driver | |
| 51 | 1/31/06 | Frank Perrino | 649 SW 130 Ave | 588-4452 | Bus came 15 minutes early at Pine Ridge Plaza. He happened to be there. Bus went on route as far as Winn Dixie and the proceeded East on Sterling and made a left on 78Th ave instead of crossing University and going to Federation Gardens and the JCC. Driver often askes whether people want to get off at a stop and if not, he misses it | Art will talk to driver. | |
| 52 | 2/6/06 | Mr. Kennedy | 4620 SW 65 Ave | 336-8042 | Was waiting for the bus on Davie Road south of Griffin. Bus made turn from Orange onto Davie Road and instead of continuig south, turned east and drove along Griffin. That left out the entire route south of Griffin | Reported to LSF | |
| 53 | 2/7/06 | Patricia | | | She works at Starbucks in Publix plaza. Calling to tell us that the bus goes off the route after the Publix stop. Instead of going back out to Griffin Road, it goes out to University, proceeds south and then makes a U-turn at the cutaway. She thinks the bus is too big to be making u-turns and it scares her | | |
| 54 | 2/7/06 | Selena | | 556-8957 | Waiting for bus at Workforce One since 3:40. Both the 3:44 and the 4:30 bus did not come by. | Reported to LSF | |

Green Route Complaints Revised

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 55 | 2/8/06 | Raymond Nepon | 4320 SW 56 Avenue | 701-2003 | Waiting on 56th ave just north of Orange. The 4:08, and the 4:30 buses did not come by. | Reported to Art Erlich | |
| 56 | | | | | | Art will follow bus tomorrow morning to make sure everyone does what they are supposed to do. | |
| 57 | 2/11/06 | Art Erlich | Limos of So Fla | | | Art reports that there were no deviations on the route when he followed the buses. | |
| 58 | 2/15/06 | Selena Schoelfield | 3821 SW 60 Terrace | 423-7812 | Waiting for 10:10 bus and it's now 10:25. "These buses are always late" | Reported to LSF | |
| 59 | 2/15/06 | LaToya Dardy | 423 NW 9 Street #13 | 786-487-4156 | Waiting for bus at University and Nova. 8:15 am. First bus of the day and it's often late. Has called before. Says "she likes the other company much more. They were never late." | Reported to art. | |
| **60** | **2/15/06** | **HELEN WOODS** | **See CRS report on Helen's complaints** | | | | |
| 61 | 2/17/06 | Anne Babyak | at Pine Island MPC | | Waiting since 3:15 for bus. It is now 3:40. Verified by MPC Attendent | LSF driver says he went by on time bus no one was there. | |
| 62 | 2/21/06 | Anne Babyak | at Pine Island MPC | | the 3:15 bus did show up again at the Park. She took 4:00 bus and when she got to the Tower shops there were two green buses there. | Reported to LSF | |
| 63 | 2/23/06 | Blossom Goldhagen | 6230 SW 38 Court | | Reported by daughter Bonay. Neighbor came by to tell her that she just gave Bonay's 81 year mother a lift to the Jewish Community Center because the driver told her that the bus did not go there. | Reported to Art. He thinks that the driver did not know that the JCC was the Jewish Community Center | |
| 64 | 2/23/06 | Gloria Burke | 8620 SW 22 Street | 382-4134 | Waiting for the 11:13 bus at Harmony Hall in Park City Estates. Bus was on time but went right past Harmony Hall and continued N on SW 86 Ave. | Reported to Art. | |

Green Route Complaints Revised

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 72 | 4/17/06 | Carrie Wake | Griffin Gardens | 288-7082 | Monday at 2:30 bus #320. Driver is always late 15 to 20 minutes. Yelled at her because she called the dispatcher, said she shouldn't be messing with her job. This is not the first time she has called because she is late. Only the female driver, none of the others are late. | resident has called 11/14, 11/21, 1/5, 4/17. There is a discrepancy as to where she is waiting. She says GG, but she actually lives on a side street and walks to GG to get bus. Driver sees her walking but she is always late and driver can't stop at that on Griffin Road at her location. Too much traffic. | |
| 73 | 4/20/06 | Linda | | | Says son was at 130th & SR 84 and no bus came by at 2:11 or 2:56 pm, didn't say anything whan I asked her how come she didn't call after the first bus never came | Connected to Randy at Quality -- funny that no-one else called to complain. Randy going to call bus driver and offered to reimburse her for her son's cab fare. | |
| 74 | 4/24/06 | Nerieda Perez | 4600 SW 64 Ave | 754-214-3185 | Bus at Davie Road and Griffin at 10:00 pm. Female driver said that she did not have wheelchair access. She said some of the buses do and some don't | Spoke to Mark Levitt. He confirmed that all his buses have wheelchair access but he will speak to driver. Driver says she did not see a rider needing a wheelchair at that stop. | |

Green Route Complaints Revised

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 65 | 2/27/06 | Nicole Keenan | 9530 Toledo Lane | 424-2833 | the 9:48 bus did not get to Pine Island Ridge until 10:05. The driver got out of the bus and walked to the Mobil Station to get coffee. The bus didn't leave the shopping center until 10:15 and she is now late for work | Spoke to Art and he will talk to driver. | |
| 66 | 3/15/06 | Kira Lopata | 1689 Sw 87 Terrace Park City Estates | 693-9250 | The 5:13 bus did not show up. Waited til 5:58 and then found out that this was the driver's last run and she got stranded at Pine Island Park. | Sent the resident the timetable again to have her take note that the 5:58 bus does stop at 6:54. Spoke to Art and asked if he could have drivers just let people know that this bus goes no further than the park | |
| 67 | 3/17/06 | Wallace Fair | | 805-6678 | Was told by LSF to wait for bus at the BCC main bus stop, but he watched he bus go by on Davie Road and it didn't turn into BCC | Art apologized to rider and spoke to driver as well. | |
| 68 | 3/27/06 | Bridget Weiner | | 377-1131 | Takes bus all the time from JCC. The 4:28 bus didn't show up today and this happens a lot. | Reported to Art | |
| 69 | 3/27/06 | Art Erlich | Limos of S. Fla | | Bus was involved in an accident at Ehlinger about 2:00 pm today. Not driver's fault | I went out to investigate. Police ticketed other driver for turning in front of the bus. No one was hurt. Bus missed one round but will pick up route at the proper time. | |
| 70 | 3/31/06 | Maxine Stickney | | 260-2801 | Waiting at Home Depot since 11:20 for the 11:55. It is now 12:35 and no bus has come | Reported to Art and he will call resident back. | |
| 71 | 4/12/06 | Bridget Weiner | | 327-1131 | waited for 2 buses and neither showed up. Gets bus at the JCC. Bus #313 at 4:25 and 5:10 pm. When Robert is on he is there every time on time. (second call) | Art will get with drivers to find out what is going on. | |

Blue Route complaints

| | BLUE ROUTE | | | | | |
|---|---|---|---|---|---|---|
| | DATE | NAME | ADDRESS | PHONE | COMMENT | RESOLUTION |
| 1 | 11/07/05 | Lana | Shenandoah | | Been waiting since 8:55 for the 8:55 bus. It's now 9:30 and still no bus | Pat at Quality said she as there at 8:55 and no one was there |
| | 11/07/05 | Kevin Watkins | 741 SW 134 Ave | 472-8518 | Waiting for the 8:55 bus. Got there at 8:55. Came home at 9:45 to call us | Driver encountered two accidents on St Rd 84 which held up the bus |
| 3 | 11/07/05 | Elaine Peters | Park City West | | Claims that the 8:30, 9:15, and 10: have not shown up at the clubhouse | Driver reported that the buses were late due to the accidents. Accidents were confirmed by the Davie PD |
| 4 | 11/07/05 | Kantrell | West Terminal | | Waiting since 11:00 at the West Terminal for the 11:35, It is now 11:58 and the bus has not come | Also due to accidents. Confirmed by Davie PD |
| 5 | 11/09/05 | Kay Batten | 13380 SW 6 Place | 472-8350 | Waiting for 5:50 bus at Sunshine Village. Had to leave at 6:15 because she'd be late for work. | Reported to Quality. Peggy will speak to Vernon |
| 6 | 11/21/05 | Mrs Salisbury | Rexmere Village | 638-4335 | 7:00 am bus comes late and kids are late for school. It has happened 3 times. | Randy will speak to driver |
| 7 | 12/22/05 | Tina | 136 & Shenandoah PKWY | 754-244-9018 | Has been waiting since 1:08 for the 1:26 bus. It is now 2:00 and still no bus. | Conferenced with Louis who said he would take care of her. Apparently traffic was very bad. Resident agreed that it looked bad. |
| 8 | 01/09/06 | Matt Rybarczyk | 13221 SW 14 Place | 817-3321 | Didn't fully understand the complaint. Wanted to tell us that Peter, the driver who is no longer on the route was very rude. | Peter has been replaced. Semmed useless to call this complaint in to Quality. |
| 9 | 01/03/06 | Mr Schell | | | Last Saturday the 10:15 bus at Winn Dixie was 15 minutes early. He was still checking out of the line when it went by | Driver has been spoken to |
| 10 | 01/31/06 | Randy | | 754-422-2877 | Waiting at Pine Island Plaza. The 2:40 bus is late. | Gave him Quality Dispatch number to find out what happened. |
| 11 | 02/06/06 | Mrs Lipschitz | | | 6:05 bus did not show up | Quality reported that the bus had a flat tire at Flamingo and Broward. Substutite bus was dispatched. Arrived 25 minutes later. |
| | | | | | | |
| | | | | | | |

Blue Route complaints

| | | | | | | |
|---|---|---|---|---|---|---|
| 12 | 02/06/06 | Liz Simons | Western Hills (FEMA Trailer) | | 6:50 bus did not show up two days in a row. Was forced to send her kids to school in Plantation by cab. When she went to catch the 8:00 bus it also didn't show up. | Reported to Randy. He called me back later and told me that the driver had been fired because of too many complaints. |
| 13 | 02/07/06 | HELEN WOODS | | | SEE CRS REPORT ON MS WOODS COMPLAINTS | |
| | 02/08/06 | Matthew Rybarczyk | | 817-3321 | Was on bus with Helen. Verified Driver's story. | not a complaint |
| | 02/08/06 | Bradley Blacker | | 370-6623 | Was on bus with Helen. Verified Driver's story. | not a complaint |
| | 02/08/06 | Heather Collier | | 476-4512 | Was on bus with Helen. Verified Driver's story. | not a complaint |
| | 02/08/06 | Liz Simons | | | Thank you. Everything is perfect | not a complaint |
| 14 | 02/17/06 | Arnold | | | Bus is late. Going to miss connection to Tri-rail. | Reported to Randy. |
| 15 | 02/21/06 | Ann Babyak | 9480 Tangerine Place | 693-9565 | The 5:42 bus did not show up at Pine Island Plaza. She had to walk home with her blind sister at 6:00 pm | Reported to Randy |
| 16 | 02/21/06 | Jeff Weinberger | 9208 NW 9 Pl Plantation, FL 33324 | 916-5390 | Complaining that female driver on the 1:05 pm bus was talking on her cell phone on a personal call from the time they left the West Regional Terminal and was still on when she dropped him at Shenandoah Square. | Spoke to Cathy. She will speak to driver. |
| 17 | 02/23/06 | Laurie Vid | 911B SW 22 Ct Pine Island Ridge | 382-2131 | Driver is always on time. New driver today passed by 10 kids at the Indian Ridge Middle School Sto and picked up a woman further dow on St Rd 84 | Quality said this is a substitute driver. Normal Driver called in sick. |
| 18 | 04/04/06 | Cindy Angelo | | 584-5151 | Waiting for blue bus on Broward at the west terminal since 11:35. It's 11:50 and it hasn't shown up. | Gave her number to Quality to see what is going on. |
| 19 | 04/06/06 | My Meyers | 12850 State Road 84 - Paradise Village | Refused to give number | Complaining that the driver that picked him up in Paradise Village at 9:00 am, (black wearing a baseball hat), stopped at Taco Bell in the Tower Shops for 20 minutes and he was late for his connecting bus to the Dr. at the West terminal | Reported to Randy. Randy callked driver whio says he stopped for 5 minutes for the bathroom and was not more than 5 minutes late at the terminal. |

| Date | Name | Address | Phone | Comment | Resolution |
|---|---|---|---|---|---|
| 4/4/2006 | Cindy Angelo BRC | | 548-5151 | Waiting for blue bus on Broward at the west terminal since 11:35. It's 11:50 and it hasn't shown up. | Gave her number to Quality to see what is going on. |
| 4/6/2006 | Mr Myers BRC | 12850 W state road 84 BR | Refused to give number | Complaining that the driver that picked him up in Paradise Village at 9:00 am, (black wearing a baseball hat), stopped at Taco Bell in the Tower Shops for 20 minutes and he was late for his connecting bus to the Dr. at the West terminal | Reported to Randy at Quality |
| 4/12/2006 | Dorothy Shifflet BRC | Kings Manor, at 84 and Flamingo | 424-1012 | Caught bus at normal place and was told by new driver that it was not a bus stop and he almost passed her by | Resident Called twice and left two different phone numbers. Tried both and left messgae to return call on both numbers. |
| 4/20/2006 | Linda BRC | | | Says son was at 130th & SR 84 and no bus came by at 2:11 or 2:56 pm, didn't say anything whan I asked her how come she didn't call after the first bus never came | Connected to Randy at Quality -- funny that no-one else called to complain. Randy going to call bus driver and offered to reimburse her for her son's cab fare |

| Date | Name | Address | Phone | Comment | Resolution |
|---|---|---|---|---|---|
| 5/8/2006 | No Name<br>BRC | | 954-474-8642<br>(from Caller ID) | Calling for the Transportation Dept. -- wanted us to know that she's at the West Regional (she said West View) Terminal and the Davie bus pulled out at 10:03 am, and it had been scheduled to pull out at 10:05am -- that's not fair. Says we cannot reach her back now, but | |
| 5/8/2006 | Anita Fassman<br>BRC | Pine Island Ridge | | Loves the bus service. Everyone is wonderful. Today she had a problem because the driver picked hrer up at 12:30 from Pine Island Ridge and he was playing the radio on a station that was denegrating women and jews. She was offended and when she asked him to | Randy confirmed that the driver is very religious and he is surprised that he had a religious program on in english. But he will talk to the driver |
| 5/19/2006 | Barbara Katz BRC | | 954-424-3856 | VM 10:09 am Was on Maddie's bus this week and she told her to call Susan Dean re the A/C on her bus. She doesn't want you to think she's that flower whatever's her name, but she hopes they can fix it. | Louie will call Maddie and ask her to turn the air up. It is not broken. |
| 5/25/2006 | Denise Alleman<br>BRC | | 954-729-5551 | VM from 6:30 pm 5/24 Thanks for answering yesterday's call. Same situation. Rides Davie blue bus every day to work at PI Ridge Plaza. Takes 5:40 pm from PI Plaza. Ramp hasn't been working. Please check it out, as she takes bus every day. (See 5/23 also) | Louis called back 1:15 pm -- Yesterday because of the A/C being repaired, they had a substitute van. But the driver did not know that the parking brake had to be on for the |
| 5/31/2006 | Will Mena BRC | 531 SW 130 Ave | 588-1002 | Has ongoing problem with blue route. 5:35 pm bus (Vernon) goes the wrong way through Rexmere Village, from west to east not east to west. Also last friday at 1:40 pm, vernon stopped at the Burger King in Plaza 84 and his wife who was on the bus was late for an | Louie will speak to Vernon and let me know what's going on. |

| Date | Name | Address | Phone | Comment | Resolution |
|---|---|---|---|---|---|
| 6/23/2006 | LISA ARBELO BRC | | 754-367-1727 | About 6 months ago, spoke to Susan. about a case with her son. Wanted something in writing -- still hasn't gotten. Was going in front of Town Council Board. Incident occurred in August last year. Bus driver got out of bus and hit her son. She has already | Incident was reported to the Davie Police after the complaint was made. Police went out to investigate but cannot release any information to me because it |
| 6/26/2006 | Jody BRC | Management at Park City West | 954-472-5331 | Buses have not been in Park City West all morning. Gate closed -- she gave us code over a month ago. No-one has called TOD or Park City West. | Spoke to Randy, who got the new code again from Jody. Next bus is 10:45 am, he'll make sure it goes in. |
| 6/27/2006 | Laura Himenez BRC | Shenandoah | 786-554-4438 | lady claims that the 2:20 bus at the Broward Mall comes too early on Monday and Tuesday. She gets there 10 minutes before and the bus does not come until after 3:00 Female Driver | Gave complaint to Cathy at Quality. Will get back to us. |
| 6/28/2006 | Steven Israel BRC | | 954-472-0148 | Bus either came 10 minutes early OR 20 minutes late, but he got tired of waiting in the broiling sun. The stop after PI Ridge Plaza -- 10:55 am. Has never happened before, and he takes bus all the time. | Conferenced to Louis at Quality -- he was standing under a tree, he did not see bus go by, neither did bus driver see him under the tree. Louis gave the resident |
| 6/30/2006 | JODY BRC | PARK CITY WEST | | Called around 9:30 am -- says woman driver says she was not going to go through the gates (closed, but everyone was given the code). | Conferenced to Louis. The day before a driver had called in to ask Quality the code, but Louis did not find it right away, but now it's posted. He would find out what happened |

| Date | Name | Address | Phone | Comment | Resolution |
|---|---|---|---|---|---|
| 7/11/2006 | Tina Fornalki BRC | 950 SW 117 Way Davie 33325 | 954-471-3019 | VM 8:36 am Rides the bus shuttle in Davie, wants to talk to someone about the bus driver. Called her back -- says she takes the bus every day, catches it at 8 am at Rexmere, and gets to Tower Shoppes by 8:25 am every morning. Driver was a black man who passed right by 2 | Reported to Peggy 9:15 am. They will investigate and call us back. |
| 7/18/2006 | Bernie BRC | | 205-4791 | Waiting for blue bus at Home depot since 2:00. Has seen no blue buses, only a green bus. | Gave him Quality's number |
| 8/4/2006 | NICK ROCCO BRC | 11710 SW 13 Place Davie 33325 | 954-915-0005 | VM 5:03 pm Wed 8/2: rides blue route often. Lives in Rexmere Village. Always comes through too early 5-10 mins early so he just allows for that except today bus was 7 mins early and he was a block away running jumping up & down waving arms and driver | 8/4 Called and reported to Peggy -- she will talk to driver. |
| 8/8/2006 | AJ Johnson BRC | 10804 SW 17 Place Davie 33324 | 954-295-9668 | Rides bus every day. Drivers should not be driving. They're eating and driving and swerving. They're talking on the phone and speeding and swerving. They're also late. They also stop at Taco Bell & Kentucky Fried Chicken, etc etc etc....Complained about black man at 8am but Gloria is the one at 8am. Also said he was complaining about "all the black drivers" and why don't we have white drivers. | Conferenced to Louis -- he gave rider his cell #; asked him to call whenever it happens, and he will respond to it & do whatever needs to be done. All the drivers he complains about have been driving for a while, but he will definitely check this out. 2:15 pm -- Louis actually came in to tell |
| 8/8/2006 | HADASSA AMARO BRC | | 305-335-2657 | Complaint about this a.m. Got up extra early to catch #2 bus to West Regional Terminal -- as #2 bus arrived AT 6:30 am they saw Davie bus pulling out early, at 6:30 am instead of 6:35 am. Ruined her whole day because she couldn't wait an hour until the next one, etc | Conferenced to Peggy at Quality. She said she will ask driver when he gets in tonight, but it was the regular driver. Neither she nor I got any more complaints from anyone else |

Form **W-9**
(Rev. November 2005)
Department of the Treasury
Internal Revenue Service

# Request for Taxpayer Identification Number and Certification

**Give form to the requester. Do not send to the IRS.**

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
Quality Transport Services Inc

Business name, if different from above

Check appropriate box: ☐ Individual/ Sole proprietor ☒ Corporation ☐ Partnership ☐ Other ▶ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
650 NW 27 Ave

Requester's name and address (optional)

City, state, and ZIP code
Ft Lauderdale FL 33311

List account number(s) here (optional)

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

**Social security number**
| | | | | | | | | |

or

**Employer identification number**
59-2121871 8614

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

**Sign Here** Signature of U.S. person ▶ Kathy Hesse Date ▶ 8/17/06

## Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

**U.S. person.** Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

# Town of Davie
## Vendor/Bidder Disclosure

I, Kathy Herring, being first duly sworn state that:
The full legal name and business address of the person(s) or entity contracting with the Town of Davie ("Town") are as follows (Post Office addresses are not acceptable):

Name of Individual, Firm, or Organization: Quality Transport Services Inc

Address: 650 NW 27 Avenue
Ft. Lauderdale FL 33311

FEIN 59-2727864

State and date of incorporation Florida 9/1986

**OWNERSHIP DISCLOSURE AFFIDAVIT**

1. If the contract or business transaction is with a corporation, the full legal name and business address shall be provided for each officer and director and each stockholder who directly or indirectly holds five percent (5%) or more of the corporation's stock. If the contract or business transaction is with a trust, the full name and address shall be provided for each trustee and each beneficiary. All such names and address are as follows (Post Office addresses are not acceptable):

| Full Legal Name | Address | Ownership |
|---|---|---|
| Kathy Herring | 650 NW 27 Ave | 100 % |
| | Ft Lauderdale | % |
| | FL 33311 | % |
| | | % |

2. The full legal names and business addresses of any other individual (other than subcontractors, materialmen, suppliers, laborers, and lenders) who have, or will have, any legal, equitable, or beneficial interest in the contract or business transaction with the Town are as follows (Post Office addresses are not acceptable):

| Full Legal Name | Address |
|---|---|
| Louis Herring | 650 NW 27 Ave |
| | Ft Lauderdale FL 33311 |
| | |
| | |

By: Kathy Herring
Signature of Affiant

Date: 8/18/06

Kathy Herring
Print Name

SUBSCRIBED AND SWORN TO or affirmed before me this 18 day of August 2006, by Kathy Herring, he/she is personally known to me or has presented # 692-900-43-329-0 as identification.

JUAN FAGERLUND
MY COMMISSION # DD 407891
EXPIRES: March 16, 2009
Bonded Thru Notary Public Underwriters

Notary Public, State of Florida at Large

Juan Fagerlund
Print or Stamp of Notary

Serial Number

My Commission Expires :

**QUALITY TRANSPORTATION SERVICES**
650 NW 27 AVENUE
FT LAUDERDALE, FL 33311

| Document Number | Status | Date Filed |
|---|---|---|
| G95355000197 | ACTIVE | 12/21/1995 |
| **Expiration Date** | **Current Owners** | **County** |
| 12/31/2010 | 000000001 | BROWARD |
| **Total Pages** | **Events Filed** | **FEI Number** |
| 000000003 | 000000002 | 59-2727864 |

## View Filing History

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## Owner Information

| Name & Address | FEI Number | Charter Number |
|---|---|---|
| QUALITY TRANSPORT SERVICES INC<br>650 NW 27 AVENUE<br>FT LAUDERDALE, FL 33311 | 59-2727864 | J33072 |

## Document Images

Listed below are the images available for this filing.

G95355000197 -- No image available
G05999057697 -- 12/13/2005 -- RENEWAL
G00209900230 -- 07/27/2000 -- RENEWAL

**THIS IS NOT OFFICIAL RECORD; SEE DOCUMENTS IF QUESTION OR CONFLICT**

# QUALITY
# TRANSPORT SERVICES, INC.

# TOWN OF DAVIE

## RFP SUBMITTAL

## OPERATION OF BUS TRANSIT SYSTEM

## BLUE ROUTE B-06-116

COPY

Tuesday, August 8, 2006

QUALITY TRANSPORT SERVICES, INC.
650 N.W. 27th Avenue • Fort Lauderdale, Florida 33311
(954) 791-2505 Toll-free: (800) 410-8687 Fax: (954) 791-2591

August 4, 2006

Town of Davie
6591 Orange Drive
Davie, FL 33314
Attention: Herb Hyman, CPPB

Dear Mr. Hyman,

As the current provider of shuttle bus services for the Blue (West) Route, Quality Transport Services, Inc. has a full awareness of the scope and responsibilities that this project entails.

Our Company has a proven record with the Town of Davie—as a vendor that consistently demonstrates the willingness and ability to provide appropriate human and material resources for an efficient and reliable service.

Since Quality began servicing the Town, neither of the two (2) buses on the Blue (West) Route has ever experienced a mechanical breakdown, giving the Town the benefit of breakdown-free service.

We work well with the Town of Davie's professional staff, with whom we have interacted not only during the normal course of service, but also during several hurricane evacuations—providing excellent service throughout. As can be demonstrated in a low rate of complaints, the Town ridership is responding to our service with a high level of customer satisfaction.

Two evaluations undertaken by the Town have independently confirmed that the quality of service our Company has been providing. The first evaluation, measuring service interruptions and complaints when we were providing service for both the East and the West routes, reported the following during a 10-month period from January to October of 2005:

> "…[the Town] received 150 calls regarding the Routes [both East and West]. 22 of these calls were complaints…and the remaining 128 calls were requests for information."
> (Susan Dean, Record of Complaints, Nov 2005) See Attachment #4

A second independent study by the Town, recorded over the 6-month period from November 2005 to April 2006, showed that our Company received just 19 complaints from a total of approximately 42,500 riders (covering 62,775 miles). This is 1 complaint per 2500 riders, or 1 complaint per 3,486 miles. (Susan Dean, Comparative Statistical Study, dated May 25, 2006). See Attachment #5

Quality's record of performance is representative of the professionalism with which we serve not only the Town of Davie, but all other Municipalities which we serve through the Community Shuttle Bus Program. Since commencing route services for this County-wide initiative, every one of the municipal administrators that have interfaced with Quality have found our Company to be of a high customer service orientation and a high level of responsiveness to their feedback. We pride ourselves on providing them a turnkey service that is low maintenance and high satisfaction.

Our Company's stability over many years has enabled us to develop a strong base of human resources, as well as an established and extensive maintenance facility. Our Fort Lauderdale based operation puts the Town in our immediate service area, improving our ability for quick responses whenever necessary.

In an effort to provide ever-improving levels of customer satisfaction, should our Company be awarded the Town's Blue (West) Shuttle Bus Route, we will add Global Positioning System (GPS) modules to each of the Town's Blue (West) Route vehicles—ensuring that the Town will be able to track vehicle progress in real-time. The provision of GPS technology will further demonstrate to the Town residents that the Town values constant service improvement for their maximum satisfaction.

I have reviewed the Town's contract with Broward County as well as the contract form that is to be used by the Town and its selected vendor. I understand and am willing to accept the terms and conditions represented in these documents.

I thank you for the opportunity to bid on this Request for Proposal and for your consideration.

I can be reached at 954-791-2505, or kathy@qualitycoach.info. An alternate contact is the Project Manager, Louis Herring, who can be reached at 954-695-7777.

Sincerely,

Kathy Herring
President

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# 1 Qualifications & Experience

## Background and History

***Quality Transport Services, Inc.*** (Quality, or, the Company) is a Florida corporation, established in 1986, by Kathy Herring. Quality is a certified, woman-owned business enterprise (Broward County SDBE).

In 1987, Quality acquired its Fort Lauderdale facility, located near the intersection of I-95 and Broward Boulevard. This facility currently houses the Company's corporate headquarters and continues to function as Quality's main base of operations.

By 1994, Quality had grown into one of the larger privately held school bus companies in the State of Florida. At that point in the Company's development, management made the strategic decision to diversify and expand into the coach bus and shuttle bus market.

## Scope of Company Services

Quality provides professional, responsive, on-time transportation services to a diverse client base in the State of Florida. Presently the Company is diversified into

**Community Shuttle Bus Services**
**Motor Coach Charters & Tours**
**Emergency Response Services**

***Community Shuttle Bus Services***

Quality provides shuttle bus services to accounts in both the public and private sector. In addition to providing shuttle services, the Company has assisted in planning pick-up and drop points, route monitoring, route/schedule revision, and the selection of equipment.

The Company performs contracted shuttle services for these six (6) municipalities: ***City of North Lauderdale, Town of Lauderdale By-The-Sea, City of Oakland Park, & Town of Davie, City of Lauderhill and City of Lauderdale Lakes.***
The Company has upheld an outstanding service record for these municipal clients.

In March 2004, Quality demonstrated its considerable capability when it was called upon to provide emergency service, simultaneously, and with only 24 hours notification, for two (2) routes for the Town of Davie and three (3) routes for the City of Lauderdale Lakes. Quality provided these emergency services in a manner that was described as "flawless service" by the Services Coordinator for the City of Lauderdale Lakes.

Quality was recently selected again to be the Community Transportation Bus Service provider for the Town of Delray Beach.

### *Motor Coach Charter & Tours*

Quality provides motor coach charters to the public and private sectors, both locally and throughout the State, including but not limited to the *Tri-County School Boards, multiple Cities and their Parks & Recreation,* and *Port Everglades.*

*Miami-Dade Mass Transit (MDT): Group Charter Services:*
Quality provides contracted group charter service for ***Miami-Dade Transit.***

### *Emergency Response Services*

The growth of Quality's motor coach services division since 1995 has also led to the Company's development of excellent emergency-service responsiveness, with a large fleet of full size motor coaches and a pool of drivers qualified for last-minute notification readily available. Quality is the contracted emergency and evacuation provider for ***Fort Lauderdale-Hollywood Int'l Airport***.

During the Airport's transition between contracts for regular-service shuttle routes, Quality was requested to provide 24-hour continuous service for the Airport's Employee Bus Route. This involved scheduling multiple buses and drivers, on an emergency basis around the clock. The service lasted approximately three (3) months—until the new vendor was able to provide full service.

During the 2004 Hurricane Season, Quality provided thousands of hours of extensive emergency services to FPL, in the Port Charlotte area, in the Jupiter area up to the area north of Orlando, areas impacted by the three hurricanes.

At this critical time, the Town of Davie was also provided with evacuation services that were efficiently executed with the capable assistance of the Town's leadership. Both large coach buses and minibuses were put into service in order to assist with a speedy and efficient evacuation. Being an in-house account, the Town of Davie was given preferential service.

## Management & Organization

The standard of excellence is achieved by forming a team that consists of the Project Manager, two assistant managers and a field manager who form the core team with the designated back-up drivers. This team provides management and support to the regular route operators. Continuous Quality Control and an assigned support staff maintain the highest operational standards.

**Louis Herring**, General Manager and Project Coordinator, with his two assistants, **Peggy Dunnaway** and **Randy Levin**, manage the daily details involved in ensuring that the routes run on time and efficiently. They work together as a team making sure that the **drivers** are prepared to perform their job correctly and safely. **Orlando Mayers,** the night shift Supervisor is in charge of ensuring a smooth operation after 5:00pm. **Kathy Herring**, the President is actively involved in the day-to-day operations of the Company, and maintains and influences a high level of customer satisfaction.
The accumulation of expert and competent manpower is in part due to the Company's long-term presence in South Florida.

***Personnel***:
Every effort has been made to build a management team of the most experienced transportation personnel in the local industry in order to maintain a high level of professionalism for our clients, in both the public and private sector. The following employees listed below, are part of a larger team of capable individuals, all of whom are presently contributing in some important way in making the Town of Davie Community Bus routes contract a success and would continue to do so.

***Grass Roots Management Style***
Quality is a company with strong owner involvement. The Company has pioneered a management system wherein the Company founders and Company managers have easy access to ground level personnel through an exceedingly "flat" management structure. By eliminating layers of management, accountability is more transparent. The proximity of decision-makers to the front lines gives them more immediate feedback on their decisions and leadership initiatives.

***Quality Control Inspector***
A unique and highly effective role is played by a Quality Control Inspector. His role is to monitor drivers, buses, mechanics, service orders, and every aspect of operations including field evaluations of driver performance and customer satisfaction. He also road tests new drivers and has input into the hiring process. His relationship with employees and top management is direct, and he is empowered to resolve problems.

***Financial Capability and Resources***
Multiple contracts add diversity to the Company's financial stream. Quality also operates in diversified fields: in both the public and private sectors, in shuttle, motor coach, and emergency bus services, in multiple locations statewide. This not only benefits contracts operationally—offering advantages in equipment and expertise—it also provides shelter from market volatility.

Additionally, many of the Company's clients are governmental or blue-chip corporations with significant stability.

Quality has a long-standing relationship with CitiGroup, which has served as the Company's primary bank and loan provider, providing funding for the Company's growth over the years. The Company is in good standing with CitiGroup.

***Company Stability***

In an industry that has experienced turmoil in recent years, Quality has distinguished itself by retaining market and financial stability. This is also true for operations, where expertise and expert personnel are benefits of Quality's long-term presence.

## Drivers – Qualifications and Hiring Criteria

All drivers go through a strict screening procedure before they are hired. They all must possess the following qualifications and be in compliance with the following:

1. All Company drivers are properly licensed operators, with a valid Florida commercial drivers license (Class A or B, with Passenger Endorsement).
2. All Company employees are formally employed by Quality.
3. All Quality drivers and other safety-sensitive employees of the Company undergo pre-employment, post-accident, and random drug testing. Quality complies with Broward County ordinance 92-8, pertaining to the maintenance of a Drug-free Workplace Program.
4. Drivers must undergo a FDLE background check.
5. MVR inspections are performed annually for all vehicle operators.
6. Drivers are trained in ADA technique, and provide full utilization of vehicles to disabled passengers while in service. Drivers shall assist passengers with disabilities with entering and exiting the vehicle in accordance with the Americans with Disabilities Act (ADA).
7. Drivers employed for the City will additionally be required to successfully attend and complete Broward County's shuttle operators' training program, prior to operating the City's vehicles.
8. Minimum age for drivers shall be 21 years.
9. Drivers shall have no more than 3 moving violations, or accidents within a 5 year period.
10. Drivers shall have no history of a conviction for D.U.I.
11. Company drivers shall be capable of speaking, writing, and understanding the English language fluently.
12. Drivers shall operate the vehicle in a safe and timely manner, maintaining headway times. Phones are to be used only for business purposes.
13. Drivers shall be courteous to all passengers and the general public at all times, and shall respond to passenger questions regarding the bus service.
14. At all times while on duty, drivers shall wear clean and presentable uniforms, which include a Company shirt, appropriate length shorts, pants or skirt, and closed-toe shoes.
15. Drivers shall issue bus route timetables to passengers, as the Town requests.
16. Drivers shall not accept gratuities.
17. Drivers shall not permit passengers to smoke or play a radio in the vehicles (unless passenger is using headphones with the radio).
18. Drivers shall not be convicted of a crime during the term of the Agreement with the Town.
19. Drivers are required to perform pre-trip and post-trip vehicle inspections.
20. Drivers are required to maintain continuous count sheets during the course of the shuttle operation.

**HIRING CRITERIA**

The Company currently hires drivers on the following criteria:

- **Communication Skills**, including English fluency, and ability to comprehend and convey job related information. Included in these skills is the ability to adequately interact with professionalism and courtesy.
- **Driving Skills,** including safety skills, experience, and exhibiting good vehicle maintenance procedures. A minimum of 2 years commercial driving experience is required.

**TRAINING**

Route drivers undergo training before receiving an assigned route (see sample Certificate for Completion of Training, attached). The Company has an in-house certified CDL driving skills instructor.

All drivers are trained in ADA methods of wheel chair operation, and sensitivity training. Customer service techniques and attitudes are emphasized. **Vehicle Operators are encouraged not only to think of themselves as bus drivers— but as customer service agents who can positively influence their riders.**

In addition, drivers employed on Community Shuttle Bus Routes undergo a two-day training program organized by **Broward County Transit** (BCT) covering all pertinent topics of shuttle driving (ADA wheelchair operation, sensitivity, driving skills).

# 2 Cost Per Hour

The proposed cost per hour (all costs included) is: **$33.00**

Quality Transport Services strives to provide reliable and dependable service at fair and economical rates. Our current rate is $28.25 per hour. It has become necessary to raise our rates - primarily due to the spiraling cost of fuel and the domino effect it has on other costs.

At the start of the contract, the cost of diesel fuel was at approximately $ .90 per gallon. Today, it is approximately $3.00 per gallon and there is speculation that it may go up to $4.00 per gallon and beyond.

We have absorbed the past surge in cost in the hope that prices would settle down. However, it does not appear to be a reasonable expectation at this time.

Given these long-term unknowns regarding the price of fuel, we would like to make you aware that, after much deliberation, we have tried to factor in an increase that would be favorable to all parties concerned.

# 3 Proof of Insurance

A. Certificate of General Liability Insurance and Certificate of Auto Liability Insurance

B. Certificate of Workers Compensation Insurance

# ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 08/04/2006

PRODUCER (800)333-7754 FAX (321)757-6182
Rodes-Roper-Love
Insurance Agency
158 N. Harbor City Blvd.
Melbourne, FL 32935

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED QUALITY TRANSPORT SERVICES, INC. &
QUALITY COACH SERVICES, INC.
650 NW 27TH AVENUE
FORT LAUDERDALE, FL 33311

| INSURERS AFFORDING COVERAGE | NAIC # |
|---|---|
| INSURER A: Lincoln General Ins. Co. | 33855 |
| INSURER B: | |
| INSURER C: | |
| INSURER D: | |
| INSURER E: | |

## COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | ADD'L INSRD | TYPE OF INSURANCE | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YY) | POLICY EXPIRATION DATE (MM/DD/YY) | LIMITS | |
|---|---|---|---|---|---|---|---|
| A | | GENERAL LIABILITY | LPG103638 | 03/15/2006 | 03/15/2007 | EACH OCCURRENCE | $ 1,000,000 |
| | | X COMMERCIAL GENERAL LIABILITY | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) | $ 50,000 |
| | | CLAIMS MADE X OCCUR | | | | MED EXP (Any one person) | $ 5,000 |
| | | | | | | PERSONAL & ADV INJURY | $ 1,000,000 |
| | | | | | | GENERAL AGGREGATE | $ 2,000,000 |
| | | GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC | | | | PRODUCTS - COMP/OP AGG | $ EXCLUDED |
| A | | AUTOMOBILE LIABILITY | LPA103639 | 03/15/2006 | 03/15/2007 | COMBINED SINGLE LIMIT (Ea accident) | $ 1,000,000 |
| | | ANY AUTO | | | | BODILY INJURY (Per person) | $ |
| | | ALL OWNED AUTOS | | | | | |
| | | X SCHEDULED AUTOS | | | | BODILY INJURY (Per accident) | $ |
| | | X HIRED AUTOS | | | | | |
| | | X NON-OWNED AUTOS | | | | PROPERTY DAMAGE (Per accident) | $ |
| | | GARAGE LIABILITY | | | | AUTO ONLY - EA ACCIDENT | $ |
| | | ANY AUTO | | | | OTHER THAN AUTO ONLY EA ACC | $ |
| | | | | | | AGG | $ |
| | | EXCESS/UMBRELLA LIABILITY | | | | EACH OCCURRENCE | $ |
| | | OCCUR CLAIMS MADE | | | | AGGREGATE | $ |
| | | | | | | | $ |
| | | DEDUCTIBLE | | | | | $ |
| | | RETENTION $ | | | | | $ |
| | | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | | | | WC STATU-TORY LIMITS OTH-ER | |
| | | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? | | | | E.L. EACH ACCIDENT | $ |
| | | If yes, describe under SPECIAL PROVISIONS below | | | | E.L. DISEASE - EA EMPLOYEE | $ |
| | | | | | | E.L. DISEASE - POLICY LIMIT | $ |
| | | OTHER | | | | | |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
CERTIFICATE HOLDER IS NAMED AS ADDITIONAL INSURED WITH RESPECTS TO THE NAMED INSUREDS OPERATIONS

## CERTIFICATE HOLDER

TOWN OF DAVIE AND
BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS
ATTN:SUSAN DEAN
6591 ORANGE DR.
DAVIE, FL 33314

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
Susan Weaver/SHW
Susan Weaver, AAI


©ACORD CORPORATION 1988

QUATR1

# ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 05/09/06

PRODUCER
Advanced Insurance Underwriters
3250 North 29th Ave.
Hollywood, FL 33020-1313
954 963-6666

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED
Quality Transport Services, Inc.
650 NW 27 Avenue
Ft. Lauderdale, FL 33311

| INSURERS AFFORDING COVERAGE | NAIC # |
|---|---|
| INSURER A: Associated Industries | |
| INSURER B: | |
| INSURER C: | |
| INSURER D: | |
| INSURER E: | |

COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | ADD'L INSRD | TYPE OF INSURANCE | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YY) | POLICY EXPIRATION DATE (MM/DD/YY) | LIMITS | |
|---|---|---|---|---|---|---|---|
| | | GENERAL LIABILITY | | | | | |
| | | COMMERCIAL GENERAL LIABILITY | | | | EACH OCCURRENCE | $ |
| | | CLAIMS MADE / OCCUR | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) | $ |
| | | | | | | MED EXP (Any one person) | $ |
| | | | | | | PERSONAL & ADV INJURY | $ |
| | | GEN'L AGGREGATE LIMIT APPLIES PER: | | | | GENERAL AGGREGATE | $ |
| | | POLICY / PRO-JECT / LOC | | | | PRODUCTS - COMP/OP AGG | $ |
| | | AUTOMOBILE LIABILITY | | | | | |
| | | ANY AUTO | | | | COMBINED SINGLE LIMIT (Ea accident) | $ |
| | | ALL OWNED AUTOS | | | | | |
| | | SCHEDULED AUTOS | | | | BODILY INJURY (Per person) | $ |
| | | HIRED AUTOS | | | | | |
| | | NON-OWNED AUTOS | | | | BODILY INJURY (Per accident) | $ |
| | | | | | | PROPERTY DAMAGE (Per accident) | $ |
| | | GARAGE LIABILITY | | | | | |
| | | ANY AUTO | | | | AUTO ONLY - EA ACCIDENT | $ |
| | | | | | | OTHER THAN AUTO ONLY: EA ACC | $ |
| | | | | | | AGG | $ |
| | | EXCESS/UMBRELLA LIABILITY | | | | | |
| | | OCCUR / CLAIMS MADE | | | | EACH OCCURRENCE | $ |
| | | | | | | AGGREGATE | $ |
| | | DEDUCTIBLE | | | | | $ |
| | | RETENTION $ | | | | | $ |
| | | | | | | | $ |
| A | | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | 2006334899 | 05/08/06 | 05/08/07 | X WC STATU-TORY LIMITS / OTH-ER | |
| | | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? | | | | E.L. EACH ACCIDENT | $500,000 |
| | | If yes, describe under SPECIAL PROVISIONS below | | | | E.L. DISEASE - EA EMPLOYEE | $500,000 |
| | | OTHER | | | | E.L. DISEASE - POLICY LIMIT | $500,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER

Town of Davie
6591 Orange Dr.
Davie, FL 33314

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
Charlotte Floyd


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# 4 Communications, Dispatch and GPS System

All drivers, supervisors, and administrators are required to be in possession of working cell phones while on duty. We have found that since cell phones have become so available, they provide the most efficient and reliable form of communication between the driver and Dispatch, and, if necessary, between the drivers.

It is emphasized to the drivers that because of safety issues cell phones are for business purposes only.

## GPS:

In order to give the Town the ability to locate your West (Blue) Route buses at any given time, we will install a GPS system on each of these two buses. This system will work from the Town' s Transportation Manager's computer and will bypass the need for third party involvement or, alternatively, it can be used in coordination with Quality's dispatch department.

# 5 Evidence of Capability

## Record Keeping & Reporting

Quality maintains **such records and accounts including: property, personnel, and financial records, as are necessary to ensure a proper accounting record**. The system of accounting maintained by Quality is in accordance with generally accepted Accounting principles and practices. All Project records prepared by Quality in connection with the City's service will be owned by the City, and made available to the City at no charge. The Company will keep such books, records, and accounts as may be necessary in order to complete and correct entries related to the Project, or according to the scheduled reporting periods.

The Company will **record on a daily basis and report weekly to the City** on all disruptions in service, late service, vehicle break-downs, accidents, vehicles out-of-service, and any other incident affecting service.

Quality maintains daily records of total passenger utilization, and total mileage logged on the vehicles, by route, while performing the Town's service. The Project Manager will provide **accurate reports on ridership by route and by trip to the City on a monthly basis.**

I have reviewed the Town of Davie's contract with Broward County, as well as the contract form to be used by the Town and its selected vendor and I accept the terms and conditions stated in these documents**.**

## Additional Documents

The following pages include supporting documents for:

A. Drug Free Workplace Certificate

B. Certificate of Completion of Bus Operator Safety Program

C. BCT Certificate of Training

D. BCT/Town of Davie Monthly Ridership Reports for June and July 2006

E. Vehicle Pre-Trip/Post-Trip Inspection Form

# Exhibit "D"

## CERTIFICATION OF COMPLIANCE

TO: Director,
Broward County Mass Transit Division
3201 West Copans Road
Pompano Beach, Florida 33069

I, Kathy Herring (Name), President (Title), certify that QUALITY TRANSPORT SVCS (Name of Contractor) has established and implemented an anti-drug and alcohol misuse prevention program in accordance with the terms of Federal Transit Administration (FTA) regulation 49 CFR Part 655. I further certify that employee training conducted under this program meets the requirements of this regulation.

8.4.2006
(Date)

Kathy Herring
(Signature)

# *Certificate of Completion*

*of*

# *Bus Operator Safety Program*

*In Recognition that* _____ *has successfully completed training for the Safe & Responsible Operation of a Passenger Bus, with full recognition of the Responsibility that this task requires.*

*For*

**QUALITY**
**TRANSPORT SERVICES, INC.**

*signed this* _____ *day of* _____

*Safety and Training Manager*

_____

BROWARD COUNTY Transit

# Certificate of Achievement

awarded to:

## NATASHA BROWNLEE

**FOR COMPLETION OF THE COMMUNITY SHUTTLE BUS OPERATOR TRAINING COURSE (10 HOURS)**

*AUGUST 10 2005*

*RAYMOND BURGER*
*SUPERINTENDENT*
*TRAINING SECTION*

*THOMAS WALKER*
*INSTRUCTOR*
*TRAINING SECTION*

*RONALD OSKOWSKI*
*INSTRUCTOR*
*TRAINING SECTION*

*WILLIAM BYRNES*
*INSTRUCTOR*
*TRAINING SECTION*

# Town of Davie Route 75 Ridership Summary

**Jun-06**

**Daily Passengers:**

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|---|---|
| | | | 270 | 262 | 163 |
| 245 | 270 | 261 | 255 | 264 | 116 |
| 251 | 212 | 295 | 304 | 276 | 107 |
| 241 | 236 | 264 | 230 | 270 | 145 |
| 233 | 284 | 259 | 233 | 251 | |
| | | | | | |

**Total Monthly Passengers:** 6197.0

**Daily Passenger Miles:**

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|---|---|
| | | | 401.0 | 391.0 | 251.0 |
| 398.0 | 398.0 | 402.0 | 398.0 | 397.0 | 245.0 |
| 399.0 | 395.0 | 395.0 | 395.0 | 397.0 | 245.0 |
| 393.0 | 393.0 | 398.0 | 406.0 | 400.0 | 258.0 |
| 398.0 | 394.0 | 397.0 | 395.0 | 402.0 | |
| | | | | | |

**Total Monthly Passenger Miles:** 9741.0

**Daily Revenue Miles:**

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

**Total Monthly Revenue Miles:** 0.0

**Total Scheduled Revenue Miles** 8821.4

**Total Vehicle Hours** 616.9

**Total Revenue Hours** 608.3

Service Days - Weekday 22

Service Days - Saturday 4

**Pass/Revenue Hour** 10.2

**Total Monthly Vehicle Miles: **** 9,248.0

| | AM - 1st day this month | PM - Last day this month | Total |
|---|---|---|---|
| Veh #307 | 139,070.0 | 144,137.0 | 5,067.0 |
| Veh #310 | 123,506.0 | 127,687.0 | 4,181.0 |
| Total Monthly vehicle miles | | | 9,248.0 |

# Town of Davie Route 75 Ridership Summary

**Jul-06**

**Daily Passengers:**

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|---|---|
| | | | | | 109 |
| 223 | 127 | 229 | 238 | 221 | 106 |
| 241 | 261 | 207 | 239 | 234 | 150 |
| 230 | 207 | 260 | 221 | 213 | 114 |
| 308 | 274 | 274 | 269 | 263 | 110 |
| 295 | | | | | |

**Total Monthly Passengers:** 5623.0

**Daily Passenger Miles:**

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|---|---|
| | | | | | 257.0 |
| 395.0 | 391.0 | 391.0 | 392.0 | 394.0 | 256.0 |
| 398.0 | 395.0 | 395.0 | 391.0 | 394.0 | 257.0 |
| 395.0 | 387.0 | 401.0 | 386.0 | 396.0 | 248.0 |
| 403.0 | 397.0 | 397.0 | 403.0 | 399.0 | 250.0 |
| 398.0 | | | | | |

**Total Monthly Passenger Miles:** 9566.0

**Daily Revenue Miles:**

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

**Total Monthly Revenue Miles:** 0.0

**Total Scheduled Revenue Miles** 8680.9

**Total Vehicle Hours** 608.1
**Total Revenue Hours** 599.5

Service Days - Weekday 21
Service Days - Saturday 5

**Pass/Revenue Hour** 9.4

**Total Monthly Vehicle Miles: **** 9,368.0

| | AM - 1st day this month | PM - Last day this month | Total |
|---|---|---|---|
| Veh #307 | 144,143.0 | 149,158.0 | 5,015.0 |
| Veh #310 | 127,693.0 | 132,046.0 | 4,353.0 |
| Total Monthly vehicle miles | | | 9,368.0 |

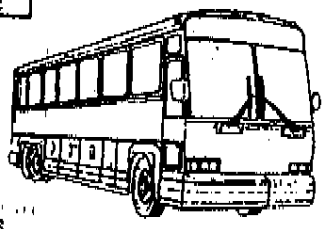
| Bus #: | Hubometer: | Driver: | Date: |
|---|---|---|---|

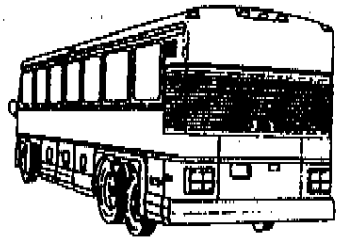
# QUALITY COACH Pre-Trip/Post-Trip Inspection

D.O.T. FEDERAL LAW REQUIRES THAT YOU FILL THIS FORM OUT COMPLETELY.
DESCRIBE IN DETAIL ANY MECHANICAL DEFECTS THAT YOU SEE, HEAR, SMELL OR FEEL AND ANY ACCIDENT DAMAGE.

INSPECT ITEMS LISTED — MARK BOX WITH AN (X) IF DEFECTIVE

INDICATE ANY COACH DAMAGE ON THE BELOW PROFILE





**ENGINE**
- ☐ OIL LEVEL
- ☐ WATER LEVEL
- ☐ LOOSE BELTS
- ☐ FLUID LEAKS UNDER BUS

**TIRES**
- ☐ LUG NUTS
- ☐ TIRE PRESSURE
- ☐ TIRE CONDITION
- ☐ WHEEL OIL LEAKS

**BODY**
- ☐ BODY DAMAGE
- ☐ LUGGAGE BAY DOORS
- ☐ WINDOWS

**BATTERY**
- ☐ BATTERY DOOR
- ☐ BATTERY SWITCH NOT TURNED OFF

**SYSTEMS CHECK**
- ☐ FUEL LEVEL
- ☐ POWER STEERING
- ☐ BUS AIR PRESSURE
- ☐ BRAKES
- ☐ PARKING BRAKE
- ☐ HORN
- ☐ WINDSHIELD WIPERS
- ☐ MIRRORS

**EMERGENCY**
- ☐ TRIANGLES
- ☐ FIRE EXTINGUISHER
- ☐ INSURANCE / REG.

**ELECTRONICS**
- ☐ 2-WAY RADIO
- ☐ P/A SYSTEM
- ☐ TV/VCR

**CLEANLINESS**
- ☐ EXTERIOR CLEAN
- ☐ INTERIOR CLEAN
- ☐ CONDITION OF FLOOR
- ☐ SEATS BROKEN
- ☐ SEATS LEFT RECLINED
- ☐ REST ROOM CLEAN
- ☐ TOILET PREP.
- ☐ ROACHES

**LIGHTS**
- ☐ HEADLIGHTS
- ☐ TAIL LIGHTS
- ☐ BRAKE LIGHTS
- ☐ BACK-UP LIGHTS
- ☐ TURN SIGNALS (L) (R)
- ☐ HAZARD WARNING LIGHTS
- ☐ INTERIOR LIGHTS
- ☐ CLEARANCE LIGHTS
- ☐ MARKER LIGHTS
- ☐ ENGINE AREA LIGHTS
- ☐ LUGGAGE BAY LIGHTS
- ☐ STEP WELL LIGHTS
- ☐ DRIVER'S LIGHT
- ☐ INSTRUMENT PANEL LIGHTS

**A/C**
- ☐ AIR CONDITIONING
- ☐ HIGH IDLE

DRIVER: USE SPACE BELOW TO EXPLAIN DEFECTS

REMARKS: _____

Driver Signature: _____

☐ DEFECTS SHOWN DO NOT PREVENT THE SAFE OPERATION OF THIS VEHICLE ☐ VEHICLE IS UNSAFE

I, CERTIFY THAT ALL SAFETY RELATED ITEMS HAVE BEEN PROPERLY REPAIRED AND THE VEHICLE IS ROAD-READY.

MECHANIC SIGNATURE: DATE: TIME:

# 6 Resumes of Key Personnel

## LOUIS HERRING - PROJECT MANAGER

**1988-Present**

Joined Quality Transport in 1988.
Helped the development of the school bus division.
Supervised and helped implement the necessary changes during the Company's transition to a motor coach and minibus operation.

Experienced in both the community shuttles and group travel departments and has an overall understanding of the entire operation.

From 2000-2004, assisted the Project Coordinator to the Tri-Rail Bus Feeder Shuttle contract by supervising the routes, scheduling the drivers, and familiarizing himself with all facets of a multi-bus fixed route contract.

Assumed responsibility for the BCT Community Shuttle Services contracts, beginning in June 2002 with the start of the Town of Lauderdale by -the -Sea. Since that initial contract, Quality has been awarded seven (7) similar Community Shuttle Services contracts, as well as the MDT Broad Causeway Shuttle.

Oversees that the daily scheduling of 35+ shuttle drivers, the assignment of 17 shuttle buses and the running of the routes goes smoothly and safely.

In addition, he is responsible for scheduling the charter drivers and motor coach buses, the number of which can vary from 5 buses to 35 buses since this department relies on incoming reservations not firm schedules as with the fixed routes.

Maintains the safety program as it pertains to the drivers and supervises effective handling of breakdowns and service compromises. Directly responsible for the quality control system that covers drivers, vehicles and dispatch operation.

**KATHY HERRING, PRESIDENT & MANAGER,** has for the past 20 years, on an ongoing basis, worked closely in all aspects of the day-to-day management of the Company. With respect to the Town of Davie contract, she oversees the hiring and processing of new hires for the routes, supervises the Drug and Alcohol Free program and is involved in the monthly billing process.

**PEGGY DUNNAWAY, ASSISTANT OPERATIONS MANAGER**, has 19 years of experience in the transportation business. Starting as a school bus driver, she then worked for Motorola as a group leader in the parts department. Ms. Dunnaway joined Grey Line Ft. Lauderdale and worked as a motorcoach driver for 16 years driving in state and long distance charters. In 2001, she joined Quality as the main Dispatcher supervising the Tri-Rail account. She continues to be involved in the daily details of dispatch and has proven to be most effective in her role as field supervisor.

**RANDY LEVIN, ASSISTANT OPERATIONS MANAGER,** has been involved with the bus transportation industry since 1982. His organizational skills and experience contribute to the daily operation of the Company while his background in parts management assists in the smooth running of the garage.

**ORLANDO MAYERS, NIGHT SHIFT MANAGER**, manages all evening/night service from 5:00pm on, and is there to assist both the drivers and the clients. He has been with Quality since 1989. His past experience and expertise as a mechanic, in conjunction with his duties as dispatcher, has made Mr. Mayers particularly invaluable during the night shift.

# 7 Comparable Contracts

- **City of Lauderhill** — **11/2004-Present**
  **Community Shuttle Bus Services**
  **Kurt Blaides, Transportation Coordinator**
  **954-717-1525**
  **5 Buses**
  **5 days/week**
  **12 hours per day**
  $27.75 per hour

---

- **City of North Lauderdale** — **10/2002-Present**
  **Community Shuttle Bus Services**
  **701 SW 71st Avenue**
  **North Lauderdale, FL 33068**
  **Michael Sargis, Community Shuttle Bus Project Director**
  **954-724-7061 F: 954-720-2064**
  **2 Buses**
  **5 days/week**
  **9 hours per day**
  $29 per hour

---

- **Town of Lauderdale by-the-Sea** — **06/2002-Present**
  **Community Shuttle Bus Services**
  **4501 Ocean Drive**
  **Laud-by-the Sea, FL 33308**
  **Judy Mufale, Community Shuttle Bus Project Director**
  **954-776-3611**
  **1 Bus**
  **M-Fri: 8 hours /day**
  **Sat/Sun: 9.5 hours/day**
  $29 per hour

---

- **City of Oakland Park** — **01/2004-Present**
  **Community Shuttle Bus Services**
  **3650 NE 12th Avenue**
  **Oakland Park, FL 33324**
  **Brian Pagliaro, Community Shuttle Bus Director**
  **954-561-6264**
  **2 Buses**
  **5 days per week**
  **9.5 hours per day**
  $32 per hour

---

- **Town of Davie** — **01/2004-Present**
  **Community Shuttle Bus Services**
  **6591 Orange Drive**
  **Davie, FL 33314**
  **Susan Dean, Public Relations Coordinator**
  **954-797-1042**
  **Blue/West Route**
  **2 Buses**
  **6 days per week**
  $28.25 per hour

---

- **City of Lauderdale Lakes** — **03/2004-Present**
  **Community Shuttle Bus Services**
  **Althea Harvey, Services Coordinator**
  **4331 NW 36th Street**
  **Lauderdale Lakes, FL 33319**
  **954-535-2785**
  **3 Buses**
  **5 days per week**
  **8-12 hours per day**
  $28.25 per hour

# 8 Responding to Complaints

Although complaints are not a common occurrence, Quality follows a specific procedure in order to document and manage any complaint effectively whether it be from the Town, the driver or the rider.

Every effort is made to resolve the issue while the person reporting the complaint is on the line. A second phone line is used to contact the driver without putting the first party on hold. If possible, the complaint is discussed and resolved immediately. If that is not possible, further investigation and discussion is followed up with the driver and management to resolve the issue.

At the time of the call, we have a backup, ADA equipped, bus ready with a supervisor standing by and ready to go in case a backup bus or supervisor is required to help resolve the situation.

All complaints are recorded and a copy will be either faxed or emailed.
As requested, the Town will also receive a monthly report detailing the complaints and their disposition.

## CUSTOMER COMPLAINT FORM

**DATE:_____** **TIME OF CALL:_____**

**CALLED IN BY:_____ TEL#:_____**

**DESCRIPTION OF COMPLAINT:_____**

**_____**

**RESOLUTION/FOLLOW-UP:_____**

**MANAGER ON DUTY:_____**

**COMMENTS:_____**

**COPY TO TOWN OF DAVIE:** **FAX:_____Email:_____**

## CUSTOMER SERVICE POLICIES

Customer Relations is a designated responsibility of the Project Manager. The Project Manager is in constant review of account activities and is responsible for obtaining feedback from clients. He has the authority to execute all changes that will provide improved service.

Customer Service, by contrast, responds to the specific complaints and needs of individual riders. This is a separate, designated role of the Project Manager. He has the authority to provide assistance and compensation to customers.

Every letter of appreciation received from satisfied customers is framed and publicly displayed near the Dispatch office and in the drivers' waiting area.

## QUALITY CONTROL

Any time a vehicle is dispatched for operation in the field it is thoroughly inspected by the driver for any cosmetic, mechanical, or safety related defect. These Inspections are recorded on a driver inspection form. Fuel consumption and mileage readings are likewise recorded on this form. One copy of the inspection is retained by the driver, one copy is held on file by Dispatch, and when repairs are appropriate, a copy is submitted to the Shop Foreman. This procedure is likewise followed every time a vehicle returns from scheduled operation (See "Pre-Trip/Post-Trip Inspection Form", attached).

To further ensure that standards of cleanliness, safety, and general repair condition are upheld, a Quality Control officer randomly inspects vehicles on a daily basis.

## DISPATCH & CONTROL: THE "QUALITY" IN QUALITY

he Company's Dispatch and Control Office operates from 5:00 am to 9:30 pm on weekdays, and until midnight Fridays and weekends.

The Operations Manager works closely with the four Dispatchers who cover the 7-day weekly operation. Quality views these Dispatchers as crucial to the success of the Company's service. The Company has cultivated a team of Dispatchers with the following qualifications unique to this demanding job:

- Problem solving skills
- Management skills
- Record keeping and organization skills
- Ability to stay calm under pressure and manage emergencies.

The Company's Chief Dispatcher has 9 years of experience in this field.

# 9 Maintenance Program

**Quality recognizes the critical importance of operating vehicles that fully meet the service standards and the needs of the Town. To that end, Quality is committed to maintaining all vehicles and equipment in fully operational condition at all times**.

All components of each vehicle is maintained according to manufacturer recommendations. Quality repairs any vehicle damaged in an accident, to be repaired or replaced immediately, including any graphic wrap or logo on the exterior of the vehicle. Quality provides fuel, lubricants, parts and supplies, as required for the maintenance and operation of all vehicles. **All vehicles are safe for operation on public streets and highways, and meet all requirements of the Florida Department of Transportation Rule Chapter 14-19**: "Minimum Requirements for Transit Coaches & System Equipment". All parts of the vehicles and equipment mounted on or in the vehicle conform at a minimum to all applicable Federal Motor Safety Standards. Quality maintains an effective safety and mechanical inspection program. All vehicles are available for inspection by the Town at any time of the Town's choosing. Town has the sole discretion to reject temporarily or permanently any vehicle the Town may deem unacceptable for reasons of safety, disrepair, or appearance.

Quality maintains shuttle bus vehicles when provided by Cities, in acc
**manufacturer's standards, and keeps these vehicles in excellent**
**all times.** Quality complies with all applicable ADA requirements with regards to these vehicles. Vehicles operated by Quality for Cities carry the Town logo and County assigned identification number conspicuously displayed on the appropriate location on each vehicle.

Quality supplies any additional vehicles to provide **back-up service within 30 minutes**, in the event that one or more vehicles are out of service. In such circumstances Quality provides ADA accessible back-up vehicles. All vehicles are equipped with appropriate safety equipment as required by law.

All vehicles have heating and **air-conditioning systems that are fully operational** for every-day the vehicle is in service**. Vehicle interiors are cleaned daily,** and exteriors are cleaned a minimum of once per week. Vehicle extermination for insects occur weekly, or more, as warranted by circumstances.

***Maintenance and Repair Facility Location***

Quality currently operates from facilities in Fort Lauderdale and Miami, with the Ft. Lauderdale facility being the Company's primary maintenance and repair shop.
This primary maintenance and repair facility is located adjacent to Quality headquarters, close to the intersection of I-95 and Broward Boulevard.

***Scope of Repairs***

At the Fort Lauderdale location, a *major* maintenance facility is housed—a fully-integrated repair shop, operating with both a.m. and p.m. shifts:

- A wide range of maintenance and repair activities are performed on-site, with a service team of 7 mechanics specializing in air conditioning repair, engine maintenance, engine rebuilding, chassis mechanics, alternator/starter rebuilding, electrical, and brake and tire maintenance.

- The facility houses the Company's own body repair and detailing shop

- Quality has its own licensed on-site paint booth for buses at the facility.

**Such extensive on-site maintenance and repair is uncommon in the local transportation industry and reflects the Company's distinct business vision.**

- **By keeping maintenance work under Company supervision, managers directly monitor the quality of repairs.**
- **With repairs in-house, the Company can be responsive during times of need—accelerating the pace of repair where needs are greatest.**

**At Quality, the necessity for fleet service has been turned into a supply line that is more manageable, and a source of quality control.**

**PREVENTIVE MAINTENANCE & REPAIR PROCEDURES**

The preventive maintenance program is carried out in order to maintain the vehicles in good mechanical condition and to avoid emergency breakdowns.

- The program consists of two (2) components-the daily pre and post trip inspections conducted by the drivers and the routine inspections conducted by the mechanics to prevent problems before they can occur.

- The basis of daily preventive maintenance starts with the driver filling out the **pre-trip** and **post- trip inspection forms**, before and after each trip. The driver is responsible for writing down any mechanical problem that he/she may have noticed before or while driving the vehicle. Any physical damage in need of repair in the interior or exterior of the bus needs to be recorded on these inspection forms. The items that the driver has indicated on the inspection form are then recorded onto a work order for the mechanics or body shop specialist. After the repair is finished, the mechanic/body shop specialist dates and signs the work order detailing what was done to the vehicle. The work order is then stored in the bus' permanent file

- Routine inspections as part of a preventive maintenance program:
  The other key component of the maintenance program is **routine inspections**, which are scheduled for both the motor coaches and minibuses on a regular basis. All work done and parts used is recorded on the mechanic's work order, signed and dated and filed in the permanent file.

All 40 foot and 45 foot **motor coaches** undergo scheduled preventive maintenance every 5000 miles with more extensive inspections at 15,000, 30,000 and 45,0000 miles. The DOT ruling mandates annual inspections of the motor coaches in which a specific inspection report is filled out and an annual inspection label is affixed to the buses' windows.

The **minibuses** have their own specific routine inspection schedule and undergo a general service every 3000 miles. The fluid levels, brakes, tires, filters, belts and the other items on the checklist are checked and repaired or replaced as necessary. At 12,000 miles, the 3000 mile inspection is done, followed by a more thorough inspection at which time fuel filters, air cleaner, radiator and hoses are checked and repaired or replaced, if necessary. At 45,000 miles, the rear end oil is replaced.

Every morning. inspections of all vehicles scheduled for service that day are performed by a mechanic who checks for items including: liquid levels, belts, hoses, lights, wipers, a/c, body damage, etc.

# 10 Attachments

1. Women Business Enterprise Certification

2. Occupational License

3. Letters of Recommendation:

- City of Lauderhill
- City of Lauderdale Lakes
- City of Oakland Park
- City of North Lauderdale
- Town of Lauderdale-by–the-Sea

4. Town of Davie - Record of Complaints from January 2005 to October 2005

5. Town of Davie - Comparative Statistical Study of Complaints from November 2005 to April 2006

BROWARD COUNTY FLORIDA

Office of Economic Development
**SMALL BUSINESS DEVELOPMENT DIVISION**
Government Center Annex
115 S. Andrews Avenue, Room A640 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-6742

February 25, 2004

Ms. Kathy Herring, President
Quality Transport Services, Inc.
650 NW 27th Avenue
Fort Lauderdale, FL 33311

Dear Ms. Herring:

The Office of Economic Development Small Business Development Division is pleased to announce that your company has been certified as a Woman Business Enterprise (WBE) White, for a period of three (3) years. This certification is based on a review of your information affidavit and other documents submitted. It is subject to a validation on a project by project basis.

Certification by this office enables your company to participate in contracting opportunities offered through Broward County Government as a WBE. It does not guarantee that your company will receive work. You are certified to participate in the following category(s):

**Transportation: Motor Coach**

Any changes in the company ownership, control, operations, address, telephone number, or other change that substantially alters ownership and/or control by the minority principal(s) must be filed with this office not later than thirty (30) days after the change.

Questions concerning the certification process may be directed to this office at 954-357-6400, and refer to File #04-306.

Sincerely,

Peg Buchan, Manager
Small Business Development Division

CERTIFICATION APPROVAL DATE: **01/29/04**

CERTIFICATION EXPIRATION DATE: **01/29/07**

Broward [redacted]ners
Josephus Eggelletion, Jr. • Ben Graber • Sue Gunzburger • Kris[redacted]s • Ilene [redacted] John E. Rodstrom, Jr. • Jim Scott • Diana Wasserman-Rubin

THIS LSC REPLACES 377-365 LSC

Board of County Commissioners, Broward County Florida

BROWARD COUNTY OCCUPATIONAL LICENSE TAX

FORM NO.
401-280/AC 25-061

FOR PERIOD OCTOBER 1, 2005 THRU SEPTEMBER 30, 2006

☒ RENEWAL ☐ TRANSFER SEC # 32 / 329

☐ NEW DATE BUSINESS OPENED 02/01/87

STATE OR COUNTY CERT/REG # NEED: CERT OF USE

Business Location Address:

650 NW 27 AVE
UNINCORPORATED 33311-0000
BUSINESS PHONE: (954) 791-2605

| | |
|---|---|
| TAX | 150.00 |
| BACK TAX | |
| PENALTY | |
| T.C. FEE | |
| TRANSFER | |
| TOTAL | 150.00 |

| PENALTIES IF PAID | |
|---|---|
| OCT. - 10% | NOV. - 15% |
| * DEC. - 20% | * After DEC. 31 - 25% |

* Plus Tax Collection Fee of up to $25.00 Based on Cost of License If Paid On or After November 30.

ACCOUNT NUMBER
329-001730E

QUALITY TRANSPORT SERVICES INC
HERRING K
650 NW 27 AVENUE
FORT LAUDERDALE FL 33311-0000

THIS LICENSE MUST BE CONSPICUOUSLY DISPLAYED TO PUBLIC VIEW AT THE LOCATION ADDRESS ABOVE.

BROWARD COUNTY FLORIDA

TYPE OF LICENSE TAX PAID
TRANSPORTATION SVC
16 UNITS

**2005 - 2006**

PAYMENT RECEIVED AS VALIDATED ABOVE

*SEE INSTRUCTIONS ON BACK OF LAST COPY

BROWARD COUNTY REVENUE COLLECTOR
115 S. Andrews Avenue, Governmental Center Annex
FORT LAUDERDALE, FL 33301
www.broward.org/revenue

PAID 09/19/05 701B102.0001 150.00

# City of Lauderhill

Irvin Kiffin, Director
Parks & Leisure Services

January 4, 2006

To Whom It May Concern:

The City initiated its shuttle bus services in October 2001 with four (4) buses operating twelve (12) hours each weekday, transporting approximately 230, 000 riders a year. Our ridership grew rapidly so, we added an additional unit to the fleet. Quality Transport Services was awarded the contract in November 2004 after the bidding process, and has proven to be a professional provider of shuttle to the City of Lauderhill. In addition, the City extended Quality's contract for a second year because of satisfactory services.

Since the inception of Quality Transport services, we have found services to be operating timely. Quality management is responsive to the needs of the City, and the buses are being well maintained. In spite of the high volume of ridership on our five (5) routes, the number of customer complaints is relatively low and insignificant. Passengers seem comfortable with the services and the professionalism of the drivers.

Quality Transport Service is customer service friendly, and has had a positive effect on the image of services provided. In addition, Quality Transport Service contributed to the success of the shuttle services.

Sincerely,

Kurt Blaides
Transportation Coordinator
City of Lauderhill



4141 N.W. 16th Street • Lauderhill, Florida 33313 • (954) 730-2990 X223 • Fax (954) 730-4223

# City of Lauderdale Lakes

**Parks and Leisure Services Department**

4331 N.W. 36th Street • Lauderdale Lakes, Florida 33319-5599
(954) 535-2785 • Fax (954) 535-1147


January 9, 2006

To Whom It May Concern;

The City of Lauderdale Lakes has contracted with Quality Transport Services, INC. to provide shuttle service for our residents from May 2004. This relationship started on an emergency bases when another provider could not fulfill contracted obligations. In less than 24 hours Quality Transport Services was up and running with little to no impact on our residents. Quality Transport Services, Inc supplies the following;

- on time, uniform drivers
- buses that stay on schedules
- proper working vehicles
- management staff that ride the buses to ensure proper service delivery and additional drivers as needed
- clean buses
- very reliable service
- proper record keeping as required by Broward County Transit
- proper maintenance
- insurance
- high level of safety

We have very little complaints from riders but when we do Quality Transport Services, INC act rapidly to eliminate any problems. We were successful to add a third bus to our route this year due to the demand of rider ship. Quality Transport Services, INC is reliable, courteous and responsible. If you have any questions, please contact me at 954-535-2785.

Sincerely,

Waynston Wilson
Operations Manager
Parks and Leisure Services

Mayor Samuel S. Brown • Vice Mayor Barrington A. Russell, Sr. • Deputy Vice Mayor John Billingsley, Jr.
Commissioner Eric. L. Haynes • Commissioner Hazelle P. Rogers • Commissioner David W. Shomers • Commissioner Levoyd L. Williams

City of
# OAKLAND PARK
FLORIDA

January 7, 2006

Jacklyn Rooney, Purchasing Manager
City of Delray Beach
100 N.W. 1st Ave
Delray Beach, Florida 33444

Dear Ms. Rooney,

Quality Transportation has been the City of Oakland Park's contracted community bus vendor since 2002. During this period, Quality Transportation and General Manager Louis Herring have provided the City with outstanding service to our community. Their drivers have been reliable and are committed in providing friendly service to the riders. They have provided alternate vehicles during regular service maintenance periods and I have found our business relationship respectful and professional. In fact, the City has added a second community bus for our residents and recently negotiated a new agreement through September 2006.

If you have any questions, I can be reached Monday through Friday at 954.561.6264.

Brian K. Pagliaro
Assistant Parks and Recreation Director

3650 N.E. 12th Avenue • Oakland Park, Florida 33334
www.oaklandparkfl.org

701 Southwest 71st Avenue, North Lauderdale, Florida 33068-2395
954-722-0900 - Fax 954-720-2151 - www.nlauderdale.org

MAYOR
Jack Brady

VICE MAYOR
Rich Moyle

COMMISSIONER
Gary Frankel

COMMISSIONER
Bruce J. Tumin

COMMISSIONER
John R. Cangemi

CITY MANAGER
Richard D. Sala

CITY CLERK
C. Milli Dyer

CITY ATTORNEY
Samuel S. Goren

January 9, 2006

To Whom It May Concern:

This letter of recommendation is on behalf of the City of North Lauderdale Parks and Recreation Department in reference to Quality Transportation Services, Inc.

Quality Transportation has provided sufficient service over the last four (4) years for City's Community Transportation Program. The city started out running one (1) bus for the first two (2) years and due to the great demand a second bus was implemented to the fleet.

During this time any minor problems that occured with the Community Transportation Program, Quality Transportation Services dealt with immediately. Furthermore we received numerous calls on how well the North Lauderdale residents enjoyed the services provided to the community.

If you need additional information please feel to contact me at (954)724-7061.

Sincerely,

Montoya Langham
Recreation Division Manager

# Town of Lauderdale-By-The-Sea
## Municipal Services

4501 Ocean Drive, Lauderdale-By-The-Sea, Florida 33308
Phone # 954-776-5119 Fax # 954-776-0578

## FACSIMILE MEMORANDUM

| | | | |
|---|---|---|---|
| **DATE:** | December 13, 2005 | | |
| **TO:** | ~~Bruce~~ Doug Smith, Assistant City Manager | **FAX:** | 561-243-7166<br>Fax: 954-480-4268 |
| **FROM:** | William Mason, Director | **PHONE:** | |
| **RE:** | Quality Transportation | **PAGES:** | 1, including cover |

The Town of Lauderdale-By-The-Sea has contracted with Quality Transportation for community bus services for the past three years. The quality of service has been excellent. We have had no maintenance problems. Special requests such as extended hours or changes to schedules, etc., are handled in a timely and efficient manner.

William Mason, Municipal Services Director

# Six-month Service Analysis

## Summary Statistics

**Blue Route** (Quality Transport)

- Number of Complaints **19**
- Number of Miles **62,755**

  **1 complaint per 3,486 miles**

- Number of Riders **47,582**

  **1 complaint per 2,504 riders**

- Number of Days **185**

  **1 complaint per 9.7 days**

In addition, there are 16 complaints from Helen Woods, which would be 46% of a total of 35. No other ADA riders have logged complaints on this route.

# **Blue Route** (Quality Transport)

## Detailed Analysis

| | | |
|---|---|---|
| • Total Complaints: | | **19** |
| – Bus lateness | | 15 |
| – Driver-related | | 4 |
| • Reckless driving | - | |
| • Accidents | - | |
| • **Rudeness** / confrontation with driver (Driver fired) | 1 | |
| • Passing rider without stopping | - | |
| • Driver not familiar with route | - | |
| • Talking on **cell phone** | 1 | |
| • Driver stopped for **bathroom** | 1 | |
| • Driver stopped to purchase in store | - | |
| • Helen Woods (Driver's story confirmed by Susan Dean) | 1 | |
| – Not following designated route | | - |
| – Mechanical problems | | - |
| – No wheelchair lift on bus | | - |

# Six-month Service Analysis

## Summary Statistics

**Green Route** (Limo of S. Florida)

- Number of Complaints **74**
- Number of Miles **48,046**

  **1 complaint per 649 miles**

- Number of Riders **22,537**

  **1 complaint per 305 riders**

- Number of Days **185**

  **1 complaint per 2.5 days**

In addition, there are 8 complaints from Helen Woods, which would be 10% of a total of 82.

# **Green Route** (Limo of S. Florida)

## Detailed Analysis

| | | |
|---|---|---|
| • Total Complaints: | | **74** |
| – Bus lateness | | 38 |
| – Driver-related | | 18 |
| • **Reckless** driving | 7 | |
| • **Accidents** | 1 | |
| • **Rudeness** / confrontation with driver | 2 | |
| • **Passing rider** without stopping | 3 | |
| • Driver **not familiar with route** | 1 | |
| • Talking on cell phone | - | |
| • Driver stopped for **bathroom** | 1 | |
| • Driver stopped to **purchase in store** | 2 | |
| • Helen Woods | 1 | |
| – Not following designated route | | 15 |
| – Mechanical problems | | 2 |
| – No wheelchair lift on bus | | 1 |

# Town of Davie

## Operation of the Bus Transit System – Blue Route

### RFP # B-06-116

**Submitted By:**

*Limousines of South Florida, Inc.*
*2595 N.W. 38th Street*
*Miami, FL 33142*
*(305) 940-5252*

**August 8, 2006**

LIMOUSINES of South Florida

"Your full service transportation specialist"

August 8, 2006

Town of Davie
6591 Orange Drive
Davie, FL 33314-3399

RE: Operation of Bus Transit System-Blue Route
RFP No. B06-116

Dear Evaluation/Selection Committee,

Limousines of South Florida, Inc. is submitting this response to the above referenced RFP and has a total and complete understanding of the work required and involved in providing the Town of Davie with the highest quality of service in the industry.

As you will see, Limousines of South Florida exceeds any minimum experience qualifications, has more experience than any other company in South Florida operating Community Shuttle Bus Service, has complied with all requirements of the RFP and will continue to provide the Town of Davie with excellent service, as we have for the past eight months on the Green Route.

We believe that our firm will be, by far, the best qualified response to this RFP. We have the infrastructure, experience, expertise, along with the ability, equipment, systems and training to provide the Town of Davie with a higher level of service. We have the resources to continue allow the Community Shuttle to rise to the next level. We have already implemented the refurbishing of both the towns buses. This will give a new clean, crisp look to the transit system.

Our staff has worked well with your staff in correcting any minor problems to eliminate similar incidents from reoccurring. By awarding Limousines of South Florida the Blue Route, this would allow the Town of Davie to have one vendor who will control all aspects of the transit system and assist in moving the Town toward the next level. For budget purposes, having the same rate for both contracts will simplify staffs role in calculating cost factors.

We would like to thank you for your consideration and support.

Sincerely,

Mark Levitt
President

*Meet & Greet* *Executive Sedans* *Luxury Limousines* *Vans* *Mini-Buses* *Motorcoaches*

2595 Northwest 38th Street Miami, Florida 33142-5254
**Nationwide** 1-800-782-5250 **Broward** (954) 925-5466 **Dade** (305) 940-5252 **Palm Beach** (561) 930-5466
**Website:** www.limosofsouthfla.com **E-mail:** luxuryservice@limosofsouthfla.com

# Limousines of South Florida Municipal Experience

## Broward County

- City of Parkland
- City of Coral Spring
- City of Pompano Beach
- City of Plantation
- Town of Davie (Green Route)
- City of Dania Beach
- City of Hallandale Beach
- Downtown Fort Lauderdale TMA
    - 17th Street Convention Connection
    - Las Olas and the Beaches
    - Courthouse Loop
    - Northwest Circulator
    - Galt Ocean Mile
    - Lauderdale Manors
- Broward County East/West Express
- SFRTA (Tri-Rail)
    - *Awarded City of North Lauderdale*

## Miami-Dade County

- City of Aventura
- Town of Bay Harbor Islands
- Village of Bal Harbor
- Village of Surfside
- Town of Miami Lakes
- Village of Palmetto Bay
    - *Awarded Miami Shores Village*

# Limousines of South Florida *(LSF)* has been awarded 9 of the last 10 *(90%)* Municipal Shuttle Contracts

| | |
|---|---|
| City of North Lauderdale | Awarded to *LSF* |
| Miami Shores Village | Awarded to *LSF* |
| Village of Palmetto Bay | Awarded to *LSF* |
| Broward County East/West Express | -Awarded to *LSF* |
| Town of Davie (Green Route) | Awarded to *LSF* |
| City of ParkLand | Awarded to *LSF* |
| Downtown Fort Lauderdale Transportation Management Association | Awarded to *LSF* |
| City of Del Ray Beach | Awarded to another firm |
| Town of Miami Lakes | Awarded to LSF |
| City of Coral Springs | *Awarded to LSF* |

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**ATTACHMENT 1 – RESUMES**

**ATTACHMENT 2 – REFERENCE LETTERS**
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**ATTACHMENT 3 – DRIVER SAFETY MANUAL**
**ELDORADO BUS MAINTENANCE SCHEDULE**

**ATTACHMENT 4 – INSURANCE CERTIFICATE**
**DRUG FREE CERTIFICATION**

**ATTACHMENT 5 – FINANCIAL STATEMENT**
**W-9 FORM**
**TOWN OF DAVIE DISCLOSURE FORM**

**Executive Summary** – Limousines of South Florida, Inc. is a Florida Corporation operating since 1984. Our corporate office in Miami is open 24 hours per day, seven days per week. In addition to our corporate offices, we have an office in Fort Lauderdale that currently operates only shuttle bus contracts for more than fifteen (15) separate municipalities and the Broward County Tri-Rail feeder shuttles for the South Florida Regional Transportation Authority (SFRTA) along with the Downtown Fort Lauderdale Transportation Management Association consisting of the Downtown Courthouse Loop, Galt Ocean Mile Shuttle, Northwest Circulator, Lauderdale Manors, Park & Ride and Las Olas and the Beaches and the new 17th Street Causeway Convention Connection. In addition, we provide several condominium shuttles. This facility has a full maintenance and parts department servicing over seventy (70) shuttle buses. We also have a third facility in Palm Beach that operates all of our Palm Beach County Shuttle contracts.

Mark Levitt – President of Limousines of South Florida, Inc. and a resident of Davie for the past 11 years, has over 25 years experience in providing transportation services in Dade, Broward and Palm Beach Counties. Mr. Levitt is also the President of Southern Shuttle Services, Inc. doing business as SuperShuttle that operates the Exclusive shared-ride services at Miami International and Palm Beach International Airports. Limousines of South Florida will have our existing managers oversee the Town of Davie Community Bus Service. In addition, all of our managers will be familiar with the Town of Davie's operation. When the manager is off duty, a manager will always be available to handle any issues that may arise. In attachment #1 of this proposal, all manager resumes are provided.

Limousines of South Florida, Inc. has a vast amount of experience in operating a fixed route shuttle bus service. Limousines of South Florida, Inc. operated a fixed route shuttle service at the Fort Lauderdale-Hollywood International Airport for over fifteen years (1987-2002). Our service consisted of operating shuttle buses for the employee remote parking lots, parking garage trams and at least three additional remote parking lots for the public. We have provided fixed route shuttles for Memorial Hospital, Nursing Homes, and Condominiums over the past twenty years. We currently provide Community Shuttles for the Town of Davie (Green Route), City of Plantation, City of Pompano Beach, City of Dania Beach, City of Parkland, City of Coral Springs, City of Hallandale Beach, City of Aventura, Town of Bay Harbor, Village of Bal Harbour, Town of Surfside, City of Miami Lakes and the Broward County East/West Express. We have just been awarded contracts to provide shuttle bus service for the Village of Palmetto Bay and the City of North Lauderdale. Additionally, we have been awarded the employee shuttle bus service for the South Broward Hospital District and Memorial Healthcare Systems. Limousines of South Florida also provides the South Florida Regional Transportation Authority (SFRTA) with feeder service for all the Tri-Rail feeder routes in Broward County and parts of South Palm Beach County along with all of the emergency needs for Tri-Rail in Miami-Dade, Broward and Palm Beach Counties in the event the Tri-Rail System or trains go down. As you can see, Limousines of South Florida has more experience than any other company in South Florida providing Community and Municipal Shuttle Service. We have a proven track record.

**Standards** - In the attachments of this proposal, you will see Letters of References, Limousines of South Florida received a $10,000.00 bonus from the South Florida Regional Transportation Authority (SFRTA/Tri-Rail) for the past two consecutive years. The SFRTA conducted random surveys after the first year of service and Limousines of South Florida scored a 9.4 out of 10 points. In the second year, we received a 9.3 out of 10 and received a second $10,000.00 bonus. These bonuses are shared with our employees who provide service for the SFRTA.

In addition, the Center for Urban Transportation Research (CUTA) was contracted to conduct an on-board survey and ridecheck for the City of Aventura on June 15-17, 2005. The results of the survey were published in an extensive 55 page report. The highest satisfaction score was operator courtesy with a score of 4.75 on a scale of 1 to 5. This translates to a 9.5 out of 10 points showing that Limousines of South Florida is consistent in both surveys conducted by two different agencies in two separate segments of our fixed route shuttle operation.

**Satisfactory Performance** - Attachment 3, includes reference letters from the South Florida Regional Transportation Authority, City of Aventura, Village of Bal Harbour, City of Pompano Beach, City of Plantation, City of Dania Beach, City of Parkland and the Downtown Fort Lauderdale Transportation Management Association. In addition, we have included a System Safety Compliance Reviews prepared by Broward County Mass Transit for our compliance through the Interlocal Agreements between Broward County and the City's of Plantation, Lauderhill, Pompano Beach and Dania Beach.

**Scope of Service** – In order to have a flawless transition, Limousines of South Florida will have a startup team in place for the first few days to ensure that all aspects and expectations of the service are met. We will have supervisors on the shuttle routes and supervisor vehicles following the buses to eliminate any problems. Our supervisors will continue to monitor the routes to ensure the Town of Davie that our service is everything we promise and more.

Our transition team will consist of our supervisors and managers of our other shuttle routes along with our lead drivers to train and assist with training of all new drivers. All drivers will be required to learn all routes and all lead drivers from our other contracts will also be required to learn the Town of Davie Blue Route.

After the initial transition, Limousines of South Florida will assign the existing manager that is currently responsible for the Town of Davie Green Route to be responsible for monitoring, scheduling, maintaining all report statistics and the total management of the Town of Davie account. This manager reports to Mark Levitt, President, on a daily basis.

All ridership reports required will be kept and forwarded to the Town of Davie on a timely basis. We are familiar with all reporting necessary required in the Inter-Local Agreement with Broward County and will keep the Town of Davie informed on all reporting.

**Employee/Drivers** - Limousines of South Florida, Inc. currently has over 100 full time drivers and just a few part time drivers in our current Shuttle Bus division. We employ three (3) full time Shuttle Bus Managers and four (4) shuttle bus supervisors to ensure our service is everything that we promise. In addition, we employ three (3) mechanics and (3) bus washers.

Limousines of South Florida, Inc. offers all employees a complete health insurance plan that consists of medical, dental and vision with an HMO. This plan is optional to all employees. All employees are eligible for a one week paid vacation after one year of service. This enables us to recruit and keep professional drivers.

**Driver Training:** Limousines of South Florida requires all drivers to attend and successfully complete the **Broward County's Training Program for drivers in Broward County's Community Shuttle Bus Program**. In addition, Limousines of South Florida requires all drivers to be trained by our supervisors' one on one in the rules of the road, driving habits, passenger safety, ADA sensitivity training and vehicle operations. We also require all drivers to attend SuperShuttle University for defensive driving skills, passenger safety and customer service skills (copy of SuperShuttle University brochure attached). Retraining is also required to keep our drivers current, informed, and refreshed. Our Safety Awareness Program strives to maintain an accident free company operating record.

All drivers must attend a driver training orientation. Items that are covered in this orientation are as follows:

- ADA Compliance
- Radio Communications
- Pre Trip Safety Inspections
- Accident Reporting
- Breakdown Procedures
- Company Policies and Procedures
- Evasive Driving Techniques
- Driver appearance
- Professional attitude
- Passenger Safety
- Reporting Documents
- Schedule Adherence

Sensitivity Training with special attention on the elderly and developmentally disabled.

**Staffing/Background** - LSF will utilize full time drivers from our existing driver pool. All drivers are employees. Drivers are carefully screened and tested before hiring. **FDLE background checks and driver MVR's (motor vehicle reports) are checked before hiring.** Comprehensive driver files are kept on each driver and will be available to the Town of Davie upon request.. We subscribe to *IIX* (Insurance Information Exchange) and are able to access information thru our computer systems.

Drivers are required to be at least 25 years of age, read and speak English fluently, have a clean drivers record and demonstrate strong customer service skills, have the ability to handle passengers with respect and courtesy along with the ability to handle complaints and problems professionally. All drivers are required to have at least a Class B, Florida Drivers License with a Passenger Endorsement. All applicants are required to pass a Federal Motor Carrier Safety Administration (FMCSA) approved Controlled Substance and Alcohol Test. Drivers will not be hired if ever convicted of a felony.

In addition to the above, every employee will be required to pass a pre-employment drug test before employment is considered. Random testing is on an ongoing basis. Our drug free workplace policy is attached in Attachment #4 of this proposal. Our drug free policy meets or exceeds all state, federal and local requirements and has been approved by Broward County Mass Transit.

Limousines of South Florida employee selection procedures and standards are intended to seek candidates well suited and capable of performing the requirements of the position. However, all aspects of the selection and hiring process will be administered without regard to race, color, national origin, religion, sex, age, sexual orientation or disabled status. Minimum qualifications are job-related and comply with the EEO guidelines. A current MVR is required on all drivers. No more than three (3) points are allowed on the drivers MVR record for the past three years. No driver will be hired who has been convicted of a DUI/DWI.

**Drivers Duties**

Operate vehicles in a safe manner;
Complete all required reports and passenger counts;
Complete pre-check inspection on all vehicles driven;
Report all problems, accidents and complaints;
Stop at all designated pickup and drop-off locations;
Observe all schedule adherence procedures;
Provide excellent customer service at all times;
Report to work on time as scheduled;

**Supervisors** - Whenever possible, supervisors job openings will be filled from within the Company when qualified employees are available and desire such promotions. Promotion decisions are made on the basis of performance, ability and qualifications for the job.

Depending on the requirements of the job to be filled, qualifications considered in selecting candidates for promotion may include: job experience, dependability, ability to work well with others, capacity for more responsibility, communication and leadership ability, education, training and seniority.

Supervisors are responsible for overseeing the safe and on-time operation of the shuttle buses. This position requires excellent communication skills, working well with others and leadership.

Supervisors will be required to work flexible hours if needed and will be available to extend their shifts if needed. This will enable the company flexibility if drivers are not on time or do not show for their shifts.

**Management** - LSF employs numerous talented and experienced personnel that will support LSF's Shuttle Bus Operation, including but not limited to information systems management, accounting, marketing, safety, training, maintenance and human resource management. LSF strives to hire employees that are genuinely friendly and who exhibit exceptional customer service skills.

Managers and road supervisors will ensure that all drivers adhere to scheduled pickups, in addition all drivers will be required to communicate to the office on all pickups. This will ensure on time performance.

**Dress Code** - The way each LSF driver and supervisor directly dealing with the public appears when conducting business reflects the professionalism of our service. The better a driver looks, the better the service appears. Therefore, all drivers and other representatives that directly deal with the public will adhere to the following approved Appearance Standards while on duty.

Blue Shirt – Provide by the company and must be tucked in.
Dark Slacks/Pants – If slacks have belt loops, a belt must be worn.
Black Shoes – Shoes must be solid black with closed toes.
Limousines of South Florida I.D. badge.

**Employee Orientation** - Concepts of passenger satisfaction and safety are of utmost importance. Attention is focused on the Town of Davie expectations. Throughout the orientation, stress is put on safety, reliability and timeliness. Employees are expected to gain an understanding of our commitment to passenger satisfaction and safety for all.

**Passenger Relations** – The passengers are the most important people in Limousines of South Florida's business. They are the very reason that Limousines of South Florida is in business. When they provide input, Limousines of South Florida listens, whether their input is a suggestion, complaint, or commendation. We take their input seriously and use this information in any way we can to improve upon the service we provide.

Limousines of South Florida's main goal is **Total Passenger Satisfaction**. We work towards this goal by promptly following up on all passenger input we receive. Passenger input is viewed as a positive, not a negative. Complaints and suggestion are very useful in upgrading the quality of service provided. Commendations are extremely important in reinforcing a job well done and enhancing the morale of an employee.

All input is responded to promptly and courteously. Employee commendations are also acknowledged. Copies of the commendation are sent directly to the employee's supervisor for personal distribution to the employee, posted in the driver common location, with a copy to their personnel file.

Limousines of South Florida's goal of Total Passenger Satisfaction will be a mandate from the passenger to continuously seek ways to improve upon our service. Through passenger input, Limousines of South Florida's flexibility and desire to satisfy the passengers' needs will constantly enhance the service we provide. The company will remain innovative, constantly seeking ways to improve our service.

Copies of all passenger input will be immediately sent to Limousines of South Florida's President and General Manager along with a copy to Town of Davie. All responses will be documented and distributed as well.

Passengers rely on our service to take them to their destination safely. Limousines of South Florida's Total Passenger Satisfaction goal requires that:

Passengers receive prompt, friendly, courteous service and accurate information.

Passengers receive efficient service with a smile and thank you.

Passengers are treated with respect and dignity, care and compassion.

Passengers have the right to depart and arrive on time.

Passengers receive prompt answers to his/her questions.

**Complaints** – Complaints will be recorded on the attached complaint sheet that will have the date, time of incident, name, contact number, bus number, nature of the incident and any action taken. This information will be then transferred into an electronic file, 'Davie Complaint Log" and will be investigated immediately and responded to. All responses will be copied or communicated to the Town of Davie on a timely basis. Our managers will investigate all complaints immediately and report findings to the City. The manager will notify the Town of Davie within 72 hours, as to the resolution of the complaint. All complaints will be kept on file. The electronic file will be sent to the Town of Davie on a monthly basis.

# Town of Davie
# Passenger Complaint Form

**Date of Call:**_____

**Time of Call:**_____

**Called by:** _____

**Passenger Name:**_____

**Date of Incident:**_____

**Time of Incident:**_____

**Bus No.** _____

**Nature of Incident:**_____

_____

_____

**Drivers Name:**_____

**Action Taken:**_____

**<u>NOTE: All Passenger Complaint forms must be log into Computer Program</u>**

Month:_____

# Town of Davie
## Incident/Complaint File

Submitted by: Limousines of S. Fla.

| Date | Time | Driver Name | Bus No. | Called by: | Passenger Name | Phone Number | Nature of Complaint |
|---|---|---|---|---|---|---|---|
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**NOTE: This form is to be sent to the Town of Davie via email to Susan Dean by the 5th of each month.**

It is our goal to have all passengers satisfied 100% of the time. In addition to responding to all complaints, LSF will look at all complaints as "Constructive Criticism" and will be proactive in preventing the same issue from occurring in the future. Counseling drivers and supervisors on specific issues, as well as having meetings with staff to avoid future issues of the same nature will be a priority in our program. This approach

**Contract Goal** – LSF's goal in this contract is to provide the Town of Davie with the highest quality shuttle service available. We will continue to strive to provide total satisfaction by working towards **100% Total Satisfaction** by being proactive in all aspects. It will be our staff's goal to identify problem issues and eliminate them before they occur. Managers, Supervisors and Drivers will continue to be trained, retrained and reminded about the proactive approach that LSF has committed in obtaining the goals stated above.

**Hours of Operation** – LSF's dispatch office is operated 24/7, this will enable our staff to insure that in the event of a driver not able to work, our dispatchers will have replacements available prior to start times.

**Maintenance Facilities** – Limousines of South Florida has a three (3) bay maintenance facility. This facility currently houses the buses for our shuttle bus division. The facility is staffed by a mechanics during the evening hours and weekends when the vehicles are not in service. A mechanic is also on duty in the early morning hours to assist drivers with the checking of fluids and pre trip inspections. Vehicles are also cleaned and washed at this facility.

Routine preventive maintenance is an essential part of Limousines of South Florida's vehicle maintenance programs; therefore, a comprehensive preventative maintenance program has been established that augments and enhances upon the vehicle's manufacturers recommended intervals of service. Each vehicle in the fleet is tracked on a daily basis for vehicle mileage and service requirements. Limousines of South Florida's standards call for preventive maintenance to be performed every 3,500 miles or at 30 day intervals.

**Preventive Maintenance**, or routine maintenance, is divided into three (3) categories identified as A, B and C services with various types of services and inspections performed at each interval. (A copy of the Preventive Maintenance Schedule is included in the following pages, the schedule fully details the services to be performed at each service interval).

Service performed every 3,500 miles under an "A" service includes brakes, routine oil and filter changes, front end alignments, filter cleaning, plus routine safety inspections and replacement if necessary of all belts, tires, batteries, windshield wipers, seat belts and exhaust systems.

The "B" service performed every 30,000 miles encompasses all of the "A" services and safety inspections, but also calls for transmission service, tune-ups, and repacking of wheel bearings and U-joints.

Service performed under a "C" service at 75,000 mile intervals is a major service interval with major mechanical jobs performed and all on-board safety equipment checked. All parts, materials and lubricants used by the maintenance department meet or exceed the standards specified by the vehicle manufacturers.

As part of the overall preventive maintenance program, each driver is required to complete, sign and file with the Operations Supervisor or Dispatcher a Pre and Post-shift Daily Vehicle Inspection Report ("VIR"). It is the responsibility of each driver to perform the vehicle check and to indicate all damage or mechanical problems noticed during his shift. These reports will be forwarded to the manager. If any problem are detected, the vehicle will be removed from service and delivered to the maintenance department along with a Vehicle Repair Order detailing the problem(s). Copies of any VIR reports necessitating repairs and the completed work order will become part of the vehicles permanent file and will be available for review upon request.

Limousines of South Florida's maintenance department is under the supervision of its director of maintenance, Mr. Nelson Perez (resume included). Mr. Perez oversees the day-to-day operation of the maintenance department and his staff of 6 full-time mechanics. Mr. Perez has extensive experience and training. He has completed over 50 courses given by General Motors Training Centers. In addition he is ASE certified in anti-lock braking systems, air conditioning, and engine performance.

We have attached a copy of Eldorado National's Bus Maintenance Checklist (included in Attachment 3) that is a very comprehensive maintenance plan that cover daily, weekly, monthly, semi-annually and annual maintenance checks.

Complete inventory of parts for our shuttle buses at our Fort Lauderdale Facility.

**(LSF Current Maintenance Facility)**

In addition, we have a facility located just east of the Miami International Airport. This facility has six (6) full time mechanics, car wash and full service maintenance shop along with a complete body shop.

**Maintenance Staff Duties**
Pre-check all vehicles on a daily basis;
Complete all daily minor repairs;
Approve all repairs to be outsourced;
Communicate all repairs and down vehicles to the Manager;

**Vehicle Safety and Appearance Standards** -All vehicles in service are required to be clean, free of dents, scratches or other damage, which materially and adversely affect a vehicle's appearance. Vehicles are also free of mechanical problems that render the vehicle unsafe, excessively noisy or uncomfortable to ride in.

All vehicles will be in compliance with **Florida DOT rule 14-90** governing **Equipment and Operational Safety Standards Governing Public-Sector Bus Transit Systems.**

Daily shift maintenance standards require the interior and exterior of all vehicles be cleaned at the end of each shift and inspected. The exterior and interior windows will be clean at all times, the vehicle will be swept out daily and deodorizer will be applied to the inside if necessary.

In addition to washing the vehicles, the staff will also check vehicle fluid levels, ADA equipment and interior and exterior lights on a daily basis. All drivers are required to complete a vehicle inspection report (VIR) at the end of each shift noting any safety or mechanical defects during their shift. These reports are turned into the manager. Reports indicating problems are forwarded to the maintenance department for repairs to be completed.

Limousines of South Florida will maintain all vehicles in accordance with our contract with the Town of Davie but will go above and beyond to ensure vehicles are **Graffiti Free** and in good repair both internally and externally. In order to accomplish this, we will implement a program that will enable us to monitor and ensure that this will be a priority. Limousines of South Florida has a body shop in our Miami facility the will be available to ensure the exteriors of the vehicle are not only dent free but that the paint is kept bright and clean. Interior graffiti will be checked on a monthly basis and if the graffiti can not be cleaned and removed, we will paint the interior walls to eliminate any graffiti.

As you may or may not be aware, Limousines of South Florida has just recently taken the Town of Davies' two buses to our body shop in Miami and have painted both buses. This was done without request from the Town, the buses needed to be repainted and we acted without reimbursement or direction. This shows our commitment and promise to the Town. We have only been operating these buses for about 8 months and they had been in service prior to Limousines of South Florida, but it is our intention to provide the Town with the highest quality of service and this needed to be done so we did it.

Our Existing Fleet of Shuttle Buses

**Backup/Spare Vehicles** – Limousines of South Florida will provide backup vehicles in the event of a vehicle breakdown. LSF has approximately eight (8) spare vehicles in our existing fleet. Due to our maintenance facility's operational hours of weekends and evenings, our maintenance is performed during hours that vehicles are not in service and therefore we always have vehicles available. In fact, we have leased a spare vehicle to the City of Sunny Isles for a few months while two of their three vehicles were being repaired.

**Communications** – Each vehicle is equipped with a two-way radio that will be on the Town of Davie designated channel. Supervisors all have handheld radios that monitor all routes. In addition, our bus facility in Fort Lauderdale and our main office in Miami have base stations that monitor all channels. In order to keep headways, drivers are required to call in at designated points. All managers and supervisors have cellular phones which enable direct communication with our offices and the Town of Davie in the event of a change or emergency.

**TTY Phone Access** – Limousines of South Florida has in place a designated TTY telephone that allows all of our clients and their passengers' access to our service in the event that they are speech or hearing impaired. TTY's are also called text telephones. Looking much like a typewriter keyboard with a text screen, a TTY telephone allows persons with hearing and/or speech loss to make or receive telephone calls by typing their conversations, via two-way text. The conversation is read on a lighted display screen in on our TTY telephone.

**Reporting Data** – Limousines of South Florida is familiar with the Interlocal Agreement between Broward County and the Town of Davie with respect to the reporting of data. LSF will maintain records of information and data in the format prescribed by the Town of Davie and Broward County. Limousines of South Florida shall furnish copies of all reports to the Town of Davie in the time periods required. Limousines of South Florida currently provides all reporting to Broward County for the City of Pompano Beach, City of Dania Beach, City of Parkland.

**Key Personnel** – Limousines of South Florida will assign all three of our existing managers to oversee and monitor the Town of Davie Blue route., Arthur Ehrlich, Michael Clemente and Joe DiGiuseppe will all have the responsibility of overseeing the Town of Davie Blue Route at the time of transition. After the transition, our existing manager will assume full time management responsibilities and the others will be the backup managers. This will ensure that there will always be a manager available at all times. Managers will report to the President, Mr. Mark Levitt on a daily basis. In addition, Tom Rankine, General Manager of Limousines of South Florida will have the responsibility of billing and reporting of data. Sam Stubbs will have responsibility of Safety and Training. Nelson Perez will have responsibility of Maintenance of vehicles. All of the above-mentioned personnel resumes are attached is Attachment #1.

**Licenses** – Limousines of South Florida is familiar with all licensing processes required as we currently operate several other local inter-city bus transportation routes within Broward County.

**Insurance** – Limousines of South Florida already has the required insurance on file with the Town of Davie. We have also attached copies of our certificates in Attachment #4 of this proposal.

**Cost Per Hour** – The current cost per hour for the Green Route is $30.36 per operating hour. This rate was submitted in July, 2005 and since then the price of fuel has skyrocketed. In order to provide consistency with regard to billing, Limousines of South Florida will keep the same rate of $30.36 per hour for the Blue Route. The rate is inclusive of all maintenance costs, fuel costs, insurance costs, training and personnel.

**Conclusion** - As you have seen from our proposal, not only does Limousines of South Florida have more experience than any of our competitors but we also have in place systems and procedures that will clearly make our service superior to all others. We have the systems, policies and procedures in place and they work. We have the backup if needed and have shown the Town of Davie that we can provide a high quality service.

Recently, we have taken the Town of Davies' two buses to our body shop in Miami and have painted both buses. This was done without request from the Town, the buses needed to be repainted and we acted without reimbursement or direction. This shows our commitment and promise to the Town.

Mr. Mark Levitt, President of Limousines of South Florida has been a resident of the Town of Davie for the past eleven (11) years and he will not allow his staff to compromise the quality of our service in his hometown. In addition, Limousine of South Florida has historically been very involved in the South Florida community as a civic participant. We have provided the Town of Davie, on occasion with transportation services at discounted rates for special events within the town.

Our expertise is providing Municipal and Community Shuttles and we are the Professionals in Community Shuttles. Limousines of South Florida looks forward to working with the Town of Davie and your staff in providing your residents with our high level of service for the Blue Route.

**SIMILAR OR RELATED PROJECTS**

**City of Aventura** March 2003 - Present
19200 West Country Club Drive 4 Minibuses operating 6 Days (10 hrs. day)
Aventura, FL 33180
Mr. Robert Sherman, Director of Community Services (305) 466-8900

**City of Pompano Beach** February, 2003 – Present
P.O. Drawer 1300 2 Minibuses operating 5 Days (8 hrs. day)
Pompano Beach, FL 33061
Mr. Brian Donovan, Budget Analyst (954) 786-4605

**City of Plantation** September, 2001 - Present
750 N.W. 91st Avenue 4 Minibuses operating 5 Days (10 hrs. day)
Plantation, FL 33324
Ms. Elizabeth Bryant, Transit Manager (954) 797-2640

**Town of Bay Harbor Islands** 1992 - Present
9665 Bay Terrace 1 Minibus operating 5 Days (8 hrs. day)
Bay Harbor Island, FL 33154
Mr. J.C. Jimenez, Assistant to the Town Manager (305) 866-6241

**City of Hallandale Beach** October, 2003 – Present
400 South Federal Highway 2 Minibuses operating 6 Days (7 hrs. day)
Hallandale Beach, FL 33309
Mr. Earl King (954) 457-1669

**SFRTA/TRI-RAIL** November, 2003 - Present
800 N.W. 33 Street Minibus shuttles for Swap Shop, FLL
Suite 100 Airport, Boca Town Center &
Pompano Beach, FL 33064 Sixteen (16) Broward Feeder Routes
Ed Byers, Director of Operations (954) 788-7948

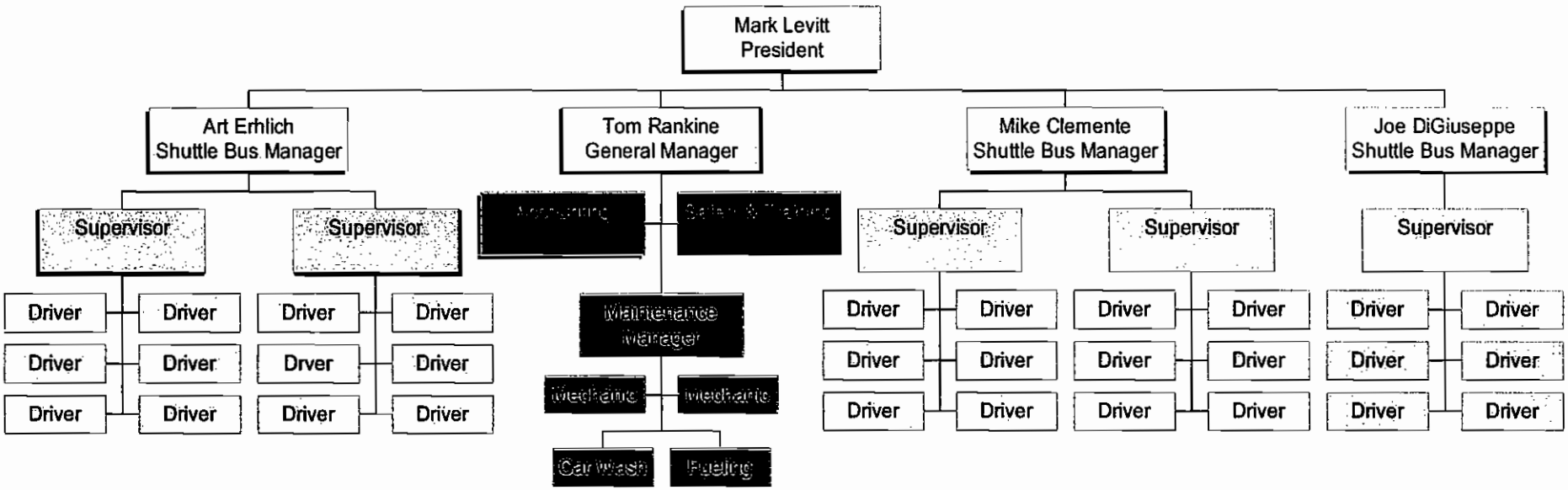
**Fort Lauderdale-Hollywood Int'l Airport** 1987-November, 2002
300 Terminal Drive Parking lot and garage shutle
Fort Lauderdale, FL 33315 22 vehicles operating 7 days (24 hrs.)
Mr. John O'hara, Manager Landside Operations (954) 359-1278

**City of Dania Beach** April, 2004 – Present
100 West Dania Beach Blvd. 2 Minibuses operating 5 days
Dania Beach, FL 33004
Ms. Kristen Jones, Director of Parks & Recreation (954) 924-3730

**Downtown Fort Lauderdale Transportation Management Association**
305 South Andrews Avenue October, 2005 - Present
Fort Lauderdale, FL 33301 14 Trolleys – 2 Minibuses
Paul Carpenter (954) 651-5951

# LIMOUSINES OF SOUTH FLORIDA, INC

## ORGANIZATIONAL CHART




## EXISTING CONTRACTS:

City of Plantation
Village of Bal Harbour
City of Pompano Beach
City of Coral Spring

City of Dania Beach
City of Hallandale Beach
Town of Bay Harbor Islands
City of Parkland

City of Aventura
Town of Surfside
Sunrise Lakes Condos
Town of Davie

South Florida Regional Transportation Authority (SFRTA/TRI-RAIL)
Downtown Fort Lauderdale Transportation Management Association
Broward County East/West Express

# Attachment -1

# Resumes

# RESUME

## Mark Levitt
## Davie, Florida

**EXPERIENCE**

1984 - present **PRESIDENT, Limousines of South Florida, Inc.** 2595 N.W. 38th Street, Miami, Florida

Mr. Levitt oversees the day-to-day operation of the company's employees and vehicle fleet of 60 sedans, limousines and buses. His key responsibilities include the development, expansion and marketing for the company.

1993 – present **PRESIDENT / CEO, Southern Shuttle Services, Inc. d.b.a. SuperShuttle Miami**, 2595 N.W. 38th Street, Miami, Florida

Mr. Levitt is responsible for overall operation in Miami. Additional responsibilities included: overseeing sales and marketing department; development and coordination of public relations programs; administration of an annual budget in excess of nine million dollars; monitoring of cash flow and development of the annual business plan; management of 275 drivers, administrative and guest service/sales support staff; successful implementation of the automated reservation system in Miami. Additionally directly responsible for procurement of outside contracts

**Professional Affiliations**

Executive Board, Transportation Industry Association
Founding Member, Florida Limousine Association
National Limousine Association
Member, Florida Breeder's Cup Transportation Committee
Airport Ground Transportation Association ("AGTA")
Meeting Planners International ("MPI")

# RESUME

**Thomas M. Rankine**
**Sunrise, Florida**

## EXPERIENCE

| | |
|---|---|
| 2001 – Present | Limousines of South Florida, Inc., Miami, Florida<br>General Manager – Mr. Rankine as General Manager oversees each of our transportation divisions. He is responsible for the daily overseeing of our dispatch and billing departments. All company manager's report to Mr. Rankine on a daily basis. |
| 1997 – 2001 | Aventura Limousine, Miami Florida<br>Night Manager – In charge of dispatch, reservations and drivers. |
| 1986 – 1997 | Limousines of South Florida, Inc., Miami, Florida<br>General Manager – Mr. Rankine as General Manager was in charge of all divisions Oversaw dispatch and billing. All company managers reported on daily basis. |
| 1985 - 1986 | Majestic Limousine, Fort Lauderdale, Florida<br>Chauffeur |
| 1982 - 1985 | Stardust Limousine<br>Chauffeur |
| 1978 – 1981 | Broward County Community College – Commercial Pilot Program. |

# RESUME

## Arthur Ehrlich
## Hollywood, Florida

**EXPERIENCE**

| | |
|---|---|
| 2002 – Present | Limousines of South Florida, Inc. Miami, FL<br>Project Manager for Shuttle Bus operation for the City of Aventura. In charge of complete startup of the Aventura Shuttle Bus Operation for Limousines of South Florida, Inc. |
| 1987 – 2002 | Limousines of South Florida, Inc., Fort Lauderdale, FL<br>Project Manager – Fort Lauderdale-Hollywood International Airport Shuttle Bus Service. In charge of all daily operations including scheduling, payroll, billing and managing the complete operation consisting of 4 separate routes and 25 vehicles. |
| 1983 – 1987 | AAA Wheelchair Wagon Service, Hollywood, FL<br>Dispatch Manager – Scheduling, and Dispatching over 100 vehicles. |
| 1975 – 1983 | Friendly Checker Taxi , Hollywood, FL<br>Dispatcher Manager– Dispatching of vehicles and Overseeing complete operation of 60 taxicabs |

# RESUME

## Michael Clemete
## Pembroke Pines, Florida

**EXPERIENCE**

| | |
|---|---|
| 2001 – Present | Limousines of South Florida, Inc., Fort Lauderdale, FL<br>Project Manager – City of Plantation and City of Lauderhill Community Shuttle Bus Service. Handles all of the daily operations including scheduling, payroll, billing on the two contracts. Handles all concerns will the city's and monitors the routes for compliance. Mr. Clemente is the liaison between the City's of Plantation and Lauderhill and Limousines of South Florida for the Community Shuttle Service. |
| 1990 – 2001 | Limousines of South Florida, Inc. Miami, FL<br>Dispatch Manager – Scheduling, Dispatch and Reservations were overseen by Mr. Clemente. |
| 1988 – 1990 | Limousines of South Florida, Inc. Hollywood, FL<br>Dispatcher – Dispatching of vehicles. |
| 1987 – 1988 | Limousines of South Florida, Inc. Hollywood, FL<br>Chauffeur |

# RESUME

## Joseph DiGiuseppe
## Green Acres, Florida

**EXPERIENCE**

| | |
|---|---|
| 2004 – Present | Limousines of South Florida, Inc. - Manager of Tri-Rail Feeder Contract and other Shuttle contracts for the company |
| 2004 – 2004 | Quality Transportation – Operations Manager in charge of 60 Bus Fleet, Tri-Rail Project Director in charge of 11 Broward Feeder Routes and Manager of 6 Inter-local Broward County Shuttle Routes |
| 1996 – 2000 | Greyline, Fort Lauderdale - Dispatcher, Assistant Operations Manager, Tri-Rail Project Director |
| 1994 – 1996 | Coach Driver – Greyline, Fort Lauderdale, FL. |
| 1993 – 1994 | Coach Driver – OK Tours, Fort Lauderdale, FL. |
| 1992 – 1993 | Coach Driver – J J Kelly, Fort Lauderdale, FL. |
| 1990 – 1991 | Instructor in Transportation, Licensed by the State of NY |
| 1980 – 1990 | Transportation Business – Owner – New York, NY |

# RESUME

## Samuel R. Stubbs
## Miami, Florida

**EXPERIENCE**

**1989 – present** **Southern Shuttle Services, Inc.**, 2595 MW 38th Street, Miami, Florida

1995 – present ASSISTANT GENERAL MANAGER / DIRECTOR of SAFETY and TRAINING, Southern Shuttle Services, Inc. d.b.a. SuperShuttle Miami & Limousines of South Florida, Inc.

Mr. Stubbs assists in the day-to-day operation of the company's drivers and vehicles. He assists in the formulation and implementation of policies and procedures and in the management of the safety and training function of Limousines of South Florida. He is responsible for the design, development and implementation of all company training/safety programs, the development and organization of operations support resources and the production of the company newsletter.

1995 - present **DIRECTOR OF SAFETY, Limousines of South Florida, Inc.**
Mr. Stubbs created and put into place safety and operating procedures as well as training programs that have made Limousines of South Florida drivers one of the best trained in the industry.

1968 - 1989 **POLICE OFFICER (LIEUTENANT), City of Miami Police Department**, Miami, Florida

During his tenure with the police department, Mr. Stubbs was assigned to the motorcycle traffic division, to the administrative and employment division, and as an instructor in police vehicle operation. Mr. Stubbs retired with the rank of Lieutenant. During his years of service, he graduated from or received training from such prestigious institutions as The Southern Police Institute of Law Enforcement Administration, and the Northwestern Institute of Traffic Reconstruction.

# Attachment -2

# Reference Letters
# Safety Compliance Reviews

SOUTH FLORIDA
REGIONAL
TRANSPORTATION
AUTHORITY

800 NW 33rd Street Suite 100 Pompano Beach Florida 33064 954/942-7245 954/788-7879 www.sfrta.fl.gov

November 1, 2004

Mr. Mark Levitt
Limousines of south Florida, Inc.
2595 NW 38th Street
Miami, FL 33142

**RE: INCENTIVES AND PENALTIES PER AGREMENT NO. 03-193**

Dear Mr. Levitt:

Over the past contract year, SFRTA/Tri-Rail staff have been conducting random surveys of routes operated by your firm under our Agreement. Through these surveys, passengers were asked their opinions on the bus service in regard to; on on-time performance, vehicle cleanliness, operator assistance, route adherence, and other pertinent areas.

Passengers were asked to rate your firm's service in each category on a scale of 1 to 10 (10 being the highest). The summarized survey results have been attached to this correspondence. These results show that overall, your firm's average was 9.4 on a scale of 10. As a result, per Section 3.2 of the Special Terms and Conditions of our Agreement, your firm is eligible for a $10,000 incentive for the first contract year.

Please submit an invoice in this amount to SFRTA with a copy of this letter.

If you have any questions or concerns please feel free to contact me at (954) 788-7948.

Sincerely,

Edward D Byers
Operations Manager

Attachment

November 16, 2005

Mr Mark Levitt
Limousines of South Florida, Inc
2595 NW 38th Street
Miami, FL 33142

**RE: INCENTIVES AND PENALTIES PER AGREMENT NO. 03-193**

Dear Mr Levitt:

Over the past contract year, SFRTA/Tri-Rail staff have been conducting random surveys of routes operated by your firm under our Agreement. Through these surveys, passengers were asked their opinions on the bus service in regard to; on on-time performance, vehicle cleanliness, operator assistance, route adherence, and other pertinent areas.

Passengers were asked to rate your firm's service in each category on a scale of 1 to 10 (10 being the highest). The summarized survey results have been attached to this correspondence. These results show that overall, your firm's average was 9.3 on a scale of 10. As a result, per Section 3.2 of the Special Terms and Conditions of our Agreement, your firm is eligible for a $10,000 incentive for the second contract year

Please submit an invoice in this amount to SFRTA with a copy of this letter

If you have any questions or concerns please feel free to contact me at (954) 788-7948

Sincerely,

Edward D Byers
Operations Manager

Attachment

DOWNTOWN FORT LAUDERDALE
TRANSPORTATION
MANAGEMENT
ASSOCIATION


EXECUTIVE BOARD

**Alan Hooper**, Chair
Downtown Development Authority

**Cindi Hutchinson**, Vice Chair
Commissioner, City of Fort Lauderdale

**Christine Teel**, Treasurer
Commissioner, City of Fort Lauderdale

**Roger Del Rio**, Secretary
Director, Broward County MPO

**Josephus Eggelletion, Jr.**
Commissioner, Broward County

**John Loos**
Downtown Development Authority

**John E. Rodstrom, Jr.**
Commissioner, Broward County

ADVISORY BOARD

**Michael Madfis**, Advisory Board Chair
The Madfis Group

**Sharon Schwartz**, Vice Chair
City National Bank

**Julia Cope**
Julia Cope & Associates, Inc.

**Paul N. Ergon**
Sovereign Development Group

**Ruben Parker**
School Board of Broward Co.

**Andrea Reitor**
Tri-County Commuter Rail Authority

**Joy Riddell**
Florida Atlantic University

**David Rose**
Tarpon River Civic Association

**Robert Van Fleet**
The Las Olas Company, Inc.

**Lisa Peterson**
Florida Department of Transportation

**Chris Wren**
Downtown Development Authority

**John Zegeer**
Kittleson & Associates, Inc.

TMA STAFF

**Paul Carpenter**
Executive Director

**Doris Bernhardt**
Administrative Assistant


June 16, 2006

Paul Carpenter
Executive Director
Downtown Fort Lauderdale Transportation Management Association
305 South Andrews Avenue, Suite 710
Fort Lauderdale, FL 33301

To Whom It May Concern:

Limousines of South Florida, Inc. (LSF) has provided Community Bus services for the DFLTMA since October 2005. In this capacity they have been exemplary in their provision of services as well as responding to the various demands placed upon them for the implementation of new routes, hiring and training of new drivers, and maintaining a high quality of service. LSF has continuously gone beyond the expectations of our not-for-profit Board of Directors as a provider of local transit services.

Mark Levitt, President of LSF, worked diligently with the Board of the Downtown Fort Lauderdale TMA during the summer of 2005 to develop specifications and place an order of 14 new trolley style vehicles. The trolley vehicles were manufactured over the winter and during the spring of 2006 were delivered to the LSF facility in Fort Lauderdale. On May 11 the new trolleys were place into service and have received tremendous notoriety from local public officials and residents as well as having received national attention through various industry journals. We attribute much of the early success of introducing these trolleys to Fort Lauderdale to the effort of Mark Levitt and his company of Limousines of South Florida.

In the years to come the Downtown Fort Lauderdale TMA expects to continue the positive relationship with Limousines of South Florida as our operator of community transit services. As downtown Fort Lauderdale continues to experience growth in its urban core we feel confident in the capability of Limousines of South Florida to meet the added demands that will be placed upon our burgeoning transit service.

I would confidently recommend Limousines of South Florida to any community or agency who desires to provide the high quality of service necessary for the demands of a community transit service.


305 South Andrews Avenue, Suite 710 Fort Lauderdale, FL 33301
Phone: (954) 761-3543 Fax: (954) 761-1533
http://www.suntrolley.com

**Kristen L. Jones, MS**
**Director, Parks and Recreation**
100 West Dania Beach Blvd.
Dania Beach, FL 33004
Phone: 954-924-3730
Fax: 954-924-3629
kjones@ci.dania-beach.fl.us

July 18, 2006

To Whom This May Concern,

Limousines of South Florida have operated our Community Buses for the past four years with extreme excellence and professionalism.

The Administrative staff has always been accommodating to every request the City of Dania Beach has had. The owner, Mark Levitt, goes above and beyond the call of duty and personalizes each shift to benefit the community to the most efficient way possible. The drivers are courteous and friendly.

I highly recommend any organization to choose Limousines of South Florida for all your transportation needs. We recently have utilized this company for the transportation of our children in our Summer Camps to local venues. We have had zero incidents.

Please feel free to call me for further recommendation or to answer any questions you may have of the integrity and reliability of this company.

Sincerely,

Kristen

Kristen L. Jones

City of
Aventura

Government Center
19200 West Country Club Drive
Aventura, Florida 33180

SUSAN GOTTLIEB
MAYOR

COMMISSIONERS
ZEV AUERBACH
BOB DIAMOND
HARRY HOLZBERG
BILLY JOEL
MICHAEL STERN
LUIZ URBÁEZ WEINBERG

ERIC M. SOROKA, ICMA-CM
CITY MANAGER

May 9, 2005

To Whom It May Concern:

The City of Aventura has awarded a bid to Limousines of South Florida, Inc. for supplying and operating shuttle bus service. Their contract went into effect in March 2003.

Since that time, Limousines of South Florida has been responsive to all City requests in addition to their normal shuttle bus schedules. They have remedied all issues that have arisen in a timely manner and are meeting all the specifications as defined in the contract.

Limousines of South Florida, Inc. has provided professional transit and transportation services since the inception of their contract and the City is satisfied with their current level of service.

Sincerely,

Robert M. Sherman
Director of Community Services

RMS/gf

PHONE: 305-466-8900 • FAX: 305-466-8939
www.cityofaventura.com

**CITY OF PARKLAND**

6600 University Drive
Parkland, Florida 33067
(954) 753-5040 • Fax: (954) 341-5161
www.cityofparkland.org

June 8, 2006

Mr. Mark Levitt
Limousines of South Florida, Inc.
2595 NW 38th Street
Miami, FL 33142

Dear Mr. Levitt,

This letter is being written to say thank you so much for the driver you assigned to us on June 7, 2006 for the Parkland tour. He was polite, courteous and conscientious of the many sites we had to see in a small window of time. We really could not have accomplished our goal of touring all the sites had he not been so attentive to our needs.

Again thank you for your staff. It's always a pleasure to work with dedicated employees who value providing exemplary customer service.

Sincerely,

Caryn Gardner-Young
Assistant City Manager

BAL HARBOUR
FLORIDA'S PARADISE

March 28. 2005

To Whom It May Concern:

Limousines of South Florida has been operating the Bal Harbour Shuttle bus for the past nine months as a consultant to the city.

They have operated our bus service professionally and to the satisfaction of our resident passengers.

Mark Levitt, owner of the company, can always easily be reached when the need arises to discuss any issues that may arise.

Based on our experience to date, I highly recommend Limousines of South Florida to anyone seeking a way to run a care-free transportation service.

I can be reached at (305) 866-4633, Ext. 21 in the event that additional information is needed.

Sincerely,

Alfred J. Treppeda
Village Manager

Bal Harbour Village Hall • 655 96th Street, Bal Harbour • FL 33154 • 305-866-4633 • Fax 305-868-6575

BAL HARBOUR
FLORIDA'S PARADISE

March 14, 2005

To: Mark Levitt
From: Lydia M. Kordalewski, Transportation Director

As Transportation Director of Bal Harbour Village, I would like to express sincere gratitude to Limousines of South Florida for their excellent transportation service and commitment to our Village for the past 9 months.

We appreciate your confidence in our Transportation System and your willingness to work together and make our Transportation System flow much better.

Your drivers have always been conscientiousness and punctual. Limousines of South Florida have helped to make our routes rewarding experiences for our community riders.

Sincerely,

Lydia M. Kordalewski

Lydia M. Kordalewski
Director of Transportation
Bal Harbour Village

Bal Harbour Village Hall • 655 96th Street, Bal Harbour • FL 33154 • 305-866-4633 • Fax 305-868-6575

OFFICE OF THE MAYOR
Rae Carole Armstrong
*Mayor*

PUBLIC WORKS
Frank DeCelles
*Director*

Plantation
the grass is greener

CITY COUNCIL
Jerry Fadgen
*President*
Diane Veltri Bendekovic
*President Pro Tem*
Bruce Edwards
Ron Jacobs
Ralph D. Merritt III

October 8, 2002

Mr. Ernie A. Siegrist
General Services Director
City of Pompano Beach
1190 Northeast 3rd Avenue
Pompano Beach, Florida 33060

Dear Mr. Siegrist:

In September 2001, Limousines of South Florida entered into an agreement with the City of Plantation in conjunction with Broward County Transit, for the operation and maintenance of our transit bus service. Limousines of South Florida competently performs the required duties, obligations and services set forth in this agreement to the City of Plantation in a skillful respectable manner.

Limousines of South Florida has provided the City of Plantation with excellent community transportation services. We look forward to a continued successful working relationship in the fulfillment of our current contract with the possibility of extending said same contract with Limousines of South Florida.

If you would like additional information, you can call me at 954-452-2535.

Sincerely,

Frank D. DeCelles

Public Works Department
750 NW 91st Avenue, Plantation, FL 33324
T: 954.452.2535 • F: 954.452.2548
www.plantation.org

·ian J. Donovan
*dget Analyst*

:) West Atlantic Blvd.
Drawer 1300
,pano Beach, Florida 33061

Phone: (954) 786-4605
FAX: (954) 786-4504

'ity of Pompano Beach, Florida

March 20, 2003

Selection & Negotiation Committee
Broward County
115 South Andrews Avenue
Ft. Lauderdale, FL 33301

Dear Selection & Negotiation Committee:

I am the designated Mass Transit Manager for the City of Pompano Beach. I have had the pleasure of working with Limousines of South Florida since the City began its Community Bus Service Program. Based on my experiences with the company, I unequivocally believe Limousines of South Florida will be able to replicate the same level of outstanding service for any other entity it services.

Their staff is very professional and responds promptly to any questions or issue that may arise, which is a reflection of the company's commitment to customer satisfaction. Additionally, their on-site Managers work closely with City officials to evaluate routes and make any necessary adjustments. The company has been instrumental with the success the City has experienced with the Community Bus Service Program.

Sincerely,

Brian J. Donovan
Budget Analyst
BA 03-51

BROWARD COUNTY
FLORIDA
Community Services Department
**MASS TRANSIT DIVISION** - Administration
3201 West Copans Road • Pompano Beach, Florida 33069
954-357-8300 • FAX 954-357-8305

July 13, 2004

Mark Levitt
Limousine of South Florida
2595 N.W. 38th Street
Miami, Florida 33142

Re: Annual Transit System Safety Compliance Inspection for -
Lauderhill, Plantation, Pompano Beach and Dania Beach

Dear Mr. Levitt:

In accordance with the provision of Florida Statute (FS) 341.061 and Rule 14-90, Broward County Safety and Security Section conducted an on-site Safety Compliance Review of your Community Bus Service transportation provider.

The following areas were reviewed:

1. General Information
2. System Safety Program Plan Files
3. Bus Safety Inspection Records
4. Proof of Valid Driver's License Records
5. Driver Training Records
6. Operational and Safety Procedures
7. Driving Hours and Work Period
8. Records of Pre-Employment Medical Examination
9. Record of Biennial Driver Medical Examinations
10. Bus maintenance Record
11. Records of Bus Accidents
12. Drivers Daily Bus Inspection Files
13. Bus Emergency and Safety Equipment Inspection
14. Compliance with Drug Free Workplace Act
15. Bus Transit System Establishment, Adoption and Monitoring of Safety Standard for Private Contract Bus Transit

This letter confirms that upon review of all of the above Lauderhill, Plantation, Pompano Beach and Dania Beach were found to be compliant.

Sincerely,

William Sorrells
Manager, Safety & Security

WJS/cf

Broward County Board of County Commissioners
Josephus Eggelletion, Jr. • Ben Graber • Sue Gunzburger • Kristin D. Jacobs • Ilene Lieberman • Lori Nance Parrish • John E. Rodstrom, Jr. • James A. Scott • Diana Wasserman-Rubin
www.broward.org/bct

# Attachment -3

# Driver Safety Manual
# Eldorado Bus Maintenance Schedule

# *LIMOUSINES OF SOUTH FLORIDA*

# *SAFETY PROGRAM*

RISK CONTROL
ADA TRAINING
DRIVER SAFETY
ACCIDENT REPORTING

## *LIMOUSINES OF SOUTH FLORIDA*
## *SAFETY PROGRAM*

**Defensive Driving** – The key to avoiding accidents in modern traffic conditions is defensive driving. Defensive Drivers are those who:

Make allowances for the lack of skill and lack of knowledge on the part of other drivers.

Is what I'm planning to do really necessary at this time? Putting the vehicle in position requiring backing up; passing another vehicle; making a lane change; or exiting a freeway.

Is my motivation for doing what I am about to do merely a shortsighted monetary goal? Speeding tickets, carpool lane violations and photo police.

Am I driving in the "middle" or otherwise allowing myself escape routes to both sides?

Am I routing myself away from hazardous areas, such as a strip mall parking lot, or underground parking or overhangs?

Am I allowing myself to have the false notion that "dispatch" is forcing me to take unsafe and/or potential expensive risks rather than communicating with dispatch regarding the problems I am confronting and working together to a solution?

Being alert to avoid the accident traps and hazards created by weather, roads, pedestrians, and other drivers. Sticks, balls and pets will surely be followed by children and cars and buses will surely be leaving their parallel parking spots.

Use the 3-4 second rule and remember it takes almost the length of a football field for a normal passenger vehicle to come to a complete stop from 65 MPH.

When at an intersection and the light has turned green, wait a second or two before entering the intersection. Check in both directions to make sure someone is not trying to "beat the light".

Nothing relieves the driver in the slightest degree of the responsibility for driving defensively to avoid accidents – not icy roads, curves, hills, narrow roads, the absence of signs or signals out of order, nor carelessness, recklessness, or ignorance on the part of others.

**REMEMBER**
**DEFENSIVE DRIVING IS A MUST**
**THE LIFE YOU SAVE MAY BE YOUR OWN!!!**

*LIMOUSINES OF SOUTH FLORIDA*
*MAINTENANACE*

## Maintenance of Safe Vehicles

No employee should ever drive an unsafe vehicle. Maintenance practices are in place to ensure that cost effective safety maintenance is performed on a planned, preventative basis.

Drivers are entitled to remove an unsafe vehicle from service and request another vehicle. If a vehicle is removed from service in this manner, this must b immediately communicated to a supervisor.

Drivers are required to report, in writing, an unsafe vehicle. If a driver alleges that any form of safety defect or vehicle malfunction let to an accident, the management must be immediately notified. Repair work or any form of adjustment on such vehicle must not be undertaken without authorization of the supervisor.

**Vehicle Inspection** – Drivers are required to perform a Daily Vehicle Inspection. This check will not take the place of normal service checks and maintenance. All safety concerns are to be reported to the supervisor immediately.

**Lap/Shoulder Belt Use** – Studies have shown that each vehicle crash involves two collisions. The first occurs when the vehicle collides with another object, and the second is 1/5 of a second after the first – when the occupants slam into the hard surfaces inside the vehicle or are ejected from it. The second impact is what kills or injures. An ejected person's chances of being killed are 25 times greater than those who remain inside the vehicle.

## Lap/Shoulder Belt use is MANDATORY

**Driver Safety Facts**

This driver safety program is designed to involve all Limousines of South Florida drivers more actively in company safety efforts. Our employee' personal safety while driving company vehicles is of great concern to the company. Following are a few facts on vehicle safety (according to the National Safety Council).

Each year in the United States, there are over 43,000 fatal motor vehicle collisions, the leading cause of accidental deaths both on and off the job.

More than 40% of all traffic fatalities are due to alcohol-related crashes.

In the United States, 20% of the drivers have 80% of the accidents.
**Studies show that out of every 100 unseatbelted drivers killed in traffic accidents, 75 would have survived had they worn their safety belt.**

*Risk Control and Safety Program*

Limousines of South Florida's Preventive Safety Program represents management's commitment to provide a safe and effective transportation system. The System's overall safety program is condensed in this summary to provide an initial understanding of key programs and how they will apply to the service.

A Preventive Safety Program and identifiable practices are in daily use to provide a systematic review of the hazards involving machines, the environment, and people, and taking planned and enforced preventive action to avoid identifiable hazards.

The Preventive Safety Program is designed to identify areas within the system and its environment where conditions occur that may pose a hazard to patrons, members of the general public, and employees, or that may damage equipment or properties belonging to the system or others. Once a hazard is identified, the safety program adjusts to include effective measures to prevent potential accidents or to eliminate the hazards.

Limousines of South Florida is committed to supporting the Preventive Safety Program by providing safety training, and by implementing the following:

- Establishing and enforcing appropriate safety regulations, rules, orders, directives and emergency procedures for both on-going and temporary hazards as they occur;
- Monitoring transit and other industries' safety solutions which improve or enhance safety;
- The identification of causes of hazards or accidents through thorough investigations, reviews, and analysis of accidents and hazards through the use of specific loss control software, the Stars System, for continual training material review and improvement; and,
- Acting upon findings to incorporate aggressive and effective hazard controls into the system.

The primary goal of the Preventive Safety Program is to reduce the frequency and severity of accidents by positive implementation of the program. Measurable safety improvement goals will be established and resources allocated to assure timely and cost effective accomplishment of these goals. Specific separate goals of the Preventive Safety Program are:

1. Reduce accident frequency rates in the following areas:
   a) Operational, passenger and/or traffic accidents; and,
   b) Employee injuries and accidents in all categories.

2. Identify accidents to eliminate or reduce through:
   a) Reviewing all accident investigation records for causes;
   b) Controlling hazards;
   c) Conducting job hazard(s) analysis to identify potential accident areas; and,
   d) Developing and presenting (conducting) safety training programs predicated upon previous safety experience and findings (internally or externally) for new accident prevention.

3. Establish controls to prevent catastrophic accidents, fires, or other high hazard conditions throughout the system by:
   a) Studying "greatest hazards" conditions, events, and/or possibilities within the operating environment.
   b) Studying catastrophic accidents and/or events that occur within other transit systems to determine how similar accidents can best be avoided within this system;
   c) Using logical and hypothetical hazard(s) identification methods, determining potentials for catastrophic events or accidents; and,
   d) Conducting (separate from regular maintenance inspections) Preventive Safety Program reviews of failures or near failures of such things as, but not limited to, subassemblies, braking systems, suspension systems, air supply systems, above and beyond needs of accident investigations.

4. Assure ready access to state-of-the-art technology to minimize injury potential to employees or others by:
   a) Seeking out and identifying new materials that reduce fire potential of toxic combustion products and by-products;
   b) Seeking and utilizing improved mechanical components including braking systems, subassembly failure alarms, electrical systems, and similar safety improvement devices;
   c) Seeking and identifying technology for improved safety and reliability;
   d) Keeping up with the latest communication system improvements for incorporation into the system's communication system when such improvements will serve as a deterrent to crime or vandal-related incidents and/or will increase safety performance within the system; and, as a deterrent to crime or vandal-related incidents and/or will increase safety performance within the system; and,

   e) Incorporating latest developed and tested safety information and technology into all personnel training programs as it relates to their functions and responsibilities.

5. Through safety objectives and value analysis to:
   a) Identify and encourage safe conditions;
   b) Develop methods and means to eliminate or control hazards;
   c) Determine the simplest and most effective solutions to accident prevention problems;
   d) Forecast annual accident losses (estimate) from previous year's accident data;
   e) Identify "cost benefits" of an effective Preventive Safety Program and hazard control; and,
   f) Measure Preventive Safety Program results to best verify forecasts (estimates) of annual cost savings as the program is conducted and as new safety measures/controls are made operative.

# *LIMOUSINES OF SOUTH FLORIDA*
# *ADA TRAINING*

**Restraint System**

In order to prevent injury-causing motion, both the wheelchair and the occupant must be properly restrained.

One of the following methods for securing wheelchairs should be employed:

> Four-point Tiedown System – A wheelchair tiedown system consists of 4 web belts attached to the wheelchair frame at four separate points and anchor to the vehicle at four separate anchor points.
>
> Docking-Type Tiedown System – A wheelchair securement device whose engagement is initiated as a result of the wheelchair rolling into proper position.

The following method for securing wheelchair occupants should be employed:
Seatbelt System that consists of both lap and shoulder belts

The following general rules apply to the above system and should be followed:

1) Use only a wheelchair that has been designed for use in transportation. (Not all wheelchairs have been designed for use in transportation and are strong enough for such usage.)

2) Wheelchairs should be faced forward.

3) There should be sufficient space between wheelchairs to prevent occupants from striking other wheelchairs that may be in front, in back, or to the sides.

4) Each wheelchair/occupant must have its own independent restraint system.

5) None of the components of the wheelchair tiedowns and occupant restraints should pass through the wheels of the wheelchair.

6) The restraint system should be designed so that securement of the wheelchair is accomplished by the tiedown only, the occupant's seat belt is to secure the occupant in the chair.

7) The restraint system should not depend on the wheelchair brakes in order to provide restraint of the wheelchair.

8) The restraint system should be fully operable and adjustable without tools.

9) The restraint system should be designed to prevent unintentional loosening of the belts.

10) All belts used to secure the wheelchair or the occupant should be adjusted so that they are taut. There should be no slack.

11) The restraint system should be designed so that both the wheelchair and the occupant can be released within 60 seconds by a single attendant or the wheelchair user without the use of tools.

12) The restraint system should include a manual override in case of power failure for any power-operated mechanism of the restraint system.

13) The upper end of the shoulder belt should be designed to attach to a point on the vehicle that is high enough to prevent downloading of forces on the occupant. In addition, any upper-guide structures for the shoulder belt should be high enough to prevent such downloading.

**Equipment Inspection**

The daily vehicle condition report should require the driver to check the components of the restraint system to assure that they are in good condition. The driver should be required to verify that the number of components that are onboard are adequate for the maximum number of wheelchairs that can be transported in the van.

**Training**

All drivers are thoroughly trained on proper restraining procedures when they are hired. They are required to demonstrate the procedures to assure that they have mastered them. Refresher training will be repeated on a semi-annual basis or whenever a violation is noted.

**Enforcement**

In order to assure that the elements of this program are being carried-out, management must enforce them. This will be achieved by conducting period spot checks on each employee to assure that they are operating correctly. In cases where discrepancies are found, retraining and or disciplinary measures will be taken.

**Accident Investigation**

In the event that a wheelchair occupant does suffer an injury during transit, a thorough investigation will be conducted. The objective of this investigation should be to determine the responsible condition for the accident and to develop corrective measures.

# 7-Minute SAFETY TRAINER

# Drive Defensively

**Trainer Outline 2020**

**Goals:** **This safety session should teach employees to:**

- Understand the importance and practices of defensive driving.

**Applicable Regulations: General Duty Clause Sec. 5 (b)**

## 1. Motor Vehicle Accidents Are a Major Cause of Injury and Death On and Off the Job

- Motor vehicle accidents are the most common cause of work-related deaths.
- Factors that increase the risk of accident, injury, and death include:
  - Fatigue
  - Drinking and driving
  - Not wearing a seat belt
  - Driving at night
  - Using a cell phone

## 2. Drive Safely and Obey Traffic Laws

- Wear a seat belt.
- Don't speed.
- Obey traffic signals and signs.
  - Stop fully at stop signs and red lights.
  - Stop fully at a yellow light unless it turns yellow when you're already in the intersection.
- Yield to drivers who have the right of way.
- Don't overload a vehicle and don't load it in a way that blocks your rear or side vision.
- Never pass a school bus when the driver signals to stop.
- Don't drive after drinking alcohol or using drugs.
  - Alcohol and many drugs (including prescription and over-the-counter remedies) slow reactions, blur vision, and impair judgment.

## 3. Drive Defensively So You Can Respond Safely to Other Drivers and Conditions

- Give driving full attention; keeping your mind and eyes on the road.
- Stay at least two seconds behind the driver in front; don't tailgate.
  - To measure seconds, start counting "one thousand one, one thousand two" as the driver in front passes a pole or other fixed object. You should not reach the object before you reach "one thousand two."
- On a two-lane road, pass on the left only, after signaling.
  - Be sure the other driver sees you and that you have enough room to pass.
- Keep checking your rearview and side mirrors for approaching traffic.
  - Be aware of your mirrors' blind spots.

– If you start to nod off, pull over, lock the car, and nap.

- Stay constantly alert to other drivers, road construction, potholes, debris, etc.
- Don't drive while using the telephone. Pull over to a safe location.

**4. Take Special Precautions at Night**

More accidents happen at night because drivers can't see so well and may be tired.

- Turn on headlights as soon as it begins getting dark.
- Stay four seconds behind the vehicle in front.
- Use high beams only if no one is in front of you or coming toward you.

**5. Always Expect Other Drivers to Do the Unexpected**

Be especially cautious and leave yourself room to maneuver in heavy traffic and around road construction where drivers are more likely to:

- Pass on the right or on the shoulder
- Try to dart in and out of lanes
- Stop or swerve suddenly

**6. Maintain Your Vehicle for Safety**

- Regularly rotate tires and replace them when they're worn.
- Check tire pressure when it's cold and keep tires at recommended levels.
- Maintain proper oil and antifreeze/coolant levels.
- Keep lights, mirrors, and windows clean.
- Replace windshield wiper blades periodically.
- Carry emergency equipment, such as:
  - Spare tire, jack, lug wrench, and jumper cables
  - Wrenches, pliers, screwdrivers
  - Unopened containers of oil and other vehicle fluids
  - Flashlight and safety flares

## Discussion Points:

– Offer and ask for examples of experiences that underline the need to "expect the unexpected" to prevent accidents when driving.

## Conclusion: Defensive Driving Is Safe Driving

Driving is a skill, and your vehicle is a heavy and potentially dangerous machine. To prevent accidents, give driving your full attention.

## Test Your Knowledge

Have your employees take the defensive driving quiz. By testing their knowledge, you can judge their understanding of defensive driving and whether they need to review this important topic again soon.

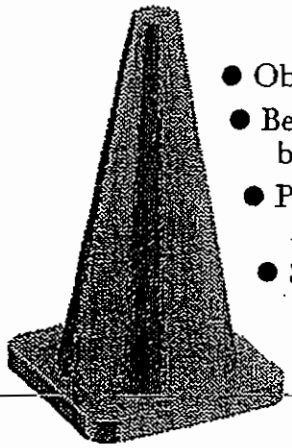
**7-Minute SAFETY TRAINER**

**Drive Defensively**

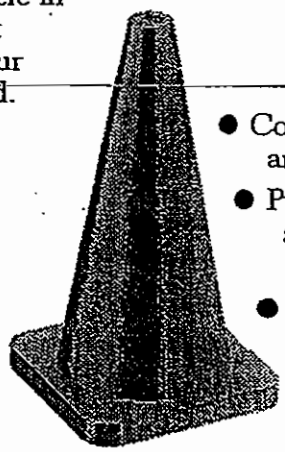
Handout 2020

# Drive Defensively on the Road to Safety

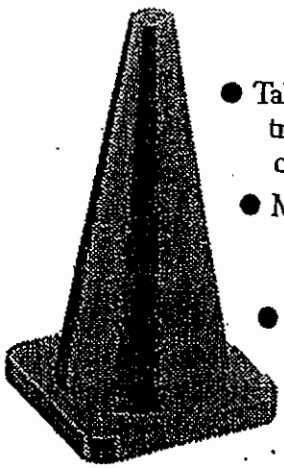
## Be prepared to respond quickly—and safely—to traffic conditions and other drivers



- Obey speed laws and traffic signals.
- Be on the lookout for surprises: pedestrians, bicycles, potholes, other drivers, etc.
- Pass only on the left after making sure you have plenty of room.
- Stay at least two seconds behind the vehicle in front. For night driving, stay four seconds behind.



- Continually check your rearview and side mirrors.
- Pull off the road if you're sleepy or need to check a map, make a phone call, etc.
- Turn on your lights when it starts to get dark.



- Take extra precautions in heavy traffic and around road construction.
- Maintain your vehicle, including tires, fluid levels, etc.
- Carry emergency repair and signaling equipment.

**DON'T:**

- Drink and drive
- Do drugs and drive
- Overload your vehicle
- Expect the other guy to stop

**7-Minute SAFETY TRAINER**

# Buckle Up!

**Trainer Outline 2025**

**Goals:** **This safety session should teach employees to:**

- Recognize the importance of always using a seat belt.
- Know how to use lap and shoulder belts correctly.

**Applicable Regulations: General Duty Clause Sec. 5 (b)**

### 1. Most States Require Seat Belt Use Because It Saves Lives

In most states, you can get a ticket for not using a seat belt. These state laws exist because:

- Motor vehicle accidents are the most common cause of accidental deaths, on and off the job
- Motor vehicle accidents cause millions of disabling injuries every year
- Wearing a seat belt substantially increases your chances of staying alive and minimizing injury if you are in an accident

### 2. Seat Belts Keep You in Your Seat in an Accident

They:

- Hold you in place so you don't crash into the dashboard, steering wheel, etc.
  - –A crash at 30 miles per hour will send a 150-pound person who's not wearing a seatbelt into the steering wheel or dashboard with a force of more than two tons.
- Keep you from flying out of the car
  - – You're much more likely to be killed if you're thrown out of the vehicle onto the road, into a tree, etc.
- Allow your shoulder and hip bones, which are the strongest areas of the body, to take most of the shock of the impact
- Make it more likely that you'll remain conscious and able to help yourself and others

### 3. Use a Seat Belt in Every Type of Vehicle and on Any Length Trip

You need seat belt protection:

- When you drive a car, truck, or sport utility vehicle
- On short, local trips and on longer journeys
  - – Accidents are just as likely to happen close to home.
- If you're a good driver who has never had an accident
  - – No matter how well you drive, you can be the victim of another driver, bad weather, etc.
- If you're in a front passenger seat or the back seat
  - – Children should sit in proper child safety seats in the back seat of the car until they outgrow them. Then they should use seat belts.
- If you have a vehicle with air bags
  - – Seat belts hold you in position so the air bag will inflate directly in front of you

–Keep children in the backseat, away from air bags.

**4. Fasten Seat Belts Properly.**

- Place the lap belt low and snug across your hips.
  - – To get full protection with shoulder belts that go into place automatically when you close the door and turn on the ignition, you have to manually buckle the lap belt.
- Place the shoulder belt over your collar bone and across the front of your chest.
  - – Don't place it behind your back or under your arm.
- Both lap and shoulder belts should be snug enough to hold you in place.
- If you need a longer seat belt, talk to a car dealer about an extender.

**5. Drive Safely to Reduce the Chance of Accidents**

- Obey traffic laws: speed limits, passing lanes, traffic lights and signs, etc.
- Don't tailgate.
- Slow down and take extra precautions at night and in bad weather.
- Don't drive if you've been drinking or have taken any drugs.

**Discussion Points:**

! – If possible, conduct this session where you can demonstrate seat belt use.

**Conclusion: Seat Belts Are Truly Safety Belts**

Always use a seat belt and use it properly. It could save your life.

**Test Your Knowledge**

Have your employees take the seat belt quiz. By testing their knowledge, you can judge their understanding of these important safety aids and whether they need to review this important topic again soon.

# Buckle Up!

**Make it a habit to buckle up as soon as you get into a vehicle— as a driver or a passenger.**

**In an accident, a seat belt can save you from:**

- Crashing into the dashboard or steering wheel
- Flying out of the car
- Having serious internal injuries
- Being knocked unconscious

## Buckle up correctly

- Buckle the lap belt low and snug across your hips, even if you have an automatic shoulder belt.
- Place the shoulder belt over your collar bone and across the front of your chest–not behind your back or under your arm.

**In every type of vehicle— with or without an air bag— Seat Belts Save Lives**

**7-Minute SAFETY TRAINER**

# Foul Weather Driving

**Trainer Outline 2030**

**Goals:** **This safety session should teach employees to:**

- Understand the special hazards of foul weather driving.
- Know techniques to minimize foul weather driving risks.

**Applicable Regulations: General Duty Clause Sec. 5 (b)**

### 1. Bad Weather Creates Added Driving Hazards

- Rain, snow, and ice make roads slippery and can reduce tire traction.
- Visibility is reduced.
- Many drivers become tense and worried, which may make them drive less safely.

### 2. Prepare for Bad Weather

- Clean off headlights regularly to improve visibility.
  - Check periodically to make sure no bulbs are burned out.
- Replace windshield wiper blades; they're not effective when they're worn.
- Check tire condition and inflation.
  - Worn tires can't grip the road and may blow out; replace them.
  - Tire pressure falls with the temperature. Check tires before driving, and inflate them to manufacturer's recommended level.
- In cold climates, add the following to your vehicle emergency kit:
  - Spillproof container of sand or cat litter
  - Ice scraper, snow brush, and small folding shovel
  - Blanket (to keep warm while waiting for help after a breakdown)

### 3. Slow Down in the Rain

When it rains:

- Reduce speed and stay four seconds (not the usual two) behind the driver in front
- Use windshield wipers and headlights (not parking lights)
- Use defroster if the inside windows steam up
- Be aware that roads are most slippery in light rain or when rain first starts
  - The mixture of rain with oil and dirt on the road makes it slippery.
- Slow down for large puddles, which can reduce braking ability
  - Drive through slowly, tapping the brake.
  - Test brakes once you're through, after checking that no one's close behind.
- Avoid hydroplaning (tires driving on the water, not the road) in puddles
  - If you start to lose control, take your foot off the gas. Don't brake suddenly.
- Be aware of passing trucks; their spray could temporarily limit your ability to see
- Be prepared to respond quickly if other drivers lose control

### 4. Show Extra Caution in Ice and Snow

- Clear snow off windshield, windows, hood, roof, and lights before starting out.
- Wear sunglasses during the day to reduce glare.
- Use windshield wipers and defroster.
- Reduce speed and stay four seconds behind the driver in front.
- Brake gradually.
- Watch out for icy patches.
  - Bridges tend to ice up faster than other road surfaces. Shady spots stay icy longer.
- If you skid, take your foot off the gas and steer gently into the skid. Try to get the tires rolling in the direction you're headed, then turn gradually to the direction you want to go.
  - Keep your foot off the brake unless you have anti-lock brakes (ABS).
- Watch out for other drivers; many people panic and drive poorly in snow or ice.

### 5. Focus on Fog

If it gets foggy and you can't see far in front of you:

- Slow down gradually, so that you don't hit the vehicle in front and that the vehicle behind doesn't hit you
- Turn your headlights on low beam and use your windshield wipers and defroster
- Avoid passing
- Use the painted lines on the road as a guide
- Consider getting off the road until the fog passes
  - Don't stop in traffic lanes.

## Discussion Points:

! – Focus on the weather problems most common in your area or the season of the year when you conduct the session.

## Conclusion: You Need Extra Skill and Caution for Foul Weather Driving

The combination of wet roads, poor visibility, and nervous drivers leads to accidents in bad weather. Slow down, stay far behind the vehicle in front, and be extra cautious and alert.

## Test Your Knowledge

Have your employees take the foul weather driving quiz. By testing their knowledge, you can judge their understanding of the necessary precautions and whether they need to review this important topic again soon.

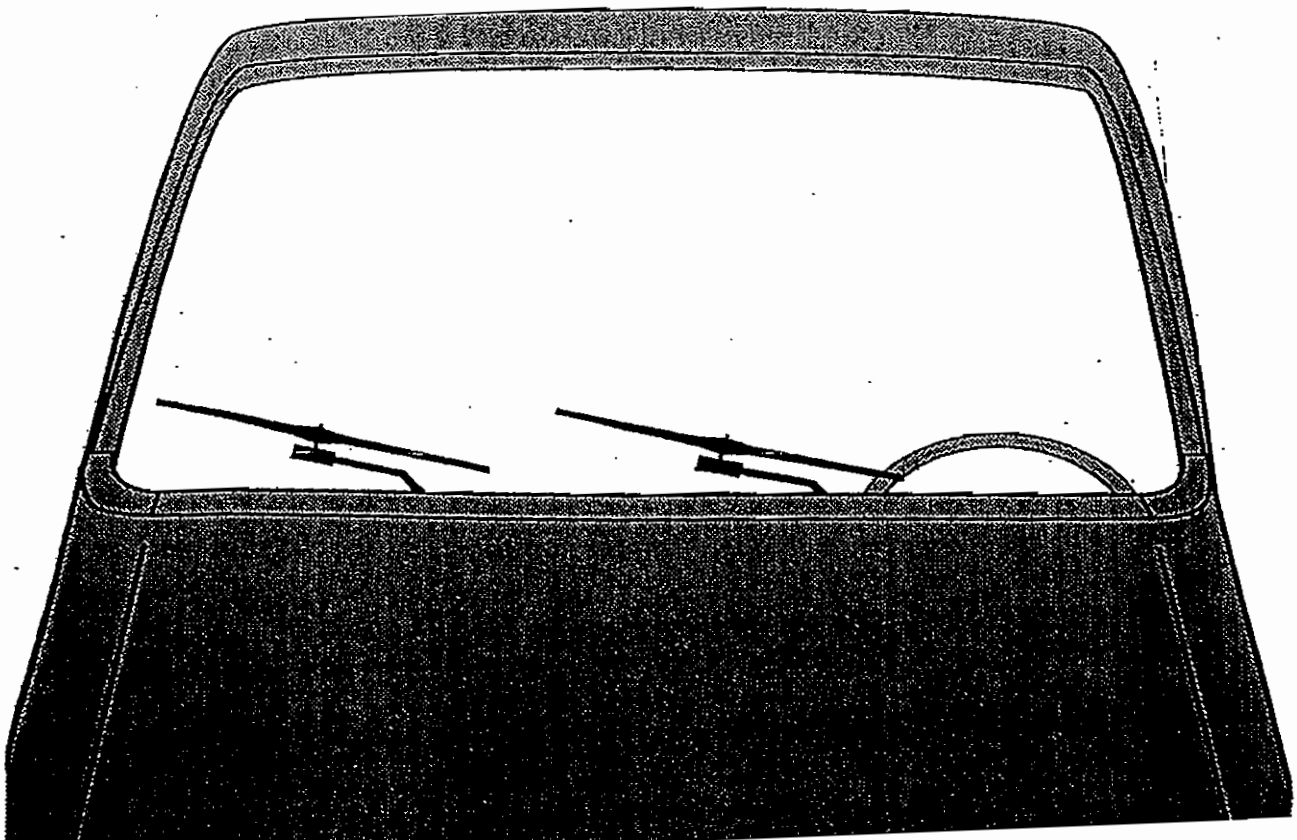
**7-Minute SAFETY TRAINER**

# Foul Weather Driving

Handout 2030

## Foul Weather Driver Alert!

- Be sure your lights, windshield wipers, and tires are in good working condition.
- Carry snow and ice removal and traction materials in cold winter climates.
- Slow down–and stay at least four seconds behind the vehicle in front.
- Be prepared to respond quickly if other drivers lose control.
- Use lights, windshield wipers, and defrosters.
- Keep in mind that roads are most slippery when they're just a little wet,
- Slow down when you go through puddles. Tap your brakes, and test them once through the puddle.
- Clear any snow and ice off the car before you drive.
- Remember that ice forms first on bridges and lasts longest in shady spots.
- If you skid, take your foot off the gas and the brake (unless you have ABS) and steer gently into the skid to get the wheels rolling again.
- Slow down gradually in fog and avoid passing.



# SAFETY REMINDERS

1.) Always exercise defensive driving.

2.) Seatbelts should be worn by both the driver and the guest when your van is in motion.

3.) Never exceed 5 mph in the yard.

4.) Never exceed the posted speeds on any roadway.

5.) Assist each pax to enter and exit you van.

6.) Never open your side or rear doors into a lane of traffic.

7.) Watch for pedestrians crossing on both levels of the airport.

8.) Never leave the keys in your van when unattended.

9.) Never back up your van.

10.) Never drive a van that is overheating.

11.) Report all accidents at once, NO MATER HOW MINOR.

12.) Watch for headsign clearance. Your clearance is 8ft. 6in.

13.) You must put your foot on the brake in order to move the gear shift out of park.

14.) Drivers never have to break traffic laws to a pick-up on time or to get a party to the airport on time for a flight. Your safety as well as your customers' safety should always be your number one priority.

15.) No cell phones are allowed in the vans.

16.) No drinking, smoking or eating inside the van.

17.) Never run van out of fuel.

# ACCIDENT PROCEDURES

An accident is any contact between our van and:

- another vehicle
- a person
- a building
- an object
- an animal

Procedures would include:

- ☐ Check guests to see if any require medical attention.
- ☐ Inform dispatch immediately (T.A. or T.A. Red)
  - exact location
  - report injuries
  - general description of situation

**Driver:**

**Dispatcher:**

Whenever possible, the driver should use a telephone for additional information.

- ☐ Remain calm, courteous and be of assistance to others involved.
- ☐ Exchange pertinent information with other driver(s), i.e., driver's license #, license plate # and insurance company.
- ☐ Do not volunteer any additional information to anyone who is not a police officer.
- ☐ Accident investigator will take charge of the scene upon his/her arrival.
- ☐ What to do in case of a tow ...

# ACCIDENT REPORT

THIS FORM MUST BE FILLED OUT BY THE DRIVER WHENEVER HE OR SHE IS INVOLVED IN ANY TYPE OF ACCIDENT. PLEASE PRINT AND FILL IN ALL APPROPRIATE BLANK SPACES ON THE FORM. ALL ACCIDENTS MUST BE REPORTED TO DISPATCH IMMEDIATELY REGARDLESS OF THE TYPE OF ACCIDENT OR THE AMOUNT OF DAMAGE.

DATE AND TIME OF THE ACCIDENT: _____

LOCATION OF ACCIDENT: _____

VAN # _____ VAN ID # _____ VAN PLATE # _____

NAME AND ID # OF VAN DRIVER: _____

VAN DRIVERS LICENSE NUMBER AND EXP. DATE: _____

WITNESSES: YES _____ NO _____ IF YES, PLEASE LIST NAMES AND PHONE # ON THE BACK OF THIS FORM.
# OF PAX ON SUPERSHUTTLE VAN _____
# OF PAX IN OTHER VEHICLE _____
WAS ANYONE INJURED? YES _____ NO _____ IF YES, PLEASE LIST NAMES, ADDRESSES AND PHONE NUMBER ON THE BACK OF FORM.

POLICE CALLED? YES _____ NO _____

NAME OF THE POLICE DEPARTMENT _____

INVESTIGATORS NAME AND BADGE # _____

WHO WAS CITED? SUPERSHUTTLE ___ OTHER PARTY ___ NEITHER ___

NAME OF OTHER DRIVER _____

ADDRESS OF OTHER DRIVER _____

PHONE # OF OTHER DRIVER _____

LICENSE # OF OTHER DRIVER

## WITNESSES:

NAME: _____ PH # _____

NAME: _____ PH # _____

NAME: _____ PH # _____

## PASSENGER INFORMATION:

SUPERSHUTTLE VAN

NAME _____
ADDRESS _____
PHONE # _____

NAME _____
ADDRESS _____
PHONE # _____

NAME _____
ADDRESS _____
PHONE # _____

OTHER VEHICLE

NAME _____
ADDRESS _____
PHONE # _____

NAME _____
ADDRESS _____
PHONE # _____

NAME _____
ADDRESS _____
PHONE # _____

## DRIVERS STATEMENT _____

# INCIDENT REPORT

CASHIER ☐ DRIVER ☐

CSR ☐ DISPATCH ☐

RESERVATION AGENT ☐

TODAY'S DATE _____

DATE OF INCIDENT _____

TIME OF INCIDENT _____

NCIDENT: _____

( ) _____

_____

) _____

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_____

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_____

( ) _____

NT NAME _____ EMPLOYEE # _____

# STAFF IMPROVEMENT

July 19, 2001 8:00 am City of Lauderhill

Limousines of South Florida, Inc. is dedicated to a level of service to our clients and their customers that is unmatched by any company in our industry.

The few hours we will be spending together will consist of information that you should already be aware of, as well as providing you with information and consistent services levels that are necessary in each faze of our operation.

Please keep in mind, we are a service provider for the visitors and residents of Broward County. It is imperative that we fulfill 100% our responsibilities day in and day out.

As supervisors your responsibilities are to ensure that the expectations of our Contractor (BCAD) are fullfilled without fail, as well as those of Limousines of South Florida.

Today we will cover the following...

1. Today's New Rules.
2. Challenge of change.
3. Customer perspective.
4. Fulfilling our Service Promise.
5. Catalyst for Action.
6. Forecast of the future.

## Big Difference!

## Remember This?

# STAFF IMPROVEMENT

What is Customer Service?

When does the
Customer Come First?

Does a smile make a difference?

Can the driver make a difference?

# STAFF IMPROVEMENT

Define our front
line employees
(Drivers and Supervisors)

AMBASSADORS
or
ASSASSINS

# STAFF IMPROVEMENT

Recognizing the need to change is the first and most important step.

# STAFF IMPROVEMENT

# CHANGE

IS A PROCESS

IS A MUST

IS NOT AVOIDABLE

BRINGS HARDSHIPS/REWARDS

# STAFF IMPROVEMENT

## What hasn't changed?

Value of a customer!

Providing solutions to problems

# STAFF IMPROVEMENT

"There is only one boss, whether a person shines shoes for a living or heads up the biggest corporation in the world, the boss remains the same,

IT'S THE CUSTOMER!"

# STAFF IMPROVEMENT

## Retain the drivers we hire.

Attitude makes all the difference in achieving both business and personal success

Attitude isn't what happens to us. attitude is how we react to it

# STAFF IMPROVEMENT

## RETAIN THE DRIVERS WE HIRE

**IT'S CHEAPER AND MUCH MORE EFFECTIVE...**

# STAFF IMPROVEMENT

## Retain the drivers we hire.

## Mutual Respect

- a failure here is a sure route to turnover
- supervisor relationships are critical
- offer courtesy, equality and explanations
- expect information, honesty and reliability
- work <u>with</u> the driver and ask questions
- tailor, duties, hours and equipment

# STAFF IMPROVEMENT

## Retain the drivers we hire.

Offer development and recognition opportunities

- employees want training they want to learn and improve skills
- make training available to everyone
- always recognize on-the-job achievement
- recognize success

# STAFF IMPROVEMENT

## Retain the drivers we hire.

Personal Relationships

- essential to long term commitment
- where friendships exists turnover drops
- offer ways to build relationships talk with people, not at them
- build teamwork concepts
- create opportunities for friendship

# STAFF IMPROVEMENT

## Retain the drivers we hire.

### Provide security and benefits

- are we offering a career or just a job?
- a career employee is a long term co-worker
- people with jobs are transient
- a career offers fair, livable pay and adequate hours
- a career employee learns and earns, and our company gets a return on the investment

# STAFF IMPROVEMENT

Drivers affect our costs

Drivers affect our costs

Drivers affect our costs

Drivers affect our costs

# STAFF IMPROVEMENT

Drivers directly affect our costs...

# STAFF IMPROVEMENT

## Wise managers remember:

Hire an attitude, train a skill...

You can probably make a friendly person a driver, but you may not be able to make a driver a customer friendly person.

# STAFF IMPROVEMENT

Drivers directly affect our costs...

## WHAT IMPACTS FUEL ECONOMY?

Travel Speed

Consistency of motion

Acceleration habits

Carelessness

Excessive idling

# STAFF IMPROVEMENT

## Drivers directly affect our costs!

Equipment condition and maintenance are affected by..

Equipment Abuse

Over speed

Jack Rabbit Starts

Last Minute Braking

Tire Curbing

Poor Inspection

Incidental Damage

# STAFF IMPROVEMENT

Drivers directly affect our costs...

## WE HIRE OUR ACCIDENTS!

Errors in judgement

Procedures at the scene

Driving habits

Passenger safety

Headway delays

Equipment repairs

# STAFF IMPROVEMENT

**1. Understand Today's New Rules**

**2. Accept the Challenge of Change**

**3. Develop A "Customer Perspective"**

**4. Fulfill Your Service Promise**

**5. Be the Catalyst for Action**

# GO FOR YOU!

STAFF IMPROVEMENT

Successful completion of Staff improvement workshop.

# GOOD JOB YOU!

## STAFF IMPROVEMENT CHAMPION!!!!!!!!

Authorized By: Michael Solomon, GM

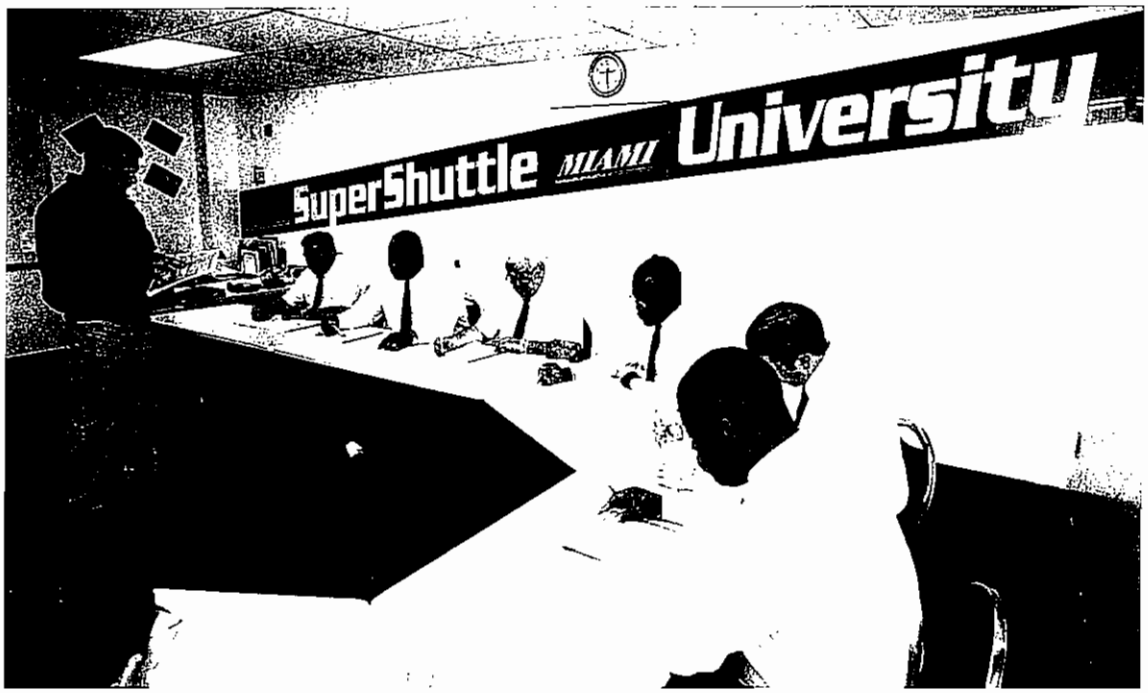
STAFF IMPROVEMENT

Date:_____ Time:_____ Place:_____

The individual named above is entitled to 4 hours of straight time off duty at a time requested in advance (72 hours) valid for 90 days from today.

**SuperShuttle**

# *SUPERSHUTTLE MIAMI UNIVERSITY*




***SuperShuttle Miami has made a commitment to a full-time training school. All new employees are required to attend a one week class. Classes will be held for drivers, customer service representatives, reservationists and dispatchers. We are committed to educate our employees in all aspects of customer service, common locations, safety and SuperShuttle policies and procedures.***

***SuperShuttle University is not only used for initial training, we also require on-going periodic retraining for our staff.***

**Training topics in our class include:**

| | |
|---|---|
| **Customer Service Skills** | **Pre and Post Inspections** |
| **Common Locations** | **Role Playing** |
| **SuperShuttle Policies** | **Knowing your city** |
| **Guest Services** | **Rates** |
| **Name Recognition Training** | **Area by Zip Code** |
| **Driver and Passenger Safety** | **Defensive Driving Skills** |

***SuperShuttle Miami is committed to provide the highest quality of service in the industry.***

*Member*

**National Safety Council®**

**Southern Shuttle Services, Inc.**
*Licensee of SuperShuttle Franchise Corporation*

# SECTION 10 - BUS MAINTENANCE CHECKLISTS

ElDorado National
A EDB Company

## BUS MAINTENANCE

On the following pages are checklists that show when certain maintenance procedures should be completed to help maintain a properly operating bus. **These checklists are intended as supplements - not substitutes - for the maintenance schedules provided by the manufacturers of the vehicle's chassis or other major components.**

These checklists focus on bus maintenance rather than chassis maintenance. The lists are not comprehensive and do not cover many critical areas such as engine or chassis lubrication. As such, it is the bus owner's responsibility to consult the materials assembled in the ElDorado National Operation, Service, and Parts Manual for more complete information on keeping your bus in top condition.

Furthermore, persons responsible for chassis maintenance should follow the recommendations on service intervals, maintenance procedures, lubrication specifications, & approved service parts that are provided by the Ford, Chevrolet, or International owners' manuals and maintenance charts. Failure to do so may void the chassis manufacturers' warranties.

The following checklists are organized into Daily, Weekly, Monthly, Semi-Annual, Annual, and Cyclical (dependant on cycles, mileage, or hours) tables so that the lists can be copied and kept in the bus for convenient maintenance updates. Additional information regarding each point may be obtained by referring to the corresponding "Area of Bus" section in the Operation, Service, & Parts Manual. Please note that some items on the checklists may not be applicable to your vehicle and that copies and alterations can be made as needed for each unit being maintained.

## DRIVERS' RESPONSIBILITIES

Regardless of who is responsible for bus maintenance, **it is the driver's responsibility to report - in writing - any problems he encounters while operating the vehicle.** Anything that might affect the safe operation of the bus should be reported promptly. System malfunctions or unusual conditions including, but not limited to, the following should be reported immediately:

- Steering
- Lights
- Tires
- Suspension
- Windows
- Seat latching mechanisms
- Unusual vibrations
- Brakes
- Windshield washers and wipers
- Power train (engine, transmission)
- Doors
- Wheelchair lifts and restraints
- Unusual noises
- Unusual exhaust noises or fumes
- Unusual odors (for example, the smell of hot rubber or burning insulation)

ElDorado National
A [redacted] Company

## CYCLICAL MAINTENANCE CHECKLIST (continued-Page 2)

| ITEM | SUGGESTED MAINTENANCE | FREQUENCY | AREA OF BUS | DONE |
|---|---|---|---|---|
| Wheel Lug Nuts | Check torque. Tighten as needed. | At 500 miles & every 6,000 miles thereafter | Chassis, Suspension, Wheels, & Tires | |
| Air-Ride Suspension Assembly | Check torque on nuts, bolts, & fittings. Tighten or replace. | At 1,000 miles, 3,000 miles, & every 12,000 miles thereafter | Chassis, Suspension, Wheels, & Tires | |
| Brake Retarder | Check & do mechanical maintenance. | See Brake Retarder Manual | Chassis, Suspension, Wheels, & Tires | |
| Brake Retarder | Wash with pressurized water (no detergent). | Every 3,000 to 6,000 miles | Chassis, Suspension, Wheels, & Tires | |
| Brake Retarder | Lubricate (see Brake Retarder Manual). | At 3,000 miles & every 6,000 miles thereafter | Chassis, Suspension, Wheels, & Tires | |
| Driver's Seat | Check seat mounting bolt tightness. | Every 6,000 miles | Seating | |
| Battery, Low Maintenance Type | Check. Add electrolytes as needed. | Every 6,000 miles | Electric & Lighting | |
| Passenger Seats | Check seat mounting bolts & brackets. | Every 12,000 miles | Seating | |
| Underbody | Check welds at frame & outriggers, bulkheads, & body frame. | Every 12,000 miles | Exterior | |
| Battery | Clean & inspect for damage. | Every 12,000 miles | Electric & Lighting | |
| Tires | Rotate tires. | Every 12,000 miles | Chassis, Suspension, Wheels, & Tires | |
| Wheel Mounting Studs | Check for damaged threads. | At least every 12,000 miles or more often | Chassis, Suspension, Wheels, & Tires | |
| Air-Ride Springs & Shock Absorbers | Check for damage or wear. Replace if necessary. Correct any condition causing abrasion of air bags. | Every 12,000 miles | Chassis, Suspension, Wheels, & Tires | |
| Tag Axle & Front Pivot Connections | Check for looseness. Retorque or replace parts as needed. | Every 12,000 miles | Chassis, Suspension, Wheels, & Tires | |
| Battery Cables | Check for frayed or damaged cables. | Every 24,000 miles | Electric & Lighting | |
| Battery Cables | Inspect for loose or corroded terminal connections & clamps. | Every 24,000 miles | Electric & Lighting | |

# DAILY MAINTENANCE CHECKLIST (continued-Page 2)

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| Fast Idle Switch | Check engine RPMs. Adjust daily or as needed. | Driver's Area | |
| Roof Escape Hatch | Check operation, then close & latch the hatch. Check seals. | Doors | |
| Wheelchair Lift | Check operation. Inspect & adjust. | Doors | |
| Wheelchair Door/Brake Interlock | Check by trying to move the bus with the wheelchair lift door open. | Doors | |
| Door Switch (Air or Electric Doors) | Check operation. | Doors | |
| Door Emergency Release (Vapor Doors only) | Turn red emergency handle. Check operation. | Doors | |
| Doors & Controls | Open, then close doors. Observe the action of the door. | Doors | |
| Passenger Door/Brake Interlock | Check by trying to move the coach with the passenger door open. | Doors | |
| Passenger Entry Steps | Clean & inspect for loose treads. | Doors | |
| Manual Opener Linkage | Observe, lubricate, & adjust as needed. | Doors | |
| Door Seals | Inspect for damage. | Doors | |
| Rear Emergency Exit Door | Check operation. Be sure instructions are clearly visible. | Doors | |
| Door Flop (Panel) Alignment | Check & adjust daily or as needed. | Doors | |
| Passenger Seats | Clean. Inspect for damage & loose fasteners. | Seating | |
| Passenger Area | Check for damage, misplaced items, & personal effects left behind by passengers. | Floors & Interiors | |
| Carpeting | Vacuum. Clean any spills. Check for damage to carpeting (rips, tears, stains, etc.). | Floors & Interiors | |
| Rubber Floor Covering | Clean using a warm soap & water solution. Avoid excessive use of water. Check for damage to floor rubber (rips, tears, stains, etc.). | Floors & Interiors | |
| Closures, Access Doors | Check for secure latching. | Exterior | |
| Reflectors | Inspect for damage. Clean as needed to assure the reflectors' visibility. | Exterior | |

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## SEMI-ANNUAL MAINTENANCE CHECKLIST (Every 6 months)

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| All Door Seals | Apply a light coat of silicone to keep rubber supple. | Doors | |
| Door Motor & Base Plate | Check mounting bolts & adjusting screw jam nuts for tightness. | Doors | |
| Door Opening & Closing Speed (Air Doors Only) | Check for proper speed. Adjust as necessary. | Doors | |

## ANNUAL MAINTENANCE CHECKLIST

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| Wheelchair Lift | Have dealer inspect & service. Change pump oil. | Doors | |

# DAILY MAINTENANCE CHECKLIST (continued-Page 4)

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| Tires | Inspect for damaged valve stems. Replace missing valve caps. | Chassis, Suspension, Wheels, & Tires | |
| Wheels | Inspect rims & wheels for damage. | Chassis, Suspension, Wheels, & Tires | |
| Air Conditioning Control System (Check Daily During Seasonal Usage) | Check the operation by placing the A/C system switch in the 'on' position & A/C control to 'cool', then observe operation. | Major Options | |
| Compartment Access Doors | Check operation & adjustment. | Major Options | |
| Heater, Passenger Compartment (Check Daily During Seasonal Usage) | Check operation using in-dash temperature control & console fan control. | Major Options | |
| Luggage Rack | Check for rigidity & loose mounting. | Major Options | |
| Luggage Compartment | Clean & inspect for damage & proper latching. Check lights, locks, & warning signals, if so equipped. | Major Options | |
| Public Address System | Turn on, check operation, & adjust volume. See that microphone bracket is secure. | Major Options - Driver's Area | |
| Audio-Visual Center | Clean, check wiring connections & fasteners. Check daily or as needed. | Major Options - Driver's Area | |
| Destination Sign | Clean, check lighting & sign display. Check daily or as needed to insure proper operation. | Major Options - Driver's Area | |
| Fare Box | Clean, check lighting. Keep box locked when in service. | Major Options - Driver's Area | |
| Fresh Water Supply | Fill only with potable water daily or as needed. Keep access door locked. Drain when center is not in use. | Major Options | |
| Holding Tank | Drain into a suitable disposal facility daily or as needed. | Major Options | |
| Restroom Sink | Clean with household detergent or cleaner recommended for plastics. Clean bell trap if necessary. Check pump operation. Check and/or clean daily or as needed. | Major Options | |
| Recirculating Toilet | Recharge with fresh water, add deodorant. Check flushing action. Evacuate in a designated black water disposal facility. Clean with detergent or cleaner recommended for plastics. Check and/or clean daily or as needed. | Major Options | |
| Water Systems | Drain & rinse frequently. Winterize for cold weather service. | Major Options | |
| Refreshment Center Sink & Refrigerator | Clean refrigerator, sink, & cabinet daily or as needed using a mild detergent. Avoid abrasive cleansers. Check operation of water pump. Clean bell trap, if necessary. | Major Options | |

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# WEEKLY MAINTENANCE CHECKLIST

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| Compressor Tank (Air Door only) | Bleed to remove water. | Doors | |
| Side Windows | Clean & inspect for damage. | Windows | |
| Ventilating (Slider) Windows | Check latches & operation. Lubricate slides with silicone, if needed. | Windows | |
| Emergency Exit Windows | Check latches & seals. Emergency exits windows must open freely. Lubricate if needed. | Windows | |
| Roof Skylight | Clean. Check seals for leaks. | Windows | |
| Handrails, Stanchions, Modesty Panels | Inspect for damage & loose mounting bolts. | Floors & Interiors | |
| Interior Trim | Inspect for damage & missing screws. | Floors & Interiors | |
| Wall Paneling | Clean, check for loose fasteners. | Floors & Interiors | |
| Underbody | Flush with water to wash away road debris. | Exterior | |

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## MONTHLY MAINTENANCE CHECKLIST

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| Battery Mounting | Check that hold-down clamps are tight & in good condition. | Electric & Lighting | |
| Auxiliary 8-D Battery | Check tray & clamps. | Electric & Lighting | |
| Air Circulation System | Clean air intake & exhaust grilles at the rear of the bus. | Major Options | |
| Louvers - Inside Air | Clean. | Major Options | |

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## DAILY MAINTENANCE CHECKLIST (continued-Page 3)

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| Body Exterior | Clean body & windows daily or as needed to maintain the appearance of the bus. | Exterior | |
| Exterior Finish & Panels | Inspect for scratches , dents, & cracks. Retouch & repair as needed. | Exterior | |
| Rub Rails | Inspect for damage. | Exterior | |
| Skirt Panels | Inspect for damage. | Exterior | |
| Back-up Alarm Horn | Check by listening for the horn while backing the bus. | Electric & Lighting | |
| Clearance, Marker, & Identification Lights | Check operation, clean lenses. | Electric & Lighting | |
| Curb Lights | Check operation, clean lenses. | Electric & Lighting | |
| Directional Lights | Check operation, clean lenses. | Electric & Lighting | |
| Hazard Warning Lights | Place 'hazard' switch in 'on' position & check operation of front, side, & rear lights. | Electric & Lighting | |
| Headlights | Check high & low beam operation. | Electric & Lighting | |
| Horn | Check operation. | Electric & Lighting | |
| Interior Lights | Check operation. | Electric & Lighting | |
| Step Well Lights | Check operation, clean lenses. | Electric & Lighting | |
| Emergency Exit Lights | Check operation. | Electric & Lighting | |
| Emergency Exit Warning Lights | Open emergency door or window with ignition on. Wrning should be activated. | Electric & Lighting | |
| Reading Lights | Check & repair as needed. | Electric & Lighting | |
| Exterior Lights | Check operation, mounting, & lenses. | Electric & Lighting | |
| Tires | Check cold for proper air pressure. Look for bulges, knots, cuts, punctures, abrasions, & separation. | Chassis, Suspension, Wheels, & Tires | |

# CYCLICAL MAINTENANCE CHECKLIST

| ITEM | SUGGESTED MAINTENANCE | FREQUENCY | AREA OF BUS | DONE |
|---|---|---|---|---|
| Passenger Entry Door | Inspect for damage, lubricate lower pins. | Every 2,000 cycles | Doors | |
| Passenger Entry Door | Check for damage & loose bolts. Lubricate upper pins. | Every 6,000 cycles | Doors | |
| Skirt-Mounted Condenser | Inspect, clean coil & fins with jet of water. Straighten bent fins when necessary. | Every 100 operating hours | Major Options | |
| Air Conditioning Compressor | Check compressor drive belt condition & tension. | Every 100 operating hours | Major Options | |
| Air Conditioning Compressor | Check compressor cylinder under load. Adjust if needed. | Every 100 operating hours | Major Options | |
| Air Conditioning Compressor Clutch Assembly | Check for signs of overheating or slippage. | Every 100 operating hours | Major Options | |
| Air Conditioning System, General | Inspect hoses, hose clamps, fan, fan guard. Check belts & fittings for tightness. | Every 300 operating hours | Major Options | |
| Air Conditioning Refrigerant Level | Check refrigerant level at receiving tank sight glass. Check for refrigerant oil leaks. Check charge. | Every 600 operating hours | Major Options | |
| Condenser Fan Drive Motors | Inspect fan blades for damage & proper clearance to shroud. Inspect brushes for wear. | Every 600 operating hours | Major Options | |
| Evaporator | Check air temperatures in & out. Temperature drop should be 15° to 20° F. | Every 600 operating hours | Major Options | |
| Evaporator Fins | Clean coil & straighten bent fins. | Every 600 operating hours | Major Options | |
| Refrigerant Valves | Inspect valve cap seals for damage & valve caps for proper tightness. | Every 600 operating hours | Major Options | |
| Evaporator Blower Motors | Check fan wheel alignment & mounting bolts for tightness. Inspect brushes for wear. | Every 600 operating hours | Major Options | |
| Refrigerant System | Check hoses & tubing for leaks. | Every 600 operating hours | Major Options | |
| Air Conditioning Compressor | Check compressor & platform mounting bolts for tightness. | Every 600 operating hours | Major Options | |
| Air Conditioning Compressor Clutch Assembly | Check wiring harness. | Every 600 operating hours | Major Options | |
| Refrigerant Pressure | Check with manifold gauge | Every 1,000 operating hours | Major Options | |
| Dual Wheel Lug Nuts | Check torque. Tighten as needed. | At 100 miles, 500 miles, & every 6,000 miles thereafter | Chassis, Suspension, Wheels, & Tires | |

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# DAILY MAINTENANCE CHECKLIST

| ITEM | SUGGESTED MAINTENANCE | AREA OF BUS | DONE |
|---|---|---|---|
| Fuel | Fill fuel tank with engine off. Fill daily or as needed. | Driver's Area | |
| Driver's Compartment | Clean & inspect. | Driver's Area | |
| Driver's Seat | Check operation of adjusting mechanism. | Driver's Area | |
| Driver's Seat Belt | Inspect for damage. | Driver's Area | |
| Driver's Window (chassis) | Check operation. | Driver's Area | |
| Driver's Door | Check alignment, latch, & seals. | Driver's Area | |
| Windshield, Driver's Door Window | Clean & inspect for damage. | Driver's Area | |
| Fire Extinguisher | Check mounting & charge pressure. | Driver's Area | |
| First Aid Kit | Check contents. Replenish as needed. | Driver's Area | |
| Flare & Reflective Hazard Sign Kit | Check contents. | Driver's Area | |
| Floor Covering | Inspect for damage, wear, tears, & fasteners. Clean with vacuum or damp mop. | Driver's Area | |
| Mirrors (Interior) | Inspect for damage. Adjust for good view. | Driver's Area | |
| Mirrors (Exterior) | Inspect for loose or damaged support arms & brackets. Adjust for good view. | Driver's Area | |
| Front Destination Sign & Additional Destination Signs | Inspect for damage & leaks. Check light. | Driver's Area | |
| Sun Visor | Check to see that visor stays in place. Tighten as needed. | Driver's Area | |
| Windshield Wipers & Washers | Check blades for streaking. Fill washer fluid reservoir as needed. | Driver's Area | |
| Defroster & Front Heater Blowers | Check operation by turning on the fan & defroster with the engine running. | Driver's Area | |
| Dashboard Warning Lights | Warm up the engine. No red light should show & no buzzer should sound. | Driver's Area | |
| Front Heater | Check operation with engine running. | Driver's Area | |

## CYCLICAL MAINTENANCE CHECKLIST (continued-Page3)

| ITEM | SUGGESTED MAINTENANCE | FREQUENCY | AREA OF BUS | DONE |
|---|---|---|---|---|
| Headlights | Check headlights, aim & adjust. | Every 24,000 miles or more often as needed | Electric & Lighting | |
| Wiring | Check. See that cables are away from sharp edges & moving parts. | Every 24,000 miles | Electric & Lighting | |
| Heater Core | Clean & straighten bent fins. | Every 24,000 miles | Major Options | |
| Heater Lines | Inspect for leaks & wear. | Every 24,000 miles | Major Options | |
| Brake Retarder | Check by authorized service department to insure proper operation. | Every 30,000 miles | Chassis, Suspension, Wheels, & Tires | |

# Attachment - 4

# Insurance Certificates
# Drug-Free Certification

# ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 08/02/2006

PRODUCER (800)333-7754 FAX (321)757-6182
Rodes-Roper-Love
Insurance Agency
158 N. Harbor City Blvd.
Melbourne, FL 32935

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED LIMOUSINES OF SOUTH FLORIDA, INC.
2595 N.W. 38TH.ST.
MIAMI, FL 33142

| INSURERS AFFORDING COVERAGE | NAIC # |
|---|---|
| INSURER A: Lincoln General Ins. Co. | 33855 |
| INSURER B: | |
| INSURER C: | |
| INSURER D: | |
| INSURER E: | |

## COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | ADD'L INSRD | TYPE OF INSURANCE | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YY) | POLICY EXPIRATION DATE (MM/DD/YY) | LIMITS | |
|---|---|---|---|---|---|---|---|
| A | | GENERAL LIABILITY | LPG100742-02 | 11/06/2005 | 11/06/2006 | EACH OCCURRENCE | $ 1,000,000 |
| | | X COMMERCIAL GENERAL LIABILITY | | | | DAMAGE TO RENTED PREMISES (Ea occurence) | $ 50,000 |
| | | CLAIMS MADE X OCCUR | | | | MED EXP (Any one person) | $ 5,000 |
| | | | | | | PERSONAL & ADV INJURY | $ 1,000,000 |
| | | | | | | GENERAL AGGREGATE | $ 2,000,000 |
| | | GEN'L AGGREGATE LIMIT APPLIES PER: | | | | PRODUCTS - COMP/OP AGG | $ Excluded |
| | | POLICY PRO-JECT LOC | | | | | |
| A | | AUTOMOBILE LIABILITY | LPA100742-03 | 11/06/2005 | 11/06/2006 | COMBINED SINGLE LIMIT (Ea accident) | $ 1,000,000 |
| | | ANY AUTO | | | | BODILY INJURY (Per person) | $ |
| | | ALL OWNED AUTOS | | | | | |
| | | X SCHEDULED AUTOS | | | | BODILY INJURY (Per accident) | $ |
| | | X HIRED AUTOS | | | | | |
| | | X NON-OWNED AUTOS | | | | PROPERTY DAMAGE (Per accident) | $ |
| | | GARAGE LIABILITY | | | | AUTO ONLY - EA ACCIDENT | $ |
| | | ANY AUTO | | | | OTHER THAN AUTO ONLY: EA ACC | $ |
| | | | | | | AGG | $ |
| | | EXCESS/UMBRELLA LIABILITY | | | | EACH OCCURRENCE | $ |
| | | OCCUR CLAIMS MADE | | | | AGGREGATE | $ |
| | | | | | | | $ |
| | | DEDUCTIBLE | | | | | $ |
| | | RETENTION $ | | | | | $ |
| | | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | | | | WC STATU-TORY LIMITS / OTH-ER | |
| | | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? | | | | E.L. EACH ACCIDENT | $ |
| | | If yes, describe under SPECIAL PROVISIONS below | | | | E.L. DISEASE - EA EMPLOYEE | $ |
| | | | | | | E.L. DISEASE - POLICY LIMIT | $ |
| | | OTHER | | | | | |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

CERTIFICATE HOLDER IS INCLUDED AS AN ADDITIONAL INSURED WITH RESPECT TO THE NAMED INSURED'S OPERATION ONLY.

## CERTIFICATE HOLDER

TOWN OF DAVIE
6591 ORANGE DR
DAVIE, FL 33314

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
David Thompson/NKJ


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# ACORD CERTIFICATE OF LIABILITY INSURANCE

OP ID RW LIMOU-1

DATE (MM/DD/YYYY) 08/02/06

PRODUCER

Comcover Insurance Group, Inc.
1000 West McNab Road
Pompano Beach FL 33069

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

| INSURERS AFFORDING COVERAGE | NAIC # |
|---|---|
| INSURER A: First Commerical Insurance Co. | |
| INSURER B: | |
| INSURER C: | |
| INSURER D: | |
| INSURER E: | |

INSURED

Limousines of South Florida
2595 NW 38th Street
Miami FL 33142

## COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | ADD'L INSRD | TYPE OF INSURANCE | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YY) | POLICY EXPIRATION DATE (MM/DD/YY) | LIMITS | |
|---|---|---|---|---|---|---|---|
| | | GENERAL LIABILITY | | | | EACH OCCURRENCE | $ |
| | | COMMERCIAL GENERAL LIABILITY | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) | $ |
| | | CLAIMS MADE / OCCUR | | | | MED EXP (Any one person) | $ |
| | | | | | | PERSONAL & ADV INJURY | $ |
| | | | | | | GENERAL AGGREGATE | $ |
| | | GEN'L AGGREGATE LIMIT APPLIES PER: POLICY / PRO-JECT / LOC | | | | PRODUCTS - COMP/OP AGG | $ |
| | | AUTOMOBILE LIABILITY | | | | COMBINED SINGLE LIMIT (Ea accident) | $ |
| | | ANY AUTO | | | | | |
| | | ALL OWNED AUTOS | | | | BODILY INJURY (Per person) | $ |
| | | SCHEDULED AUTOS | | | | | |
| | | HIRED AUTOS | | | | BODILY INJURY (Per accident) | $ |
| | | NON-OWNED AUTOS | | | | | |
| | | | | | | PROPERTY DAMAGE (Per accident) | $ |
| | | GARAGE LIABILITY | | | | AUTO ONLY - EA ACCIDENT | $ |
| | | ANY AUTO | | | | OTHER THAN AUTO ONLY: EA ACC | $ |
| | | | | | | AGG | $ |
| | | EXCESS/UMBRELLA LIABILITY | | | | EACH OCCURRENCE | $ |
| | | OCCUR / CLAIMS MADE | | | | AGGREGATE | $ |
| | | | | | | | $ |
| | | DEDUCTIBLE | | | | | $ |
| | | RETENTION $ | | | | | $ |
| A | | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | 19936 | 12/31/05 | 12/31/06 | X WC STATUTORY LIMITS / OTHER | |
| | | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? | | | | E.L. EACH ACCIDENT | $ 100000 |
| | | If yes, describe under SPECIAL PROVISIONS below | | | | E.L. DISEASE - EA EMPLOYEE | $ 100000 |
| | | | | | | E.L. DISEASE - POLICY LIMIT | $ 500000 |
| | | OTHER | | | | | |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

## CERTIFICATE HOLDER

TOWDAFL

TOWN OF DAVIE
6591 ORANGE DRIVE
Fort Lauderdale FL 33314

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 0 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE



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Limousines of South Florida, Inc.
2595 Northwest 38th Street
Miami, Florida 33142-5254
COMMUNITY SHUTTLE DIVISION

# DRUG & ALCOHOL TESTING POLICY AND PROCEDURES

December 2001

## 1. INTRODUCTION

On April 30, 2001, the Federal Transit Administration (FTA) introduced a new regulation on drug and alcohol testing. This regulation effectively superseded and combined into a single instruction its drug and alcohol testing rules which were previously published in two separate directives. At the same time, some of the included provisions were rewritten to be more consistent with similar requirements imposed by other U.S. Department of Transportation (DOT) agencies. The new regulation, published as 49 CFR Part 655, "Prevention of Prohibited Drug Use and Alcohol Misuse in Transit Operations," requires each employer receiving FTA funding assistance or who performs certain functions for or on behalf of such a recipient to establish and implement an anti-drug and alcohol testing program that must include the following elements:

- A statement describing the employer's policy on prohibited drug use and alcohol misuse in the workplace, including consequences associated with prohibited drug use and alcohol misuse.
- An educational and training program, which includes the display and distribution of informational materials and a community service hot-line telephone number, if available.
- A testing program that meets the requirements outlined in 49 CFR Part 655 and DOT regulation 49 CFR Part 40, "Procedures for Transportation Workplace Drug and Alcohol Testing Procedures."
- Procedures for referring a covered employee who has a verified positive drug or alcohol test result to a Substance Abuse Professional.

This drug and alcohol testing policy and procedures guide is provided to help employees and their representatives better understand the requirements. A copy of this policy shall be distributed to all current safety-sensitive transit employees, posted on Division bulletin boards, available on-line via request, and issued to each new safety-sensitive employee as part of a general orientation procedure.

The policy and testing program described has been updated to include all FTA and DOT rule changes, interpretations, and clarifications published through September 30, 2001. We invite you to review and become familiar with this document. Included is a receipt form that each employee must complete and return to his or her supervisor.

This policy applies to you based upon the job you do for Limousines of South Florida, Inc. or our affiliated companies. The following included elements of policy are mandated by the Federal Transit Administration:

- A contact person who can answer employee questions about Limousines of South Florida's anti-drug and alcohol misuse program.
- Categories of employees subject to the provisions of 49 CFR Part 655.
- Specific behaviors and conduct that are prohibited by 49 CFR Part 655.
- Circumstances under which a covered employee will be tested.
- The procedures that will be used to test for the presence of illegal drugs or alcohol misuse, protect the employee and the integrity of the testing process, safeguard the validity of test results, and ensure test results are attributed to the correct employees.
- A requirement that a covered employee must submit to drug and alcohol testing, as outlined in 49 CFR Part 655.
- A description of the kind of behavior that constitutes a refusal to test and a statement that such refusal constitutes a violation of Limousines of South Florida, Inc. policy, and the associated nondisciplinary consequences.
- Nondisciplinary consequences of a verified positive drug test result or a confirmed alcohol concentration of 0.04 or greater.
- Nondisciplinary consequences of a confirmed alcohol concentration of 0.02 or greater but less than 0.04.

2. POLICY

Limousines of South Florida, Inc. is dedicated to providing safe, dependable, and reliable transportation services to our passengers. Each employee has a responsibility to deliver service in a safe and conscientious manner. As employees are our most valuable resource, it is our goal to provide a healthy, drug and alcohol-free environment that promotes opportunities for personal growth and well-being.

Any use of alcohol or a prohibited drug by an employee creates the potential for degradation of job performance. Limousines of South Florida, Inc. is fully committed to maintaining a workplace which protects the health and safety of our employees and

the general public. It is our policy: (1) to assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner; (2) to create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse; (3) to prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances; and (4) to encourage employees to seek professional assistance at any time personal problems, including alcohol or drug dependency, adversely affects their ability to perform assigned duties.

Limousines of South Florida, Inc. is dedicated to assuring equitable application of this policy. Therefore, supervisors and managers are required to use and apply all aspects of this policy in an unbiased and impartial manner. Any supervisor/manager who knowingly disregards the requirements, or is found to deliberately misuse the policy in regard to employees, will be subject to disciplinary action, up to and including termination.

The FTA regulation requires each employer to give each employee subject to this policy at least 60 minutes of training on the effects and consequences of prohibited drug use on his or her personal health, safety, and the work environment, and the signs and symptoms that may indicate prohibited drug use. Additionally, each employer must provide to every supervisor who may make reasonable suspicion determinations at least 60 minutes of training on the physical, behavioral, and performance indicators of probable drug use and at least 60 minutes of training on the physical, behavioral, speech, and performance indications of alcohol misuse.

3. PURPOSE

The purpose of this policy is to assure worker fitness for duty and to protect our employees and passengers from the risk posed by use of alcohol and prohibited drugs. This policy complies with applicable law, including the Drug-Free Workplace Act of 1988, Omnibus Transportation Employee Testing Act of 1991, and associated U.S. Department of Transportation and Federal Transit Administration regulations.

This policy was developed by Broward County Transit with the cooperation of officers and members of Amalgamated Transit Union Local 1267, and the Government Supervisors Association of Florida Local 100. It considers the following health, safety, and workplace-related issues:

- Signs and Symptoms (except for odor, these are the general signs and symptoms of any depressant substance):

  ... Dulled mental processes; lack of coordination.
  ... Odor of alcohol on breath.
  ... Slurred speech.
  ... Possible constricted pupils.
  ... Slowed reaction time.
  ... Sleepy or stuporous condition.

- Health Effects. The chronic consumption of alcohol (average of three servings per day of beer [12 ounces], whiskey [1 ounce], or wine [6-ounce glass]) over time may result in the following associated health hazards:

  ... Fatal liver disease.
  ... Kidney disease, pancreatitis, ulcers.

  ... Increased cancers of the mouth, tongue, pharynx, esophagus, rectum, breast, and malignant melanoma.
  ... Spontaneous abortion and neonatal mortality.
  ... Birth defects (up to 54 percent of all birth defects are alcohol related).
  ... Decreased sexual functioning.
  ... Dependency (up to 10 percent of people who drink alcohol become physically and/or mentally dependent upon alcohol and can be termed "alcoholic").

- The Annual Toll

  ... 24,000 people will die on the highway due to the legally-impaired driver.
  ... 12,000 more will die on the highway due to an alcohol-affected driver.
  ... 15,800 will die in non-highway accidents.
  ... 30,000 will die due to alcohol-caused liver damage.
  ... 10,000 will die due to alcohol-induced brain disease or suicide.
  ... Up to another 125,000 die due to alcohol-related conditions or accidents.

- Social Issues

  ... Two-thirds of all homicides are committed by people who drink prior to the crime.
  ... Alcoholics are 15 times more likely to commit suicide than other segments of the population.

... Two to three percent of the driving population is legally drunk at one time (this rate is doubled at night and on weekends).
... Two-thirds of all Americans will be involved in an alcohol-related vehicle accident during their lifetime.
... The rate of separation and divorce is seven times the average in families with alcohol dependency problems.
... Forty percent of family court cases are alcohol problem-related.
... More than 60 percent of burns, 40 percent of falls, 69 percent of boating accidents, and 76 percent of private aircraft accidents are alcohol-related.

- Workplace Issues

... It takes one hour for the average person (150 pounds) to process one serving of an alcoholic beverage from the body.
... Impairment in coordination and in judgment can be objectively measured with as little as two drinks in the body.
... A person who is legally intoxicated is six times more likely to have an accident than a sober one.

If you suspect a problem involving alcohol or drugs, you may request confidential, professional help by calling Limousines of South Florida, Inc.'s office at 954-930-5466.

You may also call a substance abuse "hotline" number, such as the American Council on Alcoholism, 800-356-9996; National Institute on Drug Abuse, 800-662-HELP; National Council on Alcoholism and Drug Dependence, 800-NCA-CALL; Alcoholics Anonymous, 800-870-3795; United Way of Broward County, 954-467-6333; or any state or local substance abuse clearinghouse.

4. APPLICABILITY

This policy applies to all safety-sensitive employees, volunteers, contractors, sub-contractors and other Limousines of South Florida, Inc. employees when they are on Limousines of South Florida, Inc. or Broward County Transit property or performing transit-related business. This policy applies to off-site lunch periods or breaks when the employee is scheduled to return to duty. A safety-sensitive function is any duty related to the safe operation of a mass transit service, including the operation, dispatch, and maintenance or repair of a revenue service vehicle (whether or not the vehicle is in revenue service) and other employees whose job functions require they hold a commercial driver's license or provide armed security.

Listed below are the Limousines of South Florida, Inc. positions determined to be safety-sensitive. The General Manager may modify the list as required under Federal, State or local regulation, or as needed to ensure continued vitality of a comprehensive drug and alcohol testing program.

- Bus Operator, Crew Vehicle Operator, and others who operate revenue service vehicles, even if just being moved around the property or on an occasional or incidental basis.
- Mechanic, and others who repair or maintain revenue service vehicles or equipment used in revenue service, or are engaged in engine, revenue service vehicle, and parts rebuilding and overhaul.
- General Manager, Contract Manager, any Assistant Manager, Supervisor, Maintenance person, and others who may dispatch or control the movement of a revenue service vehicle, even if only in response to emergencies or while training new employees.

Employees included in the above-listed labor classifications must participate in a drug and alcohol testing program as a condition of employment.

This policy is effective upon receipt, and continues in effect until superseded or canceled by competent authority.

5. PROHIBITED SUBSTANCES

Illegally-Used Controlled Substances or Drugs: Controlled substances are any illegal drug or substance identified in Schedules I through V of Section 202 of the Controlled Substance Act (21 USC 812) and as further defined in 21 CFR 1300. These substances include, but are not limited to, marijuana, amphetamines, opiates, phencyclidine, and cocaine, as well as any drug not approved for medical use by the Drug Enforcement Administration or the Food and Drug Administration. Illegal use includes use of illegally-obtained prescription drugs.

Legal Drugs: The use of legally-prescribed drugs and/or nonprescription medications is not prohibited. A legally-prescribed drug means that the individual has a prescription or other written approval from a physician for the use of the drug in the course of medical treatment. It must include the patient's name, the substance, quantity/amount to be taken, and the period of authorized use. However, the use of any substance that carries a warning label that mental functioning, motor skill, or judgment may be affected adversely should be reported to supervisory personnel, and medical advice should be sought, as applicable, before performing work-related duties. The misuse or abuse of legal drugs while performing transit business is prohibited.

Alcohol: The use of products containing alcohol or substances including any medication, mouthwash, food, candy, or any other substance such that alcohol is present in the body while performing transit business is prohibited.

6. PROHIBITED CONDUCT

No person covered by this policy shall engage in the manufacture, distribution, dispensing, possession, or use of prohibited substances on transit property, in transit vehicles, in uniform, or while on transit business. Law enforcement officials shall be notified when criminal activity is suspected.

Employees found to be under the influence of a prohibited substance, or who test positive for a prohibited drug or alcohol concentration shall be immediately removed from duty. Any safety-sensitive employee who is reasonably suspected of being intoxicated, impaired, under the influence of a prohibited substance, or not fit for duty shall be removed from duty pending verification of condition.

A drug or alcohol test is considered positive if the individual is found to have a quantifiable presence of a prohibited substance in the body above minimum thresholds defined in 49 CFR Part 40.

No safety-sensitive employee should report for duty or remain on duty when his or her ability to function could be adversely affected by alcohol. No employee shall be permitted to perform assigned safety-sensitive duties when his or her breath alcohol concentration is 0.02 or greater. No safety-sensitive employee shall use alcohol within four hours of reporting for duty, while on call, or while on duty.

All safety-sensitive employees will be subject to urine drug testing and breath alcohol testing at any time while on duty. Any safety-sensitive employee who refuses to comply with a request for testing, who provides false information in connection with a test, or who attempts to falsify test results through tampering, contamination, adulteration, or substitution shall be immediately removed from duty. Refusal can include an inability to provide a urine specimen or breath sample without valid medical explanation, as well as a verbal declaration, obstructive behavior, or physical absence resulting in an inability to conduct a test. Such refusal constitutes a positive result.

Pursuant to the Drug-Free Workplace Act of 1988, employees must notify Limousines of South Florida, Inc. within five days of a criminal drug statute conviction. Failure to comply constitutes a violation of this policy.

## 7. TESTING FOR PROHIBITED SUBSTANCES

The specific drugs that will be tested for are marijuana, cocaine, opiates, amphetamines, and phencyclidine. An initial drug screen using immunoassay techniques will be conducted on each specimen. For those specimens which indicate one or more prohibited substances present, a confirmatory gas chromatography/mass spectrometry (GC/MS) test will be performed. The test will be considered positive if the amount present is equal to or above the minimum threshold established in 49 CFR Part 40.

Alcohol testing will be conducted using a National Highway Traffic Safety Administration (NHTSA)-approved evidential breath testing (EBT) device operated by a trained breath alcohol technician (BAT). Breath alcohol concentration (BAC) is expressed in terms of grams of alcohol per 210 liters of breath. If any initial test indicates a BAC of 0.02 or greater, a second test will be performed to confirm the result. It is Limousines of South Florida, Inc.'s policy that any employee whose BAC is confirmed at 0.02 or greater (but less than 0.04) will be suspended from duty for the remainder of his or her shift, which period shall be not less than eight hours. A BAC of 0.04 or greater will be considered a positive alcohol test result.

The testing described in this policy will be independent and separate from all other testing performed on behalf of Limousines of South Florida, Inc. and/or prevailing Federal, State, and Local requirements. All covered employees are subject to testing for prohibited drug use and misuse of alcohol in the following situations and/or circumstances:

- Pre-Employment. All applicants for employment must first pass a pre-employment drug test before being permitted to perform any safety-sensitive job function. Also, an employee absent 90 consecutive days or longer (regardless of reason) who has not been subject to random testing during that time will be required to undergo pre-employment drug testing prior to resuming safety-sensitive duties.

  Employees or applicants must undergo pre-employment drug testing before assignment to any position which requires the performance of safety-sensitive duties. Only urine drug testing is required, and the result of pre-employment drug testing must be a verified negative. Failure of a pre-employment drug test will disqualify the applicant for employment or transfer. Evidence of the absence of dependency from an accredited substance abuse professional is required prior to further consideration for possible employment in a safety-sensitive position.

Applicants to safety-sensitive positions will be asked if they have failed or refused to submit to pre-employment testing at any other DOT-regulated employer in the past two years (regardless of hiring action), and will be required to authorize the release of information regarding past drug and alcohol testing during the past two years.

- Random. All safety-sensitive employees are subject to random drug and/or alcohol testing at any time they are on duty and during all time periods that safety-sensitive functions are being performed. Testing must be unannounced and unpredictable. Once notified of a random testing requirement, the employee must proceed directly to the testing site.

  At least 50 percent of the total number of covered employees must be tested each year for the use of prohibited drugs, and at least 10 percent tested for alcohol. To satisfy this quota, all Limousines of South Florida, Inc. safety-sensitive employees are enrolled in a random testing pool.

  The frequency of testing is based upon the number of employees in the pool and spread throughout the year. The odds of being selected in any given selection cycle for a random drug and/or alcohol test are equal to the number of employees enrolled in the pool at the time.

  A Columbia Laboratory Services computer configured with a random number generator selects employees for testing. It is possible that an employee could be selected more than once during the year or even in consecutive selection cycles.

- Reasonable Suspicion. All safety-sensitive employees are subject to drug and/or alcohol testing when there is reason to believe that drug or alcohol use is adversely affecting job performance. Such determination will be made on the basis of specific, contemporaneous, articulable observation concerning the appearance, behavior, speech, or body odor of a covered employee. The referral determination will be made by a supervisor trained to detect the signs and symptoms of drug and alcohol use and who reasonably concludes that the employee may be adversely affected or impaired in his or her work performance due to prohibited drug use or alcohol misuse.
- Post-Accident Testing. The operator of a transit vehicle is required to undergo drug and alcohol testing if involved in any "occurrence" associated with the operation of the vehicle (whether or not the vehicle is in revenue service) that results in the loss of human life. Testing shall also be required for other safety-sensitive employees on duty in the vehicle at the time as well as any other employee whose performance of duty could have contributed to the accident.

Post-accident testing also must be conducted if any non-fatal accident results in injuries requiring a person or persons being transported to a medical treatment facility or if one or more vehicles incurs disabling damage that requires towing from the site, unless the employee's performance can be completely discounted as a contributing factor to the accident. Employees tested under this provision include not only the vehicle operator, but any other covered employee whose performance could be a contributing factor, as determined by Limousines of South Florida, Inc. and upon review and approval of the General Manager or his/her designee.

Post-accident testing must be conducted as soon as possible for alcohol (within two hours of the time of accident, not to exceed eight hours), and within 32 hours for drugs.

Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight hours following the accident or until completion of a post-accident test or upon release by a supervisor. A safety-sensitive employee who leaves the scene of an accident without justifiable explanation prior to submitting to drug and alcohol testing or who fails to report to the collection facility within a reasonable time frame will be considered to have refused to test.

8. SAFEGUARDS AND ASSURANCES

Testing shall be conducted in such a manner to assure the highest degree of accuracy and reliability, and using techniques, equipment, and laboratory facilities certified by the U.S. Department of Health and Human Services (DHHS). All testing will be conducted consistent with the procedures set forth in DOT regulation 49 CFR Part 40.

All test results for prohibited drugs must be verified by a Medical Review Officer (MRO). The MRO is a licensed physician functioning independent of Limousines of South Florida, Inc. whose qualifications include a demonstrated knowledge of substance abuse disorders and who has appropriate medical training to interpret and evaluate an individual's confirmed positive drug result together with his or her medical history and any other relevant biomedical information. All test results for alcohol must be verified by a qualified Breath Alcohol Technician (BAT).

Any employee may request that a representative be present in certain activities related to the collection of specimens and during administrative review and/or counseling, subject to the conditions imposed by 49 CFR Part 40. The absence of such representation does not, by itself, negate or mitigate the requirement to provide specimens and/or attend such review and counsel in response to required drug and

alcohol testing.

Federal regulations impose strict procedural controls and accounting mechanisms upon the collection site, processing laboratory, the MRO, and the transit system with respect to testing for prohibited drugs and alcohol. These procedures require the use of tamper-proof specimen containers for urine samples, employee certification of "ownership," use of chain-of-custody documentation, regimented quality control standards, including blank-air testing (for EBT devices) and blind samples (for urine testing), equipment calibration testing, and specific certification and training standards.

Only confirmatory test results will be used as evidence of prohibited drug use or alcohol misuse. Testing which does not follow criteria outlined in 49 CFR Part 40 must be invalidated, or canceled, and reported as a negative result. As a matter of policy, any urine specimen reported to the MRO as a negative dilute will necessitate a retest. As a further safeguard, any employee who questions a positive result of a required drug test may request the MRO to perform a second (separate) test of the original specimen. The test must be conducted at a different DHHS-certified laboratory and must utilize a split sample that was provided at the same time as the original specimen. All costs for such testing are paid by the employee unless the second test produces a negative result. Inability to pay the cost of split specimen testing will not, however, deny anyone the right to request such testing.

The employee's request for split specimen testing must be made in writing within 72 hours of notice of the initial test result. Requests after 72 hours will be accepted if the delay was beyond the control of the employee and reason for such delay is acceptable to the MRO.

All test results are treated as confidential medical information, and are handled only by designated personnel within Limousines of South Florida, Inc. who have a specific need to know. Test results are not releasable except as authorized by the employee concerned, as required by the National Transportation Safety Board during an accident investigation, as directed by the U.S. Department of Transportation or a DOT agency with regulatory authority over Limousines of South Florida, Inc., or to the decision maker in a lawsuit, grievance, or other proceeding initiated by or on behalf of the employee.

The employee has the right to review his/her drug and/or alcohol testing records, provide information to dispute the results, and shall have access to any pertinent records such as equipment calibration records and records of laboratory certifications. Copies of such records shall be made available to the employee upon his or her written request.

The application of this policy with respect to drug and alcohol testing does not abridge anything included in a labor agreement, nor does it infringe upon an employee's right to redress under grievance, administrative, or judicial proceedings.

9. EMPLOYEE ASSESSMENT

Any safety-sensitive employee who tests positive for the presence of a prohibited drug or alcohol must be evaluated by a Substance Abuse Professional (SAP) before returning to duty. A SAP is a licensed or certified physician, psychologist, social worker, employee assistance professional, or addiction counselor with knowledge of and clinical experience in the diagnosis and treatment of drug and/or alcohol-related disorders. The SAP will evaluate each employee to determine what assistance, if any, the employee needs in resolving associated problems. Assessment by a SAP does not shield an employee from disciplinary action or guarantee employment or reinstatement Limousines of South Florida, Inc..

If after a positive test result a safety-sensitive employee is allowed to return to duty, the employee must properly follow the rehabilitation program prescribed by the SAP, pass a return-to-duty drug and alcohol test, and agree to be subject to a minimum of six unannounced follow-up tests for a period of at least 12 months, and up to five years, from date of return to duty.

If unavailable for follow-up testing due to approved leave of absence, seasonal layoff, out or reassigned for worker's compensation, temporary assignment to non safety-sensitive duties or combination thereof for 30 consecutive days or longer, the employee shall be reevaluated by the SAP to determine if the requirement/term of treatment and return to work agreement shall be extended accordingly. The cost of treatment or rehabilitation services is the responsibility of the employee or insurance provider.

No employee who has tested positive may reenter the workforce without agreeing to a last chance/rehabilitation agreement. However, such an agreement is not an entitlement. This agreement may include, but is not limited to, the following:

- A release to work statement from the Substance Abuse Professional, together with satisfactory evidence of a verified negative test for drugs and/or alcohol.
- A statement of agreement to comply with Federal and transit system requirements for treatment, aftercare, and specified follow-up testing.
- A statement of expected work-related behaviors.
- An agreement that any violation of the last chance/rehabilitation agreement will result in separation from employment.

## 10. CONSEQUENCES, PENALTIES, AND SANCTIONS

Irrespective of possible criminal and/or civil proceedings which may arise as a result of prohibited drug use or alcohol misuse, Limousines of South Florida, Inc. reserves the right to apply administrative penalties and sanctions against an employee who violates any rule encompassed by this policy.

Minimum associated consequences of prohibited drug use and/or alcohol misuse are as follows:

- Removal from duty (remainder of the day or work shift–minimum eight consecutive hours):

  (1) Reporting for or remaining on duty with a BAC (breath alcohol concentration) of 0.02 or greater.

  (2) Consumption of alcohol within four hours of reporting or returning to duty.

- Referral to a SAP: A positive drug test result for a prohibited drug or a BAC of 0.04 or greater.

- Dismissal: Violation under one or more of the following circumstances or conditions constitutes a severe affront to the safety and well-being of other employees and the general public, and is punishable as a major infraction of policy under "due cause" proceedings:

  (1) Engaging in the manufacture, distribution, dispensing, possession, and/or use of a prohibited substance on Limousines of South Florida, Inc. property, in Limousines of South Florida, Inc. vehicles, in uniform, or while on Limousines of South Florida, Inc. business.

  (2) Refusal to submit to drug and/or alcohol testing, including the inability to provide an adequate specimen or breath sample without valid medical explanation.

  (3) Leaving the scene of an accident without proper authority, resulting in the inability to conduct drug and/or alcohol testing.

  (4) Obstructive behavior, providing false information in connection with a test, or attempting to falsify test results though tampering, contamination, adulteration, or substitution of specimen samples.

The North Broward Hospital District provides SAP services. Debbie Fairall and Sandy Bloom are the designated SAP's for Limousines of South Florida, Inc. employees. You may contact a SAP by calling or visiting:

North Broward Hospital District
Occupational Health Services
1608 SE 3rd Avenue
Fort Lauderdale, Florida 33316

Telephone: (954) 847-4327

Columbia Laboratory uses the following-listed DHHS-certified laboratory for urine drug testing:

Lab*One*, Inc.
10101 Renner Blvd.
Lenexa, Kansas 66219

Telephone: (913) 888-1770
Facsimile: (913) 888-0771

Lab*One*'s toxicology lab is held up to the highest standards in the industry. In 1994, Lab*One* received its Substance Abuse and Mental Health Services Administration (SAMHSA) Certification from the Department of Health and Human Services. Lab*One* maintains all required state and federal certifications.

# Attachment - 5

# Required Forms
# Financial Statements

Form **W-9**
(Rev. November 2005)
Department of the Treasury
Internal Revenue Service

# Request for Taxpayer Identification Number and Certification

**Give form to the requester. Do not send to the IRS.**

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
Limousines of South Florida, Inc.

Business name, if different from above

Check appropriate box: ☐ Individual/ Sole proprietor ☒ Corporation ☐ Partnership ☐ Other ▶ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
2595 NW 38 Street

Requester's name and address (optional)

City, state, and ZIP code
Miami, FL 33142

List account number(s) here (optional)

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

**Social security number**
| | | | | | | | | |

or

**Employer identification number**
5 9 2 5 6 4 0 9 2

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

**Sign Here** Signature of U.S. person ▶ Date ▶ August 8, 2006

## Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

**U.S. person.** Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

# Town of Davie
# Vendor/Bidder Disclosure

I, Mark Levitt, being first duly sworn state that:
The full legal name and business address of the person(s) or entity contracting with the Town of Davie ("Town") are as follows (Post Office addresses are not acceptable):

Name of Individual, Firm, or Organization: Limousines of South Florida, Inc.

Address: 2595 NW 38 Street
Miami, FL 33142

FEIN 59-2564092

State and date of incorporation Florida

**OWNERSHIP DISCLOSURE AFFIDAVIT**

1. If the contract or business transaction is with a corporation, the full legal name and business address shall be provided for each officer and director and each stockholder who directly or indirectly holds five percent (5%) or more of the corporation's stock. If the contract or business transaction is with a trust, the full name and address shall be provided for each trustee and each beneficiary. All such names and address are as follows (Post Office addresses are not acceptable):

| Full Legal Name | Address | Ownership |
|---|---|---|
| Mark Levitt | 6740 SW 56 Court | 50% |
| Karen Caputo | 5890 Rodman Street | 50% |
| | | % |
| | | % |

2. The full legal names and business addresses of any other individual (other than subcontractors, materialmen, suppliers, laborers, and lenders) who have, or will have, any legal, equitable, or beneficial interest in the contract or business transaction with the Town are as follows (Post Office addresses are not acceptable):

| Full Legal Name | Address |
|---|---|
| N / A | |
| | |
| | |
| | |

By: _____
Signature of Affiant

Date: August 8, 2006

Mark Levitt
Print Name

SUBSCRIBED AND SWORN TO or affirmed before me this 8th day of August 2006, by Mark Levitt, he/she is personally known to me or has presented Driver's License as identification.

_____
Notary Public, State of Florida at Large

_____
Print or Stamp of Notary

_____
Serial Number

My Commission Expires : _____

# Limousines of South Florida, Inc.

## Financial Statements

*Year Ended December 31, 2005*

*Together With Accountant's Compilation Report*

# Limousines of South Florida, Inc.

## Financial Statements

Year Ended December 31, 2005

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CERTIFIED PUBLIC ACCOUNTANTS
FLORIDA INSTITUTE OF
CERTIFIED PUBLIC ACCOUNTANTS

TELEPHONE: (305) 895-9939
FACSIMILE: (305) 891-5012

# Accountant's Compilation Report

The Shareholder and
Board of Directors of
Limousines of South Florida, Inc.

I have compiled the accompanying balance sheet of Limousines of South Florida, Inc. as of December 31, 2005, and the related statements of income and retained earnings, and cash flows for the year then ended, in accordance with Statements on Standards and Accounting and Review Services issued by the American Institute of Certified Public Accountants.

A compilation is limited to presenting in the form of financial statements information that is the representation of management. I have not audited or reviewed the accompanying financial statements and, accordingly, do not express an opinion or any other form of assurance on them.

Management has elected to omit substantially all of the disclosures required by generally accepted accounting principles. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations and cash flows. Accordingly, these financial statements are not designed for those who are not informed about such matters.

JOSEPH P. HANDY, CPA, PLC.

Joseph P. Handy, CPA, PLC.

February 28, 2006

# Limousines of South Florida, Inc.
## Balance Sheet
## December 31, 2005

| | |
|---|---|
| **Assets** | |
| Current assets: | |
| Cash | $ 8,003 |
| Accounts receivable | 591,739 |
| Other receivable | 39,629 |
| Total current assets | 639,371 |
| Property, plant and equipment, at cost, net of accumulated depreciation of $901,584 | 1,205,848 |
| Deposits | 1,111 |
| Total assets | $ 1,846,330 |
| **Liabilities and shareholder's equity** | |
| Current liabilities: | |
| Accounts payable | $ 32,158 |
| Line of credit payable | 307,729 |
| Note payable | 50,000 |
| Current portion of long-term debt | 150,298 |
| Accrued expenses | 21,331 |
| Deferred income taxes | 195,000 |
| Total current liabilities | 756,516 |
| Long-term debt, less current portion | 163,759 |
| Deferred income tax | 188,000 |
| Shareholder's equity: | |
| Common stock | 10 |
| Additional paid-in capital | 490 |
| Retained earnings | 737,555 |
| Total shareholder's equity | 738,055 |
| Total liabilities and shareholder's equity | $ 1,846,330 |

*Read accompanying Accountant's Compilation Report.*

# Limousines of South Florida, Inc.
## Statement of Income and Retained Earnings
## For the Year Ended December 31, 2005

| | |
|---|---|
| Revenues | $ 4,090,199 |
| Cost of revenues | 3,467,973 |
| Gross profit | 622,226 |
| Operating expenses: | |
| Advertising | 37,578 |
| Communications | 59,537 |
| Professional fees | 31,100 |
| Directors fees | 35,000 |
| Rent | 26,487 |
| Other | 62,636 |
| Total operating expenses | 252,338 |
| Income from operations | 369,888 |
| Interest expense | 38,274 |
| Income before income taxes | 331,614 |
| Income taxes | 125,000 |
| Net income | 206,614 |
| Retained earnings, beginning of the year | 530,941 |
| Retained earnings, end of the year | $ 737,555 |

*Read accompanying Accountant's Compilation Report.*

# Limousines of South Florida, Inc.
## Statement of Cash Flows
## For the Year Ended December 31, 2005

| | |
|---|---|
| Cash flows from operating activities: | |
| Net income | $ 206,614 |
| Adjustments to reconcile net income to net cash provided by operating activities: | |
| Depreciation and amortization | 279,400 |
| Deferred income tax | 125,000 |
| Change in operating assets and liabilities: | |
| Accounts receivable | (209,920) |
| Other receivable | (16,074) |
| Accounts payable | 12,392 |
| Accrued expenses | 21,331 |
| Net cash provided by operating activities | 418,743 |
| Cash flows from investing activity: | |
| Additions to property, plant and equipment | (476,567) |
| Cash flows from financing activities: | |
| Net increase in line of credit payable | 259,227 |
| Payments on long-term debt | (256,463) |
| Net cash provided by financing activities | 2,764 |
| Net change in cash | (55,060) |
| Cash at the beginning of year | 63,063 |
| Cash at the end of year | $ 8,003 |
| Supplemental disclosures of cash flow information: | |
| Cash paid during the year for interest | $ 38,274 |
| Cash paid during the year for income taxes | $ - |

*Read accompanying Accountant's Compilation Report.*

**QUALITY TRANSPORTATION SERVICES**
650 NW 27 AVENUE
FT LAUDERDALE, FL 33311

| Document Number | Status | Date Filed |
|---|---|---|
| G95355000197 | ACTIVE | 12/21/1995 |
| **Expiration Date** | **Current Owners** | **County** |
| 12/31/2010 | 000000001 | BROWARD |
| **Total Pages** | **Events Filed** | **FEI Number** |
| 000000003 | 000000002 | 59-2727864 |

## View Filing History

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## Owner Information

| Name & Address | FEI Number | Charter Number |
|---|---|---|
| QUALITY TRANSPORT SERVICES INC<br>650 NW 27 AVENUE<br>FT LAUDERDALE, FL 33311 | 59-2727864 | J33072 |

## Document Images

Listed below are the images available for this filing.

G95355000197 -- No image available
G05999057697 -- 12/13/2005 -- RENEWAL
G00209900230 -- 07/27/2000 -- RENEWAL

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