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MANAGEMENT AGREEMENT
FOR THE OPERATION AND MAINTENANCE OF BEACH CITIES TRANSIT FIXED ROUTE TRANSIT BETWEEN THE CITY OF REDONDO BEACH AND PARKING CONCEPTS, INC. DBA TRANSPORTATION CONCEPTS

This MANAGEMENT AGREEMENT FOR THE OPERATION AND MAINTENANCE OF BEACH CITIES TRANSIT ("Agreement") is made between the City of Redondo Beach, a Chartered Municipal Corporation ("City") and Parking Concepts, Inc., a California corporation dba Transportation Concepts ("Contractor").

RECITALS

WHEREAS, the City desires to provide public transportation services in the City and the cities of Hermosa Beach, Manhattan Beach, and El Segundo; and

WHEREAS, Contractor has the management and technical personnel, expertise, experience, and qualifications necessary for the management and operation of public transit services

WHEREAS, Contractor has proposed to provide such services to the City; and

WHEREAS, Contractor warrants that the representations made in its proposal as described in Exhibit "D" are true and Contractor is bound by each of its representations; and

WHEREAS, City desires to engage Contractor to perform said services.

NOW THEREFORE, in consideration of the promises and mutual covenants contained herein, and intending to be legally bound, the parties hereby agree to the following:

1. Agreement. This Agreement consists of this document and all attached exhibits, which are incorporated herein by reference:

    a) Exhibit "A": FTA Required Contract Clause Certification and FTA Contract Clauses

    b) Exhibit "B": Scope of Work

    c) Exhibit "C": 2019 Request for Proposals

    d) Exhibit "D": Contractor's Proposal

    e) Exhibit "E": Insurance Requirements

    f) Exhibit "F": Cost Proposal

    g) Exhibit "G": Out of Contract Rates Directly Related to Federal, State or Local Emergencies

    h) Exhibit "H": Terms for Compliance with California Labor Law

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Notwithstanding the foregoing, any language in Exhibit "B" and Exhibit "C" which does not pertain to the project description, proposal, or scope of services (as applicable) to be provided by Contractor, or any corresponding responsibilities of City, shall be deemed extraneous to, and not a part of, this Agreement. In the event of a conflict among the provisions of the foregoing documents, the provisions of this Agreement shall govern, then, in alphabetical order, the provisions of Exhibit "A", Exhibit "B", Exhibit "C", Exhibit "D", Exhibit "F", Exhibit "G", and Exhibit "H". Exhibit "E" shall stand alone.

2. Scope of Services. Contractor is to perform all the services set forth in Exhibit "B", Scope of Work, as amended by any Addenda.

3. Term of Agreement. The term of this Agreement shall commence on July 1, 2020 and terminate on June 30, 2023 ("Base Term"), unless otherwise terminated herein.

   The term of this Agreement may be extended at the sole discretion of the City for one (1) additional two-year period, commencing on July 1, 2023 ("Option Period"), by a written amendment executed by both parties, and approved by City Council. Thereafter, this Agreement may proceed month to month by a mutual written amendment executed by both parties and approved by City Council. However, in no event shall this Agreement continue beyond September 30, 2025.

4. Commencement of Performance. Contractor's services shall commence operation of the Beach Cities Transit service on July 1, 2020.

5. Contract Administration. Pursuant to the terms of this Agreement, the Contractor is responsible for project management of the Transit Services according to specified operating procedures. The City may establish additional rules which are reasonable for operation of this service after consultation with the Contractor.

   a) **City's Lead Representative**. Unless otherwise designated in writing, the Transit Manager or designee shall serve as the City's representative for the administration of the project. All activities performed by the Contractor shall be coordinated with this person.

   b) **The Contractor's Manager in Charge**. Contractor's Project Manager shall be in charge of the project for the Contractor on all matters relating to this Agreement and any agreement or approval made shall be binding on the Contractor.

6. Service Levels to be Operated. During the Base Term and Option Period, Contractor shall operate the annual levels of service specified in Section 3.6 of the Exhibit "B", unless adjusted by the City as specified herein.

7. Compensation and Method of Payment. For performance of such services City shall pay Contractor a not to exceed amount of ~~$~~$8,894,680.48~~8,894,434.48~~, for the Base Term (three years) which shall constitute full and complete compensation for the Contractor's services under this Agreement based on the rates set forth in Exhibit "F". In no event shall Contractor's compensation exceed $8,894,680.48~~$8,894,434.48~~ for services performed during the Base Term. Said sum shall be paid for full performance of those services described in this Agreement and may be decreased for unsatisfactory performance of those services described herein. Said compensation shall be paid by the

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City out of the City's Proposition "A" Local Return funds, Formula Allocation Funds, and other transit funding which may include federal and state funding.

a) Monthly Invoice. Contractor shall submit for the preceding month the Monthly Invoice on a form approved by the City listing the monthly fixed route and dial-a-ride Vehicle Revenue Hours provided and other related expenses. Contractor shall submit the Monthly Invoice, with the Monthly Operating Report on or before the 10th day of each month. City agrees to pay Contractor within 30 days of receipt of Contractor's invoice, unless City, in good faith, disputes any item in the invoice. In such event, City shall pay the amount not in dispute, and shall enter into good faith negotiations to resolve the disputed matter. In the event Contractor and City cannot resolve the dispute within 30 days, City in its sole discretion, shall decide the amount to be paid to Contractor.

b) **Fee Structure. City agrees to pay Contractor based on a Fixed Fee and Fixed Hour Rate Fee Structure as follows.**

i. Fixed Fee. Contractor shall be paid a Fixed Fee for each Contract Period, payable in monthly installments, to cover the costs of performing those services set forth in Exhibit "B" and Exhibit "F".

ii. Fixed Hourly Rate. On a monthly basis, Contractor shall be paid a Fixed Hourly Rate for each documented Vehicle Revenue Hour as defined in Exhibit "B", operated during that month, within the authorized service levels specified in this agreement.

iii. Therefore, the City shall pay the following amounts:

(1) Base Term (36 months):

(a) **Fixed Fee**: During each month of the Base Term, the following monthly fee shall be payable to Contractor:
Year One: $91,198.02
Year Two: $95,062.34
Year Three: $98,667.18

(b) **Fixed Hourly Rate:** During each year of **the Base Term,** the following Fixed Hourly Rate shall be payable to Contractor for each documented Vehicle Revenue Hour of service operated in Fixed Route and Dial-A-Ride service:
Year One: $42.72
Year Two: $44.53
Year Three: $46.30

(2) Compensation in Option Period. In the event that the one, (1) two-year option period is exercised by the City, Contractor's compensation will be negotiated between the parties, but in no event shall that compensation increase by more than the annual increase in the Consumer Price Index for the State of California (Los Angeles-Riverside-Orange County statistical area) for the most recently reported calendar year.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

8. Out-of-Contract Rate. Out-of-contract services will be provided by Contractor upon request by the City Transit Manager or designee, as described herein, and shall not be in violation of Federal Transit Administration, (FTA) Charter Regulations:

   a) Out of contract services, specifically directly arising out of any emergency declared by Federal, State or local agencies:

      i. Non-driving services directly related to any emergency declared by Federal, State or local agencies, such as additional services beyond the requirements described in "Exhibit B", are subject to the rates set forth in Exhibit "G". In the event these services are requested by the City, then Contractor shall perform such services at City's direction.

   b) Out of contract services, specifically driving services, the following subsections shall apply.

      i. When out-of-contract services fall within normal service hours and City directs that normal operating personnel should be used to provide the out-of-contract services, such services shall be provided at the Vehicle Revenue Hour rate for that period during the Base Term or any Option Period, if exercised.

      ii. Out-of-contract services falling outside normal operating hours (as defined in Exhibit "B") or otherwise not provided in Exhibit "B" or Exhibit "C", if requested by the City, shall be provided by the Contractor at a market rate not to exceed 120% of the regular Vehicle Revenue Hour Rate. Contractor shall bill City for any such extra services separately from Contractor's regular monthly invoice under this Agreement.

   c) The amount paid by the City for extra services pursuant to this Section 8 shall not be subject to the not to exceed compensation set forth in Section 7. However, in no event shall the amounts paid under subsections (a) and (b) in the aggregate exceed $1,000,000.

9. Changes in Level of Service. City may adjust the level of service at its discretion. Contractor shall not make operational modifications that affect the level of service, including but not limited to, hours or operation, schedules, and routes without the prior written approval of the City. City shall give Contractor sixty (60) days written notice of modifications that the City determines are major and may provide Contractor with less notice if the City determines modifications are minor. If the City makes modifications which increase or decrease the level of service more than twenty five percent (25%) of the Vehicle Revenue Hours set forth in Exhibit "B", City and Contractor may negotiate a change in the hourly rate, and subsequently execute a written amendment modifying said hourly rate. Notwithstanding the foregoing and to the extent permitted by law, in the event there is a declared Federal, State or local emergency, City in its sole discretion may adjust the level of service by any percentage without prior notice to Contractor.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

10. Fare Revenues and Fare Box Control. All fare revenues collected by Contractor shall be the property of the City. Contractor shall collect all fares in a locked fare box approved by the City. Contractor shall empty all fares and transfer slips from the fare box daily, and reconcile and report in writing to the City the next business day, and in the monthly operating report. Contractor shall reconcile the amount of the collected fares and transfer slips to correspond with the reported number of passengers carried. Contractor shall prepare the fare deposit for the City contracted armored security company pick up of the total amount of fares collected.

11. Force Majeure. Contractor shall not be in breach of this Agreement in the event of delays, failure to perform, or excess costs caused by the following: acts of nature (including fire, epidemics, earthquake, flood or other natural disaster), acts of the government (riots, war, or civil disorder), labor strikes, or unavailability of fuel.

12. Liability Insurance/Indemnification Requirements.

a) Insurance. Contractor shall comply with the requirements set forth in Exhibit "E". Insurance requirements that are waived by the City's Risk Manager do not require amendments or revisions to this Agreement.

Notwithstanding the foregoing, California Labor Code Sections 1860 and 3700 provide that every contractor will be required to secure the payment of compensation to its employees. In accordance with the provisions of California Labor Code Section 1861, the Contractor hereby certifies as follows:

> "I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to under take self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract."

b) Indemnity. To the fullest extent permitted by law, Contractor shall indemnify, hold harmless, and defend (at Contractor's expense with counsel acceptable to the City), the City and the cities of Hermosa Beach, Manhattan Beach, and El Segundo, and all their elected and appointed officials, officers, employees, agents, independent contractors, and volunteers from and against any and all claims, demands, causes of action, compensation, lawsuits (whether at law, equity or both), proceedings, liabilities, losses, damages, expenses, costs (including without limitation attorneys' fees, expert witness fees, and other related costs and expenses), judgments, fines, penalties, liens of every nature, and other amounts arising or claimed to arise, directly or indirectly, out of Contractor's (including Contractor, its subcontractors, and each of their officials, officers, employees, and agents) performance of work hereunder or its failure to comply with any of its obligations contained in the Agreement, or its failure to comply with any current or prospective law, except for to the extent such loss or damage which was caused by the sole negligence or willful misconduct of the City. This indemnification obligation shall survive this Agreement and shall not be limited by any term of any insurance policy required under this Agreement.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

13. Responsibilities of the Contractor

a) Licenses/Fees/Taxes/Permits. Contractor shall have the sole obligation to pay all license fees, assessments, and taxes, including but not limited to, sales tax, business licenses, vehicle licenses, property or other taxes, plus applicable penalties and interest which may be imposed upon the Contractor by any governmental entity.

b) Non-Discrimination and Equal Employment Opportunity. The Contractor represents and agrees that it does not and will not discriminate against any employee or applicant for employment on the basis of race, religious creed, color, national origin, ancestry, gender, sexual orientation, or physical disability in the performance of any Agreement with the City, and shall comply with the provisions of all Federal, State, and local laws, including without limitation, the State Fair Employment Practices Act, the Federal Rights Act of 1964 and all amendments thereto, and the Americans with Disabilities Act of 1990.

14. Record Keeping and Reporting

a) Record Keeping Requirements. Contractor, including any of its subcontractors, shall maintain full and complete documents and records, including all books, accounting records, reports, employee time sheets, work papers, and correspondence pertaining to the project or services set forth in Exhibit "B" and Exhibit “C”. Contractor shall make such documents and records available for City review or audit upon request and reasonable notice, and shall keep such documents and records, for at least four (4) years after Contractor's completion of performance of this Agreement. Copies of all pertinent reports and correspondence shall be furnished to the City for its files. Contractor shall provide the City with all information necessary to complete FTA National Transit Database (NTD) Reports. In the event of litigation or settlement of claims arising from the performance of this contract, Contractor agrees to maintain all documents and records, as defined in this section, until the City, the FTA, the Comptroller General, or any of their duly authorized representative, have disposed of all such litigation, appeals, claims or exceptions related thereto. Contractor acknowledges and agrees that any records maintained pursuant to this Agreement may be subject to the California Public Records Act and agrees to indemnify, defend and hold the City harmless from and against any discovery or Public Records Act request seeking the disclosure of any documents and records.

b) Report Requirements. All reporting documents shall be produced accurately and in a timely manner as indicated herein on a monthly basis as required by the City, or at such other frequency established by the City. These reports shall be submitted in a form compatible with existing City record keeping. Contractor shall submit additional written reports as requested by the City for specific purposes.

c) Access to Records. The Contractor agrees to provide sufficient access to FTA and its contractors to inspect and audit records and information related to performance of this contract as reasonably may be required.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

d) Access to the Sites of Performance. The Contractor agrees to permit FTA and its contractors access to the sites of performance under this contract as reasonably may be required.

15. Audits. All invoices, monthly reports, supporting documents, and other financial records relevant to this Agreement shall be subject to inspection and audit by representatives of the City, United States Department of Transportation, State Controller's Office, Controller General of the United States, and Metro. Operational Records/Data and Vehicle Maintenance Records collected by the Contractor shall be provided to the City at the end of the contract period, including but not limited to, electronic versions of customer data.

16. Termination Without Default. Notwithstanding any provision herein to the contrary, the City may, in its sole and absolute discretion and without cause, terminate this Agreement at any time prior to completion by Contractor of the project or services hereunder, immediately upon written notice to Contractor. In the event of any termination by City, Contractor shall be compensated for: (1) all authorized work satisfactorily performed prior to the effective date of termination; and (2) necessary materials or services of others ordered by Contractor for this Agreement prior to Contractor's receipt of notice of termination, irrespective of whether such materials or services of others have actually been delivered, and further provided that Contractor is not able to cancel such orders. Compensation for Contractor in such event shall be determined by the City in accordance with the percentage of the project or services completed by Contractor; and all of Contractor's finished or unfinished work product through the time of the City's last payment shall be transferred and assigned to the City. In conjunction with any termination of this Agreement, the City may, at its own expense, make copies or extract information from any notes, sketches, computations, drawings, and specifications or other data, whether complete or not. In the event the City receives federal funding during the term of this Agreement for the services described herein, the termination provisions in Exhibit "A" shall supersede this section.

17. Termination in the Event of Default. Should Contractor fail to perform any of its obligations hereunder, within the time and in the manner provided or otherwise violate any of the terms of this Agreement, the City may immediately terminate this Agreement for default by giving written notice, stating the reasons for such termination. Contractor shall be compensated as provided immediately above, provided, however there shall be deducted from such amount the amount of damages, if any, sustained by the City by virtue of Contractor's breach of this Agreement. Contractor may terminate this Agreement upon default by the City which is not cured within 30 days following written notice to the City stating the basis of such default.

a) Suspension/Termination of the Agreement for Cause. The following shall constitute a material breach of the Agreement by Contractor and serve as the basis for termination by the City:

i. Bankruptcy of the Contractor, being placed in receivership, or assignment by it for the benefit of creditors;

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ii. Failure or refusal of the Contractor (after written warning by the City) to perform service and meet the City's goals and objectives, in a satisfactory manner, including a satisfactory level of vehicle maintenance;

iii. Failure or refusal of the Contractor to comply with City's instructions or with applicable local, state or federal codes and laws;

iv. Failure of the Contractor to receive a "pass" rating from the California Highway Patrol Carrier Motor Safety inspector; Contractor shall notify the City within 24 hours if it has received a "fail" rating on any system vehicle. Contractor must provide evidence that its maintenance facilities and/or vehicles have been re-inspected and have received a "conditional" rating within one hundred eighty (180) days. Failure to notify the City, take action to correct the problem, or present the vehicle for re-inspection may result in suspension/termination of the contract;

v. Failure by the Contractor to perform any of its obligations shall not constitute a breach of contract, if such failure is caused by an act described in Section 11 of this Agreement;

vi. Failure or refusal by Contractor to abide by the Reporting Requirements as described herein;

vii. Failure to maintain the insurance coverage as described in this Agreement.

viii. Failure to Meet Specifications. City reserves the right to withhold payment to Contractor, suspend the contract, provide substitute services with all charges in excess of contract rates to be paid by the Contractor, in the event Contractor fails to meet any of the specifications in regards to vehicle maintenance, or service quality as described in this Agreement, until such time as the City determines that Contractor has satisfactorily corrected any deficiencies. Such suspension shall be considered for cause, and the Contractor may not claim any damages against the City for any action or suspension.

b) Opportunity to Cure. If Contractor fails to remedy to the City's satisfaction the breach or default of any of the terms, covenants, or conditions of this Agreement within ten (10) days after receipt by Contractor of written notice from City setting forth the nature of said breach or default, City shall have the right to terminate the Agreement without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude City from also pursuing all available remedies against Contractor and its sureties for said breach or default.

18. Non-Assignability. Contractor acknowledges that the services which Contractor shall provide under this Agreement are unique, personal services which, except as otherwise provided herein, Contractor shall not assign or sublet to any other party without the prior written approval of City, which approval may be withheld in the City's sole and absolute discretion. In the event that the City, in writing, approves any assignment or subletting of

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this Agreement or the retention of subcontractors by Contractor, Contractor shall provide to the City upon request copies of each and every subcontract prior to the execution thereof by Contractor and subcontractor. Any attempt by Contractor to assign any or all of its rights under this Agreement without first obtaining the City's prior written consent shall constitute a material default under this Agreement.

The sale, assignment, transfer or other disposition, on a cumulative basis, of twenty-five percent (25%) or more of the ownership interest in Contractor or twenty-five percent (25%) or more the voting control of Contractor (whether Contractor is a corporation, limited liability company, partnership, joint venture or otherwise) shall constitute an assignment for purposes of this Agreement. Further, the involvement of Contractor or its assets in any transaction or series of transactions (by way of merger, sale, acquisition, financing, transfer, leveraged buyout or otherwise), whether or not a formal assignment or hypothecation of this Agreement or Contractor's assets occurs, which reduces Contractor's assets or net worth by twenty-five percent (25%) or more shall also constitute an assignment for purposes of this Agreement.

19. Independent Contractor. Contractor acknowledges, represents and warrants that Contractor is not a regular or temporary employee, officer, agent, joint venturer or partner of the City, but rather an independent contractor. This Agreement shall not be construed as a contract of employment. Contractor shall have no rights to any benefits which accrue to City employees unless otherwise expressly provided in this Agreement. Due to the independent contractor relationship created by this Agreement, the City shall not withhold state or federal income taxes, the reporting of which shall be Contractor's sole responsibility.

20. Brokers. Contractor acknowledges, represents and warrants that Contractor has not hired, retained or agreed to pay any entity or person any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement.

21. Professional Ability. Contractor acknowledges, represents and warrants that Contractor is skilled and able to competently provide the services hereunder, and possesses all professional licenses, certifications, and approvals necessary to engage in its occupation. City has relied upon the professional ability and training of Contractor as a material inducement to enter into this Agreement. Contractor shall perform in accordance with generally accepted professional practices and standards of Contractor's profession.

22. Business License. Contractor shall obtain a Redondo Beach Business License before performing any services required under this Agreement. The failure to so obtain such license shall be a material breach of this Agreement and grounds for immediate termination by City; provided, however, that City may waive the business license requirement in writing under unusual circumstances without necessitating any modification of this Agreement to reflect such waiver.

23. Conflict of Interest. Contractor acknowledges, represents and warrants that Contractor shall avoid all conflicts of interest (as defined under any federal, state or local statute, rule or regulation, or at common law) with respect to this Agreement. Contractor further acknowledges, represents and warrants that Contractor has no business relationship or

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arrangement of any kind with any City official or employee with respect to this Agreement. Contractor acknowledges that in the event that Contractor shall be found by any judicial or administrative body to have any conflict of interest (as defined above) with respect to this Agreement, all consideration received under this Agreement shall be forfeited and returned to City forthwith. This provision shall survive the termination of this Agreement for one (1) year.

24. Compliance with Laws. Contractor shall comply with all federal, state and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals, with respect to this Agreement, including without limitation all environmental laws, employment laws, and non-discrimination laws.

a) Contractor further acknowledges that in the event, this is a federally assisted construction contract, federal labor standards provisions, including prevailing wage requirements of the Davis-Bacon and Related Acts, will be enforced. Contractor understands that in the event of a conflict between the Federal General Wage Decision as established by the United States Department of Labor (available at www.access.gpo.gov/davisbacon/ca.html) and the State General Prevailing Wage Determination as established by the California Department of Industrial Relations (available at http://www.dir.ca.gov/DLSR/PWD/index.htm), the higher of the two will prevail.

b) Prevailing Wages. City and Contractor acknowledge that in the event this project is a public work to which prevailing wages apply, Contractor shall comply with the Terms for Compliance with California Labor Law Requirements set forth in Exhibit “H”, which is attached hereto and incorporated by reference.

c) Intelligent Transportation Systems – National Architecture. For all ITS property and service the Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the National ITS Architecture and Standards to the extent required by 23 U.S.C. Section 517(d) and 23 CFR Parts 655 and 940.

25. Non-Exclusivity. Notwithstanding any provision herein to the contrary, the services provided by Contractor hereunder shall be non-exclusive, and City reserves the right to employ other contractors in connection with the project.

26. Third Parties. Nothing herein shall be interpreted as creating any rights or benefits in any third parties. For purposes hereof, transferees or assignees as permitted under this Agreement shall not be considered "third parties."

27. Claims. Any claim by Contractor against City hereunder shall be subject to Government Code §§ 800 *et seq*. The claims presentation provisions of said Act are hereby modified such that the presentation of all claims hereunder to the City shall be waived if not made within six (6) months after accrual of the cause of action.

28. Interpretation. Contractor acknowledges that it has had ample opportunity to seek legal advice with respect to the negotiation of this Agreement. This Agreement shall be interpreted as if drafted by both parties.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

29. Authority. City warrants and represents that upon City Council approval, the Mayor of the City of Redondo Beach is duly authorized to enter into and execute this Agreement on behalf of City. The party signing on behalf of Contractor warrants and represents that he or she is duly authorized to enter into and execute this Agreement on behalf of Contractor, and shall be personally liable to City if he or she is not duly authorized to enter into and execute this Agreement on behalf of Contractor.

30. Waiver. The waiver by the City of any breach of any term or provision of this Agreement shall not be construed as a waiver of any subsequent breach, and such waiver by City shall not limit City's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Agreement.

31. Notices. Written notices to each party shall be given by registered or certified mail, postage prepaid and addressed to or personally served on:

Notices, reports and statements to the City shall be delivered to:

City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277
Attn: Transit Manager

Notices, reports and statements to the Contractor shall be delivered to:

Parking Concepts, Inc. dba Transportation Concepts, Inc.
12 Mauchly Bldg I
Irvine CA 92618
Attn: Rich Rogers, COO

32. Integration. This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof and supersedes any previous oral or written agreement; provided, however, that correspondence or documents exchanged between Contractor and City may be used to assist in the interpretation of the exhibits to this Agreement.

33. Attorneys' Fees. In the event either party to this Agreement brings any action to enforce or interpret this Agreement, the prevailing party in such action shall be entitled to reasonable attorneys' fees (including expert witness fees) and costs. This provision shall survive the termination of this Agreement.

34. Governing Law and Venue. This Agreement shall be construed in accordance with the laws of the State of California without regard to principles of conflicts of law. Venue for any litigation or other action arising hereunder shall reside exclusively in the Superior Court of the County of Los Angeles, Southwest Judicial District.

35. Severance. Any provision of this Agreement that is found invalid or unenforceable shall be deemed severed and all remaining provisions of this Agreement shall remain enforceable to the fullest extent permitted by law.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

36. Inspection. If the services set forth in Exhibit "B" and Exhibit “C” shall be performed on City or other public property, the City shall have the right to inspect such work without notice. If such services shall not be performed on City or other public property, the City shall have the right to inspect such work upon reasonable notice. Inspections by the City shall not relieve or minimize the responsibility of Contractor to conduct any inspections Contractor has agreed to perform pursuant to the terms of this Agreement. Contractor shall be solely liable for said inspections performed by Contractor. Contractor shall certify in writing to the City as to the completeness and accuracy of each inspection required to be conducted by Contractor hereunder.

37. Services. The project or services set forth herein shall be performed to the full satisfaction and approval of the City. In the event that the project or services set forth herein are itemized by price, the City in its sole discretion may, upon notice to Contractor, delete certain items or services set forth herein, in which case there shall be a corresponding reduction in the amount of compensation paid to Contractor. City shall furnish Contractor, to the extent available, with any City standards, details, specifications and regulations applicable to the Project and necessary for the performance of Contractor's services hereunder. Notwithstanding the foregoing, any and all additional data necessary for design shall be the responsibility of Contractor.

38. Changes and Extra Work. All changes and/or extra work under this Agreement shall be performed and paid for in accordance with the following:

Only the City Council, City Manager, or the Department Head responsible for the administration of, or supervision of the scope of work under, this Agreement may authorize extra and/or changed work. Contractor expressly recognizes that other City personnel are without authorization to either order extra and/or changed work or waive contract requirements. Failure of Contractor to secure the authorization for such extra and/or changed work shall constitute a waiver of any and all right to adjustment in contract price due to such unauthorized work and Contractor thereafter shall be entitled to no compensation whatsoever for performance of such work.

If Contractor is of the opinion that any work which Contractor has been directed to perform is beyond the scope of this Agreement and constitutes extra work, Contractor shall promptly notify the City of the fact. The City shall make a determination as to whether or not such work is, in fact, beyond the scope of this Agreement and constitutes extra work. In the event that the City determines that such work does constitute extra work, a written amendment providing for more compensation shall be executed by Contractor and the City, and approved by the City Council. City shall provide extra compensation to Contractor on a fair and equitable basis.

In the event City determines that such work does not constitute extra work, Contractor shall not be paid extra compensation above that provided herein and if such determination is made by City staff, said determination may be appealed to the City Manager as long as a written appeal is submitted to the City Manager within five (5) days after the staff's determination is received by Contractor. Said written appeal shall include a description of each and every ground upon which Contractor challenges the staff's determination.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

39. Additional Assistance. If this Agreement requires Contractor to prepare plans and specifications, Contractor shall provide assistance as necessary to resolve any questions regarding such plans and specifications that may arise during the period of advertising for bids, and Contractor shall issue any necessary addenda to the plans and specifications as requested. In the event Contractor is of the opinion that City's requests for addenda and assistance is outside the scope of normal services, the parties shall proceed in accordance with the changes and extra work provisions of this Agreement.

40. Non-Liability of Officials and Employees of the City. No official or employee of the City shall be personally liable for any default or liability under this Agreement.

41. Subcontractors. Contractor shall provide properly skilled professional and technical personnel to perform any approved subcontracting duties. Contractor shall not engage the services of any person or persons now employed by the City without the prior written approval of City, which approval may be withheld in the City's sole and absolute discretion.

42. Amendment. This Agreement may be amended or modified only by a subsequent written amendment executed by both parties and approved by the City Council.

43. Conflicting Provisions. In the event of a conflict between the terms and conditions of this Agreement and those of any exhibit or attachment hereto, this Agreement proper shall prevail. In the event of a conflict between the terms and conditions of any two or more exhibits or attachments hereto, those prepared by the City shall prevail over those prepared by Contractor.

44. Confidentiality. To the extent permissible under law, Contractor shall keep confidential its obligations hereunder and the information acquired during the performance of the project or services hereunder.

45. Warranty. In the event that any product shall be provided to the City as part of this Agreement, Contractor warrants as follows: Contractor possesses good title to the product and the right to transfer the product to City; the product shall be delivered to the City free from any security interest or other lien; the product meets all specifications contained herein; the product shall be free from material defects in materials and workmanship under normal use for a period of one (1) year from the date of delivery; and the product shall be fit for its intended purpose(s). Notwithstanding the foregoing, consumable and maintenance items (such as light bulbs and batteries) shall be warranted for a period of thirty (30) days from the date of delivery. All repairs during the warranty period shall be promptly performed by Contractor, at Contractor's expense, including shipping. Contractor shall not be liable under this warranty for an amount greater than the compensation set forth in Section 7.

46. Federal Funding. In the event the City receives federal funding for this Agreement, Contractor shall comply with all applicable FTA regulations, policies, procedures, and directives, as more specifically set forth in Exhibit “A”. Failure to do so will constitute a material breach of this Agreement.

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IN WITNESS WHEREOF, the parties have executed this Agreement in Redondo Beach, California, as of this 5th day of May, 2020.

CITY OF REDONDO BEACH,
a chartered municipal corporation

DocuSigned by:
William C. Brand
E5413C723DF4E1...
William C. Brand, Mayor

PARKING CONCEPTS, INC.,
a California corporation dba Transportation Concepts

DocuSigned by:
Rick Rogers
8ECE2E909751456...
By: _____
Name: _____
Title: _____

ATTEST:

DocuSigned by:
Eleanor Manzano
72F2AC718C214CF...
Eleanor Manzano, City Clerk

APPROVED:

DocuSigned by:
Jill Buchholz
B7F2B8D00BA64E7...
Jill Buchholz, Risk Manager

APPROVED AS TO FORM:

DocuSigned by:
Michael W. Webb
869049EDE03D402...
Michael W. Webb, City Attorney

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EXHIBIT "A"

FTA REQUIRED CONTRACT CLAUSE CERTIFICATIONS

[Clause language is based on FTA Report No. 0105, FTA Best Practices Procurement and Lessons Learned Manual, October 2016.)

☑	1.	Incorporation of Federal Transit Administration (FTA) Terms
☑	2.	Federal Changes
☑	3.	No Federal Government Obligation to Third Parties
☑	4.	Fly America
☑	5.	Clean Air Act and Federal Water Pollution Control Act
☑	6.	Recycled Products
☑	7.	Energy Conservation
☑	8.	Government-Wide Debarment and Suspension
☑	9.	Program Fraud and False or Fraudulent Statements and Related Acts
☑	10.	Lobbying Restrictions
☑	11.	Civil Rights Laws and Equal Opportunity
☑	12.	Disadvantaged Business Enterprises (DBE)
☑	13.	Prompt Payment
☑	14.	Substance Abuse
☑	15.	Public Transportation Employee Protective Arrangements
☑	16.	Charter Service
☑	17.	School Bus Operations
☑	18.	Safe Operation of Motor Vehicles
☑	19.	Employee Protections

Signature: _____

Title: Chief Operating Officer

Company Name: Transportation Concepts

Date: December 18, 2019

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FEDERAL CONTRACT CLAUSES

[Clause language is based on FTA Report No. 0105, FTA
Best Practices Procurement and Lessons Learned Manual, October 2016.]

1) INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

Incorporation of Federal Transit Administration (FTA) Terms - The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1E are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any requests by the City which would cause the City to be in violation of the FTA terms and conditions.

2) FEDERAL CHANGES

Federal Changes - Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between City and FTA, as they may be amended or promulgated from time to time during the term of this Agreement. Contractor's failure to so comply shall constitute a material breach of this Agreement.

.

3) NO FEDERAL GOVERNMENT OBLIGATION TO THIRD PARTIES.

The City and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Agreement, absent the express written consent by the Federal Government, the Federal Government is not a party to this Agreement and shall not be subject to any obligations or liabilities to the City, Contractor or any other party (whether or not a party to that contract) pertaining to any matter resulting from this underlying Agreement. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

4) FLY AMERICA

a) *Definitions.* As used in this clause:

"International air transportation" means transportation by air between a place in the United States and a place outside the United States or between two places both of which are outside the United States.

"United States" means the 50 States, the District of Columbia, and outlying areas.

"U.S.-flag air carrier" means an air carrier holding a certificate under 49 U.S.C. Chapter 411.

b) When Federal funds are used to fund travel, Section 5 of the International Air Transportation Fair Competitive Practices Act of 1974 (49 U.S.C. 40118) (Fly America Act) requires contractors, recipients, and others use U.S.-flag air carriers for U.S. Government-financed international air transportation of personnel (and their personal

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effects) or property, to the extent that service by those carriers is available. It requires the Comptroller General of the United States, in the absence of satisfactory proof of the necessity for foreign-flag air transportation, to disallow expenditures from funds, appropriated or otherwise established for the account of the United States, for international air transportation secured aboard a foreign-flag air carrier if a U.S.-flag air carrier is available to provide such services.

c) If available, the Contractor, in performing work under this Agreement, shall use U.S.-flag carriers for international air transportation of personnel (and their personal effects) or property.

d) In the event that the Contractor selects a carrier other than a U.S.-flag air carrier for international air transportation, the Contractor shall include a statement on vouchers involving such transportation essentially as follows:

Statement of Unavailability of U.S.-Flag Air Carriers

International air transportation of persons (and their personal effects) or property by U.S.-flag air carrier was not available or it was necessary to use foreign-flag air carrier service for the following reasons. See FAR § 47.403. *[State reasons]:*

(End of statement)

e) The Contractor shall include the substance of this clause, including this paragraph (e), in each subcontract or purchase under this Agreement that may involve international air transportation.

5) CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT

The Contractor agrees:

a) It will not use any violating facilities;
b) It will report the use of facilities placed on or likely to be placed on the U.S. EPA "List of Violating Facilities;"
c) It will report violations of use of prohibited facilities to FTA; and
d) It will comply with the inspection and other requirements of the Clean Air Act, as amended, (42 U.S.C. §§ 7401 – 7671q); and the Federal Water Pollution Control Act as amended, (33 U.S.C. §§ 1251-1387).

6) RECYCLED PRODUCTS

Recovered Materials - The Contractor agrees to provide a preference for those products and services that conserve natural resources, protect the environment, and are energy efficient by complying with and facilitating compliance with Section 6002 of the Resource Conservation and Recovery Act, as amended, 42 U.S.C. § 6962, and U.S. Environmental Protection Agency (U.S. EPA), "Comprehensive Procurement Guideline for Products Containing Recovered Materials," 40 C.F.R. part 247.

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7) ENERGY CONSERVATION

Energy Conservation - Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

8) GOVERNMENT-WIDE DEBARMENT AND SUSPENSION
DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Government-wide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of $25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded Agreement and are not presently declared by any Federal department or agency to be:

(a) Debarred from participation in any federally assisted Award;
(b) Suspended from participation in any federally assisted Award;
(c) Proposed for debarment from participation in any federally assisted Award;
(d) Declared ineligible to participate in any federally assisted Award;
(e) Voluntarily excluded from participation in any federally assisted Award; or
(f) Disqualified from participation in ay federally assisted Award.

By signing and submitting its bid or proposal, the Contractor certifies as follows:

The certification in this clause is a material representation of fact relied upon by the City. If it is later determined by the City that the Contractor knowingly rendered an erroneous certification, in addition to remedies available to the City, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The Contractor or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any agreement that may arise from this offer. The Contractor or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

9) PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS

The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § 3801 *et seq*. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. part 31, apply to its actions pertaining to this Project. Upon execution of the underlying Agreement, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying Agreement or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

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The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. chapter 53, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5323(l) on the Contractor, to the extent the Federal Government deems appropriate.

The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

10) LOBBYING RESTRICTIONS

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

(a) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(b) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(c) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

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

11) CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY

The City is an Equal Opportunity Employer. As such, the City agrees to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, the City agrees to comply with the requirements of 49 U.S.C. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications.

Under this Agreement, the Contractor shall at all times comply with the following requirements and shall include these requirements in each subcontract entered into as part thereof.

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1. **Nondiscrimination**. In accordance with Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
2. **Race, Color, Religion, National Origin, Sex.** In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e *et seq.*, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. chapter 60, and Executive Order No. 11246, "Equal Employment Opportunity in Federal Employment," September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it, referenced in 42 U.S.C. § 2000e note. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, or sex (including sexual orientation and gender identity). Such action shall include, but not be limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
3. **Age.** In accordance with the Age Discrimination in Employment Act, 29 U.S.C. §§ 621- 634, U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, "Age Discrimination in Employment Act," 29 C.F.R. part 1625, the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 *et seq.*, U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. part 90, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
4. **Disabilities**. In accordance with section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 *et seq.*, the Architectural Barriers Act of 1968, as amended, 42 U.S.C. § 4151 *et seq.*, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against individuals on the basis of disability. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

12) DISADVANTAGED BUSINESS ENTERPRISE (DBE)

The Contractor, subrecipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 C.F.R. part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as the City deems appropriate, which may include, but is not limited to:

(1) Withholding monthly progress payments;
(2) Assessing sanctions;

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(3) Liquidated damages; and/or
(4) Disqualifying the Contractor from future bidding as non-responsible. 49 C.F.R. § 26.13(b).

Finally, for contracts with defined DBE contract goals, each FTA recipient must include in each prime contract a provision stating that the Contractor shall utilize the specific DBEs listed unless the Contractor obtains the City's written consent; and that, unless the City's consent is provided, the Contractor shall not be entitled to any payment for work or material unless it is performed or supplied by the listed DBE. 49 C.F.R. § 26.53(f) (1).

1. **Overview.** It is the policy of the City and the United States Department of Transportation ("DOT") that Disadvantaged Business Enterprises ("DBE's"), as defined herein and in the Federal regulations published at 49 C.F.R. part 26, shall have an equal opportunity to participate in DOT-assisted contracts. It is also the policy of the City to:

    a. Ensure nondiscrimination in the award and administration of DOT-assisted contracts;
    b. Create a level playing field on which DBE's can compete fairly for DOT-assisted contracts;
    c. Ensure that the DBE program is narrowly tailored in accordance with applicable law;
    d. Ensure that only firms that fully meet 49 C.F.R. part 26 eligibility standards are permitted to participate as DBE's;
    e. Help remove barriers to the participation of DBEs in DOT assisted contracts;
    f. To promote the use of DBEs in all types of federally assisted contracts and procurement activities; and
    g. Assist in the development of firms that can compete successfully in the marketplace outside the DBE program.

    This Agreement is subject to 49 C.F.R. part 26. Therefore, the Contractor must satisfy the requirements for DBE participation as set forth herein. These requirements are in addition to all other equal opportunity employment requirements of this Agreement. The City shall make all determinations with regard to whether or not a Contractor is in compliance with the requirements stated herein. In assessing compliance, the City consider during its review of the Contractor's submission package, the Contractor's documented history of non-compliance with DBE requirements on previous contracts with the City.

2. **Contract Assurance**. The Contractor, subrecipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 C.F.R. part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as the City deems appropriate.

3. **DBE Participation**. For the purpose of this Agreement, the City will accept only DBE's who are:
    a. Certified, at the time of bid opening or proposal evaluation, by the Los Angeles

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Metropolitan Transportation Authority, City of Los Angeles, or the California Unified Certification Program (CUCP); or

b. An out-of-state firm who has been certified by either a local government, state government or Federal government entity authorized to certify DBE status or an agency whose DBE certification process has received FTA approval; or
c. Certified by another agency approved by the City.

4. **DBE Participation Goal**

The City of Redondo Beach DBE participation Overall Goal is 21% and the contract goal is 0%. This goal represents those elements of work for FTA-assisted contracting opportunities by the City performed by qualified Disadvantaged Business Enterprises.

Although the City has not established a contract-specific Disadvantaged Business Enterprise (DBE) goal for this FTA federally funded project, bidders are encouraged to take all reasonable steps to obtain DBE participation and ensure that DBEs can fairly compete for and perform on the City's federally funded contracts and subcontracts as set forth in Part 26, Title 49 CFR.

5. **Proposed Submission**

Each Contractor, as part of its submission, shall supply the following information:

a. A completed **DBE Utilization Form as provided in Exhibit "A"** that indicates the percentage and dollar value of the total bid/contract amount to be supplied by Disadvantaged Business Enterprises under this Agreement.

b. A list of those qualified DBE's with whom the Contractor intends to contract for the performance of portions of the work under this Agreement, the agreed price to be paid to each DBE for work, the Contract items or parts to be performed by each DBE, a proposed timetable for the performance or delivery of the Contract item, and other information as required by the **DBE Participation Schedule**. No work shall be included in the Schedule that the Contractor has reason to believe the listed DBE will subcontract, at any tier, to other than another DBE. If awarded the Contract, the Contractor may not deviate from the DBE Participation Schedule submitted in response to the bid. Any subsequent changes and/or substitutions of DBE firms will require review and written approval by the City.

c. An original **DBE Letter of Intent** from each DBE listed in the **DBE Participation Schedule as provided in Exhibit "A".**

d. An original **DBE Affidavit** from each DBE stating that there has not been any change in its status since the date of its last certification.

6. **Good Faith Efforts**

If the Contractor is unable to meet the goal set forth in the DBE Participation Goal, the City will consider the Contractor's documented good faith efforts to meet the goal in determining responsiveness. The types of actions that the City will consider as part of the Contractor's good faith efforts include, but are not limited to, the following:

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a. Documented communication with the City's DBE Coordinator (questions of IFB or RFP requirements, subcontracting opportunities, appropriate certification, will be addressed in a timely fashion);

b. Pre-bid meeting attendance. At the pre-bid meeting, the City generally informs potential contractors of DBE subcontracting opportunities;

c. The Contractor's own solicitations to obtain DBE involvement in general circulation media, trade association publication, minority-focus media and other reasonable and available means within sufficient time to allow DBEs to respond to the solicitation;

d. Written notification to DBE's encouraging participation in the proposed Agreement; and

e. Efforts made to identify specific portions of the work that might be performed by DBE's.

The Contractor shall provide the following details, at a minimum, of the specific efforts it made to negotiate in good faith with DBE's for elements of the Agreement:

a. The names, addresses, and telephone numbers of DBE's that were contacted;

b. A description of the information provided to targeted DBE's regarding the specifications and bid proposals for portions of the work;

c. Efforts made to assist DBE's contacted in obtaining bonding or insurance required by the City.

Further, the documentation of good faith efforts must include copies of each DBE and non-DBE subcontractor quote submitted when a non-DBE subcontractor was selected over a DBE for work on the Agreement. 49 C.F.R. § 26.53(b) (2) (VI). In determining whether a Contractor has made good faith efforts, the City may take into account the performance of other Contractors in meeting the Contract goals. For example, if the apparent successful Contractor failed to meet the goal, but meets or exceeds the average DBE participation obtained by other Contractors, the City may view this as evidence of the Contractor having made good faith efforts.

7. **Administrative Reconsideration**

Within five (5) business days of being informed by the City that it is not responsive or responsible because it has not documented sufficient good faith efforts, the Contractor may request administrative reconsideration. The Contractor should make this request in writing to the City. The City will forward the Contractor's request to a reconsideration official who will not have played any role in the original determination that the Contractor did not document sufficient good faith efforts.

As part of this reconsideration, the Contractor will have the opportunity to provide written documentation or argument concerning the issue of whether it met the goal or made adequate good faith efforts to do so. The Contractor will have the opportunity to meet in person with the assigned reconsideration official to discuss the issue of whether it met the goal or made adequate good faith efforts to do so. The City will

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send the Contractor a written decision on its reconsideration, explaining the basis for finding that the Contractor did or did not meet the goal or make adequate good faith efforts to do so. The result of the reconsideration process is not administratively appealable to the Department of Transportation.

8. **Termination of DBE Subcontractor**

The Contractor shall not terminate the DBE subcontractor(s) listed in the **DBE Participation Schedule** without the City's prior written consent. The City may provide such written consent only if the Contractor has good cause to terminate the DBE firm. Before transmitting a request to terminate, the Contractor shall give notice in writing to the DBE subcontractor of its intent to terminate and the reason for the request. The Contractor shall give the DBE five days to respond to the notice and advise of the reasons why it objects to the proposed termination. When a DBE subcontractor is terminated or fails to complete its work on the Contract for any reason, the Contractor shall make good faith efforts to find another DBE subcontractor to substitute for the original DBE and immediately notify the City in writing of its efforts to replace the original DBE. These good faith efforts shall be directed at finding another DBE to perform at least the same amount of work under the Contract as the DBE that was terminated, to the extent needed to meet the Contract goal established for this procurement. Failure to comply with these requirements will be in accordance with subsection 10 below (Sanctions for Violations).

9. **Continued Compliance**

The City shall monitor the Contractor's DBE compliance during the life of this Agreement. In the event this procurement exceeds ninety (90) days, **it will be the responsibility of the Contractor to submit quarterly written reports to the City that** summarize the total DBE value for this Agreement. These reports shall provide the following details:

a. DBE utilization established for the Agreement;
b. Total value of expenditures with DBE firms for the quarter;
c. The value of expenditures with each DBE firm for the quarter by race and gender;
d. Total value of expenditures with DBE firms from inception of this Agreement; and
e. The value of expenditures with each DBE firm from the inception of the Agreement by race and gender.

Reports and other correspondence must be submitted to the DBE Coordinator with copies provided to the City. Reports shall continue to be submitted quarterly until final payment is issued or until DBE participation is completed.

The successful Contractor shall permit:

a. The City to have access to necessary records to examine information as the City deems appropriate for the purpose of investigating and determining compliance with this provision, including, but not limited to, records of expenditures, invoices, and contract between the Contractor and other DBE parties entered into during the life of this Agreement.
b. The authorized representative(s) of the City, the U.S. Department of Transportation, the Comptroller General of the United States, to inspect and audit all data and record of the Contractor relating to its performance under the Disadvantaged Business Enterprise Participation provision of this Agreement.
c. All data/record(s) pertaining to DBE shall be maintained as provided in Section 14 of this Agreement.

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10. **Sanctions for Violations**

If at any time the City has reason to believe that the Contractor is in violation of its obligations under this Agreement or has otherwise failed to comply with terms of this Section, the City may, in addition to pursuing any other available legal remedy, commence proceedings, which may include but are not limited to, the following:

a. Suspension of any payment or part due the Contractor until such time as the issues concerning the Contractor's compliance are resolved; and
b. Termination or cancellation of this Agreement, in whole or in part, unless the successful Contractor is able to demonstrate within a reasonable time that it is in compliance with the DBE terms stated herein.

13) PROMPT PAYMENT

1. **Prompt Payment to Subcontractors**

a. The Contractor is required to pay all Subcontractors for all work that the Subcontractor has satisfactorily completed, no later than thirty (30) business days after the Contractor has received payment from the City.
b. In addition, all Retainage amounts must be paid by the Contractor to the Subcontractor no later than thirty (30) business days after the Subcontractor has, in the opinion of the Transit Manager, satisfactorily completed its portion of the Work.
c. A delay in or postponement of payment to the Subcontractor requires good cause and prior written approval of the Transit Manager.
d. The Contractor is required to include, in each subcontract, a clause requiring the use of appropriate arbitration mechanisms to resolve all payment disputes.
e. The City will not pay the Contractor for work performed unless and until the Contractor ensures that the Subcontractors have been promptly paid for the work they have performed under all previous payment requests, as evidenced by the filing with the City of lien waivers, canceled checks (if requested), and the Contractor's sworn statement that it has complied with the prompt payment requirements. Contractor must submit a prompt payment affidavit, (form as provided in this Exhibit "A") which identifies each subcontractor (both DBE and non-DBE) and the date and amount of the last payment to such subcontractor, with every payment request filed with the City, except for the first payment request, on every contract with the City.
f. Failure to comply with these prompt payment requirements is a breach of this Agreement, which may lead to any remedies permitted under law, including, but not limited to, Contractor debarment. In addition, Contractor's failure to promptly pay its Subcontractors is subject to the provisions of 50 ILCS 505/9.

2. **Reporting Requirements During the Term of the Contract**

a. The Contractor shall, within thirty (30) business days of contract award, or prior to any work being performed, execute formal subcontracts or purchase orders with the DBE firms included in the bid. These written agreements shall be made available to the City. All contracts between the Contractor and its subcontractors must contain a prompt payment clause as set forth in Section 14 herein.
b. During the term of annual contracts, the Contractor shall submit regular "Status Reports of DBE Subcontract Payments" in a form acceptable to the City. The frequency with which these reports are to be submitted will be determined by the City but in no event will reports be required less frequently than quarterly. **In the absence of written notice from the City the Contractor's first "Status Report**

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of DBE Subcontract Payments" will be due ninety (90) days after the date of contract award, with additional reports due quarterly thereafter.

c. In the case of a one-time procurement with either a single or multiple deliveries, a "Status Report of DBE Subcontract Payments," in a form acceptable to the City, indicating final DBE payments shall be submitted directly to the City. The information must be submitted prior to or at the same time as the Contractor's final invoice to the City department identified in the solicitation. (NOTICE: The original invoices must be submitted directly to the City's department identified in the contract documents and the Status Report of DBE Subcontract Payments must be submitted directly to the Transit Manager. **Failure to follow these directions may delay final payment.**

d. The address for the City:

City of Redondo Beach
Community Services Department, Transit Division
415 Diamond Street
Redondo Beach, CA 90277
Attention: Joyce Rooney, Transit Manager

14) SUBSTANCE ABUSE TESTING

The Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 C.F.R. parts 655, produce any documentation necessary to establish its compliance with part 655, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of California, or City, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 C.F.R. part 655 and review the testing process. The Contractor agrees further to certify annually its compliance with parts 655 before January 31st for the previous calendar year and to submit the Management Information System (MIS) reports to the Transit Manager by January 31st. To certify compliance, the Contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the *Federal Register*.

15) PUBLIC TRANSPORTATION EMPLOYEE PROTECTIVE ARRANGEMENTS

The Contractor agrees to comply with the following employee protective arrangements of 49 U.S.C. § 5333(b):

1. **U.S. DOL Certification**. Under this Agreement or any Amendments thereto that involve public transportation operations that are supported with federal assistance, a certification issued by U.S. DOL is a condition of this Agreement.

2. **Special Warranty**. When the Agreement involves public transportation operations and is supported with federal assistance appropriated or made available for 49 U.S.C. § 5311, U.S. DOL will provide a Special Warranty for its Award, including its Award of federal assistance under the Tribal Transit Program. The U.S. DOL Special Warranty is a condition of the Agreement.

3. **Special Arrangements**. The conditions of 49 U.S.C. § 5333(b) do not apply to Contractors providing public transportation operations pursuant to 49 U.S.C. § 5310. FTA reserves the right to make case-by-case determinations of the applicability of 49

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U.S.C. § 5333(b) for all transfers of funding authorized under title 23, United States Code (flex funds), and make other exceptions as it deems appropriate, and, in those instances, any special arrangements required by FTA will be incorporated herein as required.

16) CHARTER SERVICE

Contractor agrees to comply with 49 U.S.C. 5323(d), 5323(r), and 49 C.F.R. part 604, which provides that recipients and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except as permitted under:

a) Federal transit laws, specifically 49 U.S.C. § 5323(d);
b) FTA regulations, "Charter Service," 49 C.F.R. part 604;
c) Any other federal Charter Service regulations; or
d) Federal guidance, except as FTA determines otherwise in writing.

Contractor agrees that if it engages in a pattern of violations of FTA's Charter Service regulations, FTA may require corrective measures or impose remedies on it. These corrective measures and remedies may include:

a) Barring it or any subcontractor operating public transportation under its Award that has provided prohibited charter service from receiving federal assistance from FTA
b) Withholding an amount of federal assistance as provided by Appendix D to part 604 of FTA's Charter Service regulations; or
c) Any other appropriate remedy that may apply.

Contractor should also include the substance of this clause in each subcontract that may involve operating public transit services.

17) SCHOOL BUS OPERATIONS

Contractor agrees to comply with 49 U.S.C. 5323(f), and 49 C.F.R. part 604, and not engage in school bus operations using federally funded equipment or facilities in competition with private operators of school buses, except as permitted under:

1. Federal transit laws, specifically 49 U.S.C. § 5323(f);
2. FTA regulations, "School Bus Operations," 49 C.F.R. part 605;
3. Any other Federal School Bus regulations; or
4. Federal guidance, except as FTA determines otherwise in writing.

If Contractor violates this School Bus Agreement, FTA may:

1) Bar the Contractor from receiving Federal assistance for public transportation; or
2) Require the contractor to take such remedial measures as FTA considers appropriate.

When operating exclusive school bus service under an allowable exemption, the Contractor may not use federally funded equipment, vehicles, or facilities.

The Contractor should include the substance of this clause in each subcontract or purchase under this Agreement that may operate public transportation services.

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18) SAFE OPERATION OF MOTOR VEHICLES

1. **Seat Belt Use**

   The Contractor is encouraged to adopt and promote on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned vehicles, company- rented vehicles, or personally operated vehicles. The terms "company-owned" and "company-leased" refer to vehicles owned or leased either by the Contractor or City.

2. **Distracted Driving**

   The Contractor agrees to adopt and enforce workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle Contactor owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the work performed under this agreement.

19) EMPLOYEE PROTECTIONS

1. **Contract Work Hours and Safety Standards**

   For all contracts in excess of $100,000 that involve the employment of mechanics or laborers, the Contractor shall comply with the Contract Work Hours and Safety Standards Act (40 U.S.C. §§ 3701- 3708), as supplemented by the DOL regulations at 29 C.F.R. part 5. Under 40 U.S.C. § 3702 of the Act, the Contractor shall compute the wages of every mechanic and laborer, including watchmen and guards, on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchase of supplies or materials or articles ordinarily available on the open market, or to contracts for transportation or transmission of intelligence.

   In the event of any violation of the clause set forth herein, the Contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, the Contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of this clause in the sum of $10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by this clause.

   The FTA shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Contractor or subcontractor under any such contract or any other Federal contract with the same prime Contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime Contractor, such sums as may be determined to be necessary to satisfy any liabilities of such Contractor or subcontractor for unpaid wages and liquidated damages as provided in this section.

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The Contractor or subcontractor shall insert in any subcontracts the clauses set forth in this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in this agreement.

1. **Contract Work Hours and Safety Standards for Awards Not Involving Construction**
The Contractor shall comply with all federal laws, regulations, and requirements providing wage and hour protections for non-construction employees, in accordance with 40 U.S.C. § 3702, Contract Work Hours and Safety Standards Act, and other relevant parts of that Act, 40 U.S.C. § 3701 *et seq.*, and U.S. DOL regulations, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction (also Labor Standards Provisions Applicable to Non-construction Contracts Subject to the Contract Work Hours and Safety Standards Act)," 29 C.F.R. part 5.

   The Contractor shall maintain payrolls and basic payroll records during the course of the work and shall preserve them for a period of four (4) years from the completion of the contract for all laborers and mechanics, including guards and watchmen, working on the contract. Such records shall contain the name and address of each such employee, social security number, correct classifications, hourly rates of wages paid, daily and weekly number of hours worked, deductions made, and actual wages paid.

   Such records maintained under this paragraph shall be made available by the Contractor for inspection, copying, or transcription by authorized representatives of the FTA and the Department of Labor, and the Contractor will permit such representatives to interview employees during working hours on the job.

   The Contractor shall require the inclusion of the language of this clause within subcontracts of all tiers.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM E
PROPOSED DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION (OPTIONAL)

The bidder is or intends to utilize the following DBE contractors on this project. Signature of participating DBE is confirmation of willingness to participate on this project.

Company	**N/A**
Address	
City, ST, ZIP	
Phone Number	
Fax Number	
Contact Name	
Contact Email	
DBE Certifying Agency	
Type of work to be performed	
Annual Dollar value of participation	
Signature of participating DBE	

Company	
Address	
City, ST, ZIP	
Phone Number	
Fax Number	
Contact Name	
Contact Email	
DBE Certifying Agency	
Type of work to be performed	
Dollar value of participation	
Signature of participating DBE	

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM K
DBE PARTICIPATION SCHEDULE

The Contractor shall complete the following information for all DBE's participating in the contract that comprises the DBE Utilization percent stated in the DBE Utilization Form. The Contractor shall also furnish the name and telephone number of the appropriate contact person should the Authority have any questions in relation to the information furnished herein.

DBE IDENTIFICATION AND INFORMATION FORM

Name and Address	Contact Name and Telephone Number	Participation Percent (of Total Contract	Description of Work to Be Performed
N/A			

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FORM L
DBE UTILIZATION FORM

The undersigned Contractor has satisfied the requirements of the solicitation in the following manner (please check the appropriate space):

The Contractor is committed to a minimum of 0 % DBE utilization on this contract.

Date: December 18, 2019

Signature:

Company Name: Transportation Concepts

Title: Chief Operating Officer

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM F
NON-COLLUSION AFFIDAVIT FOR CONTRACTOR

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

Rich Rogers declares and says:

1. That he/she is the (owner, partner, representative, or agent)

of Transportation Concepts, hereinafter referred to as (CONTRACTOR) or (subcontractor).

2. That he/she is fully informed regarding the preparation and contents of this proposal for certain work in the City of Redondo Beach, State of California.

3. That his/her proposal is genuine, and is not collusive or a sham proposal.

4. That any of its officers, owners, agents, representatives, employees, or parties in interest, including this affiliate, has not in any way colluded, conspired, connived or agreed, directly or indirectly, with any other CONTRACTOR, firm, or person to submit a collusive or sham proposal in connection with such contract, or to refrain to submitting a proposal in connection with such contract, or has in any manner, directly or indirectly, sought by unlawful agreement or connivance with any other CONTRACTOR, firm, or person to fix the price or prices in said proposal, or to secure through collusion, conspiracy, connivance, or unlawful agreement any advantage against City, or any person interested in the proposed contract; and,

5. That the price or prices quoted in the proposal are fair and proper, and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the CONTRACTOR, or any of its agents, owners, representatives, employees, or parties in interest, including this affiliate.

I certify (or declare) under penalty of perjury, that the foregoing is true and correct.

Dated this 18th day of December 2019, at Irvine, California.

Signed: _____

Title: Chief Operating Officer

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM G
CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The Primary Participant Transportation Concepts (Name of CONTRACTOR) certified to the best of its knowledge and belief, that it and its principals:

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

b. Have not, within a three year period preceding this proposal, been convicted, or had a civil judgment rendered against them for commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes, or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false Statements, or receiving stolen property;

c. Are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and

d. Have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for default.

If the primary participant is unable to certify to any of the Statements in this certification, the participant shall attach an explanation to this certification.

THE PRIMARY PARTICIPANT, Transportation Concepts (Name of CONTRACTOR) CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 USC SECTIONS 3801 ET SEQUA ARE APPLICABLE THERETO.

Signature of Authorized Official _____ Title Chief Operating Officer

The undersigned chief legal counsel (or corporate secretary) for the Company hereby certifies that the Company has authority under State and local law to comply with the subject assurances and that the certification above has been legally made.

Signature of Attorney/Secretary _____ Date 12/18/2019

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM H
CERTIFICATION OF LOBBYING RESTRICTIONS

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

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
4. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than$100,000 for each such failure.

Signature of Contractor's Authorized Official

Rich Rogers, Chief Operating Officer
Name and Title of Contractor's Authorized Official

December 18, 2019
Date

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM I
COMPTROLLER GENERAL'S LIST OF INELIGIBLE CONTRACTORS
(REQUIRED)

Submit this form with the BID, failure to do so is grounds for disqualification.

The Bidder certifies that it is NOT on the U.S. Comptroller General's list of ineligible firms for federally financed and assisted construction, materials, equipment contracts or services.

Bidder's Company Name	Parking Concepts Inc., dba Transportation Concepts
Legal Structure (corp./partner/proprietor)	Corporation
Principal Office Address	12 Mauchly, Bldg I
City, ST, Zip	Irvine, CA 92618
Phone Number	949 753-7525
Fax Number	949 753-7526
E-Mail	rrogers@transportation-concepts.com
Federal Employer Identification Number	95-2909899
Title of Person Authorized to Sign	Chief Operating Officer
Print Name of Person Authorized to Sign	Rich Rogers
Date Signed and Authorized Signature	December 18, 2019

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Form J

PROMPT PAYMENT AFFIDAVIT

Contractor will place a check in the appropriate box below that applies to this payment request. Re: Payment Request No._____

I, Rich Rogers (Name), the Chief Operating Officer (Title - e.g., President, Vice President, etc.) of Transportation Concepts ("Company"), do state the following with regard to payments made under Contract No. #1920-005 ("Contract"):

1. ____Subcontractors, at the first tier, both DBE and non-DBE, who completed work and were listed for payment on the prior Payment Request No.___, were paid no later than thirty (30) business days after Contractor received payment from City.
2. ____Copies of invoices and cancelled checks for subcontractors at the first tier who were paid under the prior payment request have been delivered or mailed to the City. In addition, Contractor has attached to the current Payment Request all lien waivers for prior subcontractor payments and any other documentation required by City. (Failure to attach all required documentation to the Payment Request or forward cancelled checks and invoices to the City may cause the Payment Request to be rejected by City.)
3. ____All retainage amounts withheld from any subcontractor who satisfactorily completed its portion of the contract work, including punch list items, were paid to the subcontractor(s) no later than thirty
   (30) business days after it satisfactorily completed its work, whether or not City has paid said retainage amounts to Contractor. Attach a copy of the cancelled check evidencing payment of each retainage amount.
4. X___There was no delay in or postponement of any payment owed to a subcontractor, whether periodic payment or retainage amount, except for good cause and after receipt of prior written approval from the City.
5. ____The Contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the Contractor's receipt of payment for that work from the City. In addition, the Contractor is required to return any retainage payments to those subcontractors after the subcontractor's work related to this contract is satisfactorily completed and within 30 days of Contractor's receipt of the partial retainage payment related to the subcontractor's work. Attach a copy of the written approval from the City.

Transportation Concepts
Company Name

Signature
Rich Rogers
Print Name

Date: December 18, 2019

Subscribed and sworn to before me this_____day of_____20____

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

EXHIBIT "B"

SCOPE OF WORK

1.0 DEFINITIONS

As used throughout the Request for Proposals, exhibits and attachments, the following terms shall have the meanings set forth below:

- **Advanced Reservation** - Describes the process of requesting trips and receiving trip confirmation prior to the day service is requested.

- **Americans with Disabilities Act of 1990 (ADA)** - Federal civil rights legislation which mandates accessibility for people with disabilities. Included is a requirement that all public transit agencies operating fixed route bus service provide complementary paratransit service to persons functionally unable to use accessible fixed route systems. WAVE Dial-A-Ride service is not ADA complementary paratransit service.

- **CHP** – California Highway Patrol

- **City** – The City of Redondo Beach, California.

- **Contractor** - Vendor selected and under contract with the City of Redondo Beach to provide transportation services.

- **CNG** – Compressed Natural Gas

- **Curb-to-Curb Service** - A type of paratransit service where, on both the origin and destination ends of the trip, the driver gets out of the vehicle and assists the passenger between the vehicle and a sidewalk or other waiting area no more than 15 feet from the vehicle.

- **Deadhead** - For paratransit services, refers to either miles or hours when a vehicle is not in revenue service including travel from the yard to the first pick-up, from the last drop-off back to the yard when released by the dispatcher. The travel between scheduled pickups and drop offs, regardless of whether a passenger is on board, is not deadhead.

- **Demand Responsive** - Describes a service that does not require advance reservation and trips can be requested the same day [also referred to as "same day", "real-time" or "immediate response"].

- **Door-to-Door Service** - A type of paratransit service where, on both the origin and/or destination end of the trip, the driver gets out of the vehicle and meets/escorts the passenger to the door of the main lobby, residence, or building. The driver is responsible for assisting the passenger throughout the trip. Drivers are not allowed to enter a residence and must keep the vehicle in sight at all times.

- **Dwell Time** - The amount of time spent by vehicle and driver at each pick-up and drop-off waiting for the passenger(s) to appear, during passenger boarding,

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

deboarding and wheelchair securement. Dwell time is included in the Vehicle Revenue Hour computation.

- **Federal Transit Administration (FTA)** - A branch of the U.S. Department of Transportation (USDOT) established to improve transportation throughout the nation. The FTA provides funding and assistance to regional transportation agencies, among various other programs.

- **General Public Paratransit Vehicle (GPPV)** - Means any motor vehicle designed for carrying no more than 24 persons and the driver, that provides local transportation to the general public, including transportation of pupils at or below the 12th - grade level to or from a public or private school or school activity, under the exclusive jurisdiction of a publicly and operated transit system through one of the following modes: dial-a-ride, subscription service, or route deviated bus service. {California Motor Vehicle code Section 336}

- **Holiday Schedules**- The services do not operate on New Year's Day, Thanksgiving Day, and Christmas Day. Saturday schedules are operated on Memorial Day, Independence Day, Labor Day, and Veteran's Day.

- **LAX –** Los Angeles International Airport

- **Late Trip –**For Dial-A-Ride service, any trip on which the vehicle arrives for the pick up more than 15 minutes after the scheduled time. For fixed route service, any arrival at a time point more than 5 minutes after the scheduled time.

- **Metro –** Los Angeles County Metropolitan Transportation Authority

- **Missed Trip –** For Dial-A-Ride service, any scheduled trip on which the Dial-a-Ride vehicle arrives more than 60 minutes after the scheduled pick up time or does not arrive at all. For Fixed Route, any trip that departs its initial stop or arrives at any time point more than 30 minutes after the scheduled time or does not operate the run at all.

- **No-Show** - A scheduled passenger who does not appear at the designated location for vehicle boarding within 5 minutes of an on-time vehicle arrival or calls the reservation office to cancel the trip less than one (1) hour before the scheduled pick-up time.

- **On-Time Pickup** - For paratransit services, a vehicle shall be on-time if it arrives at the designated pickup location no more than 5 minutes prior to the scheduled pickup time or no more than 15 minutes after that time. For fixed route services, a vehicle shall be on-time if it arrives at a designated bus stop not earlier than or no more than 3 minutes after the scheduled arrival time.

- **RTI** – Real-Time Information.

- **Subscription Service** - Paratransit trips to and from the same origin and destination at the same time and day at least once a week. Subscription services do not require the passenger to call in their request for each trip; only to cancel for one or more days.

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- **TAP –** The regional electronic fare collection system “Transit Access Pass”.

- **TAP Bus Mobile Validators (BMV) –** TAP electronic fare collection equipment used by TAP card holders paying with some monthly passes, stored value, Access cards and transfers.

- **Vehicle Revenue Hour** - For Paratransit service, a vehicle revenue hour shall be defined as any sixty-minute increment of time, or portion thereof, that a vehicle is available for passenger transport within the established hours of service. A vehicle is available for passenger transport from the time it arrives at its first pick-up address and ends when it has completed its last passenger drop-off. If the first scheduled pick-up is a no-show, the vehicle arrival time at that stop shall still be used for computation of revenue vehicle hours; however, this rule shall not apply to late trip cancellations. Vehicle revenue hours are also known as “revenue vehicle hours” and "vehicle service hours".

  For the fixed route service, a vehicle revenue hour shall be defined as any sixty-minute increment of time, or portion thereof that a vehicle is in revenue service, including layover/recovery time but excluding deadhead, training operators prior to revenue service and road tests.

  Vehicle revenue hours, for all services, shall exclude any meal breaks, service breaks, fueling time, mechanical breakdowns and time a vehicle is down due to an accident. Drive time to and from breaks and lunch breaks shall be excluded.

  It is intended that the City’s definitions of Vehicle Revenue Hour and Mile be identical to those of the National Transit Database.

- **Vehicle Revenue Miles** - The mileage incurred by a vehicle while operating a Vehicle Revenue Hour.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

2.0 RESPONSIBILITIES OF CITY

City will perform the following duties and accept the following responsibilities with respect to the performance of Beach Cities Transit fixed route and WAVE Dial-A-Ride services.

2.1 Administration

The City is responsible for BCT administration, planning, marketing, social media, budgeting, contract monitoring, and public information and community liaison activities.

City staff primarily involved with BCT includes the Community Services Director, Transit Manager, Senior Management Analyst, Transit Analyst, Transit Account Clerk and Transit Office Assistants who administers BCT bus pass sales and customer service.

2.2 Service Planning

City will be responsible for general service planning and analysis of its transit service program including route analysis studies and ridership surveys, either directly or through contracted technical specialists.

2.3 Changes in the Level of Service

City may adjust the level of service at its discretion. City will give Contractor sixty (60) days written notice of modifications that the City determines are major and may provide Contractor with less notice if the City determines modifications are minor. If the City makes modifications which increase or decrease the level of service more than twenty five percent (25%) of the vehicle service hours set forth in Section 3.6, City and Contractor may negotiate a change in the hourly rate. However, no negotiated hourly rate shall be effective unless a written amendment is executed by City and Contractor, and approved by City Council.

2.4 Registration of WAVE Riders

City shall be responsible for the registration and certification of all WAVE riders and shall enter rider data into an automated database for use by Contractor in accepting reservations for WAVE service.

2.5 Vehicles

The City will provide 14 CNG, ADA-compliant vehicles for the fixed route services and six CNG, ADA-compliant vehicles for the dial-a-ride service. A vehicle list is contained as Attachment 1 to the RFP and includes the current lifetime mileages, projected replacement schedule for each vehicle, and depreciated values as of July 1, 2020. City will coordinate the capital replacement schedule with Contractor to identify and replace problem vehicles at the earliest opportunity.

The CNG tanks on all BCT buses are designed to exceed the life of the vehicles (Tanks have a 20-year life). Replacement of CNG tanks, if needed, would take place at Creative Bus Sales or El Dorado National, depending on the situation or damage, but this would only be needed if there is any damage or if the tanks stopped functioning. The Contractor will be responsible for the cost of tank inspection and certification and the

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replacement of any tank that is damaged as a result of an accident or comprehensive loss. The City will be responsible for the cost of tank replacement if due to simple tank failure not covered by warranty.

2.6 On-Board Equipment

BCT transit buses are equipped with the following on-board equipment. If not installed in all vehicles, the descriptions indicate which buses have the described equipment. Contractor will remove and replace faulty units; City will pay for replacement or major repair if needed.

2.6.1 Bus Mobile Validators (BMV)

TAP mobile validators are installed in all buses. TAP BMV's are used on fixed route buses only to collect fare revenues paid with the TAP card. BMV's installed in cutaway vehicles which are used for Dial-A-Ride service are not turned on to collect fares. The dial-a-ride BMV units are turned on only during TAP system software updates. They may be used to collect dial-a-ride fares in the future.

2.6.2 Security Camera Systems

The City provides fixed route and dial-a-ride vehicles with bus security cameras and spares. The current security camera system installed is the REI Buswatch DVR System. The City also provides sixteen security cameras installed at the operations facility to monitor internal and external locations, two spare cameras, one Digital Video Recorder, one 16-channel power supply, and one 24" monitor for the Manager's office.

2.6.3 Annunciator System

The City provides fixed route buses with annunciator systems. The current annunciator systems installed on BCT fixed route vehicles except for Vehicle 550 are Digital Recorder DR 600, Vehicle Logic Unit with 512 MB Compact Flash and Internal GPS Receiver. Vehicle 550 and all new and future BCT buses will be equipped with Hanover annunciator systems.

2.6.4 Real-Time Information Systems

City will provide equipment for the real-time information system, including CAD/AVL, Mobile Data Terminals, one field supervisor tablet, and 2 computers and 2 large screen monitors.

2.7 Facilities

2.7.1 Dispatch and Office Space

Dispatch facilities and the Project Manager's office are currently located in the Redondo Beach transit maintenance and operations facility at 1521 Kingsdale Blvd. The Kingsdale facility houses dispatch, general administration, maintenance, and general storage. There is additional office space and a training room located at City Hall at 415 Diamond Street, Redondo Beach. The

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City Hall office space has a general workspace, one office and a break room. The City Hall office has two dedicated parking spaces for the Project Management team. The current Contractor uses the workspace for training only.

2.7.2 Maintenance and Operations Facility

A maintenance and operations facility is provided at 1521 Kingsdale Avenue, Redondo Beach ("Kingsdale Facility"). The maintenance and operations facility consists of one undivided office, dispatch office, maintenance office, three maintenance bays, parts and tools rooms, a break room and parking for all transit vehicles and Contractor's employees' vehicles. The maintenance and operations facility does not have fueling facilities.

The City provides no furniture or equipment for either the Kingsdale Facility or the offices that are available in City Hall other than the monitor for the security camera system in the Kingsdale Facility and a field supervisor tablet, and computer and monitors and related equipment that will be installed as part of the Real-Time Information System.

Beginning in 2020 and continuing through 2021, the new South Bay Transit Center should be constructed adjacent to the Kingsdale facility. It should be expected that there will be some level of added traffic and inconvenience to transit operations and employee parking, however, City will work with Contractor to minimize such impacts.

2.7.3 Provided Maintenance Equipment

The City provides an air compressor for use within the Kingsdale Facility. The City will be responsible for major repairs or replacement should the air compressor fail, however, the Contractor to be responsible for inspection and regular maintenance.

2.7.4 Office and Facility Costs

City shall be responsible for the following facility expenses in addition to making the facilities described in Sections 2.7.1 and 2.7.2 above available at no cost to the Contractor: major facility maintenance and repair; landscaping; utilities, to include water, electricity, sewer and trash service; and telecommunications service with the exception of the Contractor's administrative phone line [See RFP Section 3.17.1].

2.8 Fueling

City provides fuel for all transit revenue vehicles. CNG fuel is available for revenue vehicles from the following locations:

- City of Redondo Beach Public Works Yard at 531 North Gertruda Street, Redondo Beach;
- Clean Energy facility at 104th Street and Aviation Boulevard, Los Angeles; and
- Clean Energy facility at 20500 Madrona Avenue, Torrance.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Note that deadhead will be incurred in traveling to any of these locations for after-hour fueling.

3.0 RESPONSIBILITIES OF CONTRACTOR

3.1 General

Contractor shall assist City with respect to the duties described in Section 2.0. Contractor shall provide project management of the Transit Services according to specified operating procedures. The City may establish additional rules which are reasonable for operation of this service after consultation with the Contractor.

Contractor shall provide all necessary personnel, equipment and services to operate BCT services in the manner described in the RFP. Contractor shall perform the duties and accept the responsibilities identified in the RFP in connection with the operation of BCT as well as other duties and responsibilities as may be reasonably requested by the City. The omission of a duty or responsibility shall not relieve the contractor of its obligation to perform such duty or accept such responsibility, so long as it is usual, customary and generally accepted within the public transportation industry as being an integral element of operating a fixed route and dial-a-ride service.

Contractor shall meet at least monthly with the City to discuss BCT operations and review the monthly performance report. Contractor shall evaluate BCT service for improvement and provide recommendations to the City. Contractor shall act as a member of a larger City-wide service delivery system. Contractor shall participate under the direction of City staff in planning and evaluating City services and in gathering information regarding community needs.

As described on page 9, Pending Issues, the City anticipates the conduct and completion of several planning studies and implementation of new systems during the term of this contract. Contractor shall participate and assist in the conduct of such analyses and implementation of new systems.

3.2 Operations

All operational activities, including route supervision, shall be the responsibility of the Contractor. Contractor shall coordinate, manage and control all necessary program activities which shall include: operating approved vehicles; vehicle maintenance and operating personnel; providing driver and other personnel training; administrative procedures, performance statistics and financial records; route and schedule planning; reservations, scheduling and dispatching of client trips; FTA NTD data collection and reporting; program audits, and developing methods to maximize service efficiency.

Contractor shall provide operations management at a level sufficient to oversee its functions and employees. Contractor shall provide all necessary personnel, equipment and services to operate BCT services.

Contractor shall perform manual counting of ridership fare revenue and TAP card use, which will be shall be sufficient to generally validate TAP reports and shall be combined with TAP system ridership and revenue data to satisfy reporting requirements.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Contractor shall not make operational modifications which affect the level of service, including but not limited to, hours of operation, schedules, and routes without the prior written approval of the City.

The Contractor shall not enter into agreement with any other party for use of personnel dedicated to this service without the approval of the City.

The Contractor shall be responsible for the maintenance and condition of vehicles. All vehicle maintenance, general supplies, and services required for the operation of BCT shall be furnished by the Contractor unless otherwise specified.

Contractor shall provide continuous supervision of BCT services during revenue operations, including monitoring schedule adherence, on-street operation, on-route compliance, and on-board ride checks. Contractor shall utilize real-time information system to supplement on-street and service performance monitoring.

Contractor shall assist and cooperate with the City in meeting the objective of providing quality transportation service. Contractor shall perform liaison activities including collaborating with other agencies (e.g. Redondo Union High School other transit agencies and contractors), coordination and cooperation with the City on matters related to operations, monitoring, reporting and service performance.

Contractor shall assist the City with customer service responsibilities including responding to service inquiries, investigating and responding to customer complaints and problem resolution.

Contractor shall assist the City with BCT promotion and marketing and shall not distribute any material without the City's written permission. Contractor shall refer all media inquiries to the City. Contractor shall provide City with the necessary information on service disruptions, detours and route changes to facilitate communicating with BCT riders via social media and website service alerts.

Contractor shall comply with all conditions and laws required by Federal, State, and local governments, including Metro.

3.3 Dispatch

Contractor shall provide staff to effectively respond to incoming calls at a quality and level consistent with BCT patron demand. Dispatch services are to be available between 6:00 AM and 8:30 PM seven days a week, with the exception of the following holidays: Thanksgiving Day, Christmas Day and New Year's Day.

Contractor shall maintain radio control and contact with all vehicles in service and maintain the daily dispatch log. Contractor shall propose a dispatching log format for the City's approval prior to beginning service. Contractor shall provide training for scheduling and dispatch personnel in professional technique, radio protocol, and cooperative approaches with vehicle operators and patrons.

Contractor shall provide the capability to respond to telephone service and information requests from hearing impaired individuals and individuals with limited English proficiency. Contractor shall provide bilingual telephone information personnel or

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arrange for translation services in order to communicate with individuals with Limited English Proficiency (LEP) during all hours that the dispatch services are available to the public.

3.4 Fixed Route Services, BCT Line 102 and Line 109

BCT is a general public transit service on Lines 102 and 109 that operates seven days a week between 6 a.m. and 10 p.m., with reduced service on holidays. BCT services operate within the local communities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, connecting residents, students and commuters to the Green Line rail stations, Metro and other regional municipal transit operators and LAX. The fare is $1.00 for adults and 50 cents for Senior/Disabled and Medicare Cardholders, and the interagency transfers are 25 cents. BCT also sells monthly general (adult), student (K-12) and senior/disabled passes. TAP stored value, EZ Pass and Access Cards are accepted as fare payment.

Contractor shall operate fixed route service in a safe, courteous, and reliable manner in strict accordance with the operating days and hours and routes and schedules.

Contractor is authorized to deviate from established routes when necessary to avoid construction or other obstructions in the public right of way and comply with detours and public safety officers. Contractor shall notify the City of such obstruction causing deviation as soon as is practicable.

3.5 Dial-A-Ride – Senior & Disabled Services

The WAVE Dial-A-Ride service is curb-to-curb shared ride transportation service to Redondo Beach and Hermosa Beach seniors (62+) and disabled (of any age) residents, within Redondo Beach and Hermosa Beach city limits. Additional eligible trip destinations include pre-approved satellite locations outside of the Redondo Beach and Hermosa Beach service area. The WAVE service operates Monday through Friday, between 6:00 a.m. – 8:30 p.m., and Saturday and Sunday between 8:00 a. m. – 8:30 p.m., with reduced service hours on major holidays. The last pickup shall be scheduled no later than 8:00 pm. The fare is $1 per person or 75 cents per person for prearranged groups of 3 or more passengers. WAVE clients are approved by the City through an application process that requires the verification of age, disability and residency status.

The WAVE service shall be operated in accordance with the operating days, hours and service area. Contractor shall utilize a systemic method to reserve, schedule and dispatch trip requests for WAVE Dial-A-Ride service for transport using BCT vehicles. Contractor shall ensure the method is capable of accommodating advance reservations, same-day trip requests and subscription reservations, and integrate all demands for service into efficient vehicle tours, to maximize productivity and provide the services prescribed in the RFP. Proposals shall contain a detailed description of the reservation, scheduling and dispatch system being proposed by Contractor including at least three (3) references to agencies currently utilizing this system.
Contractor shall ensure the proposed scheduling system shall efficiently accommodate the following services provided by the WAVE Dial-A-Ride:

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

- "Now" service request for a pick-up within 30 minutes, depending on demand;
- Same day service requests for a pick-up within two hours, depending on demand;
- Advance trip request to make a reservation up to seven days in advance;
- Subscription trip request for pick-up the same time daily or weekly; and
- Group service, three or more passengers traveling from the same origin to the same destination.

3.6 Service Levels to be Operated

During the Base Term and Option Periods, the following annual levels of service are to be operated by the Contractor unless adjusted by the City as specified herein.

Period	Annual Vehicle Revenue Hours		
	BCT Fixed Route	WAVE Dial-A-Ride	Total Hours
Base Period 1 : 7/1/20 - 6/30/21	34,100	6,900	41,000
Base Period 2 : 7/1/21 – 6/30/22	34,100	6,900	41,000
Base Period 3: 7/1/22 – 6/30/23	34,100	6,900	41,000
Option Period Yr 1 : 7/1/23 – 6/30/24	34,100	6,900	41,000
Option Period Yr 2: 7/1/24 – 6/30/25	34,100	6,900	41,000

3.7 Special Events

In the event City requires Contractor to provide special event, promotional, or other special transportation services that have been determined to be in the public interest that do not interfere with regular BCT service, the special events shall be billed at the agreed upon firm fixed hourly rate per revenue hour operated for the special event as described in Contractor's proposal.

3.8 Operation During an Emergency

In the event of an emergency, Contractor shall deploy vehicles as directed by the City. In the absence of direction from the City, Contractor shall follow directions of appropriate law enforcement/emergency management agencies.

Emergency service does not constitute an expansion of service. Contractor shall be reimbursed for documented and reasonable costs in excess of normal BCT operating costs.

3.9 Personnel

Contractor shall furnish all vehicle operators, maintenance staff, service workers/vehicle washers, dispatchers, supervisors, administrative personnel, management and other personnel services necessary for providing BCT service as described in the RFP.

Contractor shall use appropriate screening and selection criteria for employing personnel. Those checks shall include Department of Motor Vehicles (DMV) and criminal background checks, pre-employment drug screening and physicals of all

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employees assigned to BCT as required by law and appropriate to their positions. Contractor shall undertake the steps necessary to ensure all such employees perform their duties in a safe, legal, courteous, and professional manner at all times.

Contractor shall provide to the City with a copy of its employee handbook.

Contractor shall make all reasonable efforts to ensure employees having contact with the public in the course of their duties are of good moral character. Any employee who is convicted of a felony or of a crime involving moral turpitude shall not be permitted to continue to hold a position of employment involving contact with BCT patrons.

3.9.1 Wages and Benefits

As part of this proposal, proposers shall detail the wage and benefit packages for all positions assigned to BCT.

During the base period of this contract and any extensions thereof, Contractor shall compensate hourly drivers at the following hourly rates or higher. The hourly rates shall incorporate annual CPI and longevity increases into the salary structure. Similar annual increases shall be paid to other hourly employees.

Proposed BCT Driver Pay Rates

	July 2020	July 2021	July 2022	July 2023	July 2024
Training Pay Rate	$15.00	$15.00	$15.00	$15.50	$15.50
0 - 12 months	$17.00	$17.60	$18.20	$18.80	$19.40
13 - 24 months	$17.20				
25 - 36 months	$17.40				
37 - 48 months	$17.60				
49 - 60 months	$17.80				
61 + months	$18.50				

Annual Increase $0.60

Increases effective July 1st of each year.

Any employee hired prior to July of each year will be paid per the current year and will receive an increase effective July of each year.

3.9.2 Drug and Alcohol Testing

Contractor shall provide pre-employment, post-accident, reasonable suspicion, and random drug and alcohol testing of Contractor employees assigned to BCT in safety-sensitive positions, as required by Federal, State and local governments and the RFP. Contractor shall provide a copy of its drug and alcohol program and any certifications and forms required by FTA. Contractor shall identify the drug testing center that shall be used.

Contractor shall ensure each employee assigned to BCT in a safety-sensitive position shall undergo drug and alcohol testing in compliance with the FTA Drug and Alcohol Program Requirements.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.9.3 Vehicle Operators

Contractor shall ensure all vehicle operators shall have valid California Driver's Licenses for operation of the vehicle to which they are assigned. Note that GPPV vehicle and driver certificates are not required for the WAVE Dial-A-Ride service. Contractor shall ensure all vehicle operators shall also have in their possession at all times when operating a BCT vehicle, a valid DMV Medical Examiner's Certificate and valid DMV Training Card.

Contractor shall review current DMV reports on all applicants for the position of vehicle operator and shall reject any applicant with any failure to appear in court for driving under the influence. Contractor shall participate in the DMV Pull Notice Program. Any vehicle operator exceeding the DMV point system or with a revoked or suspended license shall not be allowed to operate a BCT vehicle.

All vehicle operators shall comply with the California Highway Patrol (CHP) regulations and requirements.

3.9.4 Retention of Existing Employees

Pursuant to Senate Bill No. 158 (California Labor Code, Chapter 4.6, Section 1070 to Part 3 of Division 2), CITY shall grant a ten percent (10%) bidding preference to any Contractor who agrees to retain, for a period of at least ninety (90) days, certain employees. Contractor shall declare, as part of their proposal, whether or not their firm shall retain the employees of the prior Contractor for a period of at least ninety (90) days. Contractor shall ensure these transitioned employees will be utilized in similar positions and perform essentially same services as they did under the previous Contractor. "Employee" is defined as any person who works for a Contractor under the prior contract but does not include executive, administrative, or professional employees that are exempt from the payment of overtime compensation within the meaning of Subdivision (a) of Section 515 or any person who is not an employee as defined under Section 2(3) of the National Labor Relations Act (29 U.S.C. Sec. 152(3)). In accordance with Senate Bill No. 158, the following obligations apply:

A successor Contractor or subcontractor who agrees to retain employees, pursuant to subdivision (a) [of Senate Bill No. 158] shall retain employees who have been employed by the prior Contractor or subcontractors, except for reasonable and substantiated cause. That cause is limited to the particular employee's performance or conduct while working under the prior contract or the employee's failure of any controlled substances and alcohol test, physical examination, criminal background check required by law as a condition of employment, or other standard hiring qualification lawfully required by the successor Contractor or subcontractor.

If a successor Contractor determines that fewer employees are needed than under the prior contract, qualified employees shall be retained by seniority within the job classification. In determining those employees who are qualified, the successor Contractor may require an employee to possess any license that is required by law to operate the equipment that the employee shall operate as an employee of the successor Contractor.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Nothing in this section requires the successor to pay the same wages or offer the same benefits provided by the prior Contractor.

In accordance with the California Labor Code, the successful Contractor or subcontractor shall make a written offer of employment to each employee to be rehired. That offer shall state the time within which the employee must accept that offer, but in no case less than ten (10) days. An employee who has not been offered employment or who has been discharged in violation of this chapter, or his or her agent, may bring an action against the successor Proposer in any superior court having jurisdiction over the successor Proposer. Upon finding a violation, the court shall order reinstatement to employment with successor Contractor and award back pay, including the value of benefits, for each day of violation.

The existing service Contractor shall make available the number of employees who are performing services under the service contract and the wage rates, benefits, and job classifications of those employees to City or to any entity that City identified as a bona fide Contractor. See Attachment 2 to the RFP.

3.9.5 Vehicle Operator Responsibilities

Contractor shall conduct an adequate background check on each vehicle operator to ensure all vehicle operators meet the following standards and are qualified to perform the intended services:

- An employee (full or part-time) of the Contractor. Contractor may not sub-contract with non-employees to execute trip assignments;
- Continuous possession of a valid driver's license, California DMV Transit Certificate, passenger endorsement, air brake endorsement, and possession of a Class A or B license;
- Not more than two moving violations in the past five years and no DWI/DUI convictions within the last seven years;
- Demonstrated command of the English language, both oral and written;
- Ability to resolve complaints and problems as required;
- No felony conviction history; and
- Pass Federal drug and alcohol testing regulations.

Contractor shall ensure vehicle operators shall, when requested by the City, hand out notices to passengers and render assistance in the City's monitoring functions.

Contractor shall ensure vehicle operators shall honor and update special passes, collect tickets, and issue and collect transfers as determined by the City.

Contractor shall ensure vehicle operators record ridership counts by passenger category according to procedures approved by the City.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

The following shall be minimum service requirements and vehicle operator responsibilities. Failure to carry out these responsibilities shall result in a vehicle operator being prohibited from driving any vehicle covered by this contract, unless subsequently approved in writing by City.

Contractor shall ensure vehicle operators shall:

- Appear neat, clean, well groomed, and in an acceptable uniform;
- Exhibit positive customer service skills. Always be helpful and courteous to passengers;
- Operate the vehicle safely and legally;
- Assist elderly and physically impaired passengers in boarding and deboarding (Dial-A-Ride drivers);
- In cases of emergency, shall immediately contact the Contractor for assistance;
- Notify passengers of stops and when transfers are required;
- Not allow animals in vehicle except service animals or small animals contained in an accepted transport cage, box or carrier;
- Not deviate from route and schedule without City's permission;
- Notify City and Contractor in cases of emergencies or breakdowns;
- Make sure the vehicle stays on schedule but never ahead of schedule;
- Not smoke in the vehicle and enforce no smoking rules;
- Enforce BCT passenger rules;
- Not carry or make change;
- Not accept tips;
- Not eat or drink aboard BCT vehicles;
- Not use any device that plays video, music or amplifies sound aboard BCT vehicles; and
- Not use cellular telephones, pagers, or other communications devices (including text messaging) while operating BCT vehicles.
- If a passenger becomes unruly after boarding and is **not a threat** to the safety of the vehicle operator and/or passengers, the vehicle operator may request the passenger exit the vehicle. If the passenger refuses to disembark, the vehicle operator may contact dispatch for assistance; and
- If a passenger becomes unruly after boarding and is **a threat** to the safety of the vehicle operator and/or passengers, the vehicle operator shall contact dispatch for emergency assistance, when it is safe to do so; and
- Take charge of a safety and security incident scene until the arrival of supervisory or emergency personnel.

Vehicle operators should:

- Submit suggestions for service improvements to the City via Contractor

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.9.6 Project Manager

Contractor shall provide a full-time, dedicated Project Manager to provide daily management and supervision of BCT operations. The Project Manager shall be available to meet with, or respond to inquiries from, the City or the public Monday through Friday between 8:00 AM and 5:00 PM.

Contractor shall ensure the Project Manager shall have a minimum of five (5) years' experience managing and supervising public transit services similar in size and complexity to the services herein described and a minimum of eight (8) years' progressive experience in the operation, administration and supervision of fixed route and demand responsive transit services.

The Project Manager shall act as a liaison, working cooperatively with City staff in providing operational data, responding to comments from passengers and the general public, coordinate detours and public information for service alerts. and responding to specific requests for other assistance as the need arises. The Project Manager shall not perform other duties or be responsible for other projects for the Contractor without the City's prior written permission.

Contractor shall ensure the Project Manager shall monitor all aspects of BCT operations including, but not limited to: ridership, quality of service, fare collection and accounting in accordance with established procedures, and attitudes, motivation, and performance of all personnel. Contractor shall ensure the Project Manager attends City meetings and reports on the BCT services. Contractor shall ensure its Project Manager shall be available to meet with the City as required.

Contractor shall provide a responsible senior employee to make decisions or provide assistance as necessary as a back-up to the Project Manager.

The person serving as Project Manager shall be approved by the City. Contractor shall ensure Project Manager serves a minimum two-year term on this project before any reassignment shall be considered. Should the Contractor propose a new Project Manager or the City request a replacement, the proposed replacement's resume and qualifications shall be submitted to the City for its approval at least ten days prior to the departure of the incumbent Project Manager unless Contractor is not provided with such notice by the departing employee. Contractor shall provide the City 30 days' notice prior to replacing the Project Manager. Should the position of Project Manager remain unfilled for a period of 30 days or more, the City may deduct the Project Manager's compensation from Contractor's payments.

3.9.7 Maintenance Manager

Contractor shall designate and provide the services of a qualified Maintenance Manager, subject to the City's approval. This individual shall not be the lead mechanic. Contractor shall ensure that the Maintenance Manager has a minimum of three (3) years' experience managing and supervising the maintenance functions of a shop similar in size and complexity to the services herein described. Contractor shall further ensure the Maintenance Manager has

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a minimum of five years journeyman level experience with vehicles similar to those used by BCT.

Contractor shall ensure its Maintenance Manager shall provide proactive resource management including, but not limited to, preventive maintenance scheduling and supervision, repair supervision, technical training, and such other activities as may be necessary to ensure the performance of Contractor's maintenance duties and responsibilities.

Should the services of the Maintenance Manager become unavailable to Contractor, the resume and qualifications of the proposed replacement shall be submitted to City for approval as soon as possible, but in no event later than 10 working days prior to the departure of the incumbent Maintenance Manager, unless Contractor is not provided with such notice by the departing employee. Should the position of Maintenance Manager remain unfilled for a period of 30 days or more, the City may deduct the Maintenance Manager's compensation from Contractor's payments.

3.9.8 Supervisory and Dispatch Coverage

Contractor shall provide sufficient trained and qualified Road Supervisors and Dispatch office staff to ensure that a management-level employee or Road Supervisor is available to respond and that the Dispatch office will be staffed whenever a BCT service vehicle is on the road with the exception of maintenance road test.

3.9.9 Maintenance Personnel

In addition to the Maintenance Manager, Contractor shall employ additional maintenance and service personnel on an acceptable fleet to mechanic ratio as necessary to properly maintain and service the BCT fleet.

Contractor shall ensure the maintenance personnel assigned to work on BCT vehicles and equipment shall have the necessary skills to:

- Conduct preventive maintenance inspections and complete associated paperwork;
- Inspect vehicle engines, transmissions, and other mechanical, electric, and electric parts and components;
- Diagnose vehicle engine, transmission, electrical and electric component system problems; and
- Repair vehicle engines, transmissions, and other mechanical, electric, and electronic parts and components.

3.9.10 Technical Assistance

As an included element of the assistance to be provided, Contractor shall ensure the availability to the City of technical staff with knowledge and experience in Computer-Assisted Dispatch/Automated Vehicle Location (CAD/AVL) systems. This capability may be satisfied either through technical staff in the employ of the

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Contractor or through a documented engagement of technical consulting expertise which will be made available to the City upon a reasonable advance request. The Contractor's arrangement for meeting this requirement must be disclosed in their proposal.

3.9.11 Training

Contractor shall provide an outline of their Safety and Training Manual and Customer Service Training Manual for City's review and approval prior to the beginning of training under this contract. The City shall assist the Contractor's training efforts by allowing the Contractor to conduct training in City facilities.

Contractor shall ensure the vehicle operators are trained in all operational procedures relating to the system. Contractor's training must include techniques for dealing with the public in a helpful and courteous manner, sensitivity training, and basic information about the service and the Beach Cities service area. This requirement pertains to regularly assigned and relief vehicle operators.

Dispatchers and any other personnel who may be assigned to telephone information lines shall receive customer service training, along with operational training, radio procedures, and accident and incident procedures. The Contractor's customer service training program shall be consistent with City customer service standards.

Contractor's employees assigned to BCT shall have detailed knowledge of BCT services (including schedules, transfer points, fare, and operating policies) and those transit operators which link up with the BCT system. All Contractor employees shall also be trained to proficiency in the requirements and responsibilities of the Americans with Disabilities Act, Title VI and Reasonable Modification procedures and policies as appropriate to their positions.

Written documentation of all training, including new hires, recurrent, and retraining shall be maintained by the Contractor and furnished to the City upon request.

Contractor shall provide training for all drivers and staff in the proper operation, inspection and maintenance of the mobile validator units described in Section 2.5 as well as the operation and use of the Real-Time Information System to be implemented prior to July 1, 2020.

3.9.12 Vehicle Operator Training

Contractor shall develop, implement, and maintain a formal training and retraining program for all vehicle operators, subject to City approval. At a minimum, the program shall comply with the following requirements:

a. New Operators: Class "C" drivers, first time Class "B" drivers and Class "B"/school bus drivers who have not had prior public transit/school bus training and at least nine (9) months of transit/school bus driving experience over the last two (2) years:

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

- Acquisition of a valid Class "B" (or school bus driver's) license and Medical Certificate; plus

- Minimum of forty (40) hours of classroom instruction covering defensive driving, first aid, Federal and State rules and regulations, accident/incident procedures, radio procedures, hands-on wheelchair and wheelchair lift procedures, patron relations, employee work rules, routes, schedules, fare, and BCT operating policies; and

- Supervised behind-the-wheel instruction with a qualified driving instructor totaling twenty (20) hours in service and twenty (20) hours out of revenue service), including completion of driving along all routes at least twice before being allowed to drive in service unsupervised.

b. Experienced Operators: Class "B"/school bus drivers (with a medical certificate) who have had at least nine (9) months public transit or school bus driving experience over the previous two years, as well as proof of training and good references:
   - Minimum twenty (20) hours classroom instruction on Contractor's policies, procedures, defensive driving, vehicle code, drivers notices, vehicle components, radio procedures, vehicle inspection, schedules, routes, transfer policies, fare collection, accident procedures, state rules and regulations, accident report writing; plus

   - Minimum two (2) hours classroom and supervised "hands-on" training addressing, at a minimum: wheelchair lift components, operation of the lift with and without power, loading and securement procedures, and emergency procedures; plus

   - Minimum eight (8) hours individual behind-the-wheel instruction from a qualified driving instructor while out of service and eight (8) hours individual behind-the-wheel instruction from a qualified driving instructor while in service; including completion of driving along all routes at least twice before being allowed to drive in service unsupervised.

c. Customer Service Training: All staff, driving and non-driving, will be trained as appropriate for their position in the following topics and requirements: passenger assistance training, empathy training, serving persons with disabilities, ADA service requirements, the City's Title VI and Civil Rights policies and requirements, and reasonable modification requests.

d. Vehicle and Area Familiarization: Additional hours of training may be required to familiarize operators with routes and with the service area. Contractor shall train vehicle operators to operate all types of vehicles operated in the BCT service.

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d. Continuing Training: Minimum two (2) hours of on-going safety and other transit related training every two months for every vehicle operator employed in BCT service.

e. Licensing and Certifications: Contractor shall monitor and comply with any and all State regulations and requirements with respect to vehicle operator training and shall ensure all vehicle operators complete the Contractor's training program and are appropriately licensed and certified by the State of California for the service and vehicles being operated. Contractor shall keep a current list of vehicle operators and their certifications.

f. Driver Evaluations: Contractor shall regularly evaluate each vehicle operator by a qualified instructor, including observation during revenue service.

3.9.13 Uniforms

Contractor shall develop a dress code, including a standard uniform that shall be approved by the City. The uniform shall include coordinating shirts and pants/shorts, jackets and hats. Vehicle operators shall wear name tags clearly displaying their names at all times while performing duties associated with BCT. Uniforms shall clearly display (separately) both the Contractor's and BCT name/logo. The City may make exceptions to the uniform policy. However, Contractor shall ensure vehicle operators maintain a neat and clean appearance at all times.

The City shall provide BCT artwork for use in the uniform.

Each vehicle operator shall have a working timepiece available and in clear sight at all times during revenue operations.

3.9.14 Removal of Employee From Project

The City may require the immediate removal of any of Contractor's employees from BCT service for any reason, including, but not limited to, the following:

- Committing unsafe or inappropriate acts while providing service;
- Revocation, suspension, or non-renewal of a valid California driver's license;
- Conviction of any felony criminal offense;
- Unacceptable customer service as reported by customers, other vehicle operators, or directly observed by City staff or its agents;
- Non-compliance with City-specified appearance standards; and
- Failure to comply with any criteria or standards in the RFP.

3.10 Vehicles

The City will provide to Contractor the vehicles and equipment set forth in the RFP. Contractor shall only use these vehicles and their associated equipment for activity directly related to BCT unless otherwise authorized, in writing, by the City.

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The City provides no administrative or non-service vehicles. Should the Contractor determine that non-service vehicles are needed, the capital, maintenance and fueling costs of such vehicles will be the responsibility of the Contractor.

Contractor shall rotate vehicles in service to result in relatively even distribution of accumulated miles on the vehicles.

Contractor shall return all vehicles to BCT at the termination of the contract in the same condition as accepted, allowing for normal wear and tear.

If a new Contractor is selected, at least 2 fixed route buses and 2 dial-a-ride buses will be made available for training. Additional vehicles may be made available depending on service and maintenance requirements.

3.11 Maintenance

Contractor shall ensure all vehicles, facilities, and equipment meet all applicable laws, codes, and safety standards as set by Federal, State and local governments, and shall be inspected at each interval required by all governing entities.

Contractor shall, at all times, and at its sole expense, maintain all components of each vehicle in safe and proper working condition, free from damage, malfunction or deferred maintenance. At Contractor's expense, any vehicle damaged by collision or otherwise shall be repaired as expeditiously as possible.

All maintenance and repairs to BCT vehicles shall be performed by Contractor or other vendors and suppliers who are subject to prior approval by the City. Repair work shall be conducted as soon as practicable upon learning that such work is required. Contractor shall perform repair work expeditiously in response to identification of problems by vehicle operators or other staff. Contractor shall not defer repairs beyond a reasonable time.

Contractor shall be familiar with vehicle and equipment warranties and shall comply with all warranty provisions in the conduct of its maintenance functions. Contractor shall ensure that all parts, materials, tires, lubricants, fluids, oils and procedures used by Contractor on BCT vehicles shall meet or exceed original equipment manufacturer specifications and requirements. All parts installed on BCT vehicles and equipment become property of BCT.

Contractor shall remove any vehicle which sustains damage or experiences failure impairing safe mechanical operation, from service immediately, and shall not reassign said vehicle until restored to safe operating condition.

Contractor shall not remove parts or equipment from one BCT vehicle and install said parts and equipment in another BCT vehicle for any reason without the City's prior written permission.

Contractor shall pay for any repairs arising from Contractor negligence or abuse of BCT vehicles. City, in its sole discretion, shall determine what repairs are due to negligence and abuse.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Contractor shall maintain a satisfactory California Highway Patrol (CHP) terminal inspection throughout the life of the agreement period (proof of CHP certification is required). If the Contractor receives an unsatisfactory rating from the CHP, the Contractor shall notify the City immediately and state what is being done to correct the deficiency. If the vehicle operating authority falls under the California Public Utilities Commission (PUC) and if the PUC revokes the permits to operate the vehicles in this service as a result of unsatisfactory inspection ratings by the CHP, the vehicle shall not operate and a $500, per vehicle per day fine shall be assessed until a satisfactory inspection report is obtained.

City reserves the right to conduct an audit of maintenance program, practices, and repairs of vehicles and equipment and at its sole discretion, to inspect and reject temporarily or permanently by notice to the Contractor, any vehicle the Contractor utilizes which the City deems unacceptable.

3.11.1 Records

Contractor shall maintain all vehicles' maintenance records required by the law, including but not limited to the following:

- Work orders for all vehicle maintenance activities;
- Maintenance reports;
- Pre-trip inspection/defect reports for each vehicle;
- Reports containing negative vehicle operator notations;
- Reports indicating a vehicle defect; and
- Reports of all road call maintenance.

Contractor shall maintain an individual file for each revenue vehicle. In addition to the items above, this file shall include, but not be limited to, the following information by date of action:

- All preventive maintenance work, including parts and labor utilized;
- All warranty work, if applicable;
- All other types of repair work, including parts and labor; and
- All fuel, fluids, and lubrication used.

Contractor shall keep an accurate record of all repair and work orders performed by, or for, the Contractor on all equipment.

Contractor shall make vehicle maintenance records available to the City's representatives for review upon request. Vehicle maintenance records shall be the City's property and at the expiration of this contract or any extension thereof, or the removal of a vehicle from the custody of the Contractor, vehicle maintenance records shall be conveyed to the City.

3.11.2 Preventive Maintenance

Contractor shall provide scheduled maintenance and preventive maintenance inspections as specified by the vehicle manufacturer, City, and all other governing entities. Contractor shall ensure that all scheduled and preventive

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maintenance shall be completed on a timely basis and within the established mileage interval.

Contractor shall provide a proactive preventive maintenance program for review and approval by the City prior to initiation of service. The preventative maintenance program shall include an outline of how the program is operated as well as a complete maintenance monitoring program. At a minimum, contractor's preventive maintenance program shall adhere to the industry standard maintenance schedules and shall be sufficient so as not to invalidate or lessen warranty coverage of any BCT vehicles or associated equipment.

The preventive maintenance program shall provide for (at least) the following:

- Preventive maintenance inspections every 45 days or every 3,000 miles, whichever occurs first;
- Engine oil and filter, and fuel filters changed at every 6,000 miles;
- Transmission oil and filters changed at every 12,000 miles;
- Preventive maintenance wheelchair lift inspections every 6,000 miles; and
- Preventive maintenance air conditioning inspections every 6,000 miles.

Contractor shall ensure vehicle inspections meet criteria set by CVC 34505.5 (Periodic Inspection by Motor Carrier). Vendor inspection forms shall have fields to log the minimum requirements of CVC 34505.5.

Any preventive maintenance inspection (PMI) completed more than 250 miles past PMI mileage interval shall be considered late. Any PMI inspection completed more than 500 miles past PMI mileage interval shall be considered missed.

Missed PMIs shall result in that vehicle being non-serviceable and all days operated in revenue service under such condition shall be considered non-revenue days for the vehicle with the missed PMI for Contractor's compensation.

3.11.3 Vehicle Maintenance

In addition to preventive maintenance, Contractor shall perform general maintenance including (at least):

- All wheelchair lift-related equipment shall be inspected, serviced and lubricated at intervals necessary to ensure that the wheelchair lifts are fully operational whenever the vehicle is used in revenue service;
- Brake inspections and adjustments shall be performed at intervals that ensure the safe and efficient operation of the braking system;
- All components of the vehicle bodies, appurtenances, and frames shall be maintained in a safe, sound and undamaged condition at all times. Damage (including body, glass, logos, wraps, custom paint and all appurtenances) shall be repaired in a professional manner within 21 days of damage;

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

- All mechanical, electrical, fluid, air, and/or hydraulic systems shall be maintained in a safe and fully functional, as designed, condition at all times;
- Climate control systems shall be maintained and used to ensure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times on all in-service hours;
- Seats shall be maintained in proper operating condition at all times. All rips, tears, cuts, gum, graffiti and other damage shall be cleaned or repaired in a professional manner immediately upon their discovery. Contractor shall replace seat covers that are worn or cannot be professionally repaired, using materials that are identical in design and color as those materials being replaced; and
- Farebox systems shall be maintained in proper operating condition at all times.

3.11.4 On-Vehicle Equipment

Contractor shall be responsible for the inspection, servicing, maintenance and repair of all on-board vehicle equipment, including, but not limited to, video surveillance systems, fareboxes, smart card readers/validators, annunciator systems, and digital display units. Contractor shall inform City of equipment defects/failure and City shall provide direction on remedial action to be taken, for example, repair by Contractor, replacement with in-stock spare, or coordination with Metro TAP contractor or RTI contractor for trouble-shooting and/or exchange.

3.11.5 Roadcalls and Towing

Contractor shall develop and train maintenance and operating staff in appropriate and timely procedures to respond to roadcalls from BCT vehicles. If the roadcall is from a BCT vehicle in active service, Contractor shall endeavor to limit the disruption of service and missed trips. Drivers shall notify dispatch as soon as possible. A replacement BCT vehicle shall be placed in service within fifteen (15) minutes for roadcalls within three miles of the Kingsdale Yard, and within thirty (30) minutes for roadcalls between three and six miles of the Kingsdale yard to resume service consistent with the time schedule. Procedures will also ensure that subsequent runs are initiated on-time to minimize late runs following roadcall events.

In the event that towing of any vehicle is required due to mechanical failure or damage, Contractor shall provide such towing at Contractor's sole expense. Contractor shall ensure vehicles are always flat-bed towed, and towed within two hours of the vehicle breakdown.

3.12 Emissions Control Programs

Contractor shall have vehicles tested and certified to meet BCT, and other local, State, and Federal requirements related to exhaust smoke and engine emissions.

Contractor shall maintain any applicable California Air Resources Board Voluntary Compliance Program objectives subject to BCT operations.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Contractor shall be responsible for the administration of a smog check program for BCT vehicles. Contractor shall be responsible for emissions testing and shall be responsible to conduct repairs as required to meet emissions standards.

3.13 Pre-Trip Inspections

Contractor shall ensure each vehicle operator performs a Pre-Trip Inspection of each vehicle prior to the start of revenue service with regard to safety, function, and appearance of the vehicle, pursuant to State of California Motor Vehicle Requirements. The checklist shall be kept on file for the City and CHP review.

Daily servicing shall include, but not be limited to the following.

- Fueling
- Engine oil, coolant, water and transmission fluid check/add
- Farebox check
- Mobile Validator operation
- Wheelchair lift/ramp check
- Security Camera inspection
- Annunciator inspection and test
- Real-Time Information system test
- Brake check
- Light and flasher check
- Interior sweeping and dusting
- Graffiti removal
- BCT system map and route schedule brochure inventory
- Car Card installation and inventory
- Interior and exterior visual inspection
- Check all vehicle performance defects reported by vehicle operators to identify potential safety and reliability items requiring immediate attention, including climate control mechanisms

Contractor shall immediately repair or replace, prior to placement in revenue service, any vehicle with safety or operational problems.

3.14 City Conducted Inspections

The City will regularly inspect, examine or test any equipment and facilities used in the performance of BCT operations. The inspections may take the form of vehicle inspections, ride-alongs, visual cleanliness inspections, records inspections, or other inspections.

3.15 Vehicle Cleaning

Contractor shall maintain BCT vehicles in a clean and neat condition at all times. Contractor shall maintain a vehicle cleaning and washing log in each vehicle for the City to review and inspect.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.15.1 Interior

Contractor shall maintain the vehicle interior in good condition. Contractor shall also ensure all corners and seams are securely fastened to the floor at all times, and the doors, stop notification devices, security cameras, annunciators, and public address systems work properly.

Contractor shall ensure the vehicle operator's area will be clean at all times. Vehicle operator's personal property shall be kept in a secure area and out of sight. Vehicle operator seats shall be maintained in accordance with the standards stated below for passenger seats.

Contractor shall check interior for damage and clear trash at the beginning and conclusion of each shift or service day.

Contractor shall not attach or place any markings on the interior of the vehicle without the City's prior written permission.

Contractor shall perform basic cleaning daily and the following maintenance weekly:

- Sweep, mop, clean, and remove all trash, gum, sticky substances, foreign objects, vermin, dirt, and dust from vehicle floors;
- Clean vehicle operator area, including but not limited to, dash controls, dashboards, above the vehicle operator area and along the front dashboard;
- Clean passenger of dust and foreign substances;
- Clean all ledges, stanchions, handrails, modesty panels, passenger signal strip and remove dust, grease, gum, or sticky substances; and
- Replenish BCT system map and route schedule brochure inventory.

Contractor shall have each BCT transit vehicle fumigated as needed by a licensed and certified pest control service. City shall approve the schedule for such service and Contractor shall provide documentation of the completion of such service. Pesticides used for this treatment shall not leave an odor or residue in the vehicles.

3.15.2 Exterior

As part of the pre-trip inspection, Contractor shall ensure vehicle operators inspect exterior of the vehicle and note any new cracks, dents, rust, scrapes, graffiti, and any other markings. Contractor shall ensure vehicle operator will make the report to the Contractor's project manager.

Contractor may not attach or place any markings on the exterior of the vehicle without the City's prior written permission.

Contractor shall wash each vehicle once a week, or more frequently as required by weather conditions, to ensure the vehicle exteriors are clean.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Contractor shall perform complete vehicle detailing on each vehicle, twice per year on a schedule approved by the City. Detailing shall include, at a minimum: the cleaning of all interior surfaces using an appropriate cleaner and treatment using an appropriate protectant; cleaning of the vehicle exterior followed by the application of an appropriate polish and wax; and cleaning, polishing and treatment of all wheels, rims and tires. Contractor shall use the following detailing materials or equivalent:

Exterior: Polish: 3M Machine Polish
Wax: Auto Magic Banana Wax
Windows: Spot Off heavy duty water stain remover
Interior Seat Cleaning: Citrus Salt Cherry Scent

Contractor shall schedule vehicle detailing in a manner that does not adversely affect the BCT service.

3.16 First Aid and Accident Kit

Contractor shall provide accident kits to be carried on BCT vehicles at all times. The kits shall contain forms for reporting accidents or incidents, body fluid clean-up kit, first aid kit, and any other material required by BCT.

3.17 Equipment and Furnishings

3.17.1 Telephone Equipment and Lines

The City maintains all telephone numbers for Beach Cities Transit information and dial-a-ride reservations and one TDD telephone number. The numbers shall be available for the Contractor's use. The City pays for all telephone services.

Contractor shall provide all telephone equipment and phone system. Contractor shall provide TDD equipment for communications with hearing impaired patrons and an answering machine for recording trip requests for the dial-a-ride service between 8:30 PM and 6:00 AM when the dispatch facility is closed.

Contractor shall provide an automatic call sequencer (ACS) unit which shall answer all service request calls, hold the calls in a queue if they cannot be answered immediately, and cause the calls in queue to be answered in the order in which they were received. The ACS shall capture and allow for the reporting of data on telephone system performance, including, but not limited to, total calls received; total calls abandoned; average hold time; and maximum hold time. Contractor shall provide ACS reports to the City monthly.

Contractor shall coordinate all telephone lines in City facilities with City telecommunications personnel.

3.17.2 Radio Equipment

Contractor shall provide radio equipment and clear radio channels to dispatch and communicate with BCT vehicles. Contractor shall ensure the equipment and radio channels provide clear communications throughout BCT's service area and

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all satellite points. The system must also provide a GPS vehicle location capability to allow the tracking of BCT vehicles when in service.

3.17.3 Other Office Equipment

Contractor shall provide all office furniture and electronics and communications equipment necessary to effectively operate a modern office and comply with the City's reporting and communications standards. The Contractor must provide all computers and software for administration and management of the BCT system including any reservations and scheduling software for the WAVE service. The City provides no computers or software, except for the computers and monitors related to the real-time information system, which are dedicated to this system and shall not be used for any other application. For Information technology equipment located in a City facility, Contractor shall coordinate with City telecommunications staff.

3.17.4 Maintenance Equipment and Tools

Contractor shall provide all maintenance equipment and tools necessary to maintain and repair BCT vehicles in the manner required by the RFP.

3.18 Accident and Incident Reporting

Contractor shall develop, implement, and maintain formal procedures, approved by the City, to respond to and report emergencies and routine concerns that occur in the course of providing BCT service, including, but not limited to:

- In-service vehicle failures;
- Lift/ramp failures;
- Passenger disturbances;
- Passenger injuries; and
- Vehicle accidents.

Contractor shall notify the City of any accident involving a BCT vehicle within one hour of the accident (regardless of the amount of damage or lack of damage) and immediately file a police report. In case of injury accidents, Contractor shall notify the City within one hour. Contractor shall deliver a written accident report to the City within 24 hours and a complete report as soon as practical.

Contractor shall have vehicle operators report public safety incidents they observe to dispatch or to the Project Manager, who in turn, is requested to refer incidents to the proper authorities. Such observed incidents may include but are not limited to, fires, criminal acts, suspicious circumstances, public right-of-way obstructions, natural disasters, signal outages or bulb out, and collisions.

Contractor's accident and incident procedures shall require vehicle operators and/or road supervisors or other supervisory staff to take digital photos, as appropriate, of accident/incident scenes, vehicles involved (including the BCT transit vehicle), parties involved and other pertinent details. Photos shall be uploaded to a file on Contractor's computers and transmitted to City with the written accident report required above.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.19 Fares and Fare Collection

The BCT fare is $1 per person, with reduced fare of 50 cents for senior, disabled and Medicare cardholder passengers. BCT accepts Metro TAP EZ passes and Metro TAP Stored Value, and Access Services (ASI) cards as a paid fare. Interagency Transfers are 25 cents and BCT Transfers are free. The WAVE fare is $1 per person, or group rides of three or more pay $0.75 each.

Contractor shall ensure the correct identification has been presented by the passenger and verified by the vehicle operator prior to acceptance of the discount, prepaid, free or promotional fare media. In the absence of presentation and verification of the appropriate identification as indicated above, the Contractor shall collect the full adult fare, within the bounds of reasonable prevailing circumstances.

Contactor shall collect fares and account for revenues from BCT vehicles in a manner directed by the City. All fares collected are the sole property of the City. Contractor shall develop written procedures for fare collection for the City's approval. The procedures must include:

- Emptying all fares and transfer slips from the fare box on each BCT vehicle daily;
- Confirming that the amount of the collected fares and transfer slips collected correspond to the reported number of passengers carried;
- Depositing the total amount of fares collected in a manner specified by the City, including the use of an armored security service for pick up;
- Provide the City with a completed BCT Farebox Deposit Breakdown report no later than the next business day [See Attachment 5 to the RFP]; and
- Comply with Mobile Validator system rules and reporting.

The City reserves the right to count revenues contained in each farebox vault at any time with no notice and to change the delivery process with 30 days written notice.

The City will provide fare boxes on all BCT vehicles and pay for the armored truck service. The current Contractor is using fare boxes manufactured by Diamond Manufacturing. TAP mobile validators are provided by Metro during the term of the Agreement.

3.20 Financial Records

Contractor shall establish and maintain, within a separate account, all project expenditures and any other relevant financial records or documents. The Contractor shall submit invoices to the City within fifteen days after the end of the month for the fixed route, dial-a-ride, and special services operated during the reporting period. Invoices shall be included with the Monthly Program Report documentation. City will pay Contractor within 30 days after receipt of approval of the monthly program report. All invoices shall be addressed as follows:

Transit Manager
City of Redondo Beach

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

415 Diamond Street
Redondo Beach, CA 90277

All invoices, monthly reports, supporting documents, and other financial records relevant to the contract shall be subject to inspection and audit by representatives of the City, United States Department of Transportation, State Controller's Office, Controller General of the United States, and Metro.

Any time during the term of the contract, or for four years after its expiration or termination, authorized representatives of the City may conduct an audit of the Contractor regarding the services provided under the contract. If such audit finds that the City's financial liability for such services is less than payments made by the City to the Contractor, the Contractor agrees that the difference shall be either repaid by the Contractor to the City by check payment, or at the City's option, credited against any future payments due to the Contractor.

If such audit finds that the City's financial liability for services provided is greater than made by the City to the Contractor, the difference will be paid to the Contractor by the City by check payment within 45 days of calculating the amount.

3.21 Operating Reports

Contractor shall submit monthly program reports to the City with the monthly invoice. The reports are due no later than 15 days after the end of the month and shall include daily, monthly and year-to-date information. The monthly program report shall include, but may not be limited to, the following information:

- Daily Status Report [submitted by email daily]
- Daily Dispatch Log [submitted by email daily]
- Operational and performance data
- Fare Collection information (including all TAP card activity)
- Fuel statistics
- Employee Hours FTA Report
- National Transit Data Reporting
- Maintenance Status Reports
- Incident and Accident Reports
- Customer Service Reports- Complaints/Compliments/Comments
- NTD Random Sampling and Reporting
- NTD Incident Reports
- Drug and alcohol tests
- Safety and Training activities; and
- Road Call and Vehicle breakdowns.

3.21.1 Fixed Route Service

Contractor shall provide a fixed route service report which shall detail information for each individual route and the total of all routes. The report shall include, but may not be limited to, the following information:

- Passenger miles

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

- On-time performance by route
- Number and percentage of missed/late pull-outs
- Number and percentage of missed/late trips
- Ridership counts by day, mode, route, and fare type
- Vehicle revenue hours and total hours by route
- Vehicle revenue miles and total miles by route
- Tripper Bus Report by line showing hours, miles and days of service
- Number of wheelchairs
- Farebox revenue
- TAP card usage by product type

3.21.2 Dial-A-Ride Service

Contractor shall provide a dial-a-ride report which shall include, but not be limited to, the following information:

- List of all scheduled trips or portions thereof missed, with explanations
- Passengers by fare type
- Wheelchair passengers
- Passengers per revenue hour
- Passengers per revenue mile
- Vehicle revenue hours and total hours by vehicle
- Vehicle revenue miles and total miles by vehicle
- Average response time for now and same day trips (time between the call-in and pick-up)
- On-Time performance
- Cancelled trips
- Total no show trips
- Trip time
- Total Trips
- Total Trips by city of origin and city of destination
- Farebox revenue
- TAP card usage

3.21.3 TAP Card Reporting

TAP provides daily and monthly comma separated value (CSV) and PDF reports to the City that include ridership and fare revenue data. The City will provide the daily reports to the Contractor to integrate the data in the daily activity and monthly reports. The reports are used to reconcile ridership and fare revenue data. The various reports are:

Report	Description	Daily CSV	Daily PDF	Monthly CSV	Monthly PDF
A102	Transaction Report	X	X		
P105	Ridership by Device	X	X	X	X
P100	Ridership by Product	X	X	X	X
S101	Stored Value Report			X	X

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.21.4 Customer Service Reporting

Sample TAP reports are posted on the BCT website at www.beachcitiestransit.org

Contractor shall provide a Customer Service Report which shall provide detailed information (including contact information) for each customer comment, complaint and compliment. The report shall include comments, complaints or compliments concerning any aspect of BCT. Comments, complaints or compliments shall be individually listed by date and subject, and be accompanied by their resolution (for comments and complaints).

City representatives shall occasionally ride-along to record passenger activities and observe Contractor-patron interactions.

3.21.5 FTA Required Reporting

Contractor shall conduct on-board data collection on both fixed route and demand response services each year as directed by the Federal Transit Administration (FTA) National Transit Database (NTD), to statistically compute valid passenger mile data.

Contractor shall use the random sample technique described in FTA Circular C 2710.1A for fixed route passenger sampling and a 100 percent passenger miles data per FTA Circular C 2710.2A for demand response. City shall provide the random sample dates for fixed route. Contractor shall submit the daily random-sample trip sheets no later than 10 days after the trip sampling has been performed.

Contractor shall ensure that all reported NTD data meets FTA requirements and definitions. Contractor shall adhere to the most recent NTD data collection procedures.

Contractor shall submit consistent and accurate data necessary to complete the following forms and information, by mode, on a monthly basis:

- Daily Random-Sample Trip Sheets for use in reporting passenger miles traveled;
- Ridership Activity Form MR-20;
- Safety & Security Forms S&S-50 Non-Major Incidents and S&S-40 Major Incidents;
- Maintenance Performance Form R-20;
- Energy Consumption Form A-30;
- Transit Agency Service Form S-10;
- End of month cumulative lifetime mileage by vehicle for use in preparing the Revenue Vehicle Inventory Form A-30 (i.e., mileage as of June 30th of each year is required as well as the start and end of each Contract); and
- Other FTA required information.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.21.6 Additional Reporting Requirements

Should the FTA or other funding agencies change reporting requirements; the City will notify the Contractor of new or revised reporting requirements, including, but not limited to, reporting related to the City's Public Transportation Agency Safety Plan and Transit Asset Management Plan.

3.22 Performance Standards

Contractor shall provide service in a manner which shall ensure responsive service to BCT patrons and maximize service reliability and safety. The performance standards that are defined herein identify key areas of concern to the City. Failure to provide service that consistently meets these standards may be considered cause for the City to cancel the contract. Circumstances outside the Contractor's control shall be taken into consideration by the City.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.22.1 Program Standards

Measure	Standard
Accident reports	Contractor shall file police report immediately and notify City within one hour (immediately if injuries are involved). Contractor shall further provide a written summary to City within 24 hours.
Cleaning of vehicles	Contractor shall wash exterior once a week or more frequently as required by weather, and detail twice a year. Contractor shall clean interior daily as specified by the RFP.
Daily inspections and logs	Contractor shall ensure vehicle operators complete daily inspection and log.
Farebox receipts	Contractor shall remove all receipts from revenue vehicles daily, and count and deposit said revenue.
FTA Reports	Contractor shall meet all obligations of Section 3.21.5, collect data, and provide the required data for FTA reporting. The data must be acceptable to FTA and the City.
Maintenance, Preventive Maintenance and Inspections	Contractor shall perform maintenance, preventive maintenance and inspections in compliance with CHP Regulations and manufacturer's guidelines.
Safety	Contractor shall achieve a "Satisfactory" CHP Vehicle and Terminal Inspection rating.
Vehicle accessibility	Contractor shall ensure all vehicles in revenue service will be equipped with a properly operating passenger lift or ramp.
Vehicle operator appearance	Contractor shall ensure vehicle operators will be in City-approved uniform at all times when in service.

3.22.2 Fixed Route Standards

Measure	Standard
Calling out stops	Contractor shall ensure vehicle operators will announce bus stops per ADA regulations when the annunciator is not in operation.
Destination signs	Contractor shall ensure vehicle operators will display the correct destination information and special messages (e.g. "Happy Holidays") and remove in a timely manner when no longer appropriate.
Established route	Contractor shall ensure vehicle operators will not deviate from established route alignment without approval by dispatch unless at direction of law enforcement.
On-time departure	Contractor shall ensure on time departure unless the departure is delayed by circumstances beyond Contractor's control.
On-time performance	Contractor shall ensure 90% of trips (measured monthly) will be zero minutes early, and no more than five minutes late.
Missed Trips	Contractor shall ensure there will be zero missed BCT fixed route trips.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.22.3 Dial-A-Ride Standards

Measure	Standard
Missed trips	Contractor shall ensure there will be zero missed WAVE Dial-A-Ride trips.
Reservation on-time performance	Contractor shall ensure 90% of vehicle arrivals will be between 15 minutes before and 15 minutes after the scheduled pick-up time.
Same day request wait time	Contractor shall ensure wait times for trips requested on the same day will not exceed 30 minutes from the time the request is made to the time a vehicle arrives.

3.23 Asset Management Requirements

Contractor shall assist City in the monitoring and reporting as specified in City's Transit Asset Management Plan in compliance with FTA regulations.

3.24 Environmental Requirements

3.24.1 Spill Prevention, Control and Countermeasure Plan

Contractor shall prepare and maintain a Spill Prevention, Control and Countermeasure Plan ("Plan") in compliance with 40 CFR Part 112 for the BCT Transit Operating Facility. A completed Plan shall be provided to City no later than 30 days prior to the start of service under this RFP and Plan shall be updated and revised as needed to ensure compliance with the requirements of 40 CFR Part 112 and to reflect any changes to the facility, equipment or maintenance and operating practices.

Contractor shall implement and carry out the actions specified in the Plan and shall document the performance thereof to the City as part of its monthly reporting.

3.24.2 EPA Hazardous Materials

Contractor shall be responsible for obtaining an EPA Identification number from the California Department of Toxic Substances Control, compliance with all Hazardous Waste Generator Requirements, and the disposal of any generated hazardous waste.

3.24.3 Hazardous Materials Business Plan (HMBP) Program

Contractor shall be responsible for complying with the HMBP requirements if any of the following hazardous materials quantities are met or exceeded: 55 gallons of a liquid, 500 pounds of a solid, or 200 cubic feet of compressed gas, or extremely hazardous substances above the threshold planning quantity (40 CFR, Part 355, Appendix A). If any of these thresholds are met, Contractor is required to: (1) Inventory their hazardous materials; (2) Develop a site map; (3) Develop an emergency plan; and (4) Implement a training program for employees. Businesses

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must submit this information electronically to the statewide information management system (California Environmental Reporting System, or CERS).

More information about this requirement may be found at: https://www.caloes.ca.gov/FireRescueSite/Pages/HazMat-Business-Plan.aspx

4.0 TRANSITION OF VEHICLES

The fleet inspection and turnover process will be finalized at the first transition meeting between the City and the representatives of the current and incoming Contractors. No less than 4 weeks prior to the transition date representatives of the two Contractors, overseen by the City, will jointly inspect each vehicle in the BCT fleet and prepare a detailed list of any defects or deferred maintenance items and also review the maintenance records of each vehicle to ensure their completeness. The City will meet with the representatives of both Contractors to review the listings of defects/deferred maintenance by vehicle and will determine which defects or deferred maintenance items are to be corrected by the current Contractor at their cost. During the week prior to transition, representatives of the two Contractors will reinspect each vehicle to verify that the identified work has been completed.

If necessary, the City has the right to bring in an independent third party maintenance expert to inspect and resolve issues of deferred maintenance or body repair. The outgoing Contractor is responsible for returning all BCT vehicles to the City in roadworthy and fully-operable condition, normal wear and tear excepted. The incoming Contractor shall not be financially responsible for correction of deferred maintenance or body damage existing at the time of vehicle transfer.

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EXHIBIT “D”

CONTRACTOR’S PROPOSAL

See attached.

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Proposal to the City of Redondo Beach for the Operation and Maintenance of the Beach Cities Transit Service



Submitted by:

TRANSPORTATION CONCEPTS
12 Mauchly Building I
Irvine, California 92618

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Table of Contents

A. Cover Letter .....

B. Background/Experience with FR and DAR 1-4

C. Service Delivery Approach 5-6

D. Project Management, Qualifications and References 7-9

E. Cost Proposal 10

F. Proof of Insurance 11

G. Qualifications and Client References 12-15

H. Supplemental Information 16-17

I. Required Forms and Certifications 18

1. Ability to Meet Requirements of RFP 19

A. Company Organizational Structure and Resources 20-22

B. Staffing and Operational Plan for BCT 23-25

C. Experience with Fixed Route and Paratransit 26-28

D. Ability to Perform 29

E. Bankruptcy Filings 30

F. Public Transit Contract Terminations 31

G. Restrictions, Exceptions or Accomodations 32

H. Citations, Fine or Orders to Stop Operations 33

I. Approach, Capacity and Philosophy for Operation of BCT 34-36

J. Organization of the BCT Operation 37-39

K. Wages and Benefits by Job Classification 40-42

L.Hiring/Screening Procedures 43-45

M. Personnel Handbook and D&A Testing Practices 46

N. Training Programs 47-53

O. Operating Supervision 54-56

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

P. Safety, Security and Risk Management 57-61

Q. Customer Service Training and Standards 62-65

R. Reservations System and Dispatch Plan 66-69

S. Methodology for Assessing On-Time Performance 70-71

T. Fare Collection and Reconciliation 72-73

U. Data Collection 74-76

V. Vehicle Maintenance Plan.....77-83

W. Operating Facility Plan.....84

X. Implementation Plan 85-86

Y. Experience with Transit Technology 87-88

2. Financial Statements.....89

3. Compliance with Specifications 90

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

TRANSPORTATION CONCEPTS

December 18, 2019

Joyce Rooney
Transit Manager
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277

Dear Ms. Rooney:

On behalf of Transportation Concepts (TC), I would like to begin for thanking you for opportunity we have had to serve as the City's contractor of choice for these last 10 years. We are excited about the opportunity to submit a proposal to continue to manage and operate the Beach Cities Transit Fixed Route and Dial-A-Ride Services for the City of Redondo Beach for the next 5 years.

As you are aware, Transportation Concepts has been successful operating this service for the last 10 years. Our focus over these years has been to constantly strive to meet or exceed the City of Redondo Beach and the community expectations, which we believe we have successfully achieved. This is a direct result of the continuity of our local team, which has been lead by Mr. Brett Baum, a proven leader, along with an outstanding location staff, as well as the support of a strong local corporate support team. Mr. Baum has been the Project Manager for the Beach Cities Transit Service for the last 9 years. We have an extremely strong and capable workforce, which has been strengthened both in the number of staff positions as well as the recent wage increase given to our drivers. We continual strive for improved operational statistics, and have a true partnership approach with the City of Redondo Beach which has resulted in an extremely cohesive client/contractor relationship that has continued to provide outstanding results.

Through our dedicated local team that is currently in place Transportation Concepts has a clear understanding of the needs of the BCT system, the technology utilized in day to day operations, and the parameters driving the system. We are familiar with the unique characteristics of the system to include the ridership profiles of the Fixed-Route and Dial-a-Ride services, the logistics of vehicle maintenance and cleaning, as well as the geographical, environmental, and labor challenges found in the local region.

Throughout our working relationship with the City of Redondo Beach, Transportation Concepts has been extremely successful in managing all aspects of this operation. Our team however is committed to continual improvement and is committed to strive for ways to further improve the operation over the next contract term.

Mr. Baum leads with a very hands-on type of management style. He understands his internal working environment as well as the external environment his team serves. He is adamant about getting out into the community on a regular basis and conducts road

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supervision on a regular basis. Brett has also been a resident of the City of Redondo Beach for a number of years.

We hope that through our proposal we truly reiterate our continued dedication and commitment that only Transportation Concepts will bring to the City of Redondo Beach. We have focused on the qualifications of our company, our local team, our knowledge with technology and our sincere desire to continue to manage and operate the BCT service for the next 5 years.

Some of the highlights of our proposal include:

- An extremely qualified Project Manager and Maintenance Manager leading the team as well as a strong support team both at the BCT operation as well as at the corporate office in Irvine, California. No other competitor will offer a management team with the experience and credentials of Mr. Baum and his team.
- A compensation plan that includes continual wage increases for drivers and staff.
- An operational plan that focuses on training, customer service and safety which are proven and designed to result in a positive experience for the end user and potential for ridership growth.
- Local management team with years of "hands on" experience operating Real Time Information systems and Zero Emission Buses.
- A proven operational approach and support system that consistently strives to exceed the needs of the City of Redondo Beach.
- Outstanding positive references from both current and past clients who have experienced contracting with our company for their Fixed Route and Dial-a-Ride Contractor needs.

We are excited about this opportunity to be considered once again to extend our partnership with the City of Redondo Beach for another 5 years.

We acknowledge receipt of Addendum 1 and it our acknowledgement is included with the required forms section of our proposal. If further information is needed, please contact me at (949) 864-3493, (949) 753-7526 (facsimile) or via e-mail – rrogers@transportation-concepts.com. I am authorized to bind Transportation Concepts to the terms of this proposal and it is valid for a minimum of 180 days from submittal deadline.

Sincerely,

Rich Rogers
Chief Operating Officer

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B. Background/Experience with Fixed Route and Paratransit Systems



The City of Redondo Beach has contracted with Transportation Concepts (TC) to operate the Beach Cities Transit since 2009. Over these last 10 years TC has provided an exemplary level of Fixed Route and Dial a Ride services. TC was the driving force in implementing a process to provide accurate reporting of statistics, including on-time performance and a comprehensive monthly reporting format that provided a much greater degree of operational data to the City. TC's approach to success has always been that the management and operation of the Beach Cities Transit remains laser focused on the fact that the community comes first. From our employees to the people we serve, each individual has a stake in the transit system, and without them, we as a Company would not have achieved such success.

Over the initial contract term TC had been instrumental in working with the City of Redondo Beach in a collaborative approach to improve both the image and performance of the Beach Cities Transit service. This enabled BCT to maintain steady growth and stability. TC management had always met or exceeded the Cities performance goals, along with implementing many enhancements, such as a significant fixed route restructure which has resulting in an increase in ridership since implementation. Enhanced Dispatch and management oversight through a relocation of the dispatch center and management offices to the maintenance and bus storage yard located on Kingsdale Ave, which dramatically improved not only supervision, but camaraderie and unity of all employees resulting from this forward thinking change. TC worked with the City in the development of a standardization of vehicle type coupled with a realistic vehicle replacement plan and enhanced our preventative maintenance program to meet the growing technology advancements. In this area alone, we are averaging just **1 road call for every 100,000 miles**.

In July 2015 The City of Redondo Beach awarded Transportation Concepts (TC) a second term contract to continue to operate the Cities Dial-A-Ride and fixed route services. Beginning immediately we implemented a computerized scheduling and dispatch system which replaced the manual system that was previously in place. As a result we saw better efficiencies in the system and made making reservations for the passengers easier, including reduced passenger call wait time and on call time. Other benefits included improved On time performance (OTP), NTD reporting, accuracy in trip scheduling and communication with drivers.

Relative to Customer complaints, over the last 5 years we have averaged only **1.5 complaints per month**. Of course **our goal is Zero** however we believe the ongoing focus our BCT team has on customer service is demonstrated in this overall statistic.

TC also continued to work closely with City Staff to further improve our comprehensive management report that provided both operational and fiscal data. TC also assisted the City in the enhancement of the NTD data collection process, which has proven a success in their FTA Triennual performance review/audit, with zero findings on the TC side.

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Over the past 10 years TC has always taken a partnership approach with the community and worked closely in support of several senior community groups. TC has also enjoyed working closely with the City during sponsored events such as Earth Day, Senior Workshops, City Staff Tours, Council Meetings and other City Sponsored Events.



TC has also utilized many resources throughout our company to enhance and continually improve service. Our Director of Maintenance has provided oversight and inspections of the City owned fleet to ensure that all preventative maintenance and repairs are completed to the highest standards. This approach has had direct influence on our record of 100% satisfaction rating on all CHP terminal inspections, as well as maintaining our goal of less than 3 road call per 100K miles. As previously stated our road call frequency is **1 road call per 100K miles.** In addition to our maintenance support, TC has provided safety training support and OSHA training by our Safety Consultants at IAG. This has led to further improvements to our outstanding safety record.

It has been our pleasure to work with City staff and share their vision of growth and enhancements to the transportation services provided to the community. We truly recognize our role as a partner in the development of the transportation services provided to the community.

With attention to safety TC is proud to have continued to recognize a consistent downward trend in the frequency and preventability of accidents each of the last 10 years we have operated BCT. Over the last 5 year contract term the BCT system is averaging over **185,000 miles of safe driving between preventable bus collisions.** TC's approach starts with hiring the best employees as possible, and then investing the time through training to make every employee extremely safety focused, ultimately leading to a significant benefit to the BCT operation.



Operationally, TC has in place a proactive work environment where focus is placed on safety, service and the enrichment of our employees. Work schedules are planned out well in advance to accommodate the service need, while allowing employees flexibility in planning their outside activities. TC uses a centralized dispatch system where all employees, customers and associates contact a central location (phone, email, in-person, radio) to interact with the operation. Once dispatch is notified, immediate action is taken with emphasis placed on customer service and safety. Quality assurance and control is maintained by TC management, starting from the Operations Supervisors that are tasked with maintaining a smooth operation, adherence to schedule, compliance to policy, training, and emergency response if needed.



Overall Company Experience

From the operation of a six bus shuttle operation at the Ontario Airport in 1982, through today, Transportation Concepts has enjoyed measured growth. Currently, the company manages 16 separate Fixed Route, Shuttle or Dial-a-Ride contracts, all in areas with similar challenges as the Beach Cities Transit. The company operates these services

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utilizing a fleet of over a 150 vehicles ranging in size from seven passenger minivans to 40 foot transit coaches. The majority of the vehicles maintained and operated by Transportation Concepts use Alternative fuels. In addition, we have experience operating Zero Emission Buses in a number of locations since 2015.

Fixed-Route Services



TC has over 20 years of experience operating fixed-route service in the local region with public transit agencies that receive Federal Section 5307 transit funding. In addition to our **ten years of operating Beach Cities Transit**, other comparable fixed-route experience over these last 20 years includes; **7 years** experience under contract with **Los Angeles Metro** operating **55 buses**, **19 years** under contract with **Corona Transit** operating **20 buses**, **5 years** of experience with the **Riverside Transit Agency** operating **86 buses**, along with contracts with **Omnitrans, Palos Verdes Peninsula, the City of Avalon, Los Angeles County,** and several other municipal operations throughout the Southern California area.

In addition, our talented and valued employees have been responsible for the operation of regularly scheduled services throughout the state including overall management responsibilities encompassing day to day administration of systems operating in rural transit environments as well as major metropolitan areas transporting over 5 million passengers per year. This includes routing and scheduling, safety oversight, vehicle and facility maintenance, road supervision and dispatch oversight, integration of technology, and of course vehicle operations. TC employees have experience in this type of service since 1987.

Shuttle/Circulator/Feeder Services



TC has been providing shuttle services since 1982. In fact, we currently operate several shuttle services of varying operating characteristics to include, campus shuttles, medical center shuttles, and employer shuttles. We are extremely proficient at providing high quality, high capacity, short haul, high frequency services. In addition, we provide other special services including regular shuttles connecting remote parking lots to employment centers; feeder services linking passengers from the train station to employment centers, and commuter services providing people transportation from designated parking lots in suburban areas to jobsites located in major metropolitan areas. These services are one way we can contribute to improving the air quality of the communities we serve.

Demand Response/ADA Paratransit / Dial-a-Ride Services



TC also has close to **20 years of experience** operating Paratransit service in the local region with public transit agencies that receive Federal Section 5307 transit funding. In addition to our **ten years** of operating **Beach Cities Transit,** other comparable Paratransit

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experience over these last 20 years includes **19 years** under contract with the **City of Corona** operating **14 vehicles**, **10 years** with the **City of Glendora** operating **10 vehicles**, **8 years** under contract with **Riverside Transit Agency** operating **60 vehicles**, **5 years** under contract with **Omnitrans** operating **100 vehicles**, along with several other operating contracts with municipalities in the Los Angeles and Southern California region. Additionally, TC corporate support staff has experience providing Dial-a-Ride services for close to 35 years.

We have extensive experience managing various size and types of such specialized services ranging from two to over one hundred vehicle operations carrying up to 1,000 passengers per day. In addition, we have experience with various automated (and manual) reservations and scheduling.

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C. Service Delivery Approach

Management Philosophy

Although Transportation Concepts operates as a dba under Parking Concepts, the provision of effective transportation operations is the core business of Transportation Concepts. We do not have other businesses that divert focus from our primary objective with our clients, such as the City of Redondo Beach; which is to transport passengers safely and effectively while creating a positive image for the BCT as well as our organization simultaneously. Our concentration remains on your service. If additional support is needed other than the provision of normal services, we have very tenured and knowledgeable internal staff that can provide consulting and assistance in the areas of maintenance, labor, risk management, safety, technology, and environmental concerns. If Transportation Concepts does not have internal staff that can provide assistance to the degree necessary, we have several professional consultants that we work with regularly that will provide service as necessary.

Over the last 37 years, Transportation Concepts has nurtured a management approach/philosophy that is specific to the needs of our customers. Although it is extremely important to have reliable corporate support, we believe that the service is only as strong as the local team leader. As we have demonstrated over the last 10 years in working with the City of Redondo Beach, the local team will operate in partnership with City staff in working towards the same goal of providing premier service to the residents and visitors of Redondo Beach and surrounding beach communities. Our objective is to ultimately improve the quality of life in the communities that we serve. Part of our efforts include: hiring locally to provide an environment that promotes camaraderie and community involvement as demonstrated over our term in Redondo Beach. In addition, our corporate team will always provide as much support as necessary and be available for consultation as requested anytime.

Operations Programs

As a professional provider of transportation services for over three decades, we have developed and implemented programs for a full range of transportation services. Generally, our programs include the following:

- **Safety – safety culture, employee, riders, maintenance shop, environmental, incident prevention and response.**
- **Customer Service – passenger relations, disability awareness.**
- **Employee Development – recruitment, screening, hiring, training, and supervision.**
- **Maintenance – preventive, body work, warranty, parts inventory, vehicle appearance, heating/air conditioning, audit/inspection, and ongoing technician enhancement training.**
- **Vehicle Operation – employee check in, vehicle inspection, dispatch/vehicle communications, on time performance, route supervision, fare collection and extensive continual training.**

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All of these programs will continue to be in place for BCT. In order to successfully facilitate our programs throughout each of our operations we must effectively maintain our support structure and ensure that each area is developing and continuously improving. Every person on our team must demonstrate a high degree of passion for customer service and be able and willing to provide it to the community and the system ridership.

"City staff has come to rely on location and corporate support and expertise. We value this assistance and believe your company is a partner in our success"

Brian Champion
Previous Contract Administrator – City of Corona

Over the last 37 years Transportation Concepts has had an excellent performance record with the contracts we have operated. We have consistently focused on efforts to exceed client expectations and nurture an excellent safety culture within each of our operations. This approach has resulted in our organization achieving a solid reputation for getting the job done as promised. We are proud of our success. However, our philosophy is one of always keeping our eyes open for a better way to serve our clients. We are committed to continue operating under this philosophy relative to the service provided to the City of Redondo for the Beach Cities Transit Service.

The following is our location specific *Beach Cities Transit Operations Policy and Procedures* manual. This is issued to all employees upon hire. In addition, our company handbook is also issued at the time of hire, and further demonstrates our understanding of this project. Information on our employee handbook can be found in Section M of this proposal.

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TRANSPORTATION CONCEPTS
OPERATIONS POLICY AND PROCEDURES –REDONDO BEACH

These procedures are incorporated into the existing TC Handbook. Situations may occur that are not covered by these policies and procedures, such instances, drivers must exercise good judgment. In all situations, drives must report these to their supervisor and dispatch.

All drivers must become thoroughly familiar with the TC policies and procedures, special requests and instructions. Ignorance will not excuse negligence of duty, and disciplinary action as stated below or contained in the TC Employee Handbook, sections "K", Workplace Conduct page 43-45. Clarification of these rules must be done through your immediate Supervisor or Trainer.

1. **Special Instructions**:
   Special Instructions supersede the procedures contained herein, and are to be obeyed while in effect. Special Procedures and instructions may be issued in the form of:
   - Bulletins
   - Notices
   - Memos
   - Schedule Memos

2. **Compliance and Instructions:**
   Drivers must accept responsibility for and carry out the oral and written instruction of any authorized TC or Agency representative.

3. **Notice Boards and Mailboxes:**
   Drivers must consult the notice boards and check their mailboxes if provided before and after each day's assignments.

4. **Cooperation with Law Enforcement and Fire Department:**
   Drivers must cooperate with Law Enforcement and Fire Department agencies. If such cooperation creates a dangerous situation or changes any established TC procedure, notify your supervisor immediately for clarification. At no time can passengers get involved with assisting in any safety related issue. An Incident report must be completed and turned into your supervisor at the end of your shift detailing the incident.

5. **Safety in the Yards:**
   Drivers must be alert and take necessary precautions to ensure their personal safety and the safety of others. Reflective Safety Vests must be worn at all times when walking yard and or layover. The safety vest may not be worn while operating any vehicle.

6. **Seat Belts:**
   Drivers must wear seat belts when operating any vehicle, revenue vehicles included. When operating a non-revenue vehicle, it is the operator's responsibility to ensure that all occupants of the vehicle are using the seat belts before the vehicle is put into operation.

7. **Electronic Devices:**
   All electronic devices must be off and not visible while operating a vehicle, including a non-revenue vehicle. The only exception is the two way radio or PTT phone. Using a cell phone while operating a vehicle will result in immediate termination.
   - Cell phones and accessories
   - Computers and accessories
   - Electronic audio and visual devices.
   - Ear pieces.

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8. **Pull in, Pull out and Off Route:**
Drivers must strictly adhere to all operating procedures and traffic laws on all pull out, pull in and detours. Drivers must never park or layover in any unauthorized location. Unnecessary deviations or delays are prohibited. Drivers must always use their four way signals when pulling into a stop.

9. **Routes:**
Deviating from routes is prohibited, unless directed by Law enforcement, fire department, supervisor or agency representative. Routes are to be completed as per the established paddles. Cutting short a route or deviating without authorization will result in immediate termination.

10. **Service Delays:**
Drivers must notify dispatch immediately when a delay or blockade has interrupted service for more than 10 minutes or may prevent the bus from reaching the layover in sufficient time. Also, notify dispatch once the delay / blockade has been cleared. Ensure this information is written on your trip sheet.

11. **Time Points:**
Speeds must be monitored so that drivers arrive at time points safely and on schedule. DO NOT depart time points earlier than the scheduled time. DO NOT arrive at time points or layovers more than 3 minutes ahead of schedule. Running times must be distributed evenly between time points.

Violation of this section will result in Disciplinary action up to and including termination.

12. **Detours:**
When driving through an authorized detour, stop at any intersection where it is safe to allow passengers to board and alight.

13. **Layover:**
Engines must be turned off when layover time exceeds 5 minutes. Always ensure your vehicle is pulled forward and does not block any driveway or intersection. Always try to accommodate other drivers.

14. **Unattended Buses:**
When a bus is left unattended at any location, it must be properly secured. Do not leave any supplies on the bus. Drivers must keep their passes, ID badges, and transfers on them at all times. Return to the bus with sufficient time to prepare for service. Never leave passengers onboard when unattended. Always notify dispatch when you leave the bus unattended.

15. **Announcing Departures:**
Announcing your departure should be done moments before departing the stop. Always keep a look out for passengers.

16. **Transporting Animals:**
Drivers must transport service animals in accordance with the American's with Disabilities Act guidelines. All other animals must be secured in a suitable carrier. Notify dispatch whenever a service animal is onboard.

17. **Request for Assistance:**
All requests for emergency assistance must be made through dispatch. A driver may request the assistance of law enforcement or just the assistance of a supervisor. Drivers must use the correct10 codes when these requests are made.

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18. **Reporting Disturbance sand Altercations:**
Report all disturbances and or altercations to dispatch as soon as it is safe to do so. Always wait for supervisor arrival. Avoid all confrontation even if it means getting off the bus. Safety first. Incident report must be submitted before signing off for the day.

19. **Fares:**
Never insist on payment of fares, just quote the fare. DO NOT create a situation that can jeopardize your or the passengers safety.

20. **Unnecessary Service Delays:**
Drivers must never stop to purchase food or beverages or to conduct personal business at any time; this includes deadheading to and from the TC yard to the start or end of service while operating any vehicle. Stopping along the route to use the restroom in an emergency is permissible. If said stop is at a business that sells food or beverages, Operators are not permitted to make purchases.
In the event the restroom is in a mall or casino, the same rules apply, shopping and gambling is restricted.

The only exception to the above is when an Operator is on their meal break and has been authorized to use a TC vehicle during their meal period.
Always contact dispatch when there is a need to stop. Dispatch will need your name, route #, bus # and location. Once back in service you will again need to contact dispatch informing them you are back in service. Passengers can never be left in your vehicle while unattended. Also instruct the passengers to disembark.

21. **Treatment of Passengers:**
Good passenger relations are essential for our success. Drivers are required to treat all passengers in a courteous and respectful, and professional manner at all times. When dealing with your passengers, be conscious of your actions and words used, but as importantly your tone. Don't be offensive and sarcastic. Remember, you not only represent TC, but the Agency/ Client as well.

22. **Tampering with Fare box:**
Drivers are strictly prohibited from tampering with the fare box. Drivers are not permitted to use any non approved tool to clear the fare box. Any attempt to adjust or tamper with the position or normal operation of any of Company property, including the fare box is strictly prohibited. Employees who engage in theft of, or willful misuse of Company property will be subject to discipline up to and including immediate termination and where appropriate and criminal prosecution.

23. **Securing Fare Media:**
Drivers are responsible for all fare media that is issued to them as well as any that is collected during their assignments. Fare media must never be left on the bus, when the vehicle is unattended. When drivers are on the bus, the fare media should be stored out of sight at all times. All fare media must be turned in at the end of your schedule. IAT cards must be documented on the driver's trip sheet reflecting how many were received, sold and returned back to dispatch.

24. **Radio Conduct:**
Vehicles that are equipped with two-way radio systems fall under the direction and is regulated by the FCC (Federal Communications Commission). The following is prohibited over the radio:
- Use of obscene, unnecessary comments, slang terms and profanity
- Unauthorized use of messages
- Excessive, false or deceptive signals or communications
- Unauthorized call signs
- Tampering

Violation of this section will result in Disciplinary action up to and including termination.

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25. Smoking Policy:

Transportation Concepts (TC) is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. It is the policy of TC to prohibit smoking on all Company premises and in all Company vehicles in order to provide and maintain a safe and healthy work environment for all employees. In conjunction with state and local law, employees are free to smoke n designated areas outside the buildings and vehicles during non-working hours (i.e. before work, during breaks and after work).

In fairness to all employees, individuals who smoke are expected to comply with existing Company policy regarding break time. Smokers will not be singled out or monitored in any way that results in treatment different from that applied to other employees.

Employees violating Company rules on breaks or smoking will be subject to disciplinary action up to and including termination.

TC operates in accordance with California Code Reg. Title 22, sec 12000 (b), which states that tobacco smoke is a chemical known to the state to cause cancer. Also, TC follows all the city, county and state policies and regulations in monitoring smoking in public places. Any employee who violates Company/locations smoking policies will be subject to disciplinary action. Ref: Employee Handbook September 2003.

Administering the Policy

- The no smoking policy applies to all employees and outside business guests who may be visiting the building
- This policy covers the smoking of any tobacco product and the use of smokeless (or spit) tobacco
- Smoking is not allowed within the building at any time
- Smoking is not permitted in any company vehicles, either owned or operated by Transportation Concepts
- It is the responsibility of each employee to ensure that his/her visitor(s) comply with all provisions of this policy
- Smoking is permitted on the grounds provided that it occurs beyond 25 feet of any building entrance or open window
- Employees who choose to smoke within the permitted areas must do so on their regularly scheduled breaks or meal periods
- All materials used for smoking, including cigarette butts and matches, must be extinguished and disposed of in appropriate containers as provided
- No additional time off work shall be authorized for employees that smoke
- Each employee is expected to abide by the terms of the Smoke-Free Workplace Policy

Employees are required to sign an acknowledgement that they have read and understand the smoke-free workplace policy. A copy of the signed acknowledgement will be placed in the employees personnel file.

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26. Speed:
Drivers will not drive any TC or agency vehicle at a speed that exceeds the posted speed limit, or a safe speed for the conditions. Speed adjustments should be made only when directed to do so by a posted speed limit sign. Adjustments should be made for inclement weather, traffic conditions, visibility, surface of the roadway and the size of the vehicle.

27. Destination Signs:
Drivers must display the proper destination sign number, destination route sign at all times. When not in service on pull out and pull in, or off route trip the driver must display a "Not in Service" destination.

28. Use of Lights:
Regardless of time of day, i.e. sunrise, sunset or darkness, the interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely. Remember, passenger safety starts with a good vehicle safety inspection which includes interior lighting. If you find safety critical systems are not in working order they must be reported to Dispatch and Maintenance.

29. Tires:
Except when curbing wheels for proper securement, ensure that the tires of any vehicle do not contact the curb or any object that could damage them. If the tires are damaged, note the damage on the DVIR.

30. Door Operation:
Do Not open the doors at any time while the bus is in motion. The bus must come to a complete stop before the doors are opened, and be completely closed before the bus is in motion.

Violation of this section will result in disciplinary action up to and including termination.

31. Vehicle Check at Layover:
Upon arrival at a layover, drivers are required to check their bus for the following:

- Sleeping or intoxicated passengers
- Lost articles
- Debris
- Hazardous Substances
- Damage
- Low tires
- Lights

32. Calling Stops:
Drivers are required by ADA regulations to announce in a clear, distinct voice all transfer points, major intersections, and destination points, points of interest and any stop or location upon request. In addition, make announcements at sufficient intervals along the route to familiarize vision impaired passengers to their locations.

Violation of this section will result in disciplinary action up to and including termination.

33. Passenger Stop Request Sign:
The stop request sign must be on at all times.

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34. Driver / Passenger Conversations:

Avoid all unnecessary conversations and distractions while the bus is in motion. Questions should be answered briefly and politely, without diverting attention to the road. Treat all questions and answers as if it is the first time you have heard it, regardless how many times you have heard the questions before. Schedules should be provided to the passenger to help minimize inquiries.

35. Ejection:

It is illegal and prohibited for any Driver to place their hands upon a passenger without that passenger's permission. Passengers behaving in an offensive manner should be requested to stop the offending conduct. If it becomes necessary to request the offending party to alight the bus, always notify dispatch and have a supervisor meet you on route. When alighting the passenger the bus should be pulled over to a safe location. Small children or people who appear to be in a vulnerable position must never be ejected. A full report must be handed in at the end of the driver's schedule. Courtesy cards should be handed out to passengers when situations like this occur.

36. Badges:

The employee identification badge is part of your uniform and must be worn at all times. After receiving your badge it's your responsibility to keep hold of and protect it.

If you have legitimately lost your employee identification badge there is a $20 replacement fee. Any Driver who knowingly allows someone else to use their employee badge will be terminated.

37. Time Keeping:

It is recommended that all operators keep a record of their working hours. Each work run has a sign-on and sign-off time. An employee may sign on early does not entitle you to overtime. Employees are required to sign their name next to their sign in time and again when they sign out. This is to be done at the scheduled time, not before and not after.

Any overtime occurring at the end of you shift must be approved by the on-duty controller. If you can't justify the reason you're completing your shift late the on duty Controller is not authorized to sign-off on the overtime.

38. Assisting the Elderly:

As a person ages, physical changes begin to appear.

- **Vision** – This is affected in many ways; the eyes ability to distinguish between colors is impaired. Bright and contrasting colors should be used to assist elderly persons.
  The white or yellow stripes on stairwells and aisles help distinguish between steps and the width of the aisles. Eyes can become very sensitive to bright sunlight. The eye becomes more susceptible to cataracts, which causes vision to be cloudy and blurred. Blurred vision can also affect the elderly person's ability to judge distance. To further aid the elderly, **bus operators are required to call stops, transfer points and time points.**

- **Hearing** - The range of hearing, especially in the areas of very high or low-pitched sounds is normally limited by age. It is important, therefore not to shout at an elderly person since this normally does little good and may cause them to become upset or confused. It the elderly person seems unable to hear you, speak a little louder and slower, and even try in a lower voice.

- **Physical** – Many elderly persons experience difficulty in boarding the bus. They may have physical conditions and injuries that limit their mobility. Park the bus close to the curb at the stop, and make sure that the doorway openings are positioned properly. Point out obstacles or hazards, which they may encounter and offer to assist them as they board or alight from the bus.

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- **Priority Seating** - The first two front rows are allocated to priority seating for the elderly. Upon request, a bus operator can ask passengers in these seats to move in order to accommodate elderly passengers.

The **ADA (Americans With Disabilities Act)** does not require elderly persons to use priority-seating areas on the bus.

A few pointers that may help you as a bus operator to assist with the elderly;

- Announce the bus and route number to elderly passengers standing outside the bus. This can be done using the PA system.
- Announce stops, transfer points and time points.
- Speak clearly and more slowly.
- Park closer to the curb.
- Kneel the bus – .
- Keep priority seating open.

Passengers seated in designated areas are not compelled to move, as the elderly are not required to use designated seating. However from a customer service standpoint you should try to encourage this.

39. <u>E-Mail, Voicemail, and Computer Network System Policy:</u>

Employee privacy rights do not extend to work-related conduct or the use of company-owned equipment or supplies. You should be aware of the following policies:

- Our Right to Access Information

  Although employees have individual access codes to e-mail, voicemail, and computer network systems, these systems are accessible at all times by Parking Concepts, Inc. and may be subject to periodic unannounced inspections by us. All system access codes must be available to the Company, and employees may not use access codes that are not known to the Company.

- Systems Use Restricted to Company Business

  Employees are expected to use e-mail, voicemail, and computer network systems for Company business only and not for personal purposes. Personal purposes include, but are not limited to, soliciting or obtaining opinions for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations. In this regard, the Company reserves the right to retrieve and read any messages composed, sent or received. Please note that even when a message is deleted by the user or recipient, it may be possible to re-create the message; therefore complete privacy of messages cannot be guaranteed to anyone, and communications should be limited to business purposes.

- Forbidden Conduct

  Employees are prohibited from using PCI/ TC information systems in any way that may be disruptive or offensive to others including, but not limited to, the transmission, receipt or viewing of sexually explicit messages, cartoons, images, sounds, ethnic or racial slurs, or anything else that may be construed as unlawful harassment or disparagement of others.

- Password Security and Integrity

  Employees are prohibited from the unauthorized use of other employees' access codes to gain access to their e-mail and voicemail messages. Personal or other inappropriate use of information systems will result in disciplinary action up to and including immediate dismissal.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

40. Lost and Found:

Any item found on a bus must be properly documented and secured by the following process.

- **Initial Find**
  Drivers are to call in stating when and where the item was found
  Dispatchers are to log the call

- **Returning to the Yard**
  The driver is to turn the item over to the dispatcher on duty
  The dispatcher is to tag the item.
  The dispatcher is to log the item in the lost and found log book

- **Securing the item**
  All lost and found items are to immediately be secured in the combination safe
  Any bulk items that cannot fit in the safe should be secured in the manager's office

- **Returning Items**
  Passengers must produce I.D when claiming items at our facility

41. In Service Check:

All drivers are to contact dispatch when going into service. This is to be done when first starting service and anytime you are starting after relieving another driver, or after a lunch break.
The correct procedure after confirming contact is to state your route and then "10-8" and your location. For example: Dispatch: *"go ahead"*, 102-1, *10-8 at the Pier"*. An example for lunch relief drivers is as follows: Dispatch *"go ahead"*, Operator: 10-7, *10-8 at LAX"*.
Again, this only needs to be done on the first trip when you take over your bus, not on every trip of your route. .

42. Bus Stops:

At bus stops that service more than one bus at a time, please remember to stop at the end of the stop, not in the middle.
Additionally, if safe to do so, if another bus pulls in behind you, pull forward to allow the other bus to safely enter the stop. Always ensure you stop at the service stop when another vehicle bus is already at the stop.

When entering a bus stop zone and during your time stopped at bus stop the emergency four way flashers are to on, (No exceptions). When merging back into traffic - Signal, look for oncoming traffic, and merge safely. If your buses emergency four way flashers do not operate properly, write it down on the Daily Bus Report and inform the supervisor so that repairs can be made as soon as possible. Your cooperation is vital and important for the overall operations and passenger safety.

Drivers arriving to the Torrance Circle (Redondo Beach Pier) with down time exceeding 2 minutes must turn their bus off. This applies to all Layover's; Palos Verdes/ Via Valencia, LAX and Aviation Station.

43. Reporting Incidents:

Anytime an incident or anything out of the ordinary occurs, no matter how minor it may seem at the time, you MUST report this to dispatch and or a supervisor immediately by radio or cell phone. Once

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you have completed your shift you are then to ensure an incident report is made out and issued to your supervisor or manager before you sign off for the day.

Every incident that occurs in a vehicle, has the potential of escalating into liability for and cost to the company, but most importantly can jeopardize your job.

The following are examples of the more common types of incidents, but does not include every type of incident that may occur.

- Passenger failing to pay for his/her fare.
- Passenger arguing with another passenger, or yourself.
- Passenger disturbing other passengers.
- Passengers not having the correct or expired transfers or cards.
- Accidents.
- Passenger injuries.
- Passenger falling when de-boarding the bus.
- Road hazards.
- Passenger conflict.

44. Rewritten Trip Sheets:

When drivers rewrite their trip sheets the following procedure must be followed.

- When a trip sheet is rewritten, only (2) copies must be submitted (Original trip sheet & rewritten trip sheet).
- Specific comments providing explanation of rewrite must be placed on comment section of rewritten trip sheet
- Original trip sheet and rewritten trip sheet must be stapled together

45. Talking to the Media:

It is TC policy that drivers or any employee ARE NOT PERMITTED to speak to the media at any time for any reason. This is a very sensitive issue and could cause heavy liability issues for the both the agency and TC. If you are approached by someone from the media for a comment on anything, you are to redirect them to TC Management.

As an employee of Transportation Concepts, you are also an ambassador and representative for the Agency/ Client. Anything you say or do, while in uniform, on the clock or on the bus reflect on both TC and the Agency and Client. As a driver, you are always in the spotlight, especially when there is an accident, incident or even changes to the service, and people from the media are always trying to get information from you as you are first line of the source.

Violation of this section will result in disciplinary action up to and including termination.

46. Uniform Policy:

Image is an important factor when it comes to professionalism. TC prides itself on its image and And this is why we issue uniforms. It is up to each of you to ensure your uniforms are clean and that you are in complete and proper uniform during all assigned shifts, this includes fueling. Failing to be in complete and clean uniform will result in the employee being sent home.

Watches form part of a requirement for this job, and it is your responsibility to have a good working watch with you at all times during your shifts. The correct time of day must be maintained at all times while on duty. Watch malfunctions are not an excuse for running off schedule.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

The following is the required TC uniform:

- TC issued Shirts – (ONLY WHITE T-SHIRTS ARE ALLOWED UNDER THE SHIRT)
- TC issued Pants
- Black Shoes
- Dark Socks
- TC issued Jacket
- TC issued Caps (or plain blue, no lettering)
- I.D. Badges (When issued)

47. Credentials:

Renewal of your proper credentials is your responsibility!
Your credentials consist of your Driver License, VTT Card and your Medical Examiners Certificate. The company is NOT responsible for reminding you when your credentials are going to expire. It is your responsibility to keep all of your credentials current and not wait until the last minute to renew them. In regards to your VTT Card it is your responsibility to make sure that you have enough in-class training hours to renew your VTT.

If the re-newel of your credentials should interfere with the company's day to day operations due to neglect on your behalf, you will receive a written warning, and be suspended without pay until your credentials are updated.

48. Passengers Riding with Luggage:

Luggage must be positioned in front or on passenger while the bus is in motion. The luggage must not occupy additional seating or the seating or leg space of another passenger. If the luggage does not meet these criteria then we cannot place luggage on bus. As a result, we cannot transport customer.

49. Wheelchair and Mobility Device Policy:

BCT requires all wheelchairs and mobility devices be secured by a 4 point system. Passengers failing to adhere to this rule will not be permitted to ride.

Loading:

- Location: insure that the vehicle is on the correct side of the street
- Vehicle should be on firm, level ground
- Lift should come to rest on concrete or pavement
- Always avoid soft, wet, or slippery surfaces
- Before contact is made with passenger security belt must be put on

Vehicle:

- Leave engine on
- Turn fast idle on (If applicable)
- Turn lift switch on (If applicable)
- Engage parking brake
- Make sure wheelchair is clear of lift deployment

Authorization:

- Only **TC** personnel, who have been properly trained in wheelchair procedures, may perform these functions.

Deployment:

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- Deploy lift to flat, solid ground
- Pull the wheelchair onto the lift platform, passenger facing away from vehicle
- Secure brakes on the wheelchair
- Disconnect an electric wheelchair's power supply, if the passenger is not able to fully control the chair
- Fasten and tighten lift belt if equipped with one
- Stand behind passenger if space permits and notify the passenger that you are about to move the lift
- Ride up on the lift platform, if you can safely do so, holding the wheelchair with one hand
- Make sure that the safety lift flap locks into an upright position as the platform clears the ground
- When the lift reaches the top of its cycle, release wheelchair brakes and pull the chair backwards into the vehicle
- Maneuver chair to securement position, DO NOT LIFT the wheelchair

Securement:

- 4-point tie-down system is to be used
- Under no circumstances should there be less that 4 straps used
- All wheelchairs and mobility aids should always be secured in a forward facing position
- All electric wheelchairs must have power turned off while secured
- Encourage passengers in scooters to transfer to a seat

Equipment:

- 4-tie down straps, 2 front, 2 back
- One lap-belt set
- One shoulder harness set
- If the shoulder harness cannot be secured, then a lap belt will suffice, however, these should be rare occasions

Connect:

- Apply brakes to the mobility aid
- Connect front tie down straps to a T-connector of the wheelchair frame, on the front half of the wheelchair
- Connect back, ratchet tie down straps to a T-connector on the back half of the wheelchair
- Never connect straps to wheels, footrests, armrests, or any detachable or moveable part of the wheelchair
- A tightened tie-down strap must be straight, not twisted
- Unoccupied wheelchairs must be tied down

Recheck:

- Recheck all straps, test by pulling from the back of the wheelchair to see if it moves

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Unloading:

- Unloading area should always be on level ground
- Vehicle engine should be on, parking brake on, lift switch on, fast idle on-if applicable
- Release all tie downs and store them in proper container
- Activate lift
- Verify that the safety belt is secured
- Maneuver wheelchair onto lift, setting brakes
- Inform passenger that you are going to activate lift to downward position Lower to the ground by standing on the lift behind the passenger and holding onto the wheelchair with one hand
- If the wheelchair is too large to allow you to ride on the lift platform, stand on the ground and to the side of the lift while raising and lowering. Maneuver the wheelchair onto and off of the lift platform while standing on the ground in front of the lift. Once the wheelchair is aboard the vehicle, secure it, then proceed to secure the lift closing all doors
- Once lift reaches the ground, ensure end gate is down, unlock wheels, unfasten lift strap, then push wheelchair off of the lift platform
- Secure the area by stowing the lift and closing doors, never leave the lift out and unattended

General guidelines:

- Never leave the keys in the vehicle when assisting passengers to a destination
- Safety belt to remain on the passenger until they are at destination
- Never leave passenger unattended on the lift
- Store tie downs in proper container
- Always maintain physical contact with the wheelchair
- Explain each element of the procedure to the passenger
- Always lock brakes on the wheelchair
- Shut off power to electric wheelchairs when on the lift platform and in the vehicle
- Make all wheelchair movements as smoothly as possible
- DO NOT leaves the vehicle running in front residences, or facilities. When not in use always turn the engine off
- Do not use the manual operation capability of the lift to load a passenger. This function is intended to unload passengers when the lift cannot be operated electrically. No standees permitted during manual operation

Ergonomics:

- When physical strength is required, always use leg and hip strength, not back strength
- When securing tie-downs, kneel and keep your back straight
- Do not move a wheelchair over multiple steps
- Pull a wheelchair downhill and push moving uphill
- If at any time circumstances prevent you from following these procedures contact dispatch

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

50.Your Responsibility as an Operator:

- Drivers shall carry out a complete walk around inspection of the vehicle prior to the departure of the first run of each day to satisfy DOT requirements and company regulations.
- Drivers shall instruct passengers on loading and unloading procedures, safety rules and rules of conduct when needed.
- Drivers shall always be in their vehicle when loading and unloading passengers, with the exception of loading and unloading wheelchair passengers.
- Drivers shall not allow passengers to sit or stand in the drivers compartment, shall enforce strict discipline on the vehicle and shall enforce all rules of conduct of the company as outlined by the company policy. This makes allowances for the Standee Policy.
- Standees: No standees allowed beyond the "standee line", and as long as you have full view of all your mirrors. The dispatcher must be notified when you have a full bus.
- Drivers shall not leave the vehicle while passengers are on board. In case of an emergency set the emergency brake and turn off the engine and remove the key.
- Drivers shall unload or load passengers only at the designated time and place. If there are any changes in the route the drivers will be notified by the Dispatcher /Supervisor or General Manager.
- Drivers shall keep the service doors closed at all times when the vehicle is in motion.
- Drivers shall not back up a vehicle unsupervised except in an approved area or in an emergency.
- Drivers shall report any mechanical problems in writing on the DVIR forms to the Supervisor.
- Drivers shall use radios strictly for company business and conduct all conversations in a professional manner. Drivers, in the event of a mechanical breakdown, you are to immediately notify the Dispatcher of your location and the nature of the problem by using the correct radio codes.
- **Drivers shall report any incident to the Dispatcher immediately. The driver should not continue in route unless authorized to do so by the Dispatcher.**

51. Pre and Post Trip Inspections:

Pre and Post Trip Inspections are Mandatory parts of your daily functions. Pre-Trips and the completion of your DBR's must be done before the bus rolls out of the yard. Drivers are to be present at their buses during the time of Pre-Trip. Supervisors will monitor this on a daily. AM DRIVERS. The PM drivers are to complete their Post Trip Inspections when they return to the yard.

52. Drivers Trip Sheets:

The drivers logs forms part of your daily function. Your paperwork is to be completed in full, this includes, bus details, route times and all ridership details. Most importantly is that you complete all ridership details especially on the last run. If you do not pick up any passengers, you must fill in the spaces with a zero. Please ensure that all your transfer information is filled in accurately and your start and end transfers and any unused punched transfers are stapled to your paperwork. This includes the last run, if you do not have any passengers, fill in"0" in the space provided.
Your start and end times must be filled in on every trip, this is the actual time you leave and arrive not the time as per the schedule. Do not only write the start time and leave the end time blank.
Please refrain from circling and artwork on the logs, this is an official document which is audited by TC and Agency/ Client.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

53. DVIR:

DVIR's may only be completed during the physical inspection. You cannot do your inspection and then complete the DVIR in the office. Drivers who do not adhere to the above will have to re-do their pre-trip the correct way.

For your own safety, the following procedure must be adhered to correctly:

1. The first driver assigned to a vehicle fills out the DVIR in triplicate.
2. The DVIR is to be completed in full reflecting the following items;
    - Vehicle #
    - Date
    - Drivers Name
    - Start miles
    - Start time

    At the end of your shift, complete the End miles and End time
    - Check off each item one by one. For defects mark an "X" next to the item
    - Any comments related to the defects found. No personal comments must be made
    - Drivers to sign the DVIR (middle of the page)
    - Supervisor / Dispatchers signature (right top corner)
3. Supervisor/ Dispatcher must sign off DVIR initialing the top right hand corner of the DVIR, ensuring all safety related items are checked off before the bus departs from the location.
4. The signed YELLOW copy must be handed to the supervisor / dispatcher before leaving the location. The PINK and WHITE copies are kept on the bus for the duration of the day while the bus is in service.
5. The 2nd and 3rd drivers are to use the same DVIR as the first, this time completing the driver #2 or 3 box;
    - Name
    - Start miles
    - Start time
    - Check off each item one by one. For defects mark an "X" next to the item. (for the drivers taking over in route, do the work around and check brakes).
    - End time
    - End Miles

    At the end of your shift

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

6. At the end of the day after the Post Trip Inspection is completed, the PINK copy is to be left in the vehicle for the next morning driver to review and the WHITE copy is to be turned into the supervisor/ dispatch.

(This will allow the morning driver the opportunity to see what defects the previous driver wrote up).

7. Whenever a repair is done, the mechanic will check and sign off on the defect which was reported on the WHITE copy of the DVIR and file this with the repair order in the vehicle file. The mechanic must also check off the repaired items on the PINK copy on the bus.

54. Sick Passengers:

If a passenger is sick on the bus, the driver must pull over immediately in a safe place, and call into dispatch informing them of this. Check with the passenger if they require medical assistance. If assistance is required, advise dispatch, who will call 911.

Immediately dump the kitty litter over the spilled body fluid, and instruct the passenger/s to move to another seat. Do not inhale while dropping the kitty litter and do not touch any of the body fluid.

Then continue on route until a replacement bus meets you to do a bus exchange. The bus is returned to the location and tagged for utility personnel or mechanic to clean up.

The bus cannot go back into service until the body fluid is cleaned up correctly.

Requirement: All drivers are to ensure they have at least one bag of Kitty litter on their bus when doing their pre-trip inspection.

55. Passing-Up Bus Stops:

Skipping stops is prohibited. Only buses full to capacity and approval from dispatch can pass a stop.

56. Pedestrians:

You must always yield the right of way to pedestrians crossing the street regardless of whether they are at a marked crosswalk or not. Pedestrians may stop/ change direction back into the path of the bus. Always use caution, until they are well clear of the bus.

Watch for pedestrians emerging between or around large vehicles.

57. Recovery Time:

Recovery time is the time between the scheduled arrival of one trip and the scheduled start of the next trip. This time is to allow for recovery of lost time, and provide appropriate headway spacing. This is not break time, or personal time, but may be used as such if there is waiting time before the next scheduled departure. You should return to the bus with enough time to board passenger.

Note: Never leave an unattended bus with passengers on board, and always advise dispatch that you will be away from the bus.

58. In Service Driver Relief:

Drivers are never to wait at the relief point if the relief driver is running late. Continue in service, but advise dispatch. The relief driver will be required to meet you on route.

59. Extra Board:

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

An Extra Board (EB) position is selected by bid. This position requires the driver to be qualified to drive all Fixed route and DAR routes. This position fills in for drivers when they are sick, on vacation, or an open bid. The driver should be flexible with their hours, as the hours can change depending on the requirement on the day.

60. Railroad Crossing:

Remember anytime can be train time, whenever you approach a railroad crossing
LOOK, LISTEN, LIVE.

1) Slow down upon approach.
2) Activate your 4-way flashers at least 100 feet from the railroad crossing.
3) Come to a complete stop no less than 15 feet, nor more than 50 feet from the crossing marker (stop sign, black and white X shaped crossbuck etc. If you are unable to get a clear view in either direction after the initial stop has been made, you may move up to a point (NOT THE TRACK) where you may determine that no train is approaching.
4) Pull the bus to the right side of the lane.
5) Listen and look in both directions for approaching trains. Open the front door of the bus to improve your ability to see and hear an approaching train. Look for a second train.
6) Stop and wait for approximately 30 seconds.
7) Proceed only if the track is clear, the arms are up and signals are off. Make sure there is no traffic ahead which might prevent you from completely crossing the tracks.
8) When it is clear, close the door and cross only when all tracks are clear.

RAILROAD XING PROCEDURES SPECIFIC TO THE XING ON SEPULVEDA BLVD AFTER LEAVING PLAZA EL SEGUNDO.

9) When traveling West on Park Place Drive to Sepulveda, you must be in the outer turning lane.
10) Put on your 4-way flashers immediately as you start to make the turn, this will warn vehicles behind you, you are preparing to stop.
11) Pull from the intersection, slowly, do not speed up.
12) Come to a complete stop in this same lane; do not merge to the curb lane, or inner turning lane.
13) Follow the same rules as points 3 thru 8.
14) Upon pulling from the railroad crossing, merge one lane to the left, to make the left turn onto Rosecrans. Remember to stay in the outer turning lane, as your first service stop is just after you make the left hand turn.

61. Rules of the Bus:

1) Fixed Routes:
   a) Operators should not allow any passengers to stand behind the yellow standee line.
   b) Operators are to ensure that customers have moved as far to the rear as possible and are not seated on the floor.
   c) Operators should not allow any person to occupy a position that will interfere with your vision to the front or sides, or in the outside rear view mirrors (i.e., they must stand behind the yellow line).
   d) Children 6 and under must be accompanied. If a child attempts to board and there is no adult escort, board the child and notify Dispatch immediately for instructions.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

e) When necessary Operators should request priority seating for the elderly or disabled passengers.
f) Wheelchairs must be secured with a four point tie down, and request the passenger uses the shoulder and lap belt.

2) Dial-A-Ride (DAR):
   a) DAR operators are expected to make sure that they are standing outside the vehicle at the passenger door to assist passengers boarding and exiting from the vehicle. If the passenger refuses assistance, you are still required to stand by the door.
   b) Always tell the passengers to watch the step and hold on to the hand rails.
   c) Ensure the passenger is seated and secured preferably with seatbelts before putting the vehicle in motion.
   d) A vehicle should not be put in motion until the doors are closed. The doors should not be opened until the vehicle is at a complete stop.
   e) Warn passengers to wait until the vehicle comes to a complete stop before attempting to stand.
   f) During darkness and whenever otherwise deemed necessary, you should ensure that the interior lighting is sufficient for customers to enter and exit safely. This is to be done by leaving the adequate number of interior lights on while in transport.
   g) Wheelchairs must be secured with a four point tie down, and request the passenger uses the shoulder and lap belt.

62. Service Animals:

Service or guide animals necessary for travel by passengers with disabilities are allowed on all vehicles. As a reminder, please educate all drivers that when picking up a customer with a service animal, the following question can only be asked:

Is this your service animal?

If the passenger replies, "yes", the passenger is allowed to board vehicle with service animal. No other inquiries are necessary.

All animals must be in the possession or care of the passenger and must not interfere with, disrupt or disturb service on the vehicle. Please also share the following information with all staff in regards to small pets and non-service animals:

1. Small animals such as birds and cats must be secured in a commercially made pet carrier or cage that can be safely placed on the passenger's lap and does not require a separate seat
2. Glass, breakable or homemade carriers are not permitted
3. The animal must be completely enclosed within the pet carrier or cage at all times.
4. The pet carrier or cage must completely prevent the animal from escaping or physically contacting another passenger.
5. The pet carrier or cage must be constructed so that no bedding material or pet waste can exit

63. TAP IAT Cards:

The following TAP transfer cards (please see below) are to be issued for the Marine, Doulas and Aviation Stations to any **CASH** paying passenger transferring to Metro Greenline rail lines **ONLY**. **This card is not**

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valid on any bus lines and is programmed to allow passengers through the locked turnstile ONE time only, and then it becomes invalid.

Each driver will be issued these TAP cards at the beginning of their shift. You will need to sign for receipt of these TAP Cards. At the end of your shift, you will be required to return the left over TAP transfers back to dispatch, and will again have to sign for the returned cards.

When selling a TAP card, you will need to record this on your trip sheet under the column marked "TAP". The number of TAP transfers sold must add up to the number returned back to dispatch.
(i.e. issued 5 – sold 3 – 2 should be returned). As these TAP transfers have a monetary value, control is very important. Do not leave these on the bus unattended at any time.

When a passenger requests to transfer to one of the rail lines, collect the appropriate fare, and issue them one of these new cards. You are only allowed to issue one transfer to each paying passenger, DO NOT issue a TAP and Interagency transfer.





64. Wheelchair Boarding's:
Drivers are required to call into dispatch whenever you pick up and drop off wheelchair passengers. This information is to be called in at the time of the pickup and drop off, and not after the bus has left the stop.

Below is the information that must be relayed over to dispatch:

1) Time of pick up.
2) Location of pick up.
3) Time of drop off.
4) Location of drop off

65. Fueling Buses:
All buses are to be fueled by the drivers when the fuel levels get too low. Fueling should be done at least once per shift. The times for fueling can be advised through dispatch, and can be found on your paddles. This includes all DAR (WAVE) drivers.

It is imperative that buses are maxed out when fueling, filling the tank all the way, between 3600PSI and 4000PSI. Partial fueling is only allowed when authorized by dispatch or a supervisor. You are required to advise dispatch prior to going to fuel.

No passengers are allowed on the vehicle when fueling

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If you're unable to fuel a bus for any reason, especially late at night, yiou are to let dispatch know immediately.

For the drivers who depart LAX (7:45pm & 8:30pm) to end off at PV, if you do not have any passengers on your bus (you cannot refuse a ride to anyone at Aviation Station travelling to LAX) when departing Aviation Station (7:22pm & 8:07pm buses), and only if authorized by dispatch or supervisor, you may go and fuel at LAX on route back to the LAX layover. This can only be done if authorized. Again, ensure you follow the steps 1 through 4 when fueling.

Additional Procedures:
FR and DAR:

Situation 1: Vehicle leaves and returns (e.g. from Pier back to Pier) to same location to fuel.
- Record miles when leaving route location and upon return (fueling miles)
- Record hours when leaving route location and begins next trip.

Situation 2: Vehicle stops to fuel along route (e.g. 109 from LAX or 102 from Pier) or normal deadhead to/from in-service point.
- Record no fueling miles
- Record time spent fueling vehicle only as fueling hours

(arrival time / departure time)

Situation 3: Vehicle departs to fuel from end of route (vehicle out of service) and returns to the yard.
- Record miles when leaving the layover/ last point to the fuel station.
- Record time when leaving the layover/last stop to time when fueling is completed. .

Situation 4: Vehicle is fueled by an EB, mechanic or Supervisor and not going to into service.
- No hours or miles should be recorded.

Additional fueling information has been printed on the rear of your trip sheets

Administering the Policy
- When at the fuel station, you must contact Dispatch and inform them that you are fueling. The following information must be relayed to dispatch. .
  a) Time and mileage out of service to fuel station.
  b) Time and mileage at fuel station
  c) Gallons/ PSI and dollar amount
  d) Get a copy of the receipt, (write the bus# and miles on the receipt). This receipt is to be handed into dispatch when your return after your shift
  e) Time departing fuel yard.
  f) Time and miles back in service.

- You are to record the fueling time out and time in on your trip sheet. This information must correspond to the information given to dispatch.

66. Shopping Carts:

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- Do not refuse a passenger that wants to bring a shopping cart on the bus. If you are unsure, contact dispatch! **Use lift assistance if necessary!** Failure to do so will result in disciplinary action!

- Carts should be secured at all time, either folded up between the seats, secured on the seat next to the passenger (DAR only) or secured in the wheelchair section of the bus. **For Safety reasons, carts cannot block the isle.**

Discipline:

Violations of Transportation Concepts rules and policies may subject Drivers to Disciplinary Actions up to and including termination. See Employee Handbook for further clarification.

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D. Project Management, Qualifications, and References

Key Personnel Assigned to Beach Cities Transit



Brett Baum, Project Manager

Although Transportation Concepts offers extensive corporate support, our experience in contract operations is that the overall quality of service is only as good as the local team. To this end, TC offers Mr. Brett Baum, an experienced and professional Manager with over 20 years of transit management, 9 of which have been dedicated to the City of Redondo Beach, to continue as the leader of the BCT project team. He will have direct responsibility for this contract and serve as the direct liaison with the City of Redondo Beach staff as well as service ambassador for the BCT services on behalf of the City.



Brett Baum, as Project Manager is the leader who works as an extension of the City of Redondo Beach Transit Manager to deliver the best possible service to the community and ensure all the goals and objectives are met. Through effective management and team work the Project Manager operates the service hours within the City budget and insures compliance with all regulatory standards. Utilizing the collective information from the TC team, the Project Manager provides a clear view of the current operation and articulates the projected forecast of the BCT to the City of Redondo Beach's Transit Manager. The Project Manager is responsible for all aspects of the operation including assisting the City with; NTD reporting, coordination with system planning, marketing, representation and oversight of all transit related projects and issues.

On-site support positions available to Brett will continue to include maintenance, safety/training, operations supervision and dispatch/ clerical. The local team will be thoroughly supported by the corporate staff as described further in this proposal. This local team has continued to strengthen over the last 10 years as we have been driven to strive to exceed the City of Redondo Beach's expectations. We are committed to continue over the next 5 years in our continued quest to exceed your expectations and constantly strive for a world class operation. Mr. Baum's resume, along with his certifications and references is included at the end of this Section.



Steve Purchase, Maintenance Manager – Purchase has over 12 years of experience in shop maintenance management. He has hands on experience with similar fleets and clearly understands regulations relative to maintaining the BCT fleet. Mr. Purchase is in the process of becoming an ASE Master Technician and is well versed in diagnostics relative to preventive maintenance and vehicle repair. He has hands on experience scheduling maintenance in both a manual and automated shop environment. In addition, he has a proven track record of shop management, employee scheduling, inventory control, and warranty procedures. He will continue to be instrumental in working with the City of Redondo Beach as the assigned Maintenance Manager by supporting the BCT local management team and will continue to commit 50% of his time

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at the location to provide that "hands on" management support. Mr. Purchase's resume, certifications and references are included at the end of this section as well.



George Raya, Maintenance Supervisor - Mr. Raya has 28 years of fleet maintenance experience. He has hands on experience diagnosing and repairing alternative fueled fleets. He clearly understands the requirements associated with preventive maintenance, repair, and regulatory compliance of the designated BCT fleet. Mr. Raya will be **100%** dedicated to the Beach Cities Transit operation He will continue to provide management oversight of the maintenance efforts of the Beach Cities Transit and provide regular maintenance quality assurance reviews relative to contractual and regulatory compliance. He will coordinate with Brett Baum and will report to and be supported by Steve Purchase, our Maintenance Manager to ensure that all maintenance work is being conducted in accordance with Regulatory, Company and City Standards. Mr. Raya's resume and references are included at the end of this section.



Richard Gwin, Safety Trainer

Mr. Richard Gwin has 24 years of experience in Safety Training and will continue to be **100%** dedicated to the BCT project. Richard has held several Safety and Training positions over the years in Roseville, Modesto, Pasadena and Lancaster. Richard will continue to be responsible to provide all new hire and reoccurring training to existing vehicle operators. Mr. Gwin is a TSI instructor and has been completed training as a DOT instructor in bus operator training, the smith system trainer program, as well as the DMV employer testing program. Richard's resume, certifications and references are included at the end of this section.



Christopher Lamp, Operations Supervisor

Mr. Lamp has over 11 years experience as an Operations Supervisor. Although he has only been a part of the TC team in Redondo for the last year, Christopher actually worked with TC at a previous contract we had with Los Angeles METRO. We have watched Christopher's career grow and are pleased to have him back in an Operations Supervisor role for the Beach Cities Transit operation. Christopher is responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. He responds to incidents in the field to include accidents, vehicle break downs and potential passenger delays. Christopher has a Transit Management Certification from the University of Pacific. His resume, certifications and references are included at the end of this section as well.



Ernesto Lizarraga, Operations Supervisor

Mr. Lizarraga has 7 years experience as an Operations Supervisor for the BCT operation. Like Mr. Lamp, Ernesto is also responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. Ernesto started his transit career as a bus operator for Los Angeles METRO in 2011. Ernesto's resume, certifications and references are included at the end of this section.

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Jorge Lopez, Operations Supervisor

Mr. Lopez has 7 years experience as an Operations Supervisor, 6 of those years for the BCT operation. Jorge is also responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. Jorge started his transit career as a bus operator for a contractor operating METRO in 2011. Jorge's resume, certifications and references are included at the end of this section.

Ability to Retain Management Personnel

Transportation Concepts has a successfully track record of retaining our Managers. What sets our company apart is that we not just talk about caring for our people, we show it. The majority of our Managers have been with our company for 15 or more years. In fact, Brett Baum has been with TC for over 20 years. We provide a very fair compensation package and offer annual bonuses based upon performance. We empower our managers, providing them with support, guidance, executive coaching and leadership training. Like all of our employees' we invest the time and resources necessary to insure their success.

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BRETT BAUM
PROJECT MANAGER

STRENGTH **Managing employees, exceeding contractual obligations & operations**

SKILLS SUMMARY

- Highly proficient in FTA triennial, NTD, and Drug and Alcohol audit preparation
- 100% success with CHP inspections.
- Comprehensive understanding of ADA regulations and requirements.
- Effective problem solver; prioritize and manage heavy work flow without direct supervision.
- "Can do" attitude; work in partnership with clients and community.
- Excellent working relationship and reputation in communities served.
- Additional skills include fixed route scheduling, customer service, labor negotiations, vehicle maintenance oversight, NTD reporting, etc.

EXPERIENCE

Regional Manager – 2010 to Present
Transportation Concepts, Redondo Beach, CA

- Direct oversight of BCT operation
- Provide management oversight support to South Bay contracts
- Ensures contract compliance; accurate data collected and reported; and customer service standards met
- Current emphasis on safety, ADA and other regulatory requirements, and performance goals

Accomplishments
- improved on-time performance
- reduced employee turnover and absenteeism
- increased system efficiencies
- reduced customer complaints

General Manager – 2008 to 2010
Transportation Concepts, Riverside, CA

- Responsible for direct oversight of fixed-route and commuter operations throughout Riverside County for Riverside Transit Agency Contract
  - 86 vehicles
  - 165 employees
- Accountable for human resources, maintenance, system performance, contract compliance, and customer service related to designated contracts.
- Provides assistance and training to supervisors
- Develops effective schedules to ensure optimum service and employee satisfaction
- Motivates employees
- Maintains consistent communication with clients served

General Manager – 2005 to 2008
Transportation Concepts, Sylmar, CA

- Responsible for direct oversight of fixed-route and commuter operations for Metro's contracted bus services- North Region
  - 55 vehicles
  - 110 employees
- Ultimately responsible for compliance with all local, state, and federal regulations governing contract operations
- Coordinated labor negotiations

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District Manager – 2002-2005

Transportation Concepts, Los Angeles , CA

- Responsible for district oversight of five contracts throughout Los Angeles County including DAR and FR shuttles
- Responsible for ensuring performance goals were exceeded to include increased passengers per hour and improved on-time performance
- Familiar with all aspects of each contract to include reservations and scheduling passengers and associated technology
- Lead safety and training efforts with emphasis on ADA compliance
- Maintained focus on passenger sensitivity
- Main Liaison with five different clients in five diverse environments

Project Manager – 1999-2002

Transportation Concepts, Carson, CA

- Responsible for operational performance of a 12 vehicle fixed route service involving coordination with other municipal agencies including the City of Carson and METRO
- Managed all aspects of contract to include on-street operations, safety, maintenance, administration, human resources, and overall system performance

General Manager Operations – 1998-1999

S Burde & Company, Johannesburg, South Africa

- Implemented cost cutting initiatives
- Lead new business strategies & marketing plans
- Trained, developed and supervised employees
- Improved client satisfaction as a result of strengthening infrastructure and improving logistical

General Manager/Call Center Manager – 1996 to 1998

Time Warner Publishing, Johannesburg, South Africa

- Directly responsible for profit/loss, forecasts, budget, market strategies, and all other operations
- Developed and implemented nationwide call center
- Directed scheduling and delivery of over 2,000 packages per day

EDUCATION **University of South Africa –Advanced Logistics Management**
Pepperdine University – Transit Management Certificate

REFERENCES ***Joyce Rooney: (310) 303-0610 x 2670 / Martin Gombert: (310) 544-7108***

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

HAS SUCCESSFULLY COMPLETED THE
FEDERAL TRANSIT ADMINISTRATION'S COURSE IN

SUBSTANCE ABUSE MANAGEMENT AND PROGRAM COMPLIANCE

Conducted at: **Orange, CA**
February 6 – 8, 2018

CCDAPP CEH's Awarded 8.0 (Approval #0001-0704-TSI)
EACC PDH's Awarded 19.5 (Approval #VKUDOT0417-G73)
Domain: II
Continuing Education Units 2.0

AUTHORIZED IACET PROVIDER

Christine A. Lawrence
Acting Manager, Transit Safety & Security Division

Kevin Norman
Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

HAS ATTENDED THE
FEDERAL TRANSIT ADMINISTRATION'S

REASONABLE SUSPICION AND POST ACCIDENT TESTING DETERMINATION

Conducted at: **Orange, CA**
February 9, 2018

Training conducted in accordance with the requirements of 49 CFR Part 655.14(b)(2)

Christine A. Lawrence

Acting Manager, Transit Safety & Security Division

Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

has successfully completed the E-Learning course

Curbing Transit Employee Distracted Driving

sponsored by the Federal Transit Administration

Completed on: 11/11/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Troy Jackson
Acting Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 10/24/2019

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THE FEDERAL TRANSIT ADMINISTRATION, OFFICE OF TRANSIT SAFETY AND OVERSIGHT

Certifies that

Brett Baum

Has successfully completed

THE 2019 PUBLIC TRANSPORTATION AGENCY SAFETY PLAN WORKSHOP

And is therefore awarded this

Certificate of Completion

Awarded: August 20th, 2019

U.S. Department of Transportation
Federal Transit Administration

Henrika Buchanan, Acting Associate Administrator, Office of Transit Safety and Oversight

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STEVEN PURCHASE
MAINTENANCE MANAGER

STRENGTH **Extensive fleet knowledge; familiarity with regulations and technical diagnosis**

EXPERIENCE

Maintenance Manager – September 2015 - present
Transportation Concepts, Redondo Beach, CA

- Responsible for direct oversight of shop to include 20 buses, and 5 maintenance employees
- Provide scheduling and assignments for maintenance personnel
- Oversee TC repairs, mechanics and utilities
- Oversee repairs made by Maintenance Vendor (as needed)
- AP and Invoicing for maintenance
- Ordering Parts
- Draft reports for maintenance
- OSHA and DOT safety compliance
- Fuel and resource management
- Quality Assurance Monitoring Inspections
- Accountable for record keeping and scheduling preventative maintenance scheduling
- Provides training for incoming technicians
- Conducts fleet and facility audits

Maintenance Manager – September 2013 – 2015
Transportation Concepts, Yuma AZ and Torrance, CA

- Responsible for direct oversight of shop to include 33 buses, and 10 maintenance employees
- Provide scheduling and assignments for maintenance personnel
- Oversee repairs, mechanics and utilities
- AP and Invoicing for maintenance
- Ordering Parts
- Draft reports for maintenance
- OSHA and DOT safety compliance

Accomplishments

- **100% success rate on All CHP inspections**
- **Excellent shop safety record**
- **Affectively developed and implemented shop safety policies and procedures**

Lead Mechanic – 2009-2013
Transportation Concepts, Riverside and Torrance, CA

- Perform preventative maintenance services and repairs
- Diagnose basic and complex repairs – powertrain, general accessories, electrical accessories, suspension, brakes – air and hydraulic, and tires
- **Respond to and on site repair of breakdowns**
- **Maintain accurate manual records and input in Dossier**
- Transport vehicles to and from events or outside vendors

REFERENCES ***Lee Ward – (951) 306-7445 / Morgan McComas –(951) 634-3966***

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Certificate of Completion

is Hereby Granted to

Steve Purchase

To Certify That He/She Has Completed to Satisfaction

10-Hour OSHA Construction Outreach
and
How to Comply With GHS

Granted: June 20, 2019

Steve Tomory
Authorized OSHA Outreach Training Instructor

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Community Transportation ASSOCIATION

August 14, 2015

Steven Purchase
Transportation Concepts
1007 W Mayberry Avenue
Hemet, CA 92543

Dear Steven,

Congratulations! You have successfully completed the Vehicle Maintenance Management and Inspection (VMMI) certification examination and have achieved our industry's professional recognition as a Vehicle Maintenance technician.

Enclosed is your certificate acknowledging the successful completion of all certification requirements, and your VMMI lapel pin. Please note that the date of your certification has been recorded and your VMMI designation expires three years from the date issued. We will notify you 60 days before your certification expires reminding you that to maintain certification you must either attend a one-day refresher workshop or recertify online at www.ctaa.org/recertification

If there are changes to your contact information, please notify the training department at 202.415.0220 or training@ctaa.org

Again, congratulations on achieving this professional designation from the Vehicle Maintenance Management and Inspection (VMMI) certification program.

Sincerely,

Len Cahill
Director
Professional Development Services
CTAA

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Marathon BRAKE SYSTEMS

BEST IN CLASS

This document has been issued to certify that

Steven Purchase

has successfully completed the

Marathon Brake Systems Heavy Duty Brake Training Seminar

Niles DeLorenzo
Instructor

07-13-16
Date

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AMEREX

Certificate of Training

STEVEN PURCHASE

of

CITY OF CORONA

Has been certified in the Operation and Maintenance of:

Amerex Vehicle Fire Suppression Systems

Amerex Corp.
Systems Division
PO Box 81
Trussville, Alabama 35173

Jeff Wall

Jeff Wall

VFSS Systems Specialist

March 2016

Date of Issue

This Certificate is Non Transferable - Valid Three Years from Date of Issue Eight Hours of Training

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MACS
MOBILE AIR CONDITIONING SOCIETY
WORLDWIDE

7/21/2016 **1128893**

Steven Purchase

Transportation Concepts

has successfully completed training in CFC-12, HFC-134a and HFO-1234yf refrigerant recycling and service procedures offered by the Mobile Air Conditioning Society Worldwide, as required by Section 609 of the Clean Air Act.

MOBILE AIR CONDITIONING SOCIETY
CORPORATE SEAL
1981
PENNSYLVANIA

Elvis Hoffpauir, President

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GEORGE RAYA
MAINTENANCE SUPERVISOR

STRENGTH **Extensive transit fleet knowledge; familiarity with alternative fuels, and diagnostic repairs**

SKILLS SUMMARY

- 28 years experience in Public Transit Maintenance
- Expert fleet technician with multiple ASE certificates
- Highly proficient in diagnostics
- Excellent troubleshooting capabilities on CNG Mid Size Buses

EXPERIENCE

Maintenance Manager – 2019 – Present
Redondo Beach, CA

- Responsible for shop supervision and maintenance repair on a BCT fleet inclusive of alternative fueled transit buses and TC support vehicles
- Oversee mechanics and direct all workflow
- Provide diagnostics and repair on challenging maintenance issues

Lead Mechanic – 2001 to 2019
Hertz group and Advantage/EZ Rent a Car

- Responsible for troubleshooting and repairing fleet of up to 28 medium duty Airport buses and cutaways
- Orders and maintains inventory of all parts
- Supervise all mechanics and service workers
- Accountable for record keeping on all repairs
- Provided training for incoming technicians
- Conducted fleet inspections

Lead Mechanic - 1991 to 2001
First Transit

- Responsible for oversight of 11 maintenance mechanics and service workers
- Preventative Maintenance and repairs on a fleet of 60 transit buses

Accomplishments

- **100% success rate on CHP inspections**
- **Excellent shop safety record**
- **Preventative Maintenance Inspection Trainer**
- **Fleet mechanical problem solver**

EDUCATION

Extensive factory training in bus components and manufacturers:

- **ASE H4 Air Brake Certification**
- **ASE H8 Preventative Maintenance Certification**
- **Haldex Air Brake Certification**
- **Bendix Air Brake Certification**
- **Napa/Echlin Electrical System Certification**

REFERENCES

Mark Goldberg: (310) 488-0151 / Keith Johnson: (323) 864-8781

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National Institute for

AUTOMOTIVE SERVICE EXCELLENCE

Be it known that

GEORGE J RAYA JR

has successfully passed the examinations and met the work experience requirement prescribed by the National Institute for Automotive Service Excellence and is hereby **ASE CERTIFIED** in the service areas listed below.

TRANSIT BUS TECHNICIAN

AREAS OF DEMONSTRATED ACHIEVEMENT	EXPIRES
BRAKES	JUNE 30, 2017
PREVENTIVE MAINTENANCE AND INSPECTION	DECEMBER 31, 2017

** **

GIVEN THIS 31ST DAY OF AUGUST 2012, AT LEESBURG, VIRGINIA

ASE-1236-3042
ASE IDENTIFICATION NUMBER

Timothy A. Zilke
TIMOTHY A. ZILKE, *President*

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National Institute for

AUTOMOTIVE SERVICE EXCELLENCE

Be it known that

GEORGE J RAYA JR

has sucessfully passed the examinations and met the work experience requirement prescribed by the National Institute for Automotive Service Excellence and is hereby **ASE CERTIFIED** in the service areas listed below.

TRANSIT BUS TECHNICIAN

AREAS OF DEMONSTRATED ACHIEVEMENT	EXPIRES
BRAKES	JUNE 30, 2017

** **

GIVEN THIS 29TH DAY OF FEBRUARY 2012, AT LEESBURG, VIRGINIA

ASE-1236-3042
ASE IDENTIFICATION NUMBER

Timothy A. Zilke

TIMOTHY A. ZILKE, *President*

ROBINAIR

SERVICE LINK

Support Program

Automotive Air Conditioning

Refrigerant

Recovery/Recycling/Recharging Systems

This is to certify that

GEORGE RAYA

has attended a clinic in programmed instruction of CFC Refrigerant Recycling & Service Procedures for automotive air conditioning systems.

R&R

Date 5/11/95

Trainer

© SOES 746

LITHO IN U.S.A.

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Certificate of Training

George Raya
FIRST TRANSIT, INC

Certified in the Installation, Operation & Maintenance of

Amerex
Vehicle Fire Suppression Systems

Alan Fulton

Alan Fulton, VSS Product Manager

Amerex Corporation
Systems Division
P.O. Box 81
Trussville, Alabama 35173

July, 2000
Date of Issue

This Certificate is Non Transferable - Valid Two Years from Date of Issue

© 6585 440

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Bendix

Bendix Spicer Foundation Brake LLC



Certificate of Attendance

This certifies that

George Raya

has successfully completed a training seminar on:

Operation and troubleshooting of the Air Brake and ABS Systems.

3.5 Hours

Paul Jones

Instructor

Sept. 22, 2010

Date

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Haldex

NAPA®

Certificate Of Completion
Air Brake Inspector Seminar

Awarded To: *George Raya*

Training Instructor: *James Childers*

Class Date(s): April 26, 2007

Location: Inglewood, California

Certificate of Achievement

This is to Certify that

GEORGE RAYA

HAS ATTENDED BRAKEPRO'S HEAVY DUTY BRAKE TRAINING SEMINAR ON FOUNDATION BRAKES AND AIR BRAKE SYSTEMS

Tom Golden

INSTRUCTOR

March 13, 2001

DATE

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NAPA ELECTRICAL SALES GROUP
BATTERIES • ALTERNATORS • STARTERS



Certificate of Achievement

This certificate is awarded to

George Rays

Certifying the successful completion of the
Electrical Systems Professional Training Course

October 12, 2006

ESP ELECTRICAL SYSTEM PRO
A New Generation Electrical System Seminar

John L. Butler
JOHN L. BUTLER
Director of Training

Jim Lewis
JIM LEWIS
Technical Training Director

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MACS®
MOBILE AIR CONDITIONING SOCIETY
WORLDWIDE

Class Date
5/11/95 **H. Timms/U-Haul** **261782**

George J. Rava Jr.

U-Haul Int.

Approved by S.C.A.Q.M.D.

has successfully completed training in CFC-12 refrigerant recycling and service procedures offered by the Mobile Air Conditioning Society Worldwide, as required by Section 609 of the Clean Air Act.

MOBILE AIR CONDITIONING SOCIETY
CORPORATE SEAL
1981
PENNSYLVANIA

Simon Oulouhojian, President

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RICHARD GWIN
SAFETY AND TRAINING MANAGER

STRENGTH **TSI Instructor and DMV testing Examiner, developing and nurturing a successful Safety Culture**

SKILLS SUMMARY

- 24 years of training experience
- Highly proficient in TSI training
- Direct knowledge & experience utilizing TAPTCO Training Curriculum
- Effective problem solver; prioritize and manage heavy work flow without direct supervision.
- Excellent working relationship with employees.

EXPERIENCE

Safety and Training Manager - Present
Transportation Concepts, Redondo Beach, CA

- Manage the new operator training development and refresher training of all existing vehicle operators
- Recruit and screen potential new hire operator candidates
- Insures a successful safety culture by conducting daily observations and conducting monthly safety meetings
- Monitors all operators on the road to insure each are in compliance with safety goals and objectives
- Establishes safety and training related action plans as necessary to ensure compliance with all local, state, and federal laws governing transit operations

Safety and Training Manager – 2018 to 2019
Transdev, Lancaster, CA

- Oversaw successful completion of all safety related audits and assisted in recruiting, hiring and training of operators
- Ensured a consistent safety culture by conducting safety training and meetings for all operators and staff
- Utilized company risk management tools to embody a successful safety culture
- Responsible for compliance with OSHA and EPA standards at the location level..

Safety and Training Manager – 2017 to 2018
First Transit, Pasadena, CA

- Provided direction and guidance to location trainers
- Developed and monitored classroom training to ensure compliance
- Provided accident investigation as well as post accident retraining
- Monitored and reported on key performance indicators

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Safety and Training Manager– 2016 to 2017
Transdev, Modesto, CA

- Manage the new operator training development and refresher training of all existing vehicle operators
- Recruit and screen potential new hire operator candidates
- Insures a successful safety culture by conducting daily observations and conducting monthly safety meetings
- Monitors all operators on the road to insure each are in compliance with safety goals and objectives
- Establishes safety and training related action plans as necessary to ensure compliance with all local, state, and federal laws governing transit operations

Safety and Training Manager – 2007 to 2016
MV Transportation, Roseville , CA

- Manage the new operator training development and refresher training of all existing vehicle operators
- Recruit and screen potential new hire operator candidates
- Insures a successful safety culture by conducting daily observations and conducting monthly safety meetings
- Monitors all operators on the road to insure each are in compliance with safety goals and objectives
- Establishes safety and training related action plans as necessary to ensure compliance with all local, state, and federal laws governing transit operations

Transit Supervisor /Instructor/Bus Operator – 1995 to 2007
South Coast Area Transit, Oxnard, CA

- Supervised activities of transit personnel, ensuring that the department rules, policies and procedures were followed by all
- Maintained transit services by coordinating schedule adjustments and operator activities with central control
- Investigated service problems on assigned lines
- Conducted accident investigation and prepared different reports as required

Certifications:

DMV Testing Program Examiner
FEMA Transit Emergency Management Training
TSI Certified Instructor –Bus Operator Training
TSI Effectively Managing Transit Emergencies
TSI Transit Industrial Safety Management
TSI Transit Bus System Safety
TSI Fundamentals of Bus Collision Investigation
TSI Instructors Course in Paratransit Operator Training
FTA T4 Transit Terrorism Training
FTA Reasonable Suspicion Certification
NTI Harassment Prevention –Train the Trainer
Avatar Instructor/Trainer
LLLC Defensive Driving Program Instructor
Smith System Defensive Driving Instructor

REFERENCES:

Cynthia Lopez: (209) 351-5855
Richard Frost: (916) 774-5746

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Richard Gwin

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 11/10/2019

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Richard M. Gwin

HAS SUCCESSFULLY COMPLETED
FEDERAL TRANSIT ADMINISTRATION'S COURSE IN

INSTRUCTORS COURSE IN BUS OPERATOR TRAINING

Conducted at **SAN DIEGO, CA**
JANUARY 22 - 25, 2007

Michael E. Nolan, Division Manager

Frank B. Tupper, Director

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State of California

DEPARTMENT OF MOTOR VEHICLES

Employer Testing Program

Examiner Skills Test Certification

RICHARD GWIN

is certified to administer CDL Skills Tests

Certification Valid through

August 1, 2018

Nanette Barron

Trainer

Paul Stangis

Chief, Departmental Training Branch

Class: B

Endorsements: P

Restrictions: E

200005029

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Certificate of Participation

This Certificate of Participation acknowledges that

Rick Gwin

has reaffirmed their dedication to professional development
and commitment to serve in times of crisis through participation in the

Caltrans Response and Recovery Conference Series



March 10-11, 2008
Sacramento, California

CALTRANS
DIVISION OF MASS TRANSPORTATION

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CERTIFICATE OF COMPLETION
FOR
TRANSIT TERRORIST TOOLS & TACTICS

Sacramento, California October 30 - November 1, 2007

This certificate is awarded to

Richard Gwinn

For the successful completion of the 24 hour T-4 Course offered by the

LAW ENFORCEMENT INNOVATION CENTER

Daniel Baker, Director
Law Enforcement Innovation Center

Date

Romeo Morrisey, Program Manager
Center for Homeland Security Training

Date

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CHRISTOPHER LAMP
OPERATIONS SUPERVISOR

STRENGTHS **Employee motivation, operational performance**

SKILLS SUMMARY

- Proficient in operational oversight
- Effective problem solver; prioritizes and manages heavy work flow without direct supervision.
- Excellent working relationship with employees.
- Experienced in managing operational contractual compliance
- Transit/Paratransit Management Certification through University of the Pacific

RELEVANT EXPERIENCE

Operations Supervisor – 2018 – present
Transportation Concepts, Redondo Beach, CA
- Responsible for daily supervision of fixed-route and dial a ride service
- Ensure service trip completions, monitor in service on-time performance, pull outs
- Provides assistance as needed to include dispatch, road supervision, telephone information, operator training, etc.

Contract Services Field Supervisor – 2013 to 2018
METRO, Los Angeles, CA
- Oversight of multiple contracted divisions
- Acted as liaison between contractor and various Metro departments
- Provided guidance to contractors on operational and maintenance issues
- Conducted pull-out inspections, pre-trip evaluations
- Audited maintenance records to insure contractual compliance
- Evaluated fixed routes and recommended solutions to improve on-time performance

Transit Supervisor – 2008 to 2013
Trans Dev, Los Angeles, CA
- Monitor daily operation of fixed route transit lines to insure safe, reliable and timely service
- Insure operator compliance with METRO standard operating procedures
- Audit in-service on time performance utilizing ATMS, NextBus and other collected data to eliminate unnecessary delay trends
- Developed and executed operations plan for start up of Dodger Stadium Express service

Bus Operator – 2007 to 2008
Transportation Concepts, Sylmar, CA
- Successfully provided safe and reliable service while ensuring passenger comfort
- Developed and maintained positive professional relationships with client, co-workers and passengers
- Integrated METRO operational policies and procedures to insure transparency between company and transit agency

REFERENCES

Jaime Lopez: ***(951) 816-2344***
George Del Valle: ***(818) 826-9238***

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Christopher Lamp

has successfully completed the E-Learning course

Fatigue and Sleep Apnea Awareness for Transit Employees

sponsored by the Federal Transit Administration

Completed on: 9/21/2019

Christine A. Lawrence
Acting Manager, Transit Safety & Security Division

Lee Thomas
Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Christopher Lamp

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 9/21/2019

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ERNESTO LIZARRAGA
OPERATIONS SUPERVISOR

STRENGTH **Professional demeanor that sets the example and motivates others to *success***

EXPERIENCE

Operations Supervisor – May 2012 – present
Transportation Concepts, Redondo Beach, CA

- Responsible for supervision of Beach Cities Transit
- Supervises daily service operation
- Provide daily time checks and perform daily route observations to insure safe and on time performance
- Dispatch responsibility during operating hours to coordinate and resolve any delays
- Conduct daily farebox reconciliation
- Assists in investigating customer comments
- Operate routes as needed

Accomplishments
- Reduced customer complaints through heightened presence in field
- Maintained excellent on-time performance statistics
- Improved employee morale through positive reinforcement tactics
- Achieved perfect attendance recognition for last several years
- Developed strong working relationship with Redondo Beach staff

Vehicle Operator – 2011-2012
Fixed Route Vehicle Operator
Los Angeles Metro

- Operate Metro fixed route service in a safe and timely manner in Los Angeles County
- Maintained proper driver logs for CHP regulations
- Identified safety hazards and proposed resolutions to manager

Delivery Truck Driver – 2007-2011
The Coffee Bean ,Los Angeles, CA

- Inventoried and loaded Truck according to Route
- Insured accuracy of every delivery
- Reported issues with truck or at each of the stores on his daily route

REFERENCES

Mike Douglas: (310) 544-3710
Melvin Alias: (310) 721-2995

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 11/2/2019

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the E-Learning course

Transit Bus Nomenclature

sponsored by the Federal Transit Administration

Completed on: 10/17/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Troy Jorkson
Acting Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the E-Learning course

Curbing Transit Employee Distracted Driving

sponsored by the Federal Transit Administration

Completed on: 10/8/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Acting Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the E-Learning course

Fatigue and Sleep Apnea Awareness for Transit Employees

sponsored by the Federal Transit Administration

Completed on: 10/23/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Troy Jorkman
Acting Director, Transportation Safety Institute

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LPM Consulting Inc.

Management Consultants for a Drug and Alcohol-Free Workplace
Northridge, CA

TRAINING CERTIFICATE

Ernesto Lizarraga

Transportation Concepts

Has Successfully Completed the Supervisor Training on

"REASONABLE SUSPICION & POST ACCIDENT DETERMINATION FOR DRUGS & ALCOHOL TESTING"

In accordance with 49 CFR Part 655

Conducted At: El Monte, CA

Date: April 17, 2019

Instructor: Leila S. Procopio-Makuh

Leila S. Procopio-Makuh, CSAPA

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JORGE LOPEZ

OPERATIONS SUPERVISOR

STRENGTHS Customer Service, operational performance

SKILLS SUMMARY

- Experienced in operational problem solving
- Prioritizes and manages heavy work flow without direct supervision.
- Excellent working relationship with employees.

RELEVANT EXPERIENCE

Operations Supervisor – 2013 – present
Transportation Concepts, Redondo Beach, CA

- Responsible for daily supervision of fixed-route and dial a ride service
- Ensure service trip completions, monitor in service on-time performance, pull outs
- Provides assistance as needed to include dispatch, road supervision, telephone information, operator training, etc.

Operations Supervisor – 2012 to 2013
Transportation Concepts, Palos Verdes Peninsula, CA

- Oversight of multiple contracted divisions
- Acted as liaison between contractor and various Metro departments
- Provided guidance to contractors on operational and maintenance issues
- Conducted pull-out inspections, pre-trip evaluations
- Audited maintenance records to insure contractual compliance
- Evaluated fixed routes and recommended solutions to improve on-time performance

Transit Driver – 2011 to 2012
Motor Vehicle Transportation, Los Angeles, CA

- Monitor daily operation of fixed route transit lines to insure safe, reliable and timely service
- Insure operator compliance with METRO standard operating procedures
- Audit in-service on time performance utilizing ATMS, NextBus and other collected data to eliminate unnecessary delay trends
- Developed and executed operations plan for start up of Dodger Stadium Express service

Heavy Equipment Operator / Driver – 2002 to 2011
County of Riverside Waste Management, Riverside, CA

- Operate heavy maintenance equipment at landfill sites requiring complex manipulation
- Serve as Operations Site Supervisor on weekends
- Perform site field inspections of landfill site to insure compliance with regulatory agencies

REFERENCES

Mike Douglas: ***(310) 544-3710***
Sandra Argueta: ***(562) 991-8693***

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Jorge Lopez

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 10/24/2019

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DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

E. Cost Proposal

Please reference the required cost proposal forms in this section for the operation and maintenance of the Beach Cities Transit Services.

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CITY OF REDONDO BEACH
BEACH CITIES TRANSIT
Request for Proposal

EXHIBIT C, COST PROPOSAL
Page 1: PROPOSAL FORM

Proposing Firm: Transportation Concepts

This PROPOSAL FORM is to be used to submit the OFFEROR'S Cost Proposal for all work described in Section 4, Scope of Work and Section 5, Transit Service Agreement.

The OFFEROR'S Cost Proposal must consist of Fixed Fees and Fixed Hourly Rates in accordance with Section 7.b - Fee Structure, of the Transit Services Agreement. Such rates shall be proposed for each of the three (3) periods in the Base Term contemplated in this RFP, and shall be based on the levels of service in terms of vehicle revenue hours, as stated below. The detailed budget breakdown included with this PROPOSAL FORM should be consistent with rates proposed.
OFFERORS shall not modify cost categories.

All cells below are automatically computed -- Do not overwrite formulas.

A.	**Price Proposal**	**Period 1**	**Period 2**	**Period 3**
	Months in Contract Period	**12**	**12**	**12**
	Revenue Vehicle Hours in Period	**41,000**	**41,000**	**41,000**
1	Fixed Monthly Rate	$91,198.02	$95,062.34	$98,667.18
2	Fixed Hourly Rate	$42.719	$44.525	$46.300
	CALCULATION OF TOTAL ANNUAL COSTS			
3	Fixed Monthly Rate X Months in Period	$1,094,376.24	$1,140,748.11	$1,184,006.18
4	Fixed Hourly Cost X Vehicle Revenue Hours in Period	$1,751,491.59	$1,825,523.64	$1,898,313.74
	Proposed Total Annual Cost	$2,845,867.82	$2,966,271.75	$3,082,319.92

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CITY OF REDONDO BEACH
BEACH CITIES TRANSIT
Request for Proposal

EXHIBIT C, COST PROPOSAL
PAGES 2-3: FIXED COST

Proposing Firm: **Transportation Concepts**

Costs shown are to be the total fixed costs by category for that period

B. **Fixed Cost Elements**	**Period 1**	**Period 2**	**Period 3**
Months in Period	**12**	**12**	**12**
Project Manager Salary	131,040	134,971	139,020
Project Manager Fringes	15,070	15,522	15,987
Operations Supervisor Wages	137,280	141,398	145,640
Operations Supervisor Fringe	15,787	16,261	16,749
Dispatch/Info. Staff Wages	122,265	125,933	129,711
Dispatch/Info. Staff Fringes	14,060	14,482	14,917
Clerical Staff Wages	43,680	44,990	46,340
Clerical Staff Fringes	5,023	5,174	5,329
Maintenance Manager Salary *	0	0	0
Maintenance Manager Fringes *	0	0	0
Mechanic Wages	176,800	182,104	187,567
Mechanic Fringes	50,565	52,082	53,644
Other Maintenance/Servicing Wages	33,280	34,278	35,306
Other Maintenance/Servicing Fringes	9,518	9,804	10,098
Other Wages (specify)			
Maintenance Supervisor	58,240	59,987	61,787
Maintenance Supervisor Fringes	16,657	17,156	17,671
Other Fringes (specify)			

* Maint Mgr Salary included in OH

MONTHLY COST ELEMENTS CONTINUE ON NEXT PAGE

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EXHIBIT C, PROPOSAL FORM
PAGE 3: FIXED COST, CONTINUED

	Period 1	Period 2	Period 3
Hiring/Training Expenses	17,966	18,505	19,060
Safety Expenses	2,940	3,029	3,120
Janitorial	240	247	255
Telephone	0	0	0
Utilities			
Office Supplies	6,000	6,180	6,365
Preventive Maintenance Parts/Supplies			
Vehicle Repair Parts/Supplies			
Tires			
Outside Repairs			
Radio System Maintenance			
Insurance - Liability Coverages	31,340	32,787	34,303
Insurance - Collision Comprehensive	125,359	131,147	137,210
Computer - Hardware Costs	0	0	0
Software Costs	7,704	7,935	8,173
Accounting			
Start-up Costs			
Other Expense			
Overhead	35,960	41,953	43,272
Communication - Cell/Tablet	9,600	9,888	10,185
Radio Equipment	3,996	3,996	3,996
Regulatory Permit - LAC Fire	1,239	1,276	1,314
Management Fee/Profit	22,767	29,663	36,988
Total Fixed Costs	$1,094,376.24	$1,140,748.11	$1,184,006.18
1 Monthly Fixed Cost	$91,198.02	$95,062.34	$98,667.18
(Total Fixed Costs /Months in Period)			

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

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Request for Proposal

EXHIBIT C, PROPOSAL FORM
PAGE 4: FIXED HOURLY RATE

Proposing Firm: Transportation Concepts

	Period 1	Period 2	Period 3
Vehicle Revenue Hours in Period	**41,000**	**41,000**	**41,000**
Fixed Hourly Rate Cost Elements			
Driver Wages	1,080,320	1,115,208	1,150,047
Driver Workers Compensation	139,577	148,407	157,501
Driver Health Insurance	78,000	81,900	85,995
Other Driver Fringe Benefits	118,079	121,892	125,700
Maintenance Parts	114,513	117,948	121,486
Maintenance Supplies	6,027	6,208	6,394
Outside Repairs	35,157	36,212	37,298
Other (Specify)			
Towing	6,300	6,489	6,684
Bus Wash / Detail	21,600	22,248	22,893
Support Vehicle Fuel	21,000	21,630	22,279
Maintenance Uniforms	16,800	17,304	17,823
Maintenance Oil/Fluids	14,400	14,832	15,277
Overhead	65,568	70,751	73,454
Profit/Fee	34,150	44,494	55,482
Total Hourly Costs	$1,751,491.59	$1,825,523.64	$1,898,313.74
2 Fixed Hourly Rate (Total hourly costs /VRH in Period)	$42.72	$44.52	$46.30

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

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F. Proof of Insurance

Transportation Concepts has included our current certificates of insurance as evidence of our ability to provide the specified insurance amounts from our insurers authorized to do business in the state of California. The Certificate outlines what we generally carry. We will continue to carry insurance to the degree required by California law as well as in accordance with the City of Redondo Beach contractual requirements.

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/25/2019

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

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

PRODUCER	CONTACT NAME: Leslie Henry	
IAG Insurance Services 12 Mauchly, Building I Irvine CA 92618	PHONE (A/C, No, Ext): (949) 387-2323	FAX (A/C, No): (949) 387-2324
	E-MAIL ADDRESS: lmh@iagins.com	

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	PHILADELPHIA INDEMNITY INSURANCE COMPAI	18058
INSURER B :	SCOTTSDALE INSURANCE COMPANY	41297
INSURER C :	SAFETY NATIONAL CASUALTY CORPORATION	15105
INSURER D :	FIREMANS FUND INSURANCE COMPANY	21873
INSURER E :	HISCOX INSURANCE COMPANY	10200
INSURER F :		

INSURED
Parking Concepts, Inc.
dba Transportation Concepts
12 Mauchly, Building I
Irvine CA 92618

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR [X] $5,000 BI/PD Deductible [ ] Per Occurrence GEN'L AGGREGATE LIMIT APPLIES PER: [ ] POLICY [ ] PRO-JECT [X] LOC [ ] OTHER:	X		PHPK1987267	06/01/2019	06/01/2020	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 300,000 $ Excluded $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY [X] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY [X] GKLL			PHPK1987267	06/01/2019	06/01/2020	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) GKLL - Per Location	$ 1,000,000 $ $ $ $ 1,000,000
B	[ ] UMBRELLA LIAB [X] OCCUR [X] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ None			XLS0110397	06/01/2019	06/01/2020	EACH OCCURRENCE AGGREGATE	$ 5,000,000 $ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		SP4060460	06/01/2019	06/01/2020	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
D	Excess Liability - Occurrence Form Retention: None			SHX15427586	06/01/2019	06/01/2020	$5,000,000 $5,000,000	Aggregate Each Occurrence

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

LOC 516 - Beach Cities Transit, 1521 Kingsdale Avenue, Redondo Beach, CA 90278
The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers elected and appointed officials, employees and volunteers are additional insureds per endorsement CG2026(04/13) as respects to general liability. Primary and Non-Contributory Wording applies per attached CG2001(04/13) Endorsement. Replaces Certificate of Liability Insurance issued on June 13, 2019.

CERTIFICATE HOLDER

The Cities of Redondo Beach, Hermosa Beach,
Manhattan Beach and El Segundo
415 Diamond Street, Door E
Redondo Beach CA 90277

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
IAG Insurance Services		Parking Concepts, Inc. dba Transportation Concepts
POLICY NUMBER		
UC21757388.19		
CARRIER	NAIC CODE	
Hiscox Insurance Company	10200	EFFECTIVE DATE: 06/01/2019

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

Fidelity/Crime Insurance Coverage:
Policy #: UC21757388.19
Effective: June 1, 2019 to June 1, 2020
Insurance Carrier: Hiscox Insurance Company
$1,000,000 - Limit
$50,000 - Retention - Each Loss

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POLICY NUMBER: PHPK1987267

COMMERCIAL GENERAL LIABILITY
CG 20 26 04 13

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):
The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers elected and appointed officials,employees and volunteers 415 Diamond Street, Door E Redondo Beach CA 90277-2836
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

A. **Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

1. In the performance of your ongoing operations; or
2. In connection with your premises owned by or rented to you.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable Limits of Insurance shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NONCONTRIBUTORY – OTHER INSURANCE CONDITION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

The following is added to the **Other Insurance** Condition and supersedes any provision to the contrary:

Primary And Noncontributory Insurance

This insurance is primary to and will not seek contribution from any other insurance available to an additional insured under your policy provided that:

(1) The additional insured is a Named Insured under such other insurance; and

(2) You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to the additional insured.

All terms and conditions of this policy apply unless modified by this endorsement.

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G. Qualifications and Client References

Qualifications

As indicated earlier in Section B, Transportation Concepts has successfully operated Contracted Fixed Route and Dial-a-Ride service modes together in the Los Angeles County region for over twenty (20) years. Additionally, we are proud of the fact that we have successfully operated the BCT service for the last 10 years with Brett Baum, our Project Manager who has been in the leadership role in Redondo Beach for the last 9 of those years. Brett also has over 20 years of hands on experience with both modes of service.

Client References

The following are 6 references from both current and past clients that can share pertinent information attesting to our success as both a Fixed Route and Dial a Ride operator in the Southern California region.

We invite you to contact our current clients for confirmation of our dedication, commitment, and excellent service standards and performance.

Location Name	CITY OF CORONA Corona, California
	City of Corona Sudesh Paul Transportation Planning Manager 730 Corporation Yard Way Corona, CA 92880 951.279.3763 Sudesh.Paul@CoronaCA.gov
Nature of Services	Fixed route public transportation servicing the City of Corona utilizing 20 CNG powered EZ Rider and Type 7 buses. Responsible for dispatch, operation, supervision and vehicle maintenance of City's transit system which includes revenue collection and on-demand scheduled transportation services to the senior and ADA community within the City.
Length of Contract	**19 Years**
Type of Fleet Dispatching System	Utilizes "Routematch", a fully automated computerized dispatch system. In addition, has AVL fleet tracking capabilities as well as a digital on board video surveillance recording system
# of Employees	28
Annual Revenue	$2.2 Million

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Location Name	PALOS VERDES PENINSULA TRANSIT AUTHORITY Palos Verdes, California
Contact Information	Palos Verdes Peninsula Transit Authority Martin Gombert Administrator 38 Crest Road West Palos Verdes Peninsula, CA 310.544.7108 magla@ix.netcom.com
Nature of Services	Fixed route transportation services throughout the Palos Verdes Peninsula utilizing a combination of 27 cutaway and full-size coaches, many which operate on either CNG or Propane fuel. Responsible for dispatch, operation, supervision and vehicle maintenance of agency buses.
Length of Contract	**8 Years**
Type of Fleet Dispatching System	AVL system using "Next Bus" technology as well as "drive cam" technology.
# of Employees	23
Annual Revenue	$1. 8 Million

Location Name	BEACH CITY TRANSIT REDONDO BEACH Redondo Beach, California
Contact Information	City of Redondo Beach Joyce Rooney Transit Manager 1922 Artesia Blvd Redondo Beach, CA 90278 (310) 318-0631 x 2670 Joyce.rooney@redondo.org
Nature of Services	Fixed route and curb to curb paratransit transportation services. Approximately a 10-mile service area includes Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo. Vehicle fleet consists of 20 CNG powered buses, 6 of which are assigned to paratransit. Responsible for dispatch, operation, supervision and vehicle maintenance on fleet of City provided buses.
Length of Contract	**10 Years**
Type of Fleet Dispatching System	Currently using computerized dispatch system with GPS system. Implementation of annunciator system and "Real Time" technology along with Metro TAP system
# of Employees	36
Annual Revenue	$1.9 Million

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Location Name	Palo Verde Valley Transit Authority Blythe, California
	City of Blythe Joseph DeConinck Board Chairman 235 North Broadway Blythe, CA 92225 (760) 250-5918 joeydeconinck@gmail.com
Nature of Services	Fixed route and paratransit transportation services Vehicle fleet consists of 12 buses. Responsible for dispatch, operation, supervision and Maintenance on fleet of City buses.
Length of Contract	**16 Years**
Type of Fleet Dispatching System	Currently using AVL fleet tracking capabilities as well as a digital on board video surveillance recording system
# of Employees	20
Annual Revenue	$1.2 Million

Location Name	AVALON TRANSIT Avalon, California
	City of Avalon Audra McDonald Transit Manager 410 Avalon Canyon Rd Avalon, CA 90704 (310) 510-0220 audra@cityofavalon.com
Nature of Services	Fixed route and Dial-a-Ride Transportation services throughout the City of Avalon, using a fleet of 1-2 buses for Fixed Route and 2 for the Dial-a-Ride. Responsible for dispatch, operations, supervision and provision of coordinating vehicle maintenance on fleet of City and TC buses.
Term of Agreement	**3 years**
Type of Fleet Dispatching System	Utilizing "Simpli Transit" computerized dispatch system along with an AVL system and Swiftly for real time technology.
# of Employees	13
Annual Revenue	$700k

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Location Name	CITY OF GLENDORA Glendora, California
	City of Glendora Steven Mateer Transportation Coordinator 116 East Foothill Blvd Glendora, CA 91741 (626) 852-4646 smateer@ci.glendora.ca.us
Nature of Services	Fixed route, Metrolink, and paratransit transportation services. Vehicle fleet consists of both cutaway buses and minivans, operating on CNG and Gasoline fuels. Responsible for dispatch, operation, supervision and vehicle maintenance on fleet of City provided buses.
Term of Agreement	10 years
Type of Fleet Dispatching System	Currently using fully automated computerized dispatch system "RouteMatch" with a GPS system.
# of Employees	18
Annual Revenue	$800k

Location Name	PLAYA VISTA SHUTTLE Playa Vista, California
	Playa Vista Parks and Landscape Organization Dawn Suskin Executive Director 6200 Playa Vista Drive Playa Vista, CA 90094 (310) 437-6070 Dawn.suskin@fsresidential.com
Nature of Services	Fixed route, Shuttle, and on-demand transportation services. Vehicle fleet is comprised of 5 Type 7 CNG buses. Responsible for dispatch, operation, supervision and vehicle maintenance on fleet of Client provided buses.
Term of Agreement	6 years
Type of Fleet Dispatching System	Currently using fully automated computerized dispatch system "Simpli" with a GPS system and Transloc for AVL.
# of Employees	9
Annual Revenue	$600k

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H. Supplemental Information

As the successful incumbent of the Beach Cities Transit operation for the last 10 years, Transportation Concepts has continued to respond to a growing economy which has presented challenges by all transit operators in the area, through positive enhancements to both staffing levels and wages. In fact, over this last 5 year contract period, we have hired a number of additional supervisory and clerical staff. When compared to our operation back in 2014, this reflects close to a 50 percent increase just in staff positions. Additionally, we have also increased **driver pay by over 21 percent** in just this last year alone in order to successfully attract and retain the best vehicle operators we could hire.

Recognizing the need for increased personnel to enhance the overall operations, we increased staffing by adding the following new positions:

- Administrative Clerk – One FT position. This improved customer service, by allowing the dispatchers a greater focus on their coordinating tasks with the drivers and service delivery.

- Maintenance Supervisor- One FT position. This was done to further enhance technical support to our maintenance team and provide that supervisory shop coverage during all operating hours.

- Operations Supervisor- One FT position added, This provided operations support coverage during all days and hours of operation, as well as to cover for sick days or vacations.

- Dispatcher – Two PT positions (1 FTE) added. This was done to further support coverage by overlapping the Dispatchers and insuring we had coverage for sick day and vacations.

Although these staffing and pay increases have significantly strained our financial outcome on this contract, we have made those business decisions without attempting to seek additionally compensation. This is another reason why we are unique in this industry. It is simple, we don't just "*talk the talk....we walk that walk*".

As a smaller transit organization, our reputation means more to us than just turning a profit. Gill Barnett, the owner of PCI has always stated "*If you take care of your customers and take care of your employees, they will in turn take care of the business*". This is one of the key reasons why Transportation Concepts has continued to meet or exceed expectations with the City of Redondo Beach.

During the course of this last contact term, we've been faced with many outside service challenges such as the LAX terminal improvement plan, and continuous road construction within our service areas. Based on our knowledge service area and passenger needs we've been able manage these real time detours and road closures, thus limiting the negative impact on the service.

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Again based on our knowledge and experience of the service needs we've developed a number detour and detour notices for the public in response to annual events such as July 4th Fireworks Display, Pier Lighting Events, 5K/10K Walk/Run events, thus limiting the impact to the public.

With a challenging labor market, we've maintained 100% service levels through creative and effective driver scheduling, wage increases, and utilizing an outside recruitment agency. TC has also partnered with a Payroll/HR organization (Paycom) which, besides having all our payroll and HR needs in one place, Paycom also integrates directly with online recruiting sites like Monster, Indeed and Zip Recruiter.

We have worked with the city to spec out vehicles, technical information of vehicle specs, pre-delivery inspections and acceptance inspections. Based on our technical insight, we were able to assist the city in implementing onboard camera systems, TAP card Readers, and an Annunciator system.

We have also worked with the city on recommending additional safety enhancements like the Pedestrian Awareness safety system and Zonar, which is an enhanced web based vehicle inspection system.

Over the last contract term we have partnered with the city to address the current and upcoming changes in the transit industry. These include various conferences and workshops, related to the ZEB mandated requirement of Zero Emission Buses. Additionally, with the recent requirement by the Federal Transit Administration (FTA) for the Safety Management System (SMS), we have been actively working with the City's Safety Consultant on the development of this plan for the City.

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I. Required Forms and Certifications

The following are the completed forms and certifications as stipulated in Section 6 of the RFP.

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FORM A

CITY OF REDONDO BEACH
COMMUNITY SERVICES DEPARTMENT

PROPOSAL TO PROVIDE OPERATION AND MAINTENANCE OF BEACH CITIES TRANSIT FIXED ROUTE AND DIAL-A-RIDE SERVICES

PROPOSALQUESTIONNAIRE

1. Name of Organization: Parking Concepts Inc., dba Transportation Concepts

2. Organization is a: (circle one)

   (Corporation) / Partnership / Association or Sole Proprietorship

3. Organization is a Disadvantaged Business Enterprise (DBE) (Complete and submit the Proposed Disadvantaged Business Enterprise (DBE) Participation form, if applicable):

   Yes _____ No X

4. Organization's Principal Address and Telephone Number:

   12 Mauchly, Building I, Irvine, CA. 92618

5. Organization's Authorized Representative:

   Name: Rich Rogers

   Title: Chief Operating Officer

   Telephone Number: 949 864-3493

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Proposal Questionnaire – Page 2

6. How many years has your business been established? 45 years

How many years has your business been under your present name? 37

How many years under former names? (List name and number of years)
N/A

7. How many years has your business been providing passenger transportation services? 37

8. What other types of services does your business provide Parking, Valet and,Code Enforcement, Management Consulting

9. Do you have any affiliated companies? (If parent company, list subsidiaries and divisions. If subsidiary or division, name parent company, its principals and their addresses):
Parking Concepts Inc., Gill Barnett-President, Rich Rogers- Chief Operating Officer,TC, Dave Mueller-VP, Robert Hindle-VP

10. Have there been any contract terminations for the services your firm performs before the fulfillment of the contract within the past five years?
Yes_____ or No X

If Yes, list the date, client, and reason for termination below:

11. Is Proposer aware of any real, potential, or perceived conflict of interest which would or could result should a contract be awarded to their firm? ___ Yes X No
If Yes, please explain:

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Proposal Questionnaire – Page 3

12. Organization's Credit References: (name, address, telephone number & contact person) Provide at least three.

a. SC Fuels
PO Box 14014, Orange, CA 92863

b. Enterprise Fleet Service
333 City Blvd West, Suite 1010, Orange, CA 92868

c. ABBA Parking Services
2350 Airport FWY, Suite 130, Bedford, TX 76022

13. City of Redondo Beach Business License Number: #317782
[If not current license holder, Business License will be required before initiation of services.]

14. Provide an organization chart for your overall organization and as proposed for this project. For this project, indicate position titles and full-time equivalent personnel proposed in each position. "Full time equivalent" is 2,000 annual labor hours. Organization chart attached?
Yes X or No ____

The undersigned, being cognizant of the pages, documents, and attachments contained herein, agrees to provide the City of Redondo Beach with the services described in the Request for Proposals. All cost proposals are certified to be firm for a period of 120 days from the deadline for proposal submission, December 18, 2019.

Respectfully submitted,

Parking Concepts Inc., dba Transportation Concepts
Name of Company

12 Mauchly, Bldg I,	Irvine	CA	92618
Address	City	State	Zip Code

By (Signature) Rich Rogers
Printed Name

Chief Operating Officer
Title

(949) 864-3493
Telephone Number

December 18, 2019
Date

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM B - Revised
PROPOSAL CHECKLIST

Proposer's Name: Parking Concepts Inc., dba Transportation Concepts

Proposals shall be submitted in a three-ring binder, one original, so marked, and seven (7) copies, marked "Copy," and one electronic copy on flash drive. The total proposal packet must be sealed and clearly marked on the outside:

City of Redondo Beach
Beach Cities Transit Proposal #1920-005

Proposers are requested to submit this Checklist and to verify that the following information is included in their proposals. If documentation provided is incomplete, the Proposer may be considered non-responsive and ineligible for award of a Contract.

√ **COVER LETTER,** including company name, address, contact name, phone and fax numbers and email address for authorized company representative.

√ **Form A Proposal Questionnaire**

√ **Form B Proposal Checklist**

√ **Exhibit C Cost Proposal** [4 pages]

√ **Required Forms and Certifications**

- √ a. Form C Addenda Acknowledgement
- √ b. Form D References
- √ c. Form E Proposed DBE Participation
- √ d. Form F Non-Collusion Affidavit for Contractor
- √ e. Form G Certification of Primary Participant Regarding Debarment, Suspension, And Other Responsibility Matters
- √ f. Form H Certification of Restrictions on Lobbying
- √ g. Form I Comptroller General's List of Ineligible Contractors
- √ h. Form J Prompt Payment Affidavit
- √ i. Form K DBE Participation Schedule
- √ j. Form L DBE Utilization Form
- √ k. Exhibit A FTA Contract Clause Certification

√ 6. **Financial Statements/Reviews** for the last two available years. If statements are to be treated as Confidential, provide in a separate envelope.

√ 7. **Proposal Narrative addressing, at a minimum, the following areas:**

- √ Proposer's Experience Related to Beach Cities Transit;
- √ Organizational description;
- √ Staffing Plan, including salary and benefits, resumes;
- √ Accounting and Reporting systems;
- √ Insurance;
- √ Operations;
- √ Vehicle Maintenance and Servicing;
- √ Safety Program;
- √ Screening and Selection Program;
- √ Training Program; and
- √ Transition Plan/Time Schedule.

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FORM C
BEACH CITIES TRANSIT RFP #1920-005
ADDENDA ACKNOWLEDGEMENT

CONTRACTOR NAME: Parking Concepts Inc., dba Transportation Concepts

CONTRACTOR hereby acknowledges that it has received and read the following Addenda:

Addendum # 1 Signature _____

Addendum # _____ Signature _____

Addendum # _____ Signature _____

Addendum # _____ Signature _____

Addendum # _____ Signature _____

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FORM D
REFERENCES

Proposer's Name Transportation Concepts

Please list a minimum of at least four references of similar size and type of transit services, including governmental agencies, if available.

Reference 1

AGENCY/COMPANY NAME: Beach Cities Transit / City of Redondo Beach
ADDRESS: 1922 Artesia Blvd, Redondo Beach, CA 90278
CONTACT PERSON: Joyce Rooney
EMAIL ADDRESS: joyce,rooney@redondo.org
PHONE NUMBER: (310) 318-0631 x 2670
LENGTH OF CONTRACT: 10 YEARS
NUMBER OF VEHICLES OPERATED: 20
DESCRIPTION OF SERVICES PROVIDED:
Fixed Route and Dial-a-Ride service. Responsible for dispatch, operations, supervision and vehicle maintenance on a fleet of City provided buses

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Reference 2

AGENCY/COMPANY NAME: Palos Verdes Peninsula Transit Authority
ADDRESS: 38 Crest Road West, Palos Verdes Peninsula, CA
CONTACT PERSON: Martin Gombert
EMAIL ADDRESS: magla@ix.netcom.com
PHONE NUMBER: (310) 544-7108
LENGTH OF CONTRACT: 7 YEARS
NUMBER OF VEHICLES OPERATED: 27
DESCRIPTION OF SERVICES PROVIDED:
Fixed Route Transportation service throughout the Palos Verdes Peninsula utilizing a fleet of 27 alternative fuel buses. Responsible for dispatch, operations, supervision, and vehicle maintenance on agency buses

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Reference 3

AGENCY/COMPANY NAME: City of Corona

ADDRESS: 730 Corporation Yard Way, Corona, CA

CONTACT PERSON: Sudesh Paul

EMAIL ADDRESS: sudesh.paul@coronaCA.gov

PHONE NUMBER: (951) 279-3763

LENGTH OF CONTRACT: 19 YEARS

NUMBER OF VEHICLES OPERATED: 20

DESCRIPTION OF SERVICES PROVIDED:
Fixed Route and Dial-A-Ride Service utilizing Fleet of CNG buses. Responsible for dispatch, Operations, supervision and vehicle maintenance on fleet of City provided buses

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Reference 4

AGENCY/COMPANY NAME: City of Glendora

ADDRESS: 401 E. Dalton Ave, Glendora, CA 91741

CONTACT PERSON: Steven Mateer

EMAIL ADDRESS: smateer@ci.glendora.ca.us

PHONE NUMBER: (626) 852-4646

LENGTH OF CONTRACT: 10 YEARS

NUMBER OF VEHICLES OPERATED: 12

DESCRIPTION OF SERVICES PROVIDED:
Fixed Route, Metrolink and paratransit services utilizing fleet of cutaway buses operating on CNG and gasoline. Responsible for dispatch, operations, supervision and vehicle maintenance on fleet of City provided buses

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FORM E
PROPOSED DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION (OPTIONAL)

The bidder is or intends to utilize the following DBE contractors on this project. Signature of participating DBE is confirmation of willingness to participate on this project.

Company	**N/A**
Address	
City, ST, ZIP	
Phone Number	
Fax Number	
Contact Name	
Contact Email	
DBE Certifying Agency	
Type of work to be performed	
Annual Dollar value of participation	
Signature of participating DBE	

Company	
Address	
City, ST, ZIP	
Phone Number	
Fax Number	
Contact Name	
Contact Email	
DBE Certifying Agency	
Type of work to be performed	
Dollar value of participation	
Signature of participating DBE	

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM F
NON-COLLUSION AFFIDAVIT FOR CONTRACTOR

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

Rich Rogers declares and says:

1. That he/she is the (owner, partner, representative, or agent)

of Transportation Concepts, hereinafter referred to as (CONTRACTOR) or (subcontractor).

2. That he/she is fully informed regarding the preparation and contents of this proposal for certain work in the City of Redondo Beach, State of California.

3. That his/her proposal is genuine, and is not collusive or a sham proposal.

4. That any of its officers, owners, agents, representatives, employees, or parties in interest, including this affiliate, has not in any way colluded, conspired, connived or agreed, directly or indirectly, with any other CONTRACTOR, firm, or person to submit a collusive or sham proposal in connection with such contract, or to refrain to submitting a proposal in connection with such contract, or has in any manner, directly or indirectly, sought by unlawful agreement or connivance with any other CONTRACTOR, firm, or person to fix the price or prices in said proposal, or to secure through collusion, conspiracy, connivance, or unlawful agreement any advantage against City, or any person interested in the proposed contract; and,

5. That the price or prices quoted in the proposal are fair and proper, and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the CONTRACTOR, or any of its agents, owners, representatives, employees, or parties in interest, including this affiliate.

I certify (or declare) under penalty of perjury, that the foregoing is true and correct.

Dated this 18th day of December 2019, at Irvine, California.

Signed: _____

Title: Chief Operating Officer

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FORM G
CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The Primary Participant Transportation Concepts (Name of CONTRACTOR) certified to the best of its knowledge and belief, that it and its principals:

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

b. Have not, within a three year period preceding this proposal, been convicted, or had a civil judgment rendered against them for commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes, or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false Statements, or receiving stolen property;

c. Are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and

d. Have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for default.

If the primary participant is unable to certify to any of the Statements in this certification, the participant shall attach an explanation to this certification.

THE PRIMARY PARTICIPANT, Transportation Concepts (Name of CONTRACTOR) CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 USC SECTIONS 3801 ET SEQUA ARE APPLICABLE THERETO.

Signature of Authorized Official _____ Title Chief Operating Officer

The undersigned chief legal counsel (or corporate secretary) for the Company hereby certifies that the Company has authority under State and local law to comply with the subject assurances and that the certification above has been legally made.

Signature of Attorney/Secretary _____ Date 12/18/2019

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FORM H
CERTIFICATION OF LOBBYING RESTRICTIONS

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

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
4. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than$100,000 for each such failure.

Signature of Contractor's Authorized Official

Rich Rogers, Chief Operating Officer
Name and Title of Contractor's Authorized Official

December 18, 2019
Date

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

FORM I
COMPTROLLER GENERAL'S LIST OF INELIGIBLE CONTRACTORS
(REQUIRED)

Submit this form with the BID, failure to do so is grounds for disqualification.

The Bidder certifies that it is NOT on the U.S. Comptroller General's list of ineligible firms for federally financed and assisted construction, materials, equipment contracts or services.

Bidder's Company Name	Parking Concepts Inc., dba Transportation Concepts
Legal Structure (corp./partner/proprietor)	Corporation
Principal Office Address	12 Mauchly, Bldg I
City, ST, Zip	Irvine, CA 92618
Phone Number	949 753-7525
Fax Number	949 753-7526
E-Mail	rrogers@transportation-concepts.com
Federal Employer Identification Number	95-2909899
Title of Person Authorized to Sign	Chief Operating Officer
Print Name of Person Authorized to Sign	Rich Rogers
Date Signed and Authorized Signature	December 18, 2019

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Form J
PROMPT PAYMENT AFFIDAVIT

Contractor will place a check in the appropriate box below that applies to this payment request. Re: Payment Request No._____

I, Rich Rogers (Name), the Chief Operating Officer (Title - e.g., President, Vice President, etc.) of Transportation Concepts ("Company"), do state the following with regard to payments made under Contract No. #1920-005 ("Contract"):

1. ____Subcontractors, at the first tier, both DBE and non-DBE, who completed work and were listed for payment on the prior Payment Request No.___, were paid no later than thirty (30) business days after Contractor received payment from City.
2. ____Copies of invoices and cancelled checks for subcontractors at the first tier who were paid under the prior payment request have been delivered or mailed to the City. In addition, Contractor has attached to the current Payment Request all lien waivers for prior subcontractor payments and any other documentation required by City. (Failure to attach all required documentation to the Payment Request or forward cancelled checks and invoices to the City may cause the Payment Request to be rejected by City.)
3. ____All retainage amounts withheld from any subcontractor who satisfactorily completed its portion of the contract work, including punch list items, were paid to the subcontractor(s) no later than thirty
   (30) business days after it satisfactorily completed its work, whether or not City has paid said retainage amounts to Contractor. Attach a copy of the cancelled check evidencing payment of each retainage amount.
4. X___There was no delay in or postponement of any payment owed to a subcontractor, whether periodic payment or retainage amount, except for good cause and after receipt of prior written approval from the City.
5. ____The Contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the Contractor's receipt of payment for that work from the City. In addition, the Contractor is required to return any retainage payments to those subcontractors after the subcontractor's work related to this contract is satisfactorily completed and within 30 days of Contractor's receipt of the partial retainage payment related to the subcontractor's work. Attach a copy of the written approval from the City.

Transportation Concepts
Company Name

Signature
Rich Rogers
Print Name

Date: December 18, 2019

Subscribed and sworn to before me this_____day of_____20____

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FORM K

DBE PARTICIPATION SCHEDULE

The Contractor shall complete the following information for all DBE's participating in the contract that comprises the DBE Utilization percent stated in the DBE Utilization Form. The Contractor shall also furnish the name and telephone number of the appropriate contact person should the Authority have any questions in relation to the information furnished herein.

DBE IDENTIFICATION AND INFORMATION FORM

Name and Address	Contact Name and Telephone Number	Participation Percent (of Total Contract	Description of Work to Be Performed
N/A			

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FORM L
DBE UTILIZATION FORM

The undersigned Contractor has satisfied the requirements of the solicitation in the following manner (please check the appropriate space):

The Contractor is committed to a minimum of 0 % DBE utilization on this contract.

Date: December 18, 2019

Signature:

Company Name: Transportation Concepts

Title: Chief Operating Officer

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EXHIBIT "A"

FTA REQUIRED CONTRACT CLAUSE CERTIFICATIONS

[Clause language is based on FTA Report No. 0105, FTA Best Practices Procurement and Lessons Learned Manual, October 2016.]

☑	1.	Incorporation of Federal Transit Administration (FTA) Terms
☑	2.	Federal Changes
☑	3.	No Federal Government Obligation to Third Parties
☑	4.	Fly America
☑	5.	Clean Air Act and Federal Water Pollution Control Act
☑	6.	Recycled Products
☑	7.	Energy Conservation
☑	8.	Government-Wide Debarment and Suspension
☑	9.	Program Fraud and False or Fraudulent Statements and Related Acts
☑	10.	Lobbying Restrictions
☑	11.	Civil Rights Laws and Equal Opportunity
☑	12.	Disadvantaged Business Enterprises (DBE)
☑	13.	Prompt Payment
☑	14.	Substance Abuse
☑	15.	Public Transportation Employee Protective Arrangements
☑	16.	Charter Service
☑	17.	School Bus Operations
☑	18.	Safe Operation of Motor Vehicles
☑	19.	Employee Protections

Signature: _____

Title: Chief Operating Officer

Company Name: Transportation Concepts

Date: December 18, 2019

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1. Ability to Perform and Meet the Requirements of the RFP

The following sections will allow the City's evaluation committee to further demonstrate why Transportation Concepts is the most qualified company to perform and meet the requirements of this RFP for the Operations and Maintenance of the Beach Cities Transit Services. Although some portions of a few sections may have been included earlier in this proposal, we want to ensure that each evaluator can easily cross reference the information in our proposal with the outline found in pages 14-16 of RFP #1920-005

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EXHIBIT “D”

CONTRACTOR’S PROPOSAL

See attached.

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Proposal to the City of Redondo Beach for the Operation and Maintenance of the Beach Cities Transit Service



Submitted by:

TRANSPORTATION CONCEPTS
12 Mauchly Building I
Irvine, California 92618

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Table of Contents

A. Cover Letter .....

B. Background/Experience with FR and DAR 1-4

C. Service Delivery Approach 5-6

D. Project Management, Qualifications and References 7-9

E. Cost Proposal 10

F. Proof of Insurance 11

G. Qualifications and Client References 12-15

H. Supplemental Information 16-17

I. Required Forms and Certifications 18

1. Ability to Meet Requirements of RFP 19

A. Company Organizational Structure and Resources 20-22

B. Staffing and Operational Plan for BCT 23-25

C. Experience with Fixed Route and Paratransit 26-28

D. Ability to Perform 29

E. Bankruptcy Filings 30

F. Public Transit Contract Terminations 31

G. Restrictions, Exceptions or Accomodations 32

H. Citations, Fine or Orders to Stop Operations 33

I. Approach, Capacity and Philosophy for Operation of BCT 34-36

J. Organization of the BCT Operation 37-39

K. Wages and Benefits by Job Classification 40-42

L.Hiring/Screening Procedures 43-45

M. Personnel Handbook and D&A Testing Practices 46

N. Training Programs 47-53

O. Operating Supervision 54-56

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

P. Safety, Security and Risk Management 57-61

Q. Customer Service Training and Standards 62-65

R. Reservations System and Dispatch Plan 66-69

S. Methodology for Assessing On-Time Performance 70-71

T. Fare Collection and Reconciliation 72-73

U. Data Collection 74-76

V. Vehicle Maintenance Plan.....77-83

W. Operating Facility Plan.....84

X. Implementation Plan 85-86

Y. Experience with Transit Technology 87-88

2. Financial Statements.....89

3. Compliance with Specifications 90

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

TRANSPORTATION CONCEPTS

December 18, 2019

Joyce Rooney
Transit Manager
City of Redondo Beach
415 Diamond Street
Redondo Beach, CA 90277

Dear Ms. Rooney:

On behalf of Transportation Concepts (TC), I would like to begin for thanking you for opportunity we have had to serve as the City's contractor of choice for these last 10 years. We are excited about the opportunity to submit a proposal to continue to manage and operate the Beach Cities Transit Fixed Route and Dial-A-Ride Services for the City of Redondo Beach for the next 5 years.

As you are aware, Transportation Concepts has been successful operating this service for the last 10 years. Our focus over these years has been to constantly strive to meet or exceed the City of Redondo Beach and the community expectations, which we believe we have successfully achieved. This is a direct result of the continuity of our local team, which has been lead by Mr. Brett Baum, a proven leader, along with an outstanding location staff, as well as the support of a strong local corporate support team. Mr. Baum has been the Project Manager for the Beach Cities Transit Service for the last 9 years. We have an extremely strong and capable workforce, which has been strengthened both in the number of staff positions as well as the recent wage increase given to our drivers. We continual strive for improved operational statistics, and have a true partnership approach with the City of Redondo Beach which has resulted in an extremely cohesive client/contractor relationship that has continued to provide outstanding results.

Through our dedicated local team that is currently in place Transportation Concepts has a clear understanding of the needs of the BCT system, the technology utilized in day to day operations, and the parameters driving the system. We are familiar with the unique characteristics of the system to include the ridership profiles of the Fixed-Route and Dial-a-Ride services, the logistics of vehicle maintenance and cleaning, as well as the geographical, environmental, and labor challenges found in the local region.

Throughout our working relationship with the City of Redondo Beach, Transportation Concepts has been extremely successful in managing all aspects of this operation. Our team however is committed to continual improvement and is committed to strive for ways to further improve the operation over the next contract term.

Mr. Baum leads with a very hands-on type of management style. He understands his internal working environment as well as the external environment his team serves. He is adamant about getting out into the community on a regular basis and conducts road

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supervision on a regular basis. Brett has also been a resident of the City of Redondo Beach for a number of years.

We hope that through our proposal we truly reiterate our continued dedication and commitment that only Transportation Concepts will bring to the City of Redondo Beach. We have focused on the qualifications of our company, our local team, our knowledge with technology and our sincere desire to continue to manage and operate the BCT service for the next 5 years.

Some of the highlights of our proposal include:

- An extremely qualified Project Manager and Maintenance Manager leading the team as well as a strong support team both at the BCT operation as well as at the corporate office in Irvine, California. No other competitor will offer a management team with the experience and credentials of Mr. Baum and his team.
- A compensation plan that includes continual wage increases for drivers and staff.
- An operational plan that focuses on training, customer service and safety which are proven and designed to result in a positive experience for the end user and potential for ridership growth.
- Local management team with years of "hands on" experience operating Real Time Information systems and Zero Emission Buses.
- A proven operational approach and support system that consistently strives to exceed the needs of the City of Redondo Beach.
- Outstanding positive references from both current and past clients who have experienced contracting with our company for their Fixed Route and Dial-a-Ride Contractor needs.

We are excited about this opportunity to be considered once again to extend our partnership with the City of Redondo Beach for another 5 years.

We acknowledge receipt of Addendum 1 and it our acknowledgement is included with the required forms section of our proposal. If further information is needed, please contact me at (949) 864-3493, (949) 753-7526 (facsimile) or via e-mail – rrogers@transportation-concepts.com. I am authorized to bind Transportation Concepts to the terms of this proposal and it is valid for a minimum of 180 days from submittal deadline.

Sincerely,

Rich Rogers
Chief Operating Officer

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B. Background/Experience with Fixed Route and Paratransit Systems



The City of Redondo Beach has contracted with Transportation Concepts (TC) to operate the Beach Cities Transit since 2009. Over these last 10 years TC has provided an exemplary level of Fixed Route and Dial a Ride services. TC was the driving force in implementing a process to provide accurate reporting of statistics, including on-time performance and a comprehensive monthly reporting format that provided a much greater degree of operational data to the City. TC's approach to success has always been that the management and operation of the Beach Cities Transit remains laser focused on the fact that the community comes first. From our employees to the people we serve, each individual has a stake in the transit system, and without them, we as a Company would not have achieved such success.

Over the initial contract term TC had been instrumental in working with the City of Redondo Beach in a collaborative approach to improve both the image and performance of the Beach Cities Transit service. This enabled BCT to maintain steady growth and stability. TC management had always met or exceeded the Cities performance goals, along with implementing many enhancements, such as a significant fixed route restructure which has resulting in an increase in ridership since implementation. Enhanced Dispatch and management oversight through a relocation of the dispatch center and management offices to the maintenance and bus storage yard located on Kingsdale Ave, which dramatically improved not only supervision, but camaraderie and unity of all employees resulting from this forward thinking change. TC worked with the City in the development of a standardization of vehicle type coupled with a realistic vehicle replacement plan and enhanced our preventative maintenance program to meet the growing technology advancements. In this area alone, we are averaging just **1 road call for every 100,000 miles**.

In July 2015 The City of Redondo Beach awarded Transportation Concepts (TC) a second term contract to continue to operate the Cities Dial-A-Ride and fixed route services. Beginning immediately we implemented a computerized scheduling and dispatch system which replaced the manual system that was previously in place. As a result we saw better efficiencies in the system and made making reservations for the passengers easier, including reduced passenger call wait time and on call time. Other benefits included improved On time performance (OTP), NTD reporting, accuracy in trip scheduling and communication with drivers.

Relative to Customer complaints, over the last 5 years we have averaged only **1.5 complaints per month**. Of course **our goal is Zero** however we believe the ongoing focus our BCT team has on customer service is demonstrated in this overall statistic.

TC also continued to work closely with City Staff to further improve our comprehensive management report that provided both operational and fiscal data. TC also assisted the City in the enhancement of the NTD data collection process, which has proven a success in their FTA Triennual performance review/audit, with zero findings on the TC side.

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Over the past 10 years TC has always taken a partnership approach with the community and worked closely in support of several senior community groups. TC has also enjoyed working closely with the City during sponsored events such as Earth Day, Senior Workshops, City Staff Tours, Council Meetings and other City Sponsored Events.



TC has also utilized many resources throughout our company to enhance and continually improve service. Our Director of Maintenance has provided oversight and inspections of the City owned fleet to ensure that all preventative maintenance and repairs are completed to the highest standards. This approach has had direct influence on our record of 100% satisfaction rating on all CHP terminal inspections, as well as maintaining our goal of less than 3 road call per 100K miles. As previously stated our road call frequency is **1 road call per 100K miles.** In addition to our maintenance support, TC has provided safety training support and OSHA training by our Safety Consultants at IAG. This has led to further improvements to our outstanding safety record.

It has been our pleasure to work with City staff and share their vision of growth and enhancements to the transportation services provided to the community. We truly recognize our role as a partner in the development of the transportation services provided to the community.

With attention to safety TC is proud to have continued to recognize a consistent downward trend in the frequency and preventability of accidents each of the last 10 years we have operated BCT. Over the last 5 year contract term the BCT system is averaging over **185,000 miles of safe driving between preventable bus collisions.** TC's approach starts with hiring the best employees as possible, and then investing the time through training to make every employee extremely safety focused, ultimately leading to a significant benefit to the BCT operation.



Operationally, TC has in place a proactive work environment where focus is placed on safety, service and the enrichment of our employees. Work schedules are planned out well in advance to accommodate the service need, while allowing employees flexibility in planning their outside activities. TC uses a centralized dispatch system where all employees, customers and associates contact a central location (phone, email, in-person, radio) to interact with the operation. Once dispatch is notified, immediate action is taken with emphasis placed on customer service and safety. Quality assurance and control is maintained by TC management, starting from the Operations Supervisors that are tasked with maintaining a smooth operation, adherence to schedule, compliance to policy, training, and emergency response if needed.



Overall Company Experience

From the operation of a six bus shuttle operation at the Ontario Airport in 1982, through today, Transportation Concepts has enjoyed measured growth. Currently, the company manages 16 separate Fixed Route, Shuttle or Dial-a-Ride contracts, all in areas with similar challenges as the Beach Cities Transit. The company operates these services

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utilizing a fleet of over a 150 vehicles ranging in size from seven passenger minivans to 40 foot transit coaches. The majority of the vehicles maintained and operated by Transportation Concepts use Alternative fuels. In addition, we have experience operating Zero Emission Buses in a number of locations since 2015.

Fixed-Route Services



TC has over 20 years of experience operating fixed-route service in the local region with public transit agencies that receive Federal Section 5307 transit funding. In addition to our **ten years of operating Beach Cities Transit**, other comparable fixed-route experience over these last 20 years includes; **7 years** experience under contract with **Los Angeles Metro** operating **55 buses**, **19 years** under contract with **Corona Transit** operating **20 buses**, **5 years** of experience with the **Riverside Transit Agency** operating **86 buses**, along with contracts with **Omnitrans, Palos Verdes Peninsula, the City of Avalon, Los Angeles County,** and several other municipal operations throughout the Southern California area.

In addition, our talented and valued employees have been responsible for the operation of regularly scheduled services throughout the state including overall management responsibilities encompassing day to day administration of systems operating in rural transit environments as well as major metropolitan areas transporting over 5 million passengers per year. This includes routing and scheduling, safety oversight, vehicle and facility maintenance, road supervision and dispatch oversight, integration of technology, and of course vehicle operations. TC employees have experience in this type of service since 1987.

Shuttle/Circulator/Feeder Services



TC has been providing shuttle services since 1982. In fact, we currently operate several shuttle services of varying operating characteristics to include, campus shuttles, medical center shuttles, and employer shuttles. We are extremely proficient at providing high quality, high capacity, short haul, high frequency services. In addition, we provide other special services including regular shuttles connecting remote parking lots to employment centers; feeder services linking passengers from the train station to employment centers, and commuter services providing people transportation from designated parking lots in suburban areas to jobsites located in major metropolitan areas. These services are one way we can contribute to improving the air quality of the communities we serve.

Demand Response/ADA Paratransit / Dial-a-Ride Services



TC also has close to **20 years of experience** operating Paratransit service in the local region with public transit agencies that receive Federal Section 5307 transit funding. In addition to our **ten years** of operating **Beach Cities Transit,** other comparable Paratransit

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experience over these last 20 years includes **19 years** under contract with the **City of Corona** operating **14 vehicles**, **10 years** with the **City of Glendora** operating **10 vehicles**, **8 years** under contract with **Riverside Transit Agency** operating **60 vehicles**, **5 years** under contract with **Omnitrans** operating **100 vehicles**, along with several other operating contracts with municipalities in the Los Angeles and Southern California region. Additionally, TC corporate support staff has experience providing Dial-a-Ride services for close to 35 years.

We have extensive experience managing various size and types of such specialized services ranging from two to over one hundred vehicle operations carrying up to 1,000 passengers per day. In addition, we have experience with various automated (and manual) reservations and scheduling.

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C. Service Delivery Approach

Management Philosophy

Although Transportation Concepts operates as a dba under Parking Concepts, the provision of effective transportation operations is the core business of Transportation Concepts. We do not have other businesses that divert focus from our primary objective with our clients, such as the City of Redondo Beach; which is to transport passengers safely and effectively while creating a positive image for the BCT as well as our organization simultaneously. Our concentration remains on your service. If additional support is needed other than the provision of normal services, we have very tenured and knowledgeable internal staff that can provide consulting and assistance in the areas of maintenance, labor, risk management, safety, technology, and environmental concerns. If Transportation Concepts does not have internal staff that can provide assistance to the degree necessary, we have several professional consultants that we work with regularly that will provide service as necessary.

Over the last 37 years, Transportation Concepts has nurtured a management approach/philosophy that is specific to the needs of our customers. Although it is extremely important to have reliable corporate support, we believe that the service is only as strong as the local team leader. As we have demonstrated over the last 10 years in working with the City of Redondo Beach, the local team will operate in partnership with City staff in working towards the same goal of providing premier service to the residents and visitors of Redondo Beach and surrounding beach communities. Our objective is to ultimately improve the quality of life in the communities that we serve. Part of our efforts include: hiring locally to provide an environment that promotes camaraderie and community involvement as demonstrated over our term in Redondo Beach. In addition, our corporate team will always provide as much support as necessary and be available for consultation as requested anytime.

Operations Programs

As a professional provider of transportation services for over three decades, we have developed and implemented programs for a full range of transportation services. Generally, our programs include the following:

- **Safety – safety culture, employee, riders, maintenance shop, environmental, incident prevention and response.**
- **Customer Service – passenger relations, disability awareness.**
- **Employee Development – recruitment, screening, hiring, training, and supervision.**
- **Maintenance – preventive, body work, warranty, parts inventory, vehicle appearance, heating/air conditioning, audit/inspection, and ongoing technician enhancement training.**
- **Vehicle Operation – employee check in, vehicle inspection, dispatch/vehicle communications, on time performance, route supervision, fare collection and extensive continual training.**

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All of these programs will continue to be in place for BCT. In order to successfully facilitate our programs throughout each of our operations we must effectively maintain our support structure and ensure that each area is developing and continuously improving. Every person on our team must demonstrate a high degree of passion for customer service and be able and willing to provide it to the community and the system ridership.

"City staff has come to rely on location and corporate support and expertise. We value this assistance and believe your company is a partner in our success"

Brian Champion
Previous Contract Administrator – City of Corona

Over the last 37 years Transportation Concepts has had an excellent performance record with the contracts we have operated. We have consistently focused on efforts to exceed client expectations and nurture an excellent safety culture within each of our operations. This approach has resulted in our organization achieving a solid reputation for getting the job done as promised. We are proud of our success. However, our philosophy is one of always keeping our eyes open for a better way to serve our clients. We are committed to continue operating under this philosophy relative to the service provided to the City of Redondo for the Beach Cities Transit Service.

The following is our location specific *Beach Cities Transit Operations Policy and Procedures* manual. This is issued to all employees upon hire. In addition, our company handbook is also issued at the time of hire, and further demonstrates our understanding of this project. Information on our employee handbook can be found in Section M of this proposal.

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TRANSPORTATION CONCEPTS
OPERATIONS POLICY AND PROCEDURES –REDONDO BEACH

These procedures are incorporated into the existing TC Handbook. Situations may occur that are not covered by these policies and procedures, such instances, drivers must exercise good judgment. In all situations, drives must report these to their supervisor and dispatch.

All drivers must become thoroughly familiar with the TC policies and procedures, special requests and instructions. Ignorance will not excuse negligence of duty, and disciplinary action as stated below or contained in the TC Employee Handbook, sections "K", Workplace Conduct page 43-45. Clarification of these rules must be done through your immediate Supervisor or Trainer.

1. **Special Instructions**:
   Special Instructions supersede the procedures contained herein, and are to be obeyed while in effect. Special Procedures and instructions may be issued in the form of:
   - Bulletins
   - Notices
   - Memos
   - Schedule Memos

2. **Compliance and Instructions:**
   Drivers must accept responsibility for and carry out the oral and written instruction of any authorized TC or Agency representative.

3. **Notice Boards and Mailboxes:**
   Drivers must consult the notice boards and check their mailboxes if provided before and after each day's assignments.

4. **Cooperation with Law Enforcement and Fire Department:**
   Drivers must cooperate with Law Enforcement and Fire Department agencies. If such cooperation creates a dangerous situation or changes any established TC procedure, notify your supervisor immediately for clarification. At no time can passengers get involved with assisting in any safety related issue. An Incident report must be completed and turned into your supervisor at the end of your shift detailing the incident.

5. **Safety in the Yards:**
   Drivers must be alert and take necessary precautions to ensure their personal safety and the safety of others. Reflective Safety Vests must be worn at all times when walking yard and or layover. The safety vest may not be worn while operating any vehicle.

6. **Seat Belts:**
   Drivers must wear seat belts when operating any vehicle, revenue vehicles included. When operating a non-revenue vehicle, it is the operator's responsibility to ensure that all occupants of the vehicle are using the seat belts before the vehicle is put into operation.

7. **Electronic Devices:**
   All electronic devices must be off and not visible while operating a vehicle, including a non-revenue vehicle. The only exception is the two way radio or PTT phone. Using a cell phone while operating a vehicle will result in immediate termination.
   - Cell phones and accessories
   - Computers and accessories
   - Electronic audio and visual devices.
   - Ear pieces.

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8. **Pull in, Pull out and Off Route:**
Drivers must strictly adhere to all operating procedures and traffic laws on all pull out, pull in and detours. Drivers must never park or layover in any unauthorized location. Unnecessary deviations or delays are prohibited. Drivers must always use their four way signals when pulling into a stop.

9. **Routes:**
Deviating from routes is prohibited, unless directed by Law enforcement, fire department, supervisor or agency representative. Routes are to be completed as per the established paddles. Cutting short a route or deviating without authorization will result in immediate termination.

10. **Service Delays:**
Drivers must notify dispatch immediately when a delay or blockade has interrupted service for more than 10 minutes or may prevent the bus from reaching the layover in sufficient time. Also, notify dispatch once the delay / blockade has been cleared. Ensure this information is written on your trip sheet.

11. **Time Points:**
Speeds must be monitored so that drivers arrive at time points safely and on schedule. DO NOT depart time points earlier than the scheduled time. DO NOT arrive at time points or layovers more than 3 minutes ahead of schedule. Running times must be distributed evenly between time points.

Violation of this section will result in Disciplinary action up to and including termination.

12. **Detours:**
When driving through an authorized detour, stop at any intersection where it is safe to allow passengers to board and alight.

13. **Layover:**
Engines must be turned off when layover time exceeds 5 minutes. Always ensure your vehicle is pulled forward and does not block any driveway or intersection. Always try to accommodate other drivers.

14. **Unattended Buses:**
When a bus is left unattended at any location, it must be properly secured. Do not leave any supplies on the bus. Drivers must keep their passes, ID badges, and transfers on them at all times. Return to the bus with sufficient time to prepare for service. Never leave passengers onboard when unattended. Always notify dispatch when you leave the bus unattended.

15. **Announcing Departures:**
Announcing your departure should be done moments before departing the stop. Always keep a look out for passengers.

16. **Transporting Animals:**
Drivers must transport service animals in accordance with the American's with Disabilities Act guidelines. All other animals must be secured in a suitable carrier. Notify dispatch whenever a service animal is onboard.

17. **Request for Assistance:**
All requests for emergency assistance must be made through dispatch. A driver may request the assistance of law enforcement or just the assistance of a supervisor. Drivers must use the correct10 codes when these requests are made.

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18. **Reporting Disturbance sand Altercations:**
Report all disturbances and or altercations to dispatch as soon as it is safe to do so. Always wait for supervisor arrival. Avoid all confrontation even if it means getting off the bus. Safety first. Incident report must be submitted before signing off for the day.

19. **Fares:**
Never insist on payment of fares, just quote the fare. DO NOT create a situation that can jeopardize your or the passengers safety.

20. **Unnecessary Service Delays:**
Drivers must never stop to purchase food or beverages or to conduct personal business at any time; this includes deadheading to and from the TC yard to the start or end of service while operating any vehicle. Stopping along the route to use the restroom in an emergency is permissible. If said stop is at a business that sells food or beverages, Operators are not permitted to make purchases.
In the event the restroom is in a mall or casino, the same rules apply, shopping and gambling is restricted.

The only exception to the above is when an Operator is on their meal break and has been authorized to use a TC vehicle during their meal period.
Always contact dispatch when there is a need to stop. Dispatch will need your name, route #, bus # and location. Once back in service you will again need to contact dispatch informing them you are back in service. Passengers can never be left in your vehicle while unattended. Also instruct the passengers to disembark.

21. **Treatment of Passengers:**
Good passenger relations are essential for our success. Drivers are required to treat all passengers in a courteous and respectful, and professional manner at all times. When dealing with your passengers, be conscious of your actions and words used, but as importantly your tone. Don't be offensive and sarcastic. Remember, you not only represent TC, but the Agency/ Client as well.

22. **Tampering with Fare box:**
Drivers are strictly prohibited from tampering with the fare box. Drivers are not permitted to use any non approved tool to clear the fare box. Any attempt to adjust or tamper with the position or normal operation of any of Company property, including the fare box is strictly prohibited. Employees who engage in theft of, or willful misuse of Company property will be subject to discipline up to and including immediate termination and where appropriate and criminal prosecution.

23. **Securing Fare Media:**
Drivers are responsible for all fare media that is issued to them as well as any that is collected during their assignments. Fare media must never be left on the bus, when the vehicle is unattended. When drivers are on the bus, the fare media should be stored out of sight at all times. All fare media must be turned in at the end of your schedule. IAT cards must be documented on the driver's trip sheet reflecting how many were received, sold and returned back to dispatch.

24. **Radio Conduct:**
Vehicles that are equipped with two-way radio systems fall under the direction and is regulated by the FCC (Federal Communications Commission). The following is prohibited over the radio:
- Use of obscene, unnecessary comments, slang terms and profanity
- Unauthorized use of messages
- Excessive, false or deceptive signals or communications
- Unauthorized call signs
- Tampering

Violation of this section will result in Disciplinary action up to and including termination.

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25. Smoking Policy:

Transportation Concepts (TC) is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. It is the policy of TC to prohibit smoking on all Company premises and in all Company vehicles in order to provide and maintain a safe and healthy work environment for all employees. In conjunction with state and local law, employees are free to smoke n designated areas outside the buildings and vehicles during non-working hours (i.e. before work, during breaks and after work).

In fairness to all employees, individuals who smoke are expected to comply with existing Company policy regarding break time. Smokers will not be singled out or monitored in any way that results in treatment different from that applied to other employees.

Employees violating Company rules on breaks or smoking will be subject to disciplinary action up to and including termination.

TC operates in accordance with California Code Reg. Title 22, sec 12000 (b), which states that tobacco smoke is a chemical known to the state to cause cancer. Also, TC follows all the city, county and state policies and regulations in monitoring smoking in public places. Any employee who violates Company/locations smoking policies will be subject to disciplinary action. Ref: Employee Handbook September 2003.

Administering the Policy

- The no smoking policy applies to all employees and outside business guests who may be visiting the building
- This policy covers the smoking of any tobacco product and the use of smokeless (or spit) tobacco
- Smoking is not allowed within the building at any time
- Smoking is not permitted in any company vehicles, either owned or operated by Transportation Concepts
- It is the responsibility of each employee to ensure that his/her visitor(s) comply with all provisions of this policy
- Smoking is permitted on the grounds provided that it occurs beyond 25 feet of any building entrance or open window
- Employees who choose to smoke within the permitted areas must do so on their regularly scheduled breaks or meal periods
- All materials used for smoking, including cigarette butts and matches, must be extinguished and disposed of in appropriate containers as provided
- No additional time off work shall be authorized for employees that smoke
- Each employee is expected to abide by the terms of the Smoke-Free Workplace Policy

Employees are required to sign an acknowledgement that they have read and understand the smoke-free workplace policy. A copy of the signed acknowledgement will be placed in the employees personnel file.

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26. Speed:
Drivers will not drive any TC or agency vehicle at a speed that exceeds the posted speed limit, or a safe speed for the conditions. Speed adjustments should be made only when directed to do so by a posted speed limit sign. Adjustments should be made for inclement weather, traffic conditions, visibility, surface of the roadway and the size of the vehicle.

27. Destination Signs:
Drivers must display the proper destination sign number, destination route sign at all times. When not in service on pull out and pull in, or off route trip the driver must display a "Not in Service" destination.

28. Use of Lights:
Regardless of time of day, i.e. sunrise, sunset or darkness, the interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely. Remember, passenger safety starts with a good vehicle safety inspection which includes interior lighting. If you find safety critical systems are not in working order they must be reported to Dispatch and Maintenance.

29. Tires:
Except when curbing wheels for proper securement, ensure that the tires of any vehicle do not contact the curb or any object that could damage them. If the tires are damaged, note the damage on the DVIR.

30. Door Operation:
Do Not open the doors at any time while the bus is in motion. The bus must come to a complete stop before the doors are opened, and be completely closed before the bus is in motion.

Violation of this section will result in disciplinary action up to and including termination.

31. Vehicle Check at Layover:
Upon arrival at a layover, drivers are required to check their bus for the following:

- Sleeping or intoxicated passengers
- Lost articles
- Debris
- Hazardous Substances
- Damage
- Low tires
- Lights

32. Calling Stops:
Drivers are required by ADA regulations to announce in a clear, distinct voice all transfer points, major intersections, and destination points, points of interest and any stop or location upon request. In addition, make announcements at sufficient intervals along the route to familiarize vision impaired passengers to their locations.

Violation of this section will result in disciplinary action up to and including termination.

33. Passenger Stop Request Sign:
The stop request sign must be on at all times.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

34. Driver / Passenger Conversations:

Avoid all unnecessary conversations and distractions while the bus is in motion. Questions should be answered briefly and politely, without diverting attention to the road. Treat all questions and answers as if it is the first time you have heard it, regardless how many times you have heard the questions before. Schedules should be provided to the passenger to help minimize inquiries.

35. Ejection:

It is illegal and prohibited for any Driver to place their hands upon a passenger without that passenger's permission. Passengers behaving in an offensive manner should be requested to stop the offending conduct. If it becomes necessary to request the offending party to alight the bus, always notify dispatch and have a supervisor meet you on route. When alighting the passenger the bus should be pulled over to a safe location. Small children or people who appear to be in a vulnerable position must never be ejected. A full report must be handed in at the end of the driver's schedule. Courtesy cards should be handed out to passengers when situations like this occur.

36. Badges:

The employee identification badge is part of your uniform and must be worn at all times. After receiving your badge it's your responsibility to keep hold of and protect it.

If you have legitimately lost your employee identification badge there is a $20 replacement fee. Any Driver who knowingly allows someone else to use their employee badge will be terminated.

37. Time Keeping:

It is recommended that all operators keep a record of their working hours. Each work run has a sign-on and sign-off time. An employee may sign on early does not entitle you to overtime. Employees are required to sign their name next to their sign in time and again when they sign out. This is to be done at the scheduled time, not before and not after.

Any overtime occurring at the end of you shift must be approved by the on-duty controller. If you can't justify the reason you're completing your shift late the on duty Controller is not authorized to sign-off on the overtime.

38. Assisting the Elderly:

As a person ages, physical changes begin to appear.

- **Vision** – This is affected in many ways; the eyes ability to distinguish between colors is impaired. Bright and contrasting colors should be used to assist elderly persons.
  The white or yellow stripes on stairwells and aisles help distinguish between steps and the width of the aisles. Eyes can become very sensitive to bright sunlight. The eye becomes more susceptible to cataracts, which causes vision to be cloudy and blurred. Blurred vision can also affect the elderly person's ability to judge distance. To further aid the elderly, **bus operators are required to call stops, transfer points and time points.**

- **Hearing** - The range of hearing, especially in the areas of very high or low-pitched sounds is normally limited by age. It is important, therefore not to shout at an elderly person since this normally does little good and may cause them to become upset or confused. It the elderly person seems unable to hear you, speak a little louder and slower, and even try in a lower voice.

- **Physical** – Many elderly persons experience difficulty in boarding the bus. They may have physical conditions and injuries that limit their mobility. Park the bus close to the curb at the stop, and make sure that the doorway openings are positioned properly. Point out obstacles or hazards, which they may encounter and offer to assist them as they board or alight from the bus.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

- **Priority Seating** - The first two front rows are allocated to priority seating for the elderly. Upon request, a bus operator can ask passengers in these seats to move in order to accommodate elderly passengers.

The **ADA (Americans With Disabilities Act)** does not require elderly persons to use priority-seating areas on the bus.

A few pointers that may help you as a bus operator to assist with the elderly;

- Announce the bus and route number to elderly passengers standing outside the bus. This can be done using the PA system.
- Announce stops, transfer points and time points.
- Speak clearly and more slowly.
- Park closer to the curb.
- Kneel the bus – .
- Keep priority seating open.

Passengers seated in designated areas are not compelled to move, as the elderly are not required to use designated seating. However from a customer service standpoint you should try to encourage this.

39. <u>E-Mail, Voicemail, and Computer Network System Policy:</u>

Employee privacy rights do not extend to work-related conduct or the use of company-owned equipment or supplies. You should be aware of the following policies:

- Our Right to Access Information

  Although employees have individual access codes to e-mail, voicemail, and computer network systems, these systems are accessible at all times by Parking Concepts, Inc. and may be subject to periodic unannounced inspections by us. All system access codes must be available to the Company, and employees may not use access codes that are not known to the Company.

- Systems Use Restricted to Company Business

  Employees are expected to use e-mail, voicemail, and computer network systems for Company business only and not for personal purposes. Personal purposes include, but are not limited to, soliciting or obtaining opinions for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations. In this regard, the Company reserves the right to retrieve and read any messages composed, sent or received. Please note that even when a message is deleted by the user or recipient, it may be possible to re-create the message; therefore complete privacy of messages cannot be guaranteed to anyone, and communications should be limited to business purposes.

- Forbidden Conduct

  Employees are prohibited from using PCI/ TC information systems in any way that may be disruptive or offensive to others including, but not limited to, the transmission, receipt or viewing of sexually explicit messages, cartoons, images, sounds, ethnic or racial slurs, or anything else that may be construed as unlawful harassment or disparagement of others.

- Password Security and Integrity

  Employees are prohibited from the unauthorized use of other employees' access codes to gain access to their e-mail and voicemail messages. Personal or other inappropriate use of information systems will result in disciplinary action up to and including immediate dismissal.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

40. Lost and Found:

Any item found on a bus must be properly documented and secured by the following process.

- **Initial Find**
  Drivers are to call in stating when and where the item was found
  Dispatchers are to log the call

- **Returning to the Yard**
  The driver is to turn the item over to the dispatcher on duty
  The dispatcher is to tag the item.
  The dispatcher is to log the item in the lost and found log book

- **Securing the item**
  All lost and found items are to immediately be secured in the combination safe
  Any bulk items that cannot fit in the safe should be secured in the manager's office

- **Returning Items**
  Passengers must produce I.D when claiming items at our facility

41. In Service Check:

All drivers are to contact dispatch when going into service. This is to be done when first starting service and anytime you are starting after relieving another driver, or after a lunch break.
The correct procedure after confirming contact is to state your route and then "10-8" and your location. For example: Dispatch: *"go ahead"*, 102-1, *10-8 at the Pier"*. An example for lunch relief drivers is as follows: Dispatch *"go ahead"*, Operator: 10-7, *10-8 at LAX"*.
Again, this only needs to be done on the first trip when you take over your bus, not on every trip of your route. .

42. Bus Stops:

At bus stops that service more than one bus at a time, please remember to stop at the end of the stop, not in the middle.
Additionally, if safe to do so, if another bus pulls in behind you, pull forward to allow the other bus to safely enter the stop. Always ensure you stop at the service stop when another vehicle bus is already at the stop.

When entering a bus stop zone and during your time stopped at bus stop the emergency four way flashers are to on, (No exceptions). When merging back into traffic - Signal, look for oncoming traffic, and merge safely. If your buses emergency four way flashers do not operate properly, write it down on the Daily Bus Report and inform the supervisor so that repairs can be made as soon as possible. Your cooperation is vital and important for the overall operations and passenger safety.

Drivers arriving to the Torrance Circle (Redondo Beach Pier) with down time exceeding 2 minutes must turn their bus off. This applies to all Layover's; Palos Verdes/ Via Valencia, LAX and Aviation Station.

43. Reporting Incidents:

Anytime an incident or anything out of the ordinary occurs, no matter how minor it may seem at the time, you MUST report this to dispatch and or a supervisor immediately by radio or cell phone. Once

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you have completed your shift you are then to ensure an incident report is made out and issued to your supervisor or manager before you sign off for the day.

Every incident that occurs in a vehicle, has the potential of escalating into liability for and cost to the company, but most importantly can jeopardize your job.

The following are examples of the more common types of incidents, but does not include every type of incident that may occur.

- Passenger failing to pay for his/her fare.
- Passenger arguing with another passenger, or yourself.
- Passenger disturbing other passengers.
- Passengers not having the correct or expired transfers or cards.
- Accidents.
- Passenger injuries.
- Passenger falling when de-boarding the bus.
- Road hazards.
- Passenger conflict.

44. Rewritten Trip Sheets:

When drivers rewrite their trip sheets the following procedure must be followed.

- When a trip sheet is rewritten, only (2) copies must be submitted (Original trip sheet & rewritten trip sheet).
- Specific comments providing explanation of rewrite must be placed on comment section of rewritten trip sheet
- Original trip sheet and rewritten trip sheet must be stapled together

45. Talking to the Media:

It is TC policy that drivers or any employee ARE NOT PERMITTED to speak to the media at any time for any reason. This is a very sensitive issue and could cause heavy liability issues for the both the agency and TC. If you are approached by someone from the media for a comment on anything, you are to redirect them to TC Management.

As an employee of Transportation Concepts, you are also an ambassador and representative for the Agency/ Client. Anything you say or do, while in uniform, on the clock or on the bus reflect on both TC and the Agency and Client. As a driver, you are always in the spotlight, especially when there is an accident, incident or even changes to the service, and people from the media are always trying to get information from you as you are first line of the source.

Violation of this section will result in disciplinary action up to and including termination.

46. Uniform Policy:

Image is an important factor when it comes to professionalism. TC prides itself on its image and And this is why we issue uniforms. It is up to each of you to ensure your uniforms are clean and that you are in complete and proper uniform during all assigned shifts, this includes fueling. Failing to be in complete and clean uniform will result in the employee being sent home.

Watches form part of a requirement for this job, and it is your responsibility to have a good working watch with you at all times during your shifts. The correct time of day must be maintained at all times while on duty. Watch malfunctions are not an excuse for running off schedule.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

The following is the required TC uniform:

- TC issued Shirts – (ONLY WHITE T-SHIRTS ARE ALLOWED UNDER THE SHIRT)
- TC issued Pants
- Black Shoes
- Dark Socks
- TC issued Jacket
- TC issued Caps (or plain blue, no lettering)
- I.D. Badges (When issued)

47. Credentials:

Renewal of your proper credentials is your responsibility!
Your credentials consist of your Driver License, VTT Card and your Medical Examiners Certificate. The company is NOT responsible for reminding you when your credentials are going to expire. It is your responsibility to keep all of your credentials current and not wait until the last minute to renew them. In regards to your VTT Card it is your responsibility to make sure that you have enough in-class training hours to renew your VTT.

If the re-newel of your credentials should interfere with the company's day to day operations due to neglect on your behalf, you will receive a written warning, and be suspended without pay until your credentials are updated.

48. Passengers Riding with Luggage:

Luggage must be positioned in front or on passenger while the bus is in motion. The luggage must not occupy additional seating or the seating or leg space of another passenger. If the luggage does not meet these criteria then we cannot place luggage on bus. As a result, we cannot transport customer.

49. Wheelchair and Mobility Device Policy:

BCT requires all wheelchairs and mobility devices be secured by a 4 point system. Passengers failing to adhere to this rule will not be permitted to ride.

Loading:

- Location: insure that the vehicle is on the correct side of the street
- Vehicle should be on firm, level ground
- Lift should come to rest on concrete or pavement
- Always avoid soft, wet, or slippery surfaces
- Before contact is made with passenger security belt must be put on

Vehicle:

- Leave engine on
- Turn fast idle on (If applicable)
- Turn lift switch on (If applicable)
- Engage parking brake
- Make sure wheelchair is clear of lift deployment

Authorization:

- Only **TC** personnel, who have been properly trained in wheelchair procedures, may perform these functions.

Deployment:

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

- Deploy lift to flat, solid ground
- Pull the wheelchair onto the lift platform, passenger facing away from vehicle
- Secure brakes on the wheelchair
- Disconnect an electric wheelchair's power supply, if the passenger is not able to fully control the chair
- Fasten and tighten lift belt if equipped with one
- Stand behind passenger if space permits and notify the passenger that you are about to move the lift
- Ride up on the lift platform, if you can safely do so, holding the wheelchair with one hand
- Make sure that the safety lift flap locks into an upright position as the platform clears the ground
- When the lift reaches the top of its cycle, release wheelchair brakes and pull the chair backwards into the vehicle
- Maneuver chair to securement position, DO NOT LIFT the wheelchair

Securement:

- 4-point tie-down system is to be used
- Under no circumstances should there be less that 4 straps used
- All wheelchairs and mobility aids should always be secured in a forward facing position
- All electric wheelchairs must have power turned off while secured
- Encourage passengers in scooters to transfer to a seat

Equipment:

- 4-tie down straps, 2 front, 2 back
- One lap-belt set
- One shoulder harness set
- If the shoulder harness cannot be secured, then a lap belt will suffice, however, these should be rare occasions

Connect:

- Apply brakes to the mobility aid
- Connect front tie down straps to a T-connector of the wheelchair frame, on the front half of the wheelchair
- Connect back, ratchet tie down straps to a T-connector on the back half of the wheelchair
- Never connect straps to wheels, footrests, armrests, or any detachable or moveable part of the wheelchair
- A tightened tie-down strap must be straight, not twisted
- Unoccupied wheelchairs must be tied down

Recheck:

- Recheck all straps, test by pulling from the back of the wheelchair to see if it moves

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Unloading:

- Unloading area should always be on level ground
- Vehicle engine should be on, parking brake on, lift switch on, fast idle on-if applicable
- Release all tie downs and store them in proper container
- Activate lift
- Verify that the safety belt is secured
- Maneuver wheelchair onto lift, setting brakes
- Inform passenger that you are going to activate lift to downward position Lower to the ground by standing on the lift behind the passenger and holding onto the wheelchair with one hand
- If the wheelchair is too large to allow you to ride on the lift platform, stand on the ground and to the side of the lift while raising and lowering. Maneuver the wheelchair onto and off of the lift platform while standing on the ground in front of the lift. Once the wheelchair is aboard the vehicle, secure it, then proceed to secure the lift closing all doors
- Once lift reaches the ground, ensure end gate is down, unlock wheels, unfasten lift strap, then push wheelchair off of the lift platform
- Secure the area by stowing the lift and closing doors, never leave the lift out and unattended

General guidelines:

- Never leave the keys in the vehicle when assisting passengers to a destination
- Safety belt to remain on the passenger until they are at destination
- Never leave passenger unattended on the lift
- Store tie downs in proper container
- Always maintain physical contact with the wheelchair
- Explain each element of the procedure to the passenger
- Always lock brakes on the wheelchair
- Shut off power to electric wheelchairs when on the lift platform and in the vehicle
- Make all wheelchair movements as smoothly as possible
- DO NOT leaves the vehicle running in front residences, or facilities. When not in use always turn the engine off
- Do not use the manual operation capability of the lift to load a passenger. This function is intended to unload passengers when the lift cannot be operated electrically. No standees permitted during manual operation

Ergonomics:

- When physical strength is required, always use leg and hip strength, not back strength
- When securing tie-downs, kneel and keep your back straight
- Do not move a wheelchair over multiple steps
- Pull a wheelchair downhill and push moving uphill
- If at any time circumstances prevent you from following these procedures contact dispatch

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

50.Your Responsibility as an Operator:

- Drivers shall carry out a complete walk around inspection of the vehicle prior to the departure of the first run of each day to satisfy DOT requirements and company regulations.
- Drivers shall instruct passengers on loading and unloading procedures, safety rules and rules of conduct when needed.
- Drivers shall always be in their vehicle when loading and unloading passengers, with the exception of loading and unloading wheelchair passengers.
- Drivers shall not allow passengers to sit or stand in the drivers compartment, shall enforce strict discipline on the vehicle and shall enforce all rules of conduct of the company as outlined by the company policy. This makes allowances for the Standee Policy.
- Standees: No standees allowed beyond the "standee line", and as long as you have full view of all your mirrors. The dispatcher must be notified when you have a full bus.
- Drivers shall not leave the vehicle while passengers are on board. In case of an emergency set the emergency brake and turn off the engine and remove the key.
- Drivers shall unload or load passengers only at the designated time and place. If there are any changes in the route the drivers will be notified by the Dispatcher /Supervisor or General Manager.
- Drivers shall keep the service doors closed at all times when the vehicle is in motion.
- Drivers shall not back up a vehicle unsupervised except in an approved area or in an emergency.
- Drivers shall report any mechanical problems in writing on the DVIR forms to the Supervisor.
- Drivers shall use radios strictly for company business and conduct all conversations in a professional manner. Drivers, in the event of a mechanical breakdown, you are to immediately notify the Dispatcher of your location and the nature of the problem by using the correct radio codes.
- **Drivers shall report any incident to the Dispatcher immediately. The driver should not continue in route unless authorized to do so by the Dispatcher.**

51. Pre and Post Trip Inspections:

Pre and Post Trip Inspections are Mandatory parts of your daily functions. Pre-Trips and the completion of your DBR's must be done before the bus rolls out of the yard. Drivers are to be present at their buses during the time of Pre-Trip. Supervisors will monitor this on a daily. AM DRIVERS. The PM drivers are to complete their Post Trip Inspections when they return to the yard.

52. Drivers Trip Sheets:

The drivers logs forms part of your daily function. Your paperwork is to be completed in full, this includes, bus details, route times and all ridership details. Most importantly is that you complete all ridership details especially on the last run. If you do not pick up any passengers, you must fill in the spaces with a zero. Please ensure that all your transfer information is filled in accurately and your start and end transfers and any unused punched transfers are stapled to your paperwork. This includes the last run, if you do not have any passengers, fill in"0" in the space provided.
Your start and end times must be filled in on every trip, this is the actual time you leave and arrive not the time as per the schedule. Do not only write the start time and leave the end time blank.
Please refrain from circling and artwork on the logs, this is an official document which is audited by TC and Agency/ Client.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

53. DVIR:

DVIR's may only be completed during the physical inspection. You cannot do your inspection and then complete the DVIR in the office. Drivers who do not adhere to the above will have to re-do their pre-trip the correct way.

For your own safety, the following procedure must be adhered to correctly:

1. The first driver assigned to a vehicle fills out the DVIR in triplicate.
2. The DVIR is to be completed in full reflecting the following items;
    - Vehicle #
    - Date
    - Drivers Name
    - Start miles
    - Start time

    At the end of your shift, complete the End miles and End time
    - Check off each item one by one. For defects mark an "X" next to the item
    - Any comments related to the defects found. No personal comments must be made
    - Drivers to sign the DVIR (middle of the page)
    - Supervisor / Dispatchers signature (right top corner)
3. Supervisor/ Dispatcher must sign off DVIR initialing the top right hand corner of the DVIR, ensuring all safety related items are checked off before the bus departs from the location.
4. The signed YELLOW copy must be handed to the supervisor / dispatcher before leaving the location. The PINK and WHITE copies are kept on the bus for the duration of the day while the bus is in service.
5. The 2nd and 3rd drivers are to use the same DVIR as the first, this time completing the driver #2 or 3 box;
    - Name
    - Start miles
    - Start time
    - Check off each item one by one. For defects mark an "X" next to the item. (for the drivers taking over in route, do the work around and check brakes).
    - End time
    - End Miles

    At the end of your shift

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

6. At the end of the day after the Post Trip Inspection is completed, the PINK copy is to be left in the vehicle for the next morning driver to review and the WHITE copy is to be turned into the supervisor/ dispatch.

(This will allow the morning driver the opportunity to see what defects the previous driver wrote up).

7. Whenever a repair is done, the mechanic will check and sign off on the defect which was reported on the WHITE copy of the DVIR and file this with the repair order in the vehicle file. The mechanic must also check off the repaired items on the PINK copy on the bus.

54. Sick Passengers:

If a passenger is sick on the bus, the driver must pull over immediately in a safe place, and call into dispatch informing them of this. Check with the passenger if they require medical assistance. If assistance is required, advise dispatch, who will call 911.

Immediately dump the kitty litter over the spilled body fluid, and instruct the passenger/s to move to another seat. Do not inhale while dropping the kitty litter and do not touch any of the body fluid.

Then continue on route until a replacement bus meets you to do a bus exchange. The bus is returned to the location and tagged for utility personnel or mechanic to clean up.

The bus cannot go back into service until the body fluid is cleaned up correctly.

Requirement: All drivers are to ensure they have at least one bag of Kitty litter on their bus when doing their pre-trip inspection.

55. Passing-Up Bus Stops:

Skipping stops is prohibited. Only buses full to capacity and approval from dispatch can pass a stop.

56. Pedestrians:

You must always yield the right of way to pedestrians crossing the street regardless of whether they are at a marked crosswalk or not. Pedestrians may stop/ change direction back into the path of the bus. Always use caution, until they are well clear of the bus.

Watch for pedestrians emerging between or around large vehicles.

57. Recovery Time:

Recovery time is the time between the scheduled arrival of one trip and the scheduled start of the next trip. This time is to allow for recovery of lost time, and provide appropriate headway spacing. This is not break time, or personal time, but may be used as such if there is waiting time before the next scheduled departure. You should return to the bus with enough time to board passenger.

Note: Never leave an unattended bus with passengers on board, and always advise dispatch that you will be away from the bus.

58. In Service Driver Relief:

Drivers are never to wait at the relief point if the relief driver is running late. Continue in service, but advise dispatch. The relief driver will be required to meet you on route.

59. Extra Board:

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

An Extra Board (EB) position is selected by bid. This position requires the driver to be qualified to drive all Fixed route and DAR routes. This position fills in for drivers when they are sick, on vacation, or an open bid. The driver should be flexible with their hours, as the hours can change depending on the requirement on the day.

60. Railroad Crossing:

Remember anytime can be train time, whenever you approach a railroad crossing
LOOK, LISTEN, LIVE.

1) Slow down upon approach.
2) Activate your 4-way flashers at least 100 feet from the railroad crossing.
3) Come to a complete stop no less than 15 feet, nor more than 50 feet from the crossing marker (stop sign, black and white X shaped crossbuck etc. If you are unable to get a clear view in either direction after the initial stop has been made, you may move up to a point (NOT THE TRACK) where you may determine that no train is approaching.
4) Pull the bus to the right side of the lane.
5) Listen and look in both directions for approaching trains. Open the front door of the bus to improve your ability to see and hear an approaching train. Look for a second train.
6) Stop and wait for approximately 30 seconds.
7) Proceed only if the track is clear, the arms are up and signals are off. Make sure there is no traffic ahead which might prevent you from completely crossing the tracks.
8) When it is clear, close the door and cross only when all tracks are clear.

RAILROAD XING PROCEDURES SPECIFIC TO THE XING ON SEPULVEDA BLVD AFTER LEAVING PLAZA EL SEGUNDO.

9) When traveling West on Park Place Drive to Sepulveda, you must be in the outer turning lane.
10) Put on your 4-way flashers immediately as you start to make the turn, this will warn vehicles behind you, you are preparing to stop.
11) Pull from the intersection, slowly, do not speed up.
12) Come to a complete stop in this same lane; do not merge to the curb lane, or inner turning lane.
13) Follow the same rules as points 3 thru 8.
14) Upon pulling from the railroad crossing, merge one lane to the left, to make the left turn onto Rosecrans. Remember to stay in the outer turning lane, as your first service stop is just after you make the left hand turn.

61. Rules of the Bus:

1) Fixed Routes:
   a) Operators should not allow any passengers to stand behind the yellow standee line.
   b) Operators are to ensure that customers have moved as far to the rear as possible and are not seated on the floor.
   c) Operators should not allow any person to occupy a position that will interfere with your vision to the front or sides, or in the outside rear view mirrors (i.e., they must stand behind the yellow line).
   d) Children 6 and under must be accompanied. If a child attempts to board and there is no adult escort, board the child and notify Dispatch immediately for instructions.

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e) When necessary Operators should request priority seating for the elderly or disabled passengers.
f) Wheelchairs must be secured with a four point tie down, and request the passenger uses the shoulder and lap belt.

2) Dial-A-Ride (DAR):
   a) DAR operators are expected to make sure that they are standing outside the vehicle at the passenger door to assist passengers boarding and exiting from the vehicle. If the passenger refuses assistance, you are still required to stand by the door.
   b) Always tell the passengers to watch the step and hold on to the hand rails.
   c) Ensure the passenger is seated and secured preferably with seatbelts before putting the vehicle in motion.
   d) A vehicle should not be put in motion until the doors are closed. The doors should not be opened until the vehicle is at a complete stop.
   e) Warn passengers to wait until the vehicle comes to a complete stop before attempting to stand.
   f) During darkness and whenever otherwise deemed necessary, you should ensure that the interior lighting is sufficient for customers to enter and exit safely. This is to be done by leaving the adequate number of interior lights on while in transport.
   g) Wheelchairs must be secured with a four point tie down, and request the passenger uses the shoulder and lap belt.

62. Service Animals:

Service or guide animals necessary for travel by passengers with disabilities are allowed on all vehicles. As a reminder, please educate all drivers that when picking up a customer with a service animal, the following question can only be asked:

Is this your service animal?

If the passenger replies, "yes", the passenger is allowed to board vehicle with service animal. No other inquiries are necessary.

All animals must be in the possession or care of the passenger and must not interfere with, disrupt or disturb service on the vehicle. Please also share the following information with all staff in regards to small pets and non-service animals:

1. Small animals such as birds and cats must be secured in a commercially made pet carrier or cage that can be safely placed on the passenger's lap and does not require a separate seat
2. Glass, breakable or homemade carriers are not permitted
3. The animal must be completely enclosed within the pet carrier or cage at all times.
4. The pet carrier or cage must completely prevent the animal from escaping or physically contacting another passenger.
5. The pet carrier or cage must be constructed so that no bedding material or pet waste can exit

63. TAP IAT Cards:

The following TAP transfer cards (please see below) are to be issued for the Marine, Doulas and Aviation Stations to any **CASH** paying passenger transferring to Metro Greenline rail lines **ONLY**. **This card is not**

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valid on any bus lines and is programmed to allow passengers through the locked turnstile ONE time only, and then it becomes invalid.

Each driver will be issued these TAP cards at the beginning of their shift. You will need to sign for receipt of these TAP Cards. At the end of your shift, you will be required to return the left over TAP transfers back to dispatch, and will again have to sign for the returned cards.

When selling a TAP card, you will need to record this on your trip sheet under the column marked "TAP". The number of TAP transfers sold must add up to the number returned back to dispatch.
(i.e. issued 5 – sold 3 – 2 should be returned). As these TAP transfers have a monetary value, control is very important. Do not leave these on the bus unattended at any time.

When a passenger requests to transfer to one of the rail lines, collect the appropriate fare, and issue them one of these new cards. You are only allowed to issue one transfer to each paying passenger, DO NOT issue a TAP and Interagency transfer.





64. Wheelchair Boarding's:
Drivers are required to call into dispatch whenever you pick up and drop off wheelchair passengers. This information is to be called in at the time of the pickup and drop off, and not after the bus has left the stop.

Below is the information that must be relayed over to dispatch:

1) Time of pick up.
2) Location of pick up.
3) Time of drop off.
4) Location of drop off

65. Fueling Buses:
All buses are to be fueled by the drivers when the fuel levels get too low. Fueling should be done at least once per shift. The times for fueling can be advised through dispatch, and can be found on your paddles. This includes all DAR (WAVE) drivers.

It is imperative that buses are maxed out when fueling, filling the tank all the way, between 3600PSI and 4000PSI. Partial fueling is only allowed when authorized by dispatch or a supervisor. You are required to advise dispatch prior to going to fuel.

No passengers are allowed on the vehicle when fueling

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If you're unable to fuel a bus for any reason, especially late at night, yiou are to let dispatch know immediately.

For the drivers who depart LAX (7:45pm & 8:30pm) to end off at PV, if you do not have any passengers on your bus (you cannot refuse a ride to anyone at Aviation Station travelling to LAX) when departing Aviation Station (7:22pm & 8:07pm buses), and only if authorized by dispatch or supervisor, you may go and fuel at LAX on route back to the LAX layover. This can only be done if authorized. Again, ensure you follow the steps 1 through 4 when fueling.

Additional Procedures:
FR and DAR:

Situation 1: Vehicle leaves and returns (e.g. from Pier back to Pier) to same location to fuel.
- Record miles when leaving route location and upon return (fueling miles)
- Record hours when leaving route location and begins next trip.

Situation 2: Vehicle stops to fuel along route (e.g. 109 from LAX or 102 from Pier) or normal deadhead to/from in-service point.
- Record no fueling miles
- Record time spent fueling vehicle only as fueling hours

(arrival time / departure time)

Situation 3: Vehicle departs to fuel from end of route (vehicle out of service) and returns to the yard.
- Record miles when leaving the layover/ last point to the fuel station.
- Record time when leaving the layover/last stop to time when fueling is completed. .

Situation 4: Vehicle is fueled by an EB, mechanic or Supervisor and not going to into service.
- No hours or miles should be recorded.

Additional fueling information has been printed on the rear of your trip sheets

Administering the Policy
- When at the fuel station, you must contact Dispatch and inform them that you are fueling. The following information must be relayed to dispatch. .
  a) Time and mileage out of service to fuel station.
  b) Time and mileage at fuel station
  c) Gallons/ PSI and dollar amount
  d) Get a copy of the receipt, (write the bus# and miles on the receipt). This receipt is to be handed into dispatch when your return after your shift
  e) Time departing fuel yard.
  f) Time and miles back in service.

- You are to record the fueling time out and time in on your trip sheet. This information must correspond to the information given to dispatch.

66. Shopping Carts:

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- Do not refuse a passenger that wants to bring a shopping cart on the bus. If you are unsure, contact dispatch! **Use lift assistance if necessary!** Failure to do so will result in disciplinary action!

- Carts should be secured at all time, either folded up between the seats, secured on the seat next to the passenger (DAR only) or secured in the wheelchair section of the bus. **For Safety reasons, carts cannot block the isle.**

Discipline:

Violations of Transportation Concepts rules and policies may subject Drivers to Disciplinary Actions up to and including termination. See Employee Handbook for further clarification.

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D. Project Management, Qualifications, and References

Key Personnel Assigned to Beach Cities Transit



Brett Baum, Project Manager

Although Transportation Concepts offers extensive corporate support, our experience in contract operations is that the overall quality of service is only as good as the local team. To this end, TC offers Mr. Brett Baum, an experienced and professional Manager with over 20 years of transit management, 9 of which have been dedicated to the City of Redondo Beach, to continue as the leader of the BCT project team. He will have direct responsibility for this contract and serve as the direct liaison with the City of Redondo Beach staff as well as service ambassador for the BCT services on behalf of the City.



Brett Baum, as Project Manager is the leader who works as an extension of the City of Redondo Beach Transit Manager to deliver the best possible service to the community and ensure all the goals and objectives are met. Through effective management and team work the Project Manager operates the service hours within the City budget and insures compliance with all regulatory standards. Utilizing the collective information from the TC team, the Project Manager provides a clear view of the current operation and articulates the projected forecast of the BCT to the City of Redondo Beach's Transit Manager. The Project Manager is responsible for all aspects of the operation including assisting the City with; NTD reporting, coordination with system planning, marketing, representation and oversight of all transit related projects and issues.

On-site support positions available to Brett will continue to include maintenance, safety/training, operations supervision and dispatch/ clerical. The local team will be thoroughly supported by the corporate staff as described further in this proposal. This local team has continued to strengthen over the last 10 years as we have been driven to strive to exceed the City of Redondo Beach's expectations. We are committed to continue over the next 5 years in our continued quest to exceed your expectations and constantly strive for a world class operation. Mr. Baum's resume, along with his certifications and references is included at the end of this Section.



Steve Purchase, Maintenance Manager – Purchase has over 12 years of experience in shop maintenance management. He has hands on experience with similar fleets and clearly understands regulations relative to maintaining the BCT fleet. Mr. Purchase is in the process of becoming an ASE Master Technician and is well versed in diagnostics relative to preventive maintenance and vehicle repair. He has hands on experience scheduling maintenance in both a manual and automated shop environment. In addition, he has a proven track record of shop management, employee scheduling, inventory control, and warranty procedures. He will continue to be instrumental in working with the City of Redondo Beach as the assigned Maintenance Manager by supporting the BCT local management team and will continue to commit 50% of his time

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at the location to provide that "hands on" management support. Mr. Purchase's resume, certifications and references are included at the end of this section as well.



George Raya, Maintenance Supervisor - Mr. Raya has 28 years of fleet maintenance experience. He has hands on experience diagnosing and repairing alternative fueled fleets. He clearly understands the requirements associated with preventive maintenance, repair, and regulatory compliance of the designated BCT fleet. Mr. Raya will be **100%** dedicated to the Beach Cities Transit operation He will continue to provide management oversight of the maintenance efforts of the Beach Cities Transit and provide regular maintenance quality assurance reviews relative to contractual and regulatory compliance. He will coordinate with Brett Baum and will report to and be supported by Steve Purchase, our Maintenance Manager to ensure that all maintenance work is being conducted in accordance with Regulatory, Company and City Standards. Mr. Raya's resume and references are included at the end of this section.



Richard Gwin, Safety Trainer

Mr. Richard Gwin has 24 years of experience in Safety Training and will continue to be **100%** dedicated to the BCT project. Richard has held several Safety and Training positions over the years in Roseville, Modesto, Pasadena and Lancaster. Richard will continue to be responsible to provide all new hire and reoccurring training to existing vehicle operators. Mr. Gwin is a TSI instructor and has been completed training as a DOT instructor in bus operator training, the smith system trainer program, as well as the DMV employer testing program. Richard's resume, certifications and references are included at the end of this section.



Christopher Lamp, Operations Supervisor

Mr. Lamp has over 11 years experience as an Operations Supervisor. Although he has only been a part of the TC team in Redondo for the last year, Christopher actually worked with TC at a previous contract we had with Los Angeles METRO. We have watched Christopher's career grow and are pleased to have him back in an Operations Supervisor role for the Beach Cities Transit operation. Christopher is responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. He responds to incidents in the field to include accidents, vehicle break downs and potential passenger delays. Christopher has a Transit Management Certification from the University of Pacific. His resume, certifications and references are included at the end of this section as well.



Ernesto Lizarraga, Operations Supervisor

Mr. Lizarraga has 7 years experience as an Operations Supervisor for the BCT operation. Like Mr. Lamp, Ernesto is also responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. Ernesto started his transit career as a bus operator for Los Angeles METRO in 2011. Ernesto's resume, certifications and references are included at the end of this section.

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Jorge Lopez, Operations Supervisor

Mr. Lopez has 7 years experience as an Operations Supervisor, 6 of those years for the BCT operation. Jorge is also responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. Jorge started his transit career as a bus operator for a contractor operating METRO in 2011. Jorge's resume, certifications and references are included at the end of this section.

Ability to Retain Management Personnel

Transportation Concepts has a successfully track record of retaining our Managers. What sets our company apart is that we not just talk about caring for our people, we show it. The majority of our Managers have been with our company for 15 or more years. In fact, Brett Baum has been with TC for over 20 years. We provide a very fair compensation package and offer annual bonuses based upon performance. We empower our managers, providing them with support, guidance, executive coaching and leadership training. Like all of our employees' we invest the time and resources necessary to insure their success.

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BRETT BAUM
PROJECT MANAGER

STRENGTH **Managing employees, exceeding contractual obligations & operations**

SKILLS SUMMARY

- Highly proficient in FTA triennial, NTD, and Drug and Alcohol audit preparation
- 100% success with CHP inspections.
- Comprehensive understanding of ADA regulations and requirements.
- Effective problem solver; prioritize and manage heavy work flow without direct supervision.
- "Can do" attitude; work in partnership with clients and community.
- Excellent working relationship and reputation in communities served.
- Additional skills include fixed route scheduling, customer service, labor negotiations, vehicle maintenance oversight, NTD reporting, etc.

EXPERIENCE

Regional Manager – 2010 to Present
Transportation Concepts, Redondo Beach, CA

- Direct oversight of BCT operation
- Provide management oversight support to South Bay contracts
- Ensures contract compliance; accurate data collected and reported; and customer service standards met
- Current emphasis on safety, ADA and other regulatory requirements, and performance goals

Accomplishments
- improved on-time performance
- reduced employee turnover and absenteeism
- increased system efficiencies
- reduced customer complaints

General Manager – 2008 to 2010
Transportation Concepts, Riverside, CA

- Responsible for direct oversight of fixed-route and commuter operations throughout Riverside County for Riverside Transit Agency Contract
  - 86 vehicles
  - 165 employees
- Accountable for human resources, maintenance, system performance, contract compliance, and customer service related to designated contracts.
- Provides assistance and training to supervisors
- Develops effective schedules to ensure optimum service and employee satisfaction
- Motivates employees
- Maintains consistent communication with clients served

General Manager – 2005 to 2008
Transportation Concepts, Sylmar, CA

- Responsible for direct oversight of fixed-route and commuter operations for Metro's contracted bus services- North Region
  - 55 vehicles
  - 110 employees
- Ultimately responsible for compliance with all local, state, and federal regulations governing contract operations
- Coordinated labor negotiations

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District Manager – 2002-2005

Transportation Concepts, Los Angeles , CA

- Responsible for district oversight of five contracts throughout Los Angeles County including DAR and FR shuttles
- Responsible for ensuring performance goals were exceeded to include increased passengers per hour and improved on-time performance
- Familiar with all aspects of each contract to include reservations and scheduling passengers and associated technology
- Lead safety and training efforts with emphasis on ADA compliance
- Maintained focus on passenger sensitivity
- Main Liaison with five different clients in five diverse environments

Project Manager – 1999-2002

Transportation Concepts, Carson, CA

- Responsible for operational performance of a 12 vehicle fixed route service involving coordination with other municipal agencies including the City of Carson and METRO
- Managed all aspects of contract to include on-street operations, safety, maintenance, administration, human resources, and overall system performance

General Manager Operations – 1998-1999

S Burde & Company, Johannesburg, South Africa

- Implemented cost cutting initiatives
- Lead new business strategies & marketing plans
- Trained, developed and supervised employees
- Improved client satisfaction as a result of strengthening infrastructure and improving logistical

General Manager/Call Center Manager – 1996 to 1998

Time Warner Publishing, Johannesburg, South Africa

- Directly responsible for profit/loss, forecasts, budget, market strategies, and all other operations
- Developed and implemented nationwide call center
- Directed scheduling and delivery of over 2,000 packages per day

EDUCATION **University of South Africa –Advanced Logistics Management**
Pepperdine University – Transit Management Certificate

REFERENCES ***Joyce Rooney: (310) 303-0610 x 2670 / Martin Gombert: (310) 544-7108***

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

HAS SUCCESSFULLY COMPLETED THE
FEDERAL TRANSIT ADMINISTRATION'S COURSE IN

SUBSTANCE ABUSE MANAGEMENT AND PROGRAM COMPLIANCE

Conducted at: **Orange, CA**
February 6 – 8, 2018

CCDAPP CEH's Awarded 8.0 (Approval #0001-0704-TSI)
EACC PDH's Awarded 19.5 (Approval #VKUDOT0417-G73)
Domain: II
Continuing Education Units 2.0

AUTHORIZED IACET PROVIDER

Christine A. Lawrence
Acting Manager, Transit Safety & Security Division

Kevin Norman
Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

HAS ATTENDED THE
FEDERAL TRANSIT ADMINISTRATION'S

REASONABLE SUSPICION AND POST ACCIDENT TESTING DETERMINATION

Conducted at: **Orange, CA**
February 9, 2018

Training conducted in accordance with the requirements of 49 CFR Part 655.14(b)(2)

Christine A. Lawrence

Acting Manager, Transit Safety & Security Division

Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

has successfully completed the E-Learning course

Curbing Transit Employee Distracted Driving

sponsored by the Federal Transit Administration

Completed on: 11/11/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Troy Jackson
Acting Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Brett Baum

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 10/24/2019

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THE FEDERAL TRANSIT ADMINISTRATION, OFFICE OF TRANSIT SAFETY AND OVERSIGHT

Certifies that

Brett Baum

Has successfully completed

THE 2019 PUBLIC TRANSPORTATION AGENCY SAFETY PLAN WORKSHOP

And is therefore awarded this

Certificate of Completion

Awarded: August 20th, 2019

U.S. Department of Transportation
Federal Transit Administration

Henrika Buchanan, Acting Associate Administrator, Office of Transit Safety and Oversight

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STEVEN PURCHASE
MAINTENANCE MANAGER

STRENGTH **Extensive fleet knowledge; familiarity with regulations and technical diagnosis**

EXPERIENCE

Maintenance Manager – September 2015 - present
Transportation Concepts, Redondo Beach, CA

- Responsible for direct oversight of shop to include 20 buses, and 5 maintenance employees
- Provide scheduling and assignments for maintenance personnel
- Oversee TC repairs, mechanics and utilities
- Oversee repairs made by Maintenance Vendor (as needed)
- AP and Invoicing for maintenance
- Ordering Parts
- Draft reports for maintenance
- OSHA and DOT safety compliance
- Fuel and resource management
- Quality Assurance Monitoring Inspections
- Accountable for record keeping and scheduling preventative maintenance scheduling
- Provides training for incoming technicians
- Conducts fleet and facility audits

Maintenance Manager – September 2013 – 2015
Transportation Concepts, Yuma AZ and Torrance, CA

- Responsible for direct oversight of shop to include 33 buses, and 10 maintenance employees
- Provide scheduling and assignments for maintenance personnel
- Oversee repairs, mechanics and utilities
- AP and Invoicing for maintenance
- Ordering Parts
- Draft reports for maintenance
- OSHA and DOT safety compliance

Accomplishments

- **100% success rate on All CHP inspections**
- **Excellent shop safety record**
- **Affectively developed and implemented shop safety policies and procedures**

Lead Mechanic – 2009-2013
Transportation Concepts, Riverside and Torrance, CA

- Perform preventative maintenance services and repairs
- Diagnose basic and complex repairs – powertrain, general accessories, electrical accessories, suspension, brakes – air and hydraulic, and tires
- **Respond to and on site repair of breakdowns**
- **Maintain accurate manual records and input in Dossier**
- Transport vehicles to and from events or outside vendors

REFERENCES ***Lee Ward – (951) 306-7445 / Morgan McComas –(951) 634-3966***

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Certificate of Completion

is Hereby Granted to

Steve Purchase

To Certify That He/She Has Completed to Satisfaction

10-Hour OSHA Construction Outreach
and
How to Comply With GHS

Granted: June 20, 2019

Steve Tomory
Authorized OSHA Outreach Training Instructor

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Community Transportation ASSOCIATION

August 14, 2015

Steven Purchase
Transportation Concepts
1007 W Mayberry Avenue
Hemet, CA 92543

Dear Steven,

Congratulations! You have successfully completed the Vehicle Maintenance Management and Inspection (VMMI) certification examination and have achieved our industry's professional recognition as a Vehicle Maintenance technician.

Enclosed is your certificate acknowledging the successful completion of all certification requirements, and your VMMI lapel pin. Please note that the date of your certification has been recorded and your VMMI designation expires three years from the date issued. We will notify you 60 days before your certification expires reminding you that to maintain certification you must either attend a one-day refresher workshop or recertify online at www.ctaa.org/recertification

If there are changes to your contact information, please notify the training department at 202.415.0220 or training@ctaa.org

Again, congratulations on achieving this professional designation from the Vehicle Maintenance Management and Inspection (VMMI) certification program.

Sincerely,

Len Cahill
Director
Professional Development Services
CTAA

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Marathon BRAKE SYSTEMS

BEST IN CLASS

This document has been issued to certify that

Steven Purchase

has successfully completed the

Marathon Brake Systems Heavy Duty Brake Training Seminar

Niles DeLorenzo
Instructor

07-13-16
Date

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AMEREX

Certificate of Training

STEVEN PURCHASE

of

CITY OF CORONA

Has been certified in the Operation and Maintenance of:

Amerex Vehicle Fire Suppression Systems

Amerex Corp.
Systems Division
PO Box 81
Trussville, Alabama 35173

Jeff Wall

Jeff Wall

VFSS Systems Specialist

March 2016

Date of Issue

This Certificate is Non Transferable - Valid Three Years from Date of Issue Eight Hours of Training

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MACS
MOBILE AIR CONDITIONING SOCIETY
WORLDWIDE

7/21/2016 **1128893**

Steven Purchase

Transportation Concepts

has successfully completed training in CFC-12, HFC-134a and HFO-1234yf refrigerant recycling and service procedures offered by the Mobile Air Conditioning Society Worldwide, as required by Section 609 of the Clean Air Act.

MOBILE AIR CONDITIONING SOCIETY
CORPORATE SEAL
1981
PENNSYLVANIA

Elvis Hoffpauir, President

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GEORGE RAYA
MAINTENANCE SUPERVISOR

STRENGTH **Extensive transit fleet knowledge; familiarity with alternative fuels, and diagnostic repairs**

SKILLS SUMMARY

- 28 years experience in Public Transit Maintenance
- Expert fleet technician with multiple ASE certificates
- Highly proficient in diagnostics
- Excellent troubleshooting capabilities on CNG Mid Size Buses

EXPERIENCE

Maintenance Manager – 2019 – Present
Redondo Beach, CA

- Responsible for shop supervision and maintenance repair on a BCT fleet inclusive of alternative fueled transit buses and TC support vehicles
- Oversee mechanics and direct all workflow
- Provide diagnostics and repair on challenging maintenance issues

Lead Mechanic – 2001 to 2019
Hertz group and Advantage/EZ Rent a Car

- Responsible for troubleshooting and repairing fleet of up to 28 medium duty Airport buses and cutaways
- Orders and maintains inventory of all parts
- Supervise all mechanics and service workers
- Accountable for record keeping on all repairs
- Provided training for incoming technicians
- Conducted fleet inspections

Lead Mechanic - 1991 to 2001
First Transit

- Responsible for oversight of 11 maintenance mechanics and service workers
- Preventative Maintenance and repairs on a fleet of 60 transit buses

Accomplishments

- **100% success rate on CHP inspections**
- **Excellent shop safety record**
- **Preventative Maintenance Inspection Trainer**
- **Fleet mechanical problem solver**

EDUCATION

Extensive factory training in bus components and manufacturers:

- **ASE H4 Air Brake Certification**
- **ASE H8 Preventative Maintenance Certification**
- **Haldex Air Brake Certification**
- **Bendix Air Brake Certification**
- **Napa/Echlin Electrical System Certification**

REFERENCES

Mark Goldberg: (310) 488-0151 / Keith Johnson: (323) 864-8781

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National Institute for

AUTOMOTIVE SERVICE EXCELLENCE

Be it known that

GEORGE J RAYA JR

has successfully passed the examinations and met the work experience requirement prescribed by the National Institute for Automotive Service Excellence and is hereby **ASE CERTIFIED** in the service areas listed below.

TRANSIT BUS TECHNICIAN

AREAS OF DEMONSTRATED ACHIEVEMENT	EXPIRES
BRAKES	JUNE 30, 2017
PREVENTIVE MAINTENANCE AND INSPECTION	DECEMBER 31, 2017

** **

GIVEN THIS 31ST DAY OF AUGUST 2012, AT LEESBURG, VIRGINIA

ASE-1236-3042
ASE IDENTIFICATION NUMBER

Timothy A. Zilke
TIMOTHY A. ZILKE, *President*

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National Institute for

AUTOMOTIVE SERVICE EXCELLENCE

Be it known that

GEORGE J RAYA JR

has sucessfully passed the examinations and met the work experience requirement prescribed by the National Institute for Automotive Service Excellence and is hereby **ASE CERTIFIED** in the service areas listed below.

TRANSIT BUS TECHNICIAN

AREAS OF DEMONSTRATED ACHIEVEMENT	EXPIRES
BRAKES	JUNE 30, 2017

** **

GIVEN THIS 29TH DAY OF FEBRUARY 2012, AT LEESBURG, VIRGINIA

ASE-1236-3042
ASE IDENTIFICATION NUMBER

Timothy A. Zilke

TIMOTHY A. ZILKE, *President*

ROBINAIR

SERVICE LINK

Support Program

Automotive Air Conditioning

Refrigerant

Recovery/Recycling/Recharging Systems

This is to certify that

GEORGE RAYA

has attended a clinic in programmed instruction of CFC Refrigerant Recycling & Service Procedures for automotive air conditioning systems.

R&R

Date 5/11/95

Trainer

© SOES 746

LITHO IN U.S.A.

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Certificate of Training

George Raya
FIRST TRANSIT, INC

Certified in the Installation, Operation & Maintenance of

Amerex
Vehicle Fire Suppression Systems

Alan Fulton

Alan Fulton, VSS Product Manager

Amerex Corporation
Systems Division
P.O. Box 81
Trussville, Alabama 35173

July, 2000
Date of Issue

This Certificate is Non Transferable - Valid Two Years from Date of Issue

© 6585 440

LITHO IN U.S.A.

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Bendix

Bendix Spicer Foundation Brake LLC



Certificate of Attendance

This certifies that

George Raya

has successfully completed a training seminar on:

Operation and troubleshooting of the Air Brake and ABS Systems.

3.5 Hours

Paul Jones

Instructor

Sept. 22, 2010

Date

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Haldex

NAPA®

Certificate Of Completion
Air Brake Inspector Seminar

Awarded To: *George Raya*

Training Instructor: *James Childers*

Class Date(s): April 26, 2007

Location: Inglewood, California

Certificate of Achievement

This is to Certify that

GEORGE RAYA

HAS ATTENDED BRAKEPRO'S HEAVY DUTY BRAKE TRAINING SEMINAR ON FOUNDATION BRAKES AND AIR BRAKE SYSTEMS

Tom Golden

INSTRUCTOR

March 13, 2001

DATE

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NAPA ELECTRICAL SALES GROUP
BATTERIES • ALTERNATORS • STARTERS



Certificate of Achievement

This certificate is awarded to

George Rays

Certifying the successful completion of the
Electrical Systems Professional Training Course

October 12, 2006

ESP ELECTRICAL SYSTEM PRO
A New Generation Electrical System Seminar

John L. Butler
JOHN L. BUTLER
Director of Training

Jim Lewis
JIM LEWIS
Technical Training Director

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MACS®
MOBILE AIR CONDITIONING SOCIETY
WORLDWIDE

Class Date
5/11/95 **H. Timms/U-Haul** **261782**

George J. Rava Jr.

U-Haul Int.

Approved by S.C.A.Q.M.D.

has successfully completed training in CFC-12 refrigerant recycling and service procedures offered by the Mobile Air Conditioning Society Worldwide, as required by Section 609 of the Clean Air Act.

MOBILE AIR CONDITIONING SOCIETY
CORPORATE SEAL
1981
PENNSYLVANIA

Simon Oulouhojian, President

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RICHARD GWIN
SAFETY AND TRAINING MANAGER

STRENGTH **TSI Instructor and DMV testing Examiner, developing and nurturing a successful Safety Culture**

SKILLS SUMMARY

- 24 years of training experience
- Highly proficient in TSI training
- Direct knowledge & experience utilizing TAPTCO Training Curriculum
- Effective problem solver; prioritize and manage heavy work flow without direct supervision.
- Excellent working relationship with employees.

EXPERIENCE

Safety and Training Manager - Present
Transportation Concepts, Redondo Beach, CA

- Manage the new operator training development and refresher training of all existing vehicle operators
- Recruit and screen potential new hire operator candidates
- Insures a successful safety culture by conducting daily observations and conducting monthly safety meetings
- Monitors all operators on the road to insure each are in compliance with safety goals and objectives
- Establishes safety and training related action plans as necessary to ensure compliance with all local, state, and federal laws governing transit operations

Safety and Training Manager – 2018 to 2019
Transdev, Lancaster, CA

- Oversaw successful completion of all safety related audits and assisted in recruiting, hiring and training of operators
- Ensured a consistent safety culture by conducting safety training and meetings for all operators and staff
- Utilized company risk management tools to embody a successful safety culture
- Responsible for compliance with OSHA and EPA standards at the location level..

Safety and Training Manager – 2017 to 2018
First Transit, Pasadena, CA

- Provided direction and guidance to location trainers
- Developed and monitored classroom training to ensure compliance
- Provided accident investigation as well as post accident retraining
- Monitored and reported on key performance indicators

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Safety and Training Manager– 2016 to 2017
Transdev, Modesto, CA

- Manage the new operator training development and refresher training of all existing vehicle operators
- Recruit and screen potential new hire operator candidates
- Insures a successful safety culture by conducting daily observations and conducting monthly safety meetings
- Monitors all operators on the road to insure each are in compliance with safety goals and objectives
- Establishes safety and training related action plans as necessary to ensure compliance with all local, state, and federal laws governing transit operations

Safety and Training Manager – 2007 to 2016
MV Transportation, Roseville , CA

- Manage the new operator training development and refresher training of all existing vehicle operators
- Recruit and screen potential new hire operator candidates
- Insures a successful safety culture by conducting daily observations and conducting monthly safety meetings
- Monitors all operators on the road to insure each are in compliance with safety goals and objectives
- Establishes safety and training related action plans as necessary to ensure compliance with all local, state, and federal laws governing transit operations

Transit Supervisor /Instructor/Bus Operator – 1995 to 2007
South Coast Area Transit, Oxnard, CA

- Supervised activities of transit personnel, ensuring that the department rules, policies and procedures were followed by all
- Maintained transit services by coordinating schedule adjustments and operator activities with central control
- Investigated service problems on assigned lines
- Conducted accident investigation and prepared different reports as required

Certifications:

DMV Testing Program Examiner
FEMA Transit Emergency Management Training
TSI Certified Instructor –Bus Operator Training
TSI Effectively Managing Transit Emergencies
TSI Transit Industrial Safety Management
TSI Transit Bus System Safety
TSI Fundamentals of Bus Collision Investigation
TSI Instructors Course in Paratransit Operator Training
FTA T4 Transit Terrorism Training
FTA Reasonable Suspicion Certification
NTI Harassment Prevention –Train the Trainer
Avatar Instructor/Trainer
LLLC Defensive Driving Program Instructor
Smith System Defensive Driving Instructor

REFERENCES:

Cynthia Lopez: (209) 351-5855
Richard Frost: (916) 774-5746

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Richard Gwin

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 11/10/2019

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Richard M. Gwin

HAS SUCCESSFULLY COMPLETED
FEDERAL TRANSIT ADMINISTRATION'S COURSE IN

INSTRUCTORS COURSE IN BUS OPERATOR TRAINING

Conducted at **SAN DIEGO, CA**
JANUARY 22 - 25, 2007

Michael E. Nolan, Division Manager

Frank B. Tupper, Director

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State of California

DEPARTMENT OF MOTOR VEHICLES

Employer Testing Program

Examiner Skills Test Certification

RICHARD GWIN

is certified to administer CDL Skills Tests

Certification Valid through

August 1, 2018

Nanette Barron

Trainer

Paul Stangis

Chief, Departmental Training Branch

Class: B

Endorsements: P

Restrictions: E

200005029

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Certificate of Participation

This Certificate of Participation acknowledges that

Rick Gwin

has reaffirmed their dedication to professional development
and commitment to serve in times of crisis through participation in the

Caltrans Response and Recovery Conference Series



March 10-11, 2008
Sacramento, California

CALTRANS
DIVISION OF MASS TRANSPORTATION

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CERTIFICATE OF COMPLETION
FOR
TRANSIT TERRORIST TOOLS & TACTICS

Sacramento, California October 30 - November 1, 2007

This certificate is awarded to

Richard Gwinn

For the successful completion of the 24 hour T-4 Course offered by the

LAW ENFORCEMENT INNOVATION CENTER

Daniel Baker, Director
Law Enforcement Innovation Center

Date

Romeo Morrisey, Program Manager
Center for Homeland Security Training

Date

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CHRISTOPHER LAMP
OPERATIONS SUPERVISOR

STRENGTHS **Employee motivation, operational performance**

SKILLS SUMMARY

- Proficient in operational oversight
- Effective problem solver; prioritizes and manages heavy work flow without direct supervision.
- Excellent working relationship with employees.
- Experienced in managing operational contractual compliance
- Transit/Paratransit Management Certification through University of the Pacific

RELEVANT EXPERIENCE

Operations Supervisor – 2018 – present
Transportation Concepts, Redondo Beach, CA
- Responsible for daily supervision of fixed-route and dial a ride service
- Ensure service trip completions, monitor in service on-time performance, pull outs
- Provides assistance as needed to include dispatch, road supervision, telephone information, operator training, etc.

Contract Services Field Supervisor – 2013 to 2018
METRO, Los Angeles, CA
- Oversight of multiple contracted divisions
- Acted as liaison between contractor and various Metro departments
- Provided guidance to contractors on operational and maintenance issues
- Conducted pull-out inspections, pre-trip evaluations
- Audited maintenance records to insure contractual compliance
- Evaluated fixed routes and recommended solutions to improve on-time performance

Transit Supervisor – 2008 to 2013
Trans Dev, Los Angeles, CA
- Monitor daily operation of fixed route transit lines to insure safe, reliable and timely service
- Insure operator compliance with METRO standard operating procedures
- Audit in-service on time performance utilizing ATMS, NextBus and other collected data to eliminate unnecessary delay trends
- Developed and executed operations plan for start up of Dodger Stadium Express service

Bus Operator – 2007 to 2008
Transportation Concepts, Sylmar, CA
- Successfully provided safe and reliable service while ensuring passenger comfort
- Developed and maintained positive professional relationships with client, co-workers and passengers
- Integrated METRO operational policies and procedures to insure transparency between company and transit agency

REFERENCES

Jaime Lopez: ***(951) 816-2344***
George Del Valle: ***(818) 826-9238***

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Christopher Lamp

has successfully completed the E-Learning course

Fatigue and Sleep Apnea Awareness for Transit Employees

sponsored by the Federal Transit Administration

Completed on: 9/21/2019

Christine A. Lawrence
Acting Manager, Transit Safety & Security Division

Lee Thomas
Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Christopher Lamp

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 9/21/2019

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ERNESTO LIZARRAGA
OPERATIONS SUPERVISOR

STRENGTH **Professional demeanor that sets the example and motivates others to *success***

EXPERIENCE

Operations Supervisor – May 2012 – present
Transportation Concepts, Redondo Beach, CA

- Responsible for supervision of Beach Cities Transit
- Supervises daily service operation
- Provide daily time checks and perform daily route observations to insure safe and on time performance
- Dispatch responsibility during operating hours to coordinate and resolve any delays
- Conduct daily farebox reconciliation
- Assists in investigating customer comments
- Operate routes as needed

Accomplishments
- Reduced customer complaints through heightened presence in field
- Maintained excellent on-time performance statistics
- Improved employee morale through positive reinforcement tactics
- Achieved perfect attendance recognition for last several years
- Developed strong working relationship with Redondo Beach staff

Vehicle Operator – 2011-2012
Fixed Route Vehicle Operator
Los Angeles Metro

- Operate Metro fixed route service in a safe and timely manner in Los Angeles County
- Maintained proper driver logs for CHP regulations
- Identified safety hazards and proposed resolutions to manager

Delivery Truck Driver – 2007-2011
The Coffee Bean ,Los Angeles, CA

- Inventoried and loaded Truck according to Route
- Insured accuracy of every delivery
- Reported issues with truck or at each of the stores on his daily route

REFERENCES

Mike Douglas: (310) 544-3710
Melvin Alias: (310) 721-2995

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 11/2/2019

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the E-Learning course

Transit Bus Nomenclature

sponsored by the Federal Transit Administration

Completed on: 10/17/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Troy Jorkson
Acting Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the E-Learning course

Curbing Transit Employee Distracted Driving

sponsored by the Federal Transit Administration

Completed on: 10/8/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Acting Director, Transportation Safety Institute

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U.S. Department of Transportation

Transportation Safety Institute
Certificate

Ernesto Lizarraga

has successfully completed the E-Learning course

Fatigue and Sleep Apnea Awareness for Transit Employees

sponsored by the Federal Transit Administration

Completed on: 10/23/2019

Christine A Lawrence
Acting Manager, Transit Safety & Security Division

Troy Jorkman
Acting Director, Transportation Safety Institute

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LPM Consulting Inc.

Management Consultants for a Drug and Alcohol-Free Workplace
Northridge, CA

TRAINING CERTIFICATE

Ernesto Lizarraga

Transportation Concepts

Has Successfully Completed the Supervisor Training on

"REASONABLE SUSPICION & POST ACCIDENT DETERMINATION FOR DRUGS & ALCOHOL TESTING"

In accordance with 49 CFR Part 655

Conducted At: El Monte, CA

Date: April 17, 2019

Instructor: Leila S. Procopio-Makuh

Leila S. Procopio-Makuh, CSAPA

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JORGE LOPEZ

OPERATIONS SUPERVISOR

STRENGTHS Customer Service, operational performance

SKILLS SUMMARY

- Experienced in operational problem solving
- Prioritizes and manages heavy work flow without direct supervision.
- Excellent working relationship with employees.

RELEVANT EXPERIENCE

Operations Supervisor – 2013 – present
Transportation Concepts, Redondo Beach, CA

- Responsible for daily supervision of fixed-route and dial a ride service
- Ensure service trip completions, monitor in service on-time performance, pull outs
- Provides assistance as needed to include dispatch, road supervision, telephone information, operator training, etc.

Operations Supervisor – 2012 to 2013
Transportation Concepts, Palos Verdes Peninsula, CA

- Oversight of multiple contracted divisions
- Acted as liaison between contractor and various Metro departments
- Provided guidance to contractors on operational and maintenance issues
- Conducted pull-out inspections, pre-trip evaluations
- Audited maintenance records to insure contractual compliance
- Evaluated fixed routes and recommended solutions to improve on-time performance

Transit Driver – 2011 to 2012
Motor Vehicle Transportation, Los Angeles, CA

- Monitor daily operation of fixed route transit lines to insure safe, reliable and timely service
- Insure operator compliance with METRO standard operating procedures
- Audit in-service on time performance utilizing ATMS, NextBus and other collected data to eliminate unnecessary delay trends
- Developed and executed operations plan for start up of Dodger Stadium Express service

Heavy Equipment Operator / Driver – 2002 to 2011
County of Riverside Waste Management, Riverside, CA

- Operate heavy maintenance equipment at landfill sites requiring complex manipulation
- Serve as Operations Site Supervisor on weekends
- Perform site field inspections of landfill site to insure compliance with regulatory agencies

REFERENCES

Mike Douglas: ***(310) 544-3710***
Sandra Argueta: ***(562) 991-8693***

U.S. Department of Transportation

Transportation Safety Institute
Certificate

Jorge Lopez

has successfully completed the Federal Transit Administration's online course in

SMS Awareness

Completed on: 10/24/2019

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E. Cost Proposal

Please reference the required cost proposal forms in this section for the operation and maintenance of the Beach Cities Transit Services.

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CITY OF REDONDO BEACH
BEACH CITIES TRANSIT
Request for Proposal

EXHIBIT C, COST PROPOSAL
Page 1: PROPOSAL FORM

Proposing Firm: Transportation Concepts

This PROPOSAL FORM is to be used to submit the OFFEROR'S Cost Proposal for all work described in Section 4, Scope of Work and Section 5, Transit Service Agreement.

The OFFEROR'S Cost Proposal must consist of Fixed Fees and Fixed Hourly Rates in accordance with Section 7.b - Fee Structure, of the Transit Services Agreement. Such rates shall be proposed for each of the three (3) periods in the Base Term contemplated in this RFP, and shall be based on the levels of service in terms of vehicle revenue hours, as stated below. The detailed budget breakdown included with this PROPOSAL FORM should be consistent with rates proposed.
OFFERORS shall not modify cost categories.

All cells below are automatically computed -- Do not overwrite formulas.

A.	**Price Proposal**	**Period 1**	**Period 2**	**Period 3**
	Months in Contract Period	**12**	**12**	**12**
	Revenue Vehicle Hours in Period	**41,000**	**41,000**	**41,000**
1	Fixed Monthly Rate	$91,198.02	$95,062.34	$98,667.18
2	Fixed Hourly Rate	$42.719	$44.525	$46.300
	CALCULATION OF TOTAL ANNUAL COSTS			
3	Fixed Monthly Rate X Months in Period	$1,094,376.24	$1,140,748.11	$1,184,006.18
4	Fixed Hourly Cost X Vehicle Revenue Hours in Period	$1,751,491.59	$1,825,523.64	$1,898,313.74
	Proposed Total Annual Cost	$2,845,867.82	$2,966,271.75	$3,082,319.92

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CITY OF REDONDO BEACH
BEACH CITIES TRANSIT
Request for Proposal

EXHIBIT C, COST PROPOSAL
PAGES 2-3: FIXED COST

Proposing Firm: **Transportation Concepts**

Costs shown are to be the total fixed costs by category for that period

B. **Fixed Cost Elements**	**Period 1**	**Period 2**	**Period 3**
Months in Period	**12**	**12**	**12**
Project Manager Salary	131,040	134,971	139,020
Project Manager Fringes	15,070	15,522	15,987
Operations Supervisor Wages	137,280	141,398	145,640
Operations Supervisor Fringe	15,787	16,261	16,749
Dispatch/Info. Staff Wages	122,265	125,933	129,711
Dispatch/Info. Staff Fringes	14,060	14,482	14,917
Clerical Staff Wages	43,680	44,990	46,340
Clerical Staff Fringes	5,023	5,174	5,329
Maintenance Manager Salary *	0	0	0
Maintenance Manager Fringes *	0	0	0
Mechanic Wages	176,800	182,104	187,567
Mechanic Fringes	50,565	52,082	53,644
Other Maintenance/Servicing Wages	33,280	34,278	35,306
Other Maintenance/Servicing Fringes	9,518	9,804	10,098
Other Wages (specify)			
Maintenance Supervisor	58,240	59,987	61,787
Maintenance Supervisor Fringes	16,657	17,156	17,671
Other Fringes (specify)			

* Maint Mgr Salary included in OH

MONTHLY COST ELEMENTS CONTINUE ON NEXT PAGE

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EXHIBIT C, PROPOSAL FORM
PAGE 3: FIXED COST, CONTINUED

	Period 1	Period 2	Period 3
Hiring/Training Expenses	17,966	18,505	19,060
Safety Expenses	2,940	3,029	3,120
Janitorial	240	247	255
Telephone	0	0	0
Utilities			
Office Supplies	6,000	6,180	6,365
Preventive Maintenance Parts/Supplies			
Vehicle Repair Parts/Supplies			
Tires			
Outside Repairs			
Radio System Maintenance			
Insurance - Liability Coverages	31,340	32,787	34,303
Insurance - Collision Comprehensive	125,359	131,147	137,210
Computer - Hardware Costs	0	0	0
Software Costs	7,704	7,935	8,173
Accounting			
Start-up Costs			
Other Expense			
Overhead	35,960	41,953	43,272
Communication - Cell/Tablet	9,600	9,888	10,185
Radio Equipment	3,996	3,996	3,996
Regulatory Permit - LAC Fire	1,239	1,276	1,314
Management Fee/Profit	22,767	29,663	36,988
Total Fixed Costs	$1,094,376.24	$1,140,748.11	$1,184,006.18
1 Monthly Fixed Cost	$91,198.02	$95,062.34	$98,667.18
(Total Fixed Costs /Months in Period)			

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

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Request for Proposal

EXHIBIT C, PROPOSAL FORM
PAGE 4: FIXED HOURLY RATE

Proposing Firm: Transportation Concepts

	Period 1	Period 2	Period 3
Vehicle Revenue Hours in Period	**41,000**	**41,000**	**41,000**
Fixed Hourly Rate Cost Elements			
Driver Wages	1,080,320	1,115,208	1,150,047
Driver Workers Compensation	139,577	148,407	157,501
Driver Health Insurance	78,000	81,900	85,995
Other Driver Fringe Benefits	118,079	121,892	125,700
Maintenance Parts	114,513	117,948	121,486
Maintenance Supplies	6,027	6,208	6,394
Outside Repairs	35,157	36,212	37,298
Other (Specify)			
Towing	6,300	6,489	6,684
Bus Wash / Detail	21,600	22,248	22,893
Support Vehicle Fuel	21,000	21,630	22,279
Maintenance Uniforms	16,800	17,304	17,823
Maintenance Oil/Fluids	14,400	14,832	15,277
Overhead	65,568	70,751	73,454
Profit/Fee	34,150	44,494	55,482
Total Hourly Costs	$1,751,491.59	$1,825,523.64	$1,898,313.74
2 Fixed Hourly Rate (Total hourly costs /VRH in Period)	$42.72	$44.52	$46.30

Note: Listing of typical cost items on this provided form does not require Contractor to provide this position, utility or service.

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F. Proof of Insurance

Transportation Concepts has included our current certificates of insurance as evidence of our ability to provide the specified insurance amounts from our insurers authorized to do business in the state of California. The Certificate outlines what we generally carry. We will continue to carry insurance to the degree required by California law as well as in accordance with the City of Redondo Beach contractual requirements.

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/25/2019

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

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

PRODUCER	CONTACT NAME: Leslie Henry	
IAG Insurance Services 12 Mauchly, Building I Irvine CA 92618	PHONE (A/C, No, Ext): (949) 387-2323	FAX (A/C, No): (949) 387-2324
	E-MAIL ADDRESS: lmh@iagins.com	

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	PHILADELPHIA INDEMNITY INSURANCE COMPAI	18058
INSURER B :	SCOTTSDALE INSURANCE COMPANY	41297
INSURER C :	SAFETY NATIONAL CASUALTY CORPORATION	15105
INSURER D :	FIREMANS FUND INSURANCE COMPANY	21873
INSURER E :	HISCOX INSURANCE COMPANY	10200
INSURER F :		

INSURED
Parking Concepts, Inc.
dba Transportation Concepts
12 Mauchly, Building I
Irvine CA 92618

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR [X] $5,000 BI/PD Deductible [ ] Per Occurrence GEN'L AGGREGATE LIMIT APPLIES PER: [ ] POLICY [ ] PRO-JECT [X] LOC [ ] OTHER:	X		PHPK1987267	06/01/2019	06/01/2020	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 300,000 $ Excluded $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY [X] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY [X] GKLL			PHPK1987267	06/01/2019	06/01/2020	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) GKLL - Per Location	$ 1,000,000 $ $ $ $ 1,000,000
B	[ ] UMBRELLA LIAB [X] OCCUR [X] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ None			XLS0110397	06/01/2019	06/01/2020	EACH OCCURRENCE AGGREGATE	$ 5,000,000 $ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		SP4060460	06/01/2019	06/01/2020	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
D	Excess Liability - Occurrence Form Retention: None			SHX15427586	06/01/2019	06/01/2020	$5,000,000 $5,000,000	Aggregate Each Occurrence

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

LOC 516 - Beach Cities Transit, 1521 Kingsdale Avenue, Redondo Beach, CA 90278
The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers elected and appointed officials, employees and volunteers are additional insureds per endorsement CG2026(04/13) as respects to general liability. Primary and Non-Contributory Wording applies per attached CG2001(04/13) Endorsement. Replaces Certificate of Liability Insurance issued on June 13, 2019.

CERTIFICATE HOLDER

The Cities of Redondo Beach, Hermosa Beach,
Manhattan Beach and El Segundo
415 Diamond Street, Door E
Redondo Beach CA 90277

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY		NAMED INSURED
IAG Insurance Services		Parking Concepts, Inc. dba Transportation Concepts
POLICY NUMBER		
UC21757388.19		
CARRIER	NAIC CODE	
Hiscox Insurance Company	10200	EFFECTIVE DATE: 06/01/2019

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** Certificate of Liability Insurance

Fidelity/Crime Insurance Coverage:
Policy #: UC21757388.19
Effective: June 1, 2019 to June 1, 2020
Insurance Carrier: Hiscox Insurance Company
$1,000,000 - Limit
$50,000 - Retention - Each Loss

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POLICY NUMBER: PHPK1987267

COMMERCIAL GENERAL LIABILITY
CG 20 26 04 13

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – DESIGNATED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):
The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers elected and appointed officials,employees and volunteers 415 Diamond Street, Door E Redondo Beach CA 90277-2836
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

A. **Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:

1. In the performance of your ongoing operations; or
2. In connection with your premises owned by or rented to you.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

B. With respect to the insurance afforded to these additional insureds, the following is added to **Section III – Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we will pay on behalf of the additional insured is the amount of insurance:

1. Required by the contract or agreement; or
2. Available under the applicable Limits of Insurance shown in the Declarations;

whichever is less.

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NONCONTRIBUTORY – OTHER INSURANCE CONDITION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

The following is added to the **Other Insurance** Condition and supersedes any provision to the contrary:

Primary And Noncontributory Insurance

This insurance is primary to and will not seek contribution from any other insurance available to an additional insured under your policy provided that:

(1) The additional insured is a Named Insured under such other insurance; and

(2) You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to the additional insured.

All terms and conditions of this policy apply unless modified by this endorsement.

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G. Qualifications and Client References

Qualifications

As indicated earlier in Section B, Transportation Concepts has successfully operated Contracted Fixed Route and Dial-a-Ride service modes together in the Los Angeles County region for over twenty (20) years. Additionally, we are proud of the fact that we have successfully operated the BCT service for the last 10 years with Brett Baum, our Project Manager who has been in the leadership role in Redondo Beach for the last 9 of those years. Brett also has over 20 years of hands on experience with both modes of service.

Client References

The following are 6 references from both current and past clients that can share pertinent information attesting to our success as both a Fixed Route and Dial a Ride operator in the Southern California region.

We invite you to contact our current clients for confirmation of our dedication, commitment, and excellent service standards and performance.

Location Name	CITY OF CORONA Corona, California
	City of Corona Sudesh Paul Transportation Planning Manager 730 Corporation Yard Way Corona, CA 92880 951.279.3763 Sudesh.Paul@CoronaCA.gov
Nature of Services	Fixed route public transportation servicing the City of Corona utilizing 20 CNG powered EZ Rider and Type 7 buses. Responsible for dispatch, operation, supervision and vehicle maintenance of City's transit system which includes revenue collection and on-demand scheduled transportation services to the senior and ADA community within the City.
Length of Contract	**19 Years**
Type of Fleet Dispatching System	Utilizes "Routematch", a fully automated computerized dispatch system. In addition, has AVL fleet tracking capabilities as well as a digital on board video surveillance recording system
# of Employees	28
Annual Revenue	$2.2 Million

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Location Name	PALOS VERDES PENINSULA TRANSIT AUTHORITY Palos Verdes, California
Contact Information	Palos Verdes Peninsula Transit Authority Martin Gombert Administrator 38 Crest Road West Palos Verdes Peninsula, CA 310.544.7108 magla@ix.netcom.com
Nature of Services	Fixed route transportation services throughout the Palos Verdes Peninsula utilizing a combination of 27 cutaway and full-size coaches, many which operate on either CNG or Propane fuel. Responsible for dispatch, operation, supervision and vehicle maintenance of agency buses.
Length of Contract	**8 Years**
Type of Fleet Dispatching System	AVL system using "Next Bus" technology as well as "drive cam" technology.
# of Employees	23
Annual Revenue	$1. 8 Million

Location Name	BEACH CITY TRANSIT REDONDO BEACH Redondo Beach, California
Contact Information	City of Redondo Beach Joyce Rooney Transit Manager 1922 Artesia Blvd Redondo Beach, CA 90278 (310) 318-0631 x 2670 Joyce.rooney@redondo.org
Nature of Services	Fixed route and curb to curb paratransit transportation services. Approximately a 10-mile service area includes Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo. Vehicle fleet consists of 20 CNG powered buses, 6 of which are assigned to paratransit. Responsible for dispatch, operation, supervision and vehicle maintenance on fleet of City provided buses.
Length of Contract	**10 Years**
Type of Fleet Dispatching System	Currently using computerized dispatch system with GPS system. Implementation of annunciator system and "Real Time" technology along with Metro TAP system
# of Employees	36
Annual Revenue	$1.9 Million

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Location Name	Palo Verde Valley Transit Authority Blythe, California
	City of Blythe Joseph DeConinck Board Chairman 235 North Broadway Blythe, CA 92225 (760) 250-5918 joeydeconinck@gmail.com
Nature of Services	Fixed route and paratransit transportation services Vehicle fleet consists of 12 buses. Responsible for dispatch, operation, supervision and Maintenance on fleet of City buses.
Length of Contract	**16 Years**
Type of Fleet Dispatching System	Currently using AVL fleet tracking capabilities as well as a digital on board video surveillance recording system
# of Employees	20
Annual Revenue	$1.2 Million

Location Name	AVALON TRANSIT Avalon, California
	City of Avalon Audra McDonald Transit Manager 410 Avalon Canyon Rd Avalon, CA 90704 (310) 510-0220 audra@cityofavalon.com
Nature of Services	Fixed route and Dial-a-Ride Transportation services throughout the City of Avalon, using a fleet of 1-2 buses for Fixed Route and 2 for the Dial-a-Ride. Responsible for dispatch, operations, supervision and provision of coordinating vehicle maintenance on fleet of City and TC buses.
Term of Agreement	**3 years**
Type of Fleet Dispatching System	Utilizing "Simpli Transit" computerized dispatch system along with an AVL system and Swiftly for real time technology.
# of Employees	13
Annual Revenue	$700k

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Location Name	CITY OF GLENDORA Glendora, California
	City of Glendora Steven Mateer Transportation Coordinator 116 East Foothill Blvd Glendora, CA 91741 (626) 852-4646 smateer@ci.glendora.ca.us
Nature of Services	Fixed route, Metrolink, and paratransit transportation services. Vehicle fleet consists of both cutaway buses and minivans, operating on CNG and Gasoline fuels. Responsible for dispatch, operation, supervision and vehicle maintenance on fleet of City provided buses.
Term of Agreement	10 years
Type of Fleet Dispatching System	Currently using fully automated computerized dispatch system "RouteMatch" with a GPS system.
# of Employees	18
Annual Revenue	$800k

Location Name	PLAYA VISTA SHUTTLE Playa Vista, California
	Playa Vista Parks and Landscape Organization Dawn Suskin Executive Director 6200 Playa Vista Drive Playa Vista, CA 90094 (310) 437-6070 Dawn.suskin@fsresidential.com
Nature of Services	Fixed route, Shuttle, and on-demand transportation services. Vehicle fleet is comprised of 5 Type 7 CNG buses. Responsible for dispatch, operation, supervision and vehicle maintenance on fleet of Client provided buses.
Term of Agreement	6 years
Type of Fleet Dispatching System	Currently using fully automated computerized dispatch system "Simpli" with a GPS system and Transloc for AVL.
# of Employees	9
Annual Revenue	$600k

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H. Supplemental Information

As the successful incumbent of the Beach Cities Transit operation for the last 10 years, Transportation Concepts has continued to respond to a growing economy which has presented challenges by all transit operators in the area, through positive enhancements to both staffing levels and wages. In fact, over this last 5 year contract period, we have hired a number of additional supervisory and clerical staff. When compared to our operation back in 2014, this reflects close to a 50 percent increase just in staff positions. Additionally, we have also increased **driver pay by over 21 percent** in just this last year alone in order to successfully attract and retain the best vehicle operators we could hire.

Recognizing the need for increased personnel to enhance the overall operations, we increased staffing by adding the following new positions:

- Administrative Clerk – One FT position. This improved customer service, by allowing the dispatchers a greater focus on their coordinating tasks with the drivers and service delivery.

- Maintenance Supervisor- One FT position. This was done to further enhance technical support to our maintenance team and provide that supervisory shop coverage during all operating hours.

- Operations Supervisor- One FT position added, This provided operations support coverage during all days and hours of operation, as well as to cover for sick days or vacations.

- Dispatcher – Two PT positions (1 FTE) added. This was done to further support coverage by overlapping the Dispatchers and insuring we had coverage for sick day and vacations.

Although these staffing and pay increases have significantly strained our financial outcome on this contract, we have made those business decisions without attempting to seek additionally compensation. This is another reason why we are unique in this industry. It is simple, we don't just "*talk the talk....we walk that walk*".

As a smaller transit organization, our reputation means more to us than just turning a profit. Gill Barnett, the owner of PCI has always stated "*If you take care of your customers and take care of your employees, they will in turn take care of the business*". This is one of the key reasons why Transportation Concepts has continued to meet or exceed expectations with the City of Redondo Beach.

During the course of this last contact term, we've been faced with many outside service challenges such as the LAX terminal improvement plan, and continuous road construction within our service areas. Based on our knowledge service area and passenger needs we've been able manage these real time detours and road closures, thus limiting the negative impact on the service.

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Again based on our knowledge and experience of the service needs we've developed a number detour and detour notices for the public in response to annual events such as July 4th Fireworks Display, Pier Lighting Events, 5K/10K Walk/Run events, thus limiting the impact to the public.

With a challenging labor market, we've maintained 100% service levels through creative and effective driver scheduling, wage increases, and utilizing an outside recruitment agency. TC has also partnered with a Payroll/HR organization (Paycom) which, besides having all our payroll and HR needs in one place, Paycom also integrates directly with online recruiting sites like Monster, Indeed and Zip Recruiter.

We have worked with the city to spec out vehicles, technical information of vehicle specs, pre-delivery inspections and acceptance inspections. Based on our technical insight, we were able to assist the city in implementing onboard camera systems, TAP card Readers, and an Annunciator system.

We have also worked with the city on recommending additional safety enhancements like the Pedestrian Awareness safety system and Zonar, which is an enhanced web based vehicle inspection system.

Over the last contract term we have partnered with the city to address the current and upcoming changes in the transit industry. These include various conferences and workshops, related to the ZEB mandated requirement of Zero Emission Buses. Additionally, with the recent requirement by the Federal Transit Administration (FTA) for the Safety Management System (SMS), we have been actively working with the City's Safety Consultant on the development of this plan for the City.

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I. Required Forms and Certifications

The following are the completed forms and certifications as stipulated in Section 6 of the RFP.

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FORM A

CITY OF REDONDO BEACH
COMMUNITY SERVICES DEPARTMENT

PROPOSAL TO PROVIDE OPERATION AND MAINTENANCE OF BEACH CITIES TRANSIT FIXED ROUTE AND DIAL-A-RIDE SERVICES

PROPOSALQUESTIONNAIRE

1. Name of Organization: Parking Concepts Inc., dba Transportation Concepts

2. Organization is a: (circle one)

   (Corporation) / Partnership / Association or Sole Proprietorship

3. Organization is a Disadvantaged Business Enterprise (DBE) (Complete and submit the Proposed Disadvantaged Business Enterprise (DBE) Participation form, if applicable):

   Yes _____ No X

4. Organization's Principal Address and Telephone Number:

   12 Mauchly, Building I, Irvine, CA. 92618

5. Organization's Authorized Representative:

   Name: Rich Rogers

   Title: Chief Operating Officer

   Telephone Number: 949 864-3493

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Proposal Questionnaire – Page 2

6. How many years has your business been established? 45 years

How many years has your business been under your present name? 37

How many years under former names? (List name and number of years)
N/A

7. How many years has your business been providing passenger transportation services? 37

8. What other types of services does your business provide Parking, Valet and,Code Enforcement, Management Consulting

9. Do you have any affiliated companies? (If parent company, list subsidiaries and divisions. If subsidiary or division, name parent company, its principals and their addresses):
Parking Concepts Inc., Gill Barnett-President, Rich Rogers- Chief Operating Officer,TC, Dave Mueller-VP, Robert Hindle-VP

10. Have there been any contract terminations for the services your firm performs before the fulfillment of the contract within the past five years?
Yes_____ or No X

If Yes, list the date, client, and reason for termination below:

11. Is Proposer aware of any real, potential, or perceived conflict of interest which would or could result should a contract be awarded to their firm? ___ Yes X No
If Yes, please explain:

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Proposal Questionnaire – Page 3

12. Organization's Credit References: (name, address, telephone number & contact person) Provide at least three.

a. SC Fuels
PO Box 14014, Orange, CA 92863

b. Enterprise Fleet Service
333 City Blvd West, Suite 1010, Orange, CA 92868

c. ABBA Parking Services
2350 Airport FWY, Suite 130, Bedford, TX 76022

13. City of Redondo Beach Business License Number: #317782
[If not current license holder, Business License will be required before initiation of services.]

14. Provide an organization chart for your overall organization and as proposed for this project. For this project, indicate position titles and full-time equivalent personnel proposed in each position. "Full time equivalent" is 2,000 annual labor hours. Organization chart attached?
Yes X or No ____

The undersigned, being cognizant of the pages, documents, and attachments contained herein, agrees to provide the City of Redondo Beach with the services described in the Request for Proposals. All cost proposals are certified to be firm for a period of 120 days from the deadline for proposal submission, December 18, 2019.

Respectfully submitted,

Parking Concepts Inc., dba Transportation Concepts
Name of Company

12 Mauchly, Bldg I,	Irvine	CA	92618
Address	City	State	Zip Code

By (Signature) Rich Rogers
Printed Name

Chief Operating Officer
Title

(949) 864-3493
Telephone Number

December 18, 2019
Date

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FORM B - Revised
PROPOSAL CHECKLIST

Proposer's Name: Parking Concepts Inc., dba Transportation Concepts

Proposals shall be submitted in a three-ring binder, one original, so marked, and seven (7) copies, marked "Copy," and one electronic copy on flash drive. The total proposal packet must be sealed and clearly marked on the outside:

City of Redondo Beach
Beach Cities Transit Proposal #1920-005

Proposers are requested to submit this Checklist and to verify that the following information is included in their proposals. If documentation provided is incomplete, the Proposer may be considered non-responsive and ineligible for award of a Contract.

√ **COVER LETTER,** including company name, address, contact name, phone and fax numbers and email address for authorized company representative.

√ **Form A Proposal Questionnaire**

√ **Form B Proposal Checklist**

√ **Exhibit C Cost Proposal** [4 pages]

√ **Required Forms and Certifications**

- √ a. Form C Addenda Acknowledgement
- √ b. Form D References
- √ c. Form E Proposed DBE Participation
- √ d. Form F Non-Collusion Affidavit for Contractor
- √ e. Form G Certification of Primary Participant Regarding Debarment, Suspension, And Other Responsibility Matters
- √ f. Form H Certification of Restrictions on Lobbying
- √ g. Form I Comptroller General's List of Ineligible Contractors
- √ h. Form J Prompt Payment Affidavit
- √ i. Form K DBE Participation Schedule
- √ j. Form L DBE Utilization Form
- √ k. Exhibit A FTA Contract Clause Certification

√ 6. **Financial Statements/Reviews** for the last two available years. If statements are to be treated as Confidential, provide in a separate envelope.

√ 7. **Proposal Narrative addressing, at a minimum, the following areas:**

- √ Proposer's Experience Related to Beach Cities Transit;
- √ Organizational description;
- √ Staffing Plan, including salary and benefits, resumes;
- √ Accounting and Reporting systems;
- √ Insurance;
- √ Operations;
- √ Vehicle Maintenance and Servicing;
- √ Safety Program;
- √ Screening and Selection Program;
- √ Training Program; and
- √ Transition Plan/Time Schedule.

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FORM C
BEACH CITIES TRANSIT RFP #1920-005
ADDENDA ACKNOWLEDGEMENT

CONTRACTOR NAME: Parking Concepts Inc., dba Transportation Concepts

CONTRACTOR hereby acknowledges that it has received and read the following Addenda:

Addendum # 1 Signature _____

Addendum # _____ Signature _____

Addendum # _____ Signature _____

Addendum # _____ Signature _____

Addendum # _____ Signature _____

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FORM D
REFERENCES

Proposer's Name Transportation Concepts

Please list a minimum of at least four references of similar size and type of transit services, including governmental agencies, if available.

Reference 1

AGENCY/COMPANY NAME: Beach Cities Transit / City of Redondo Beach
ADDRESS: 1922 Artesia Blvd, Redondo Beach, CA 90278
CONTACT PERSON: Joyce Rooney
EMAIL ADDRESS: joyce,rooney@redondo.org
PHONE NUMBER: (310) 318-0631 x 2670
LENGTH OF CONTRACT: 10 YEARS
NUMBER OF VEHICLES OPERATED: 20
DESCRIPTION OF SERVICES PROVIDED:
Fixed Route and Dial-a-Ride service. Responsible for dispatch, operations, supervision and vehicle maintenance on a fleet of City provided buses

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Reference 2

AGENCY/COMPANY NAME: Palos Verdes Peninsula Transit Authority
ADDRESS: 38 Crest Road West, Palos Verdes Peninsula, CA
CONTACT PERSON: Martin Gombert
EMAIL ADDRESS: magla@ix.netcom.com
PHONE NUMBER: (310) 544-7108
LENGTH OF CONTRACT: 7 YEARS
NUMBER OF VEHICLES OPERATED: 27
DESCRIPTION OF SERVICES PROVIDED:
Fixed Route Transportation service throughout the Palos Verdes Peninsula utilizing a fleet of 27 alternative fuel buses. Responsible for dispatch, operations, supervision, and vehicle maintenance on agency buses

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Reference 3

AGENCY/COMPANY NAME: City of Corona

ADDRESS: 730 Corporation Yard Way, Corona, CA

CONTACT PERSON: Sudesh Paul

EMAIL ADDRESS: sudesh.paul@coronaCA.gov

PHONE NUMBER: (951) 279-3763

LENGTH OF CONTRACT: 19 YEARS

NUMBER OF VEHICLES OPERATED: 20

DESCRIPTION OF SERVICES PROVIDED:
Fixed Route and Dial-A-Ride Service utilizing Fleet of CNG buses. Responsible for dispatch, Operations, supervision and vehicle maintenance on fleet of City provided buses

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Reference 4

AGENCY/COMPANY NAME: City of Glendora

ADDRESS: 401 E. Dalton Ave, Glendora, CA 91741

CONTACT PERSON: Steven Mateer

EMAIL ADDRESS: smateer@ci.glendora.ca.us

PHONE NUMBER: (626) 852-4646

LENGTH OF CONTRACT: 10 YEARS

NUMBER OF VEHICLES OPERATED: 12

DESCRIPTION OF SERVICES PROVIDED:
Fixed Route, Metrolink and paratransit services utilizing fleet of cutaway buses operating on CNG and gasoline. Responsible for dispatch, operations, supervision and vehicle maintenance on fleet of City provided buses

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FORM E
PROPOSED DISADVANTAGED BUSINESS ENTERPRISE (DBE) PARTICIPATION (OPTIONAL)

The bidder is or intends to utilize the following DBE contractors on this project. Signature of participating DBE is confirmation of willingness to participate on this project.

Company	**N/A**
Address	
City, ST, ZIP	
Phone Number	
Fax Number	
Contact Name	
Contact Email	
DBE Certifying Agency	
Type of work to be performed	
Annual Dollar value of participation	
Signature of participating DBE	

Company	
Address	
City, ST, ZIP	
Phone Number	
Fax Number	
Contact Name	
Contact Email	
DBE Certifying Agency	
Type of work to be performed	
Dollar value of participation	
Signature of participating DBE	

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FORM F
NON-COLLUSION AFFIDAVIT FOR CONTRACTOR

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

Rich Rogers declares and says:

1. That he/she is the (owner, partner, representative, or agent)

of Transportation Concepts, hereinafter referred to as (CONTRACTOR) or (subcontractor).

2. That he/she is fully informed regarding the preparation and contents of this proposal for certain work in the City of Redondo Beach, State of California.

3. That his/her proposal is genuine, and is not collusive or a sham proposal.

4. That any of its officers, owners, agents, representatives, employees, or parties in interest, including this affiliate, has not in any way colluded, conspired, connived or agreed, directly or indirectly, with any other CONTRACTOR, firm, or person to submit a collusive or sham proposal in connection with such contract, or to refrain to submitting a proposal in connection with such contract, or has in any manner, directly or indirectly, sought by unlawful agreement or connivance with any other CONTRACTOR, firm, or person to fix the price or prices in said proposal, or to secure through collusion, conspiracy, connivance, or unlawful agreement any advantage against City, or any person interested in the proposed contract; and,

5. That the price or prices quoted in the proposal are fair and proper, and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the CONTRACTOR, or any of its agents, owners, representatives, employees, or parties in interest, including this affiliate.

I certify (or declare) under penalty of perjury, that the foregoing is true and correct.

Dated this 18th day of December 2019, at Irvine, California.

Signed: _____

Title: Chief Operating Officer

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FORM G
CERTIFICATION OF PRIMARY PARTICIPANT REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The Primary Participant Transportation Concepts (Name of CONTRACTOR) certified to the best of its knowledge and belief, that it and its principals:

a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

b. Have not, within a three year period preceding this proposal, been convicted, or had a civil judgment rendered against them for commission of fraud, or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes, or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false Statements, or receiving stolen property;

c. Are not presently indicted for, or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and

d. Have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for default.

If the primary participant is unable to certify to any of the Statements in this certification, the participant shall attach an explanation to this certification.

THE PRIMARY PARTICIPANT, Transportation Concepts (Name of CONTRACTOR) CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 USC SECTIONS 3801 ET SEQUA ARE APPLICABLE THERETO.

Signature of Authorized Official _____ Title Chief Operating Officer

The undersigned chief legal counsel (or corporate secretary) for the Company hereby certifies that the Company has authority under State and local law to comply with the subject assurances and that the certification above has been legally made.

Signature of Attorney/Secretary _____ Date 12/18/2019

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FORM H
CERTIFICATION OF LOBBYING RESTRICTIONS

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

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
4. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than$100,000 for each such failure.

Signature of Contractor's Authorized Official

Rich Rogers, Chief Operating Officer
Name and Title of Contractor's Authorized Official

December 18, 2019
Date

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FORM I
COMPTROLLER GENERAL'S LIST OF INELIGIBLE CONTRACTORS
(REQUIRED)

Submit this form with the BID, failure to do so is grounds for disqualification.

The Bidder certifies that it is NOT on the U.S. Comptroller General's list of ineligible firms for federally financed and assisted construction, materials, equipment contracts or services.

Bidder's Company Name	Parking Concepts Inc., dba Transportation Concepts
Legal Structure (corp./partner/proprietor)	Corporation
Principal Office Address	12 Mauchly, Bldg I
City, ST, Zip	Irvine, CA 92618
Phone Number	949 753-7525
Fax Number	949 753-7526
E-Mail	rrogers@transportation-concepts.com
Federal Employer Identification Number	95-2909899
Title of Person Authorized to Sign	Chief Operating Officer
Print Name of Person Authorized to Sign	Rich Rogers
Date Signed and Authorized Signature	December 18, 2019

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Form J
PROMPT PAYMENT AFFIDAVIT

Contractor will place a check in the appropriate box below that applies to this payment request. Re: Payment Request No._____

I, Rich Rogers (Name), the Chief Operating Officer (Title - e.g., President, Vice President, etc.) of Transportation Concepts ("Company"), do state the following with regard to payments made under Contract No. #1920-005 ("Contract"):

1. ____Subcontractors, at the first tier, both DBE and non-DBE, who completed work and were listed for payment on the prior Payment Request No.___, were paid no later than thirty (30) business days after Contractor received payment from City.
2. ____Copies of invoices and cancelled checks for subcontractors at the first tier who were paid under the prior payment request have been delivered or mailed to the City. In addition, Contractor has attached to the current Payment Request all lien waivers for prior subcontractor payments and any other documentation required by City. (Failure to attach all required documentation to the Payment Request or forward cancelled checks and invoices to the City may cause the Payment Request to be rejected by City.)
3. ____All retainage amounts withheld from any subcontractor who satisfactorily completed its portion of the contract work, including punch list items, were paid to the subcontractor(s) no later than thirty
   (30) business days after it satisfactorily completed its work, whether or not City has paid said retainage amounts to Contractor. Attach a copy of the cancelled check evidencing payment of each retainage amount.
4. X___There was no delay in or postponement of any payment owed to a subcontractor, whether periodic payment or retainage amount, except for good cause and after receipt of prior written approval from the City.
5. ____The Contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the Contractor's receipt of payment for that work from the City. In addition, the Contractor is required to return any retainage payments to those subcontractors after the subcontractor's work related to this contract is satisfactorily completed and within 30 days of Contractor's receipt of the partial retainage payment related to the subcontractor's work. Attach a copy of the written approval from the City.

Transportation Concepts
Company Name

Signature
Rich Rogers
Print Name

Date: December 18, 2019

Subscribed and sworn to before me this_____day of_____20____

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FORM K

DBE PARTICIPATION SCHEDULE

The Contractor shall complete the following information for all DBE's participating in the contract that comprises the DBE Utilization percent stated in the DBE Utilization Form. The Contractor shall also furnish the name and telephone number of the appropriate contact person should the Authority have any questions in relation to the information furnished herein.

DBE IDENTIFICATION AND INFORMATION FORM

Name and Address	Contact Name and Telephone Number	Participation Percent (of Total Contract	Description of Work to Be Performed
N/A			

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FORM L
DBE UTILIZATION FORM

The undersigned Contractor has satisfied the requirements of the solicitation in the following manner (please check the appropriate space):

The Contractor is committed to a minimum of 0 % DBE utilization on this contract.

Date: December 18, 2019

Signature:

Company Name: Transportation Concepts

Title: Chief Operating Officer

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EXHIBIT "A"

FTA REQUIRED CONTRACT CLAUSE CERTIFICATIONS

[Clause language is based on FTA Report No. 0105, FTA Best Practices Procurement and Lessons Learned Manual, October 2016.]

☑	1.	Incorporation of Federal Transit Administration (FTA) Terms
☑	2.	Federal Changes
☑	3.	No Federal Government Obligation to Third Parties
☑	4.	Fly America
☑	5.	Clean Air Act and Federal Water Pollution Control Act
☑	6.	Recycled Products
☑	7.	Energy Conservation
☑	8.	Government-Wide Debarment and Suspension
☑	9.	Program Fraud and False or Fraudulent Statements and Related Acts
☑	10.	Lobbying Restrictions
☑	11.	Civil Rights Laws and Equal Opportunity
☑	12.	Disadvantaged Business Enterprises (DBE)
☑	13.	Prompt Payment
☑	14.	Substance Abuse
☑	15.	Public Transportation Employee Protective Arrangements
☑	16.	Charter Service
☑	17.	School Bus Operations
☑	18.	Safe Operation of Motor Vehicles
☑	19.	Employee Protections

Signature: _____

Title: Chief Operating Officer

Company Name: Transportation Concepts

Date: December 18, 2019

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1. Ability to Perform and Meet the Requirements of the RFP

The following sections will allow the City's evaluation committee to further demonstrate why Transportation Concepts is the most qualified company to perform and meet the requirements of this RFP for the Operations and Maintenance of the Beach Cities Transit Services. Although some portions of a few sections may have been included earlier in this proposal, we want to ensure that each evaluator can easily cross reference the information in our proposal with the outline found in pages 14-16 of RFP #1920-005

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A. Company Organizational Structure

PARKING CONCEPTS INC.

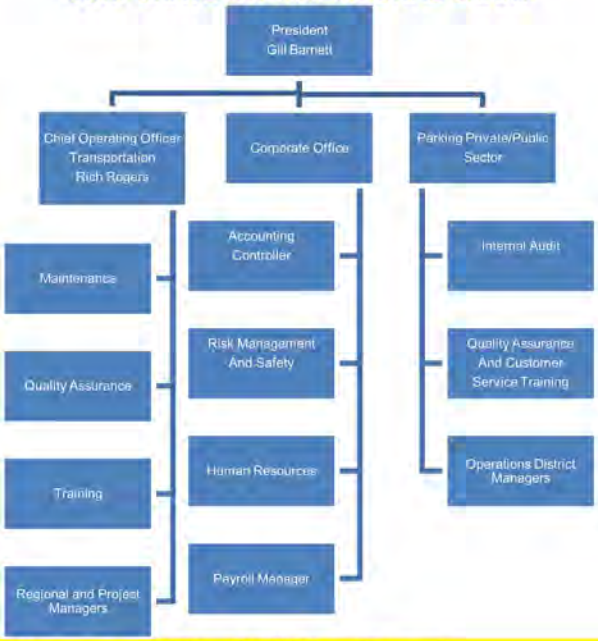
Profile - Transportation Concepts is the public transportation division of Parking Concepts, a **California Corporation**, with corporate offices in Irvine, California. We currently employ over 1,500 people. Gill Barnett, President and owner of Parking Concepts, founded the company in 1974 in order to provide an enhanced level of **customer service** to an industry that had been sorely lacking in customer service. Today, Parking Concepts is one of the most successful and respected parking facility operators in the United States.

In 1982, Parking Concepts was awarded a shuttle bus contract at the Ontario International Airport. It was at that time that **Transportation Concepts** was formed. Over the last **37 years** Transportation Concepts (TC) has successfully operated numerous public transportation service Fixed Route and Paratransit contracts similar in scope to the Beach Cities Transit services.

TRANSPORTATION CONCEPTS

Transportation Concepts is a smaller regional company compared to some of the industry giants providing transit services throughout the United States. The majority of our business is concentrated in California. In fact, all region support is based in southern California. The supporting organization is made up of considerable strength in each of their specific disciplines. One of the advantages of Transportation Concepts organizational structure is the access to our corporate support staff. **The City can access each member directly as necessary without having to go through layers of people. This results in accelerated response times.**

CORPORATE ORGANIZATIONAL CHART



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Corporate Support Team



Gill Barnett, President – Gill Barnett, founder and owner of Parking Concepts and Transportation Concepts, has been actively involved in the parking and transportation industry for over 60 years. He began his career as a parking attendant at the age of 17 and worked his way up to management by the age of 22. Noting the lack of quality customer care from the beginning of his career, Gill envisioned a company devoted to providing ***excellent customer service***. Over the last 45 years since the start of PCI he has continued to deliver that vision throughout our organization.



Rich Rogers, Chief Operating Officer – Rich Rogers has been actively involved in the public transit industry for almost forty years. Mr. Rogers is directly responsible for the oversight of all Transportation Concepts operations, and will continue to insure that the highest level of quality service is provided to the City of Redondo Beach / Beach Cities Transit Service. As the Chief Operating Officer, he will see to it that TC's operations meet company and contractual performance requirements to insure that safe, reliable and responsive service is consistently delivered. Mr. Rogers will be directly involved in any contract negotiation and will have direct responsibility in continuing our working relationship with the City relative to contractual compliance and revisions as directed. Mr. Rogers will be instrumental in supporting the local team in implementing potential service and contractual changes throughout the term of the contract and will continue to participate in regular monthly meetings with the City of Redondo Beach Transit Manager and TC location management staff to insure he is actively involved in the on-going performance of the Beach Cities Transit operation. Rich will continue to visit the location a minimum of one – two days per month (approximately 10% of his time) and participate in the regular monthly management meetings with the City of Redondo.



Steve Purchase, Regional Maintenance Director – Although Steve Purchase is assigned 50% as the Maintenance Manager for the BCT Operation, his other 50% is serving TC as our Regional Maintenance Director. Steve has over 12 years of experience in shop maintenance management. He has hands on experience with many different types of fleet equipment, including Zero Emission vehicles, something that TC has been operating since 2015.

IAG Risk Solutions – As a integral component of our Corporate Support team we have partnered with IAG Risk Solutions in our quest to continue reducing employee risk and incident reduction from occurring. The IAG team works with TC to establish high standards for benchmarking safety in the workplace. Collectively we conduct weekly reviews on every accident/injury or near miss, provide monthly management training sessions, as well as quarterly offsite full day safety meetings for managers and supervisors. The IAG Risk Solution group conducts regular OSHA audits at all of our locations, works with our insurance carrier, our medical clinics/medical network, and our attorney's, with the overall goal of consistently reducing accidents and incidents with a goal of achieving *Zero claims*.



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Ulla Overby, Risk Management Consultant– Ms. Overby has over twenty-five years of experience in risk management with emphasis on successfully developing, implementing and directing corporate risk management and insurance programs to assure maximum protection of owned and operated assets. She has provided training in all areas of risk management including best practices process, claims handling procedures, loss control, and customer service. As a Risk Management Consultant with Transportation Concepts, Ms. Overby is responsible for working in partnership with IAG and our Senior Management team in the development and on-going administering of risk-management and loss-prevention programs, as well as initiating policies to comply with safety legislation and the transportation industry practices. Ms. Overby is also part of the team that works as the liaison to attorneys and our insurance company related to legal matters.



Monique Lemus, Risk Management Analyst – Ms. Lemus is responsible for handling claims procedures with our insurance carrier and managers. She monitors and tracks our loss-prevention statistics and works as a liaison with TC senior management and IAG in rolling out our risk-management and loss-prevention programs and initiating policies to comply with safety legislation and the transportation industry practices. Ms. Lemus also acts as the liaison to attorneys, insurance companies and individuals, investigating any incidents that may result in loss.



Laura Keller, Human Resource Specialist – Laura has been a Human Resource expert since 1993. She currently serves Transportation Concepts as our HR Generalist. Ms. Keller is responsible for developing and administering all employee related programs to ensure compliance with all regulations governing labor on a federal, state, and local level. She provides pertinent information to all operating locations and monitors compliance. Areas of focus include training, EEO, Affirmative Action and Civil rights, labor relations, integrity and compliance. Ms. Keller also acts as the liaison to attorneys, insurance companies and individuals, as well as all of our employees.



Marvin Williams, Safety and Training Consultant – Marvin Williams has over 20 years of experience in the public transportation industry. Mr. Williams works with our corporate team to insure our safety and training programs continue to be effective. He will consult with location Project Manager's and Safety Trainer's in all aspects of our recruiting, hiring and training activities, as well as to provide location safety and training support as needed. He will also conduct regular safety audits to ensure that all operations are meeting all required contractual, regulatory, and company standards.

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B. Staffing and Operational Plan for BCT

Staffing

Our staffing plan for BCT is designed to not only provide the operational support necessary to exceed our client's expectations, it is built to sustain another 5 years of future success as we partnership with the City of Redondo Beach staff to rise to the future challenges ahead. As mentioned back in Section H, over the last 5 years we have increased our staffing levels by over 50 percent, coupled with significant wage increases to attract the best of the best.

Although a description of each key staff member along with their resumes, certifications and references was provided back in Section D of this proposal, to align specifically with the RFP outline we are providing this a description of staff information in this section as well.



Brett Baum, Project Manager - Although Transportation Concepts offers extensive corporate support, our experience in contract operations is that the overall quality of service is only as good as the local team. To this end, TC offers Mr. Brett Baum, an experienced and professional Manager with over 20 years of transit management, 9 of which have been dedicated to the City of Redondo Beach, to continue as the leader of the BCT project team. He will have direct responsibility for this contract and serve as the direct liaison with the City of Redondo Beach staff as well as service ambassador for the BCT services on behalf of the City.

Brett Baum, as the Project Manager for BCT is the leader who works as an extension of the City of Redondo Beach Transit Manager and her staff to deliver the best possible service to the community and ensure all the goals and objectives are consistently met. Through effective management and team work the Project Manager operates the service hours within the City budget and in compliance with all regulatory standards. Utilizing the collective information from the TC team, the Project Manager provides a clear view of the current operation and articulates the projected forecast of the BCT to the City of Redondo Beach's Transit Manager. The Project Manager is responsible for all aspects of the operation including assisting the Agency with; NTD reporting, coordination with system planning, marketing, representation and oversight of all transit related projects and issues.



On-site support positions available to Brett will continue to include maintenance management, safety/training, operations supervision and dispatch/ clerical. The local team will be thoroughly supported by the corporate staff as described in the previous section of this proposal. The BCT local team has continued to strengthen over the last 10 years as we have been driven to strive to exceed the City of Redondo Beach's expectations. We are committed to continue over the next 5 years in our continued quest to exceed your expectations and constantly strive for a world class operation.

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Steve Purchase, Maintenance Manager – Purchase has over 12 years of experience in shop maintenance management. He has hands on experience with similar fleets and clearly understands regulations relative to maintaining the County's fleet. Mr. Purchase is in the process of becoming an ASE Master Technician and is well versed in diagnostics relative to preventive maintenance and vehicle repair. He has hands on experience scheduling maintenance in both a manual and automated shop environment. In addition, he has a proven track record of shop management, employee scheduling, inventory control, and warranty procedures. He will continue to be instrumental in working with the City of Redondo Beach as the assigned Maintenance Manager by supporting the BCT local management team and will continue to commit a minimum 50% of his time at the location to provide that "hands on" management support.



George Raya, Maintenance Supervisor - Mr. Raya has 28 years of fleet maintenance experience. He has hands on experience diagnosing and repairing alternative fueled fleets. He clearly understands the requirements associated with preventive maintenance, repair, and regulatory compliance of the designated BCT fleet. Mr. Raya will be 100% dedicated to the Beach Cities operation He will continue to provide management oversight of the maintenance efforts of the Beach Cities Transit and provide regular maintenance quality assurance reviews relative to contractual and regulatory compliance. He will coordinate with Brett Baum and will be supported by Steve Purchase, our Regional Maintenance Manager to ensure that all maintenance work is being conducted in accordance with Regulatory, Company and City Standards.



Richard Gwin, Safety Trainer - Mr. Richard Gwin has 24 years of experience in Safety Training and will continue to be 100 percent dedicated to the BCT project. Richard has had several Safety and Training positions over the years in Roseville, Modesto, Pasadena and Lancaster. Richard will continue to be responsible to provide all new hire and reoccurring training to existing vehicle operators. Mr. Gwin is a TSI instructor and has been completed training as a DOT instructor in bus operator training, the smith system trainer program, as well as the DMV employer testing program.



Christopher Lamp, Operations Supervisor - Mr. Lamp has over 11 years experience as an Operations Supervisor. Although he has only been a part of the TC team in Redondo for the last year, Christopher actually worked with TC at a previous contract we had with Los Angeles METRO. We have watched Christopher's career grow and are pleased to have him back in an Operations Supervisor role for the Beach Cities Transit operation. Christopher is responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. He responds to incidents in the field to include accidents, vehicle break downs and potential passenger delays. Christopher has a Transit Management Certification from the University of Pacific.

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Ernesto Lizarraga, Operations Supervisor

Mr. Lizarraga has 7 years experience as an Operations Supervisor for the BCT operation. Like Mr. Lamp, Ernesto is also responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. Ernesto started his transit career as a bus operator for Los Angeles METRO in 2011.

Jorge Lopez, Operations Supervisor



Mr. Lopez has 7 years experience as an Operations Supervisor, 6 of those years for the BCT operation. Jorge is also responsible for daily supervision of the Fixed Route and Dial a Ride operation, insuring trip completion, on-time performance, and 100% pull out success each operating day. Jorge started his transit career as a bus operator for a contractor operating METRO in 2011.

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C. Experience with Fixed Route and Demand Response Services

The City of Redondo Beach has contracted with Transportation Concepts (TC) to operate the **Beach Cities Transit since 2009**. Over these last **10 years** TC has provided an exemplary level of fixed Route and Dial a Ride services. TC was the driving force in implementing a process to provide accurate reporting of statistics, including on-time performance and a comprehensive monthly reporting format that provided a much greater degree of operational data to the City. TC's approach to success has always been that the management and operation of the Beach Cities Transit remains laser focused on the fact that the community comes first. From our employees to the people we serve, each individual has a stake in the transit system, and without them, we as a Company would not have achieved such success.

Overall Company Experience

From the operation of a six bus shuttle operation at the Ontario Airport in 1982, through today, Transportation Concepts has enjoyed measured growth. Currently, the company manages 16 separate Fixed Route, Shuttle or Dial-a-Ride contracts, all in areas with similar challenges as the Beach Cities Transit.

The company operates these services utilizing a fleet of over 100 vehicles ranging in size from seven passenger minivans to 40 foot transit coaches. The majority of the vehicles maintained and operated by Transportation Concepts use Alternative fuels. In addition, we have experience operating Zero Emission Buses in a number of locations since 2015.

Fixed-Route Services



TC has over 20 years of experience operating fixed-route service in the local region with public transit agencies that receive Federal Section 5307 transit funding. In addition to our 10 years of operating Beach Cities Transit, other comparable fixed-route experience over these last 20 years includes 7 years of experience under contract with Los Angeles Metro operating 55 buses, 19 years under contract with Corona Transit operating 20 buses, 5 years of experience with the Riverside Transit Agency operating 86 Fixed Route and Commuter buses, along with contracts with Omnitrans, Palos Verdes Peninsula, Los Angeles County, and several other municipal operations throughout the Southern California area.

In addition, our talented and valued employees have been responsible for the operation of regularly scheduled services throughout the state including overall management responsibilities encompassing day to day administration of systems operating in rural transit environments as well as major metropolitan areas transporting over 5 million passengers per year. This includes routing and scheduling, safety oversight, vehicle and facility maintenance, road supervision and dispatch oversight, integration of technology, and of course vehicle operations. TC employees have experience in this type of service since 1987.



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Shuttle/Circulator/Commuter Feeder Services



TC has been providing shuttle services since 1982. In fact, we currently operate several shuttle services of varying operating characteristics to include, campus shuttles, medical center shuttles, and employer shuttles. We are extremely proficient at providing high quality, high capacity, short haul, high frequency services. In addition, we provide other special services including regular shuttles connecting remote parking lots to employment centers; feeder services linking passengers from the train station to employment centers, and commuter services providing people transportation from designated parking lots in suburban areas to jobsites located in major metropolitan areas. These services are one way we can contribute to improving the air quality of the communities we serve.

Demand Response/ADA Paratransit / Dial-a-Ride Services



TC also has close to 20 years of experience operating Paratransit service in the local region with public transit agencies that receive Federal Section 5307 transit funding. In addition to our 10 years of operating Beach Cities Transit, other comparable Demand Response experience over these last 20 years includes 19 years with the City of Corona operating 14 vehicles, 10 years with the City of Glendora operating 10 vehicles, 8 years under contract with Riverside Transit Agency operating 60 vehicles, 5 years under contract with Omnitrans operating 100 vehicles, along with several other operating contracts with municipalities in the Los Angeles and Southern California region. TC employees have experience providing Paratransit for close to 35 years.

Client References of Systems Similar in Scope

Location Name	BEACH CITY TRANSIT REDONDO BEACH Redondo Beach, California
Contact Information	City of Redondo Beach Joyce Rooney Transit Manager 1922 Artesia Blvd Redondo Beach, CA 90278 (310) 318-0631 x 2670 Joyce.rooney@redondo.org
Nature of Services	Fixed route and curb to curb paratransit transportation services. Approximately a 10-mile service area includes Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo. Vehicle fleet consists of 20 CNG powered buses, 5 of which are assigned to paratransit. Responsible for dispatch, operation, supervision and vehicle maintenance on fleet of City provided buses.
Length of Contract	2009 – Present
Type of Fleet Dispatching System	Currently using computerized dispatch system with GPS system. Implementation of annunciator system and "Real Time" technology along with Metro TAP system
Number of Employees	40
Annual Revenue	2.2 Million
Annual Service Hours	41,000

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Location Name	CITY OF CORONA Corona, California
	City of Corona Sudesh Paul Transportation Planning Manager 730 Corporation Yard Way Corona, CA 92880 951.279.3763 Sudesh.Paul@CoronaCA.gov
Nature of Services	Fixed route public transportation servicing the City of Corona utilizing 20 CNG powered EZ Rider and Type 7 buses. Responsible for dispatch, operation, supervision and vehicle maintenance of City's transit system which includes revenue collection and on-demand scheduled transportation services to the senior and ADA community within the City.
Length of Contract	1999-2018 - 19 Years
Reason for Change	City opted to award contract in 2018 to a large national company slightly lower in cost
Type of Fleet Dispatching System	Utilizes "Routematch", a fully automated computerized dispatch system. In addition, has AVL fleet tracking capabilities as well as a digital on board video surveillance recording system
Number of Employees	30
Annual Revenue	$2.0 Million
Annual Revenue Hours	30,000

Location Name	PALOS VERDES PENINSULA TRANSIT AUTHORITY Palos Verdes, California
Contact Information	Palos Verdes Peninsula Transit Authority Martin Gombert Administrator 38 Crest Road West Palos Verdes Peninsula, CA 310.544.7108 magla@ix.netcom.com
Nature of Services	Fixed route transportation services throughout the Palos Verdes Peninsula utilizing a combination of 27 cutaway and full-size coaches, many which operate on either CNG or Propane fuel. Responsible for dispatch, operation, supervision and vehicle maintenance of agency buses.
Length of Contract	2008-2015 - 8 Years
Reason for Change	Significantly lower price provided by competitor in rebid process. Could not justify pricing difference to Board of Directors
Type of Fleet Dispatching System	AVL system using "Next Bus" technology as well as "drive cam" technology.
Number of Employees	23
Annual Revenue	$1. 8 Million
Annual Revenue Hours	22,000

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D. Ability to Perform

Parking Concepts Inc., dba Transportation Concepts has been a company in existence for over 45 years. Throughout the years we have always been a financially strong organization. There is no past, current or pending financial or legal issues that would in any way jeopardize our ability to continue operating the BCT for the next 5 years.

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E. Bankruptcy Filings

Parking Concepts Inc., dba Transportation Concepts has never filed or been a party to any Bankruptcy filings throughout the last 45 years.

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F. Early Contract Terminations

Over the last 45 years, Parking Concepts Inc., dba Transportation Concepts has always fulfilled our contractual obligations and never had a contract terminated early for cause.

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G. Restrictions, Exceptions, or Accommodations Impacting Successful Provision of Service to BCT

Parking Concepts Inc., dba Transportation Concepts has no restrictions, exceptions or accommodations that would impact our ability to continue providing successful provision of BCT services.

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H. Citations, Fines or Orders to Stop Operations by Regulatory Agency or Client Caused by Negligence within the past 5 years

Since its inception 45 years ago, Parking Concepts Inc., dba Transportation Concepts has never had any citation, fine or order to stop operations by a regulatory agency or client caused by negligence.

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I. Approach, Capacity and Management Philosophy for Operation of BCT

Transportation Concepts is unique as a transportation contractor in that we only pursue operational projects that will be a good fit for our organization. We focus on the small to medium size operations and commit highly qualified and experienced managers to lead and oversee these operations. Back in 2008, TC recognized that the City of Redondo Beach BCT would be a good fit for our organization. Since our start up on January 1, 2009, we have felt that this had been a great decision as we have developed an extremely successful relationship with the City and the community, and are excited to continue our quest for enhancements to the Beach Cities Transit Services.

Management Philosophy

Although Transportation Concepts operates as a dba under Parking Concepts, the provision of effective transportation operations is the core business of Transportation Concepts. We do not have other businesses that divert focus from our primary objective with our clients, such as the City of Redondo Beach; which is to transport passengers safely and effectively while creating a positive image for the Beach Cities Transit, The City of Redondo Beach, as well as our organization simultaneously. Our concentration remains on your service. If additional support is needed other than the provision of normal services, we have very successful and knowledgeable internal staff that can provide consulting and assistance in the areas of maintenance, labor, risk management, safety, technology, and environmental concerns.

Over the last 37 years, Transportation Concepts has nurtured a management approach/philosophy that is specific to the individual needs of each of our customers. Although it is extremely important to have reliable corporate support, we believe that the service is only as strong as every member of the team. As we have demonstrated to all of our clients over these 3 ¼ decades, and specifically, the City of Redondo Beach over the last 10 years, the TC team will always operate as a partner with all City staff in working towards the mutual goal of providing premier service to the residents and visitors of the City of Redondo Beach and surrounding Beach Communities.

Over these last 10 years Transportation Concepts has consistently demonstrated our ability to provide high-quality transit service to the public utilizing BCT. During these years, we have also worked in partnership with the City to enhance technology, procure buses and develop an outstanding and cohesive team approach to a contractual relationship.

Transportation Concepts will continue to consistently strive to ensure the highest quality service is provided in the operation of the Beach Cities Transit Services. Here are some of the methods we utilize to ensure quality control and a higher level of customer service than that of other transportation providers:

Monitoring by Project Manager and Operations Supervisors

On street monitoring consists of road observations and unobserved checks. Road observations are unscheduled checks designed to monitor on-time performance, vehicle cleanliness, and safe and courteous driving. Further detail regarding on-street supervision is included in Section O.



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Vehicle and Driver Appearance

The cleanliness of the vehicles that are used for the provision of transit service is an important indicator to the passengers of the quality of the service. Vehicle cleanliness will be monitored daily via rollout inspection. On a daily basis, all vehicles utilized in revenue service will be swept and wiped down by our utility worker. Relative to exterior cleaning, although the current contractual standard is to wash the exterior a minimum of once weekly, based upon the operating environment we have found the need to wash the vehicles a **minimum of twice weekly**. During those times, our cleaning vendor will perform washing and scrubbing of the full exterior, wheels, area, inside of all windows, scrubbing of oil or other excessive residue off the rear end; dusting or vacuuming of all seats, dashboard, stanchions and exposed surfaces; and sweeping or vacuuming of all floor areas, including the removal of gum, grease, oil, etc. All graffiti, interior and exterior, that is cleanable will be removed as soon as practicable. An extensive vehicle detail of the exterior and interior of the vehicle will be done every 6 months days. A roll out inspection is conducted monthly by the Project Manager to evaluate cleanliness of buses and attire of drivers and dispatchers.



Bus stop observation includes ongoing monitoring to insure that the image of the service is professionally represented by the cleanliness of each bus stop. On an ongoing basis the Supervisor and/or Project Manager will monitor the condition of all bus stops. In addition, Drivers are instructed to notify dispatch if any vandalism, graffiti, or just a need to be cleaned is in order. In turn, TC staff will notify the City of any bus stop that is need of some TLC.



Transportation Concept's employee uniforms consist of navy blue slacks or shorts in summer, light blue uniform shirts with BCT embroidered logos, dark blue jacket, black shoes and an employee identification tag, worn at all times on the front pocket area of the uniform shirt of jacket. Each employee will be required to be in full uniform at all times while in performance of their duties. Uniforms will always be clean, free of spots, and pressed, and consistent with BCT requirements.



Utilization of Surveys

Passengers



Since TC began contract services we have coordinated simple passenger surveys on selected trips during specific periods throughout the year. The information received from these surveys can help to measure the riders' level of satisfaction.

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Employees



Effective proactive relationships with employees are necessary to establish a mutual level of confidence and respect. Interpersonal communication that is open and honest is a necessary ingredient in order to form a trusting relationship. We have found that making our employees feel valued through the active participation of an employee survey is a strong motivator, which can help to heighten performance levels. We conduct employee surveys annually at this location.

City of Redondo Transit Manager

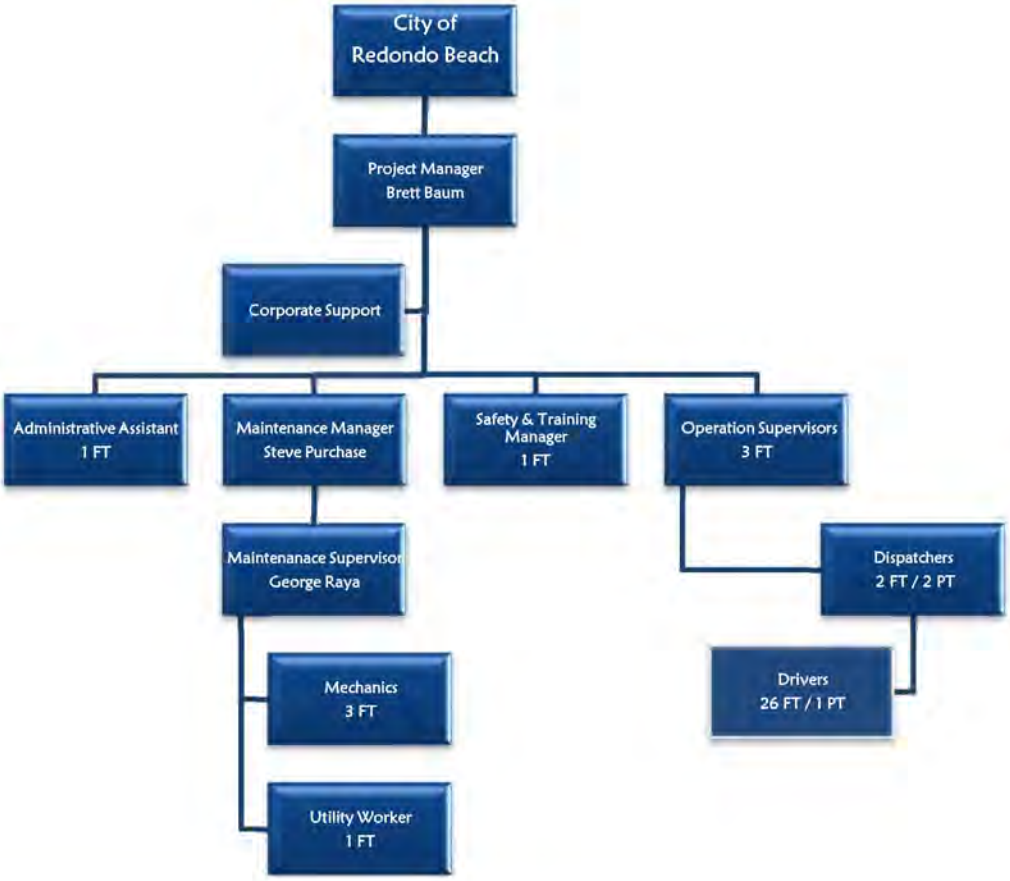
Receiving clear and honest feedback from our clients provides our organization with an additional tool to ensure we are on track towards our goal of 100% satisfaction. Mr. Rich Rogers, our Chief Operating Officer, conducts the survey on an on-going basis. The survey is designed to provide feedback in both a quantitative and qualitative manner. Results of this survey will be shared with the Project Manager and local staff. Any area not exceeding expectations is collectively discussed with a follow up action plan designed to bring about any needed improvements.

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J. Organization of the BCT Operation

As mentioned in Section B, our staffing plan has been developed over the last several years in response to continually striving to exceed our client's expectations. Over just the last 5 years the BCT service has experienced several technology enhancements, and we have been partners in working with the City of Redondo Beach to achieve success in the implementation of continual enhancements. As we look ahead over the next 5 years, we know more that additional technology refinements will occur, as well as other enhancements, such as the transit center and the planning integration of a Zero Emission Bus fleet. As the contractor we must have a strong and experienced team in place to insure that we have the ability to continue achieving success.

TC - Beach Cities Transit Organizational Chart



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BCT Position Classification Breakdown

Position	Number of Employees	% of Dedicated Time
Drivers	26 FT / 1 PT	100%
Project Manager	1 FT	100%
Operations Supervisor	3 FT	100%
Dispatcher	2 FT/2 PT	100%
Administrative Assistant	1 FT	100%
Safety / Training Manager	1 FT	100%
Maintenance Manager	1 PT	50%
Maintenance Supervisor	1 FT	100%
Mechanics – A Level	3 FT	100%
Utility Worker	1 FT	100%
*Total Staff	14.5 FTE	

* Exclusive of Drivers

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Job Description Summaries

Job Title	Primary Responsibilities and Functions
Project Manager	▪ Primary liaison to the City of Redondo Beach ▪ Provides tactical and strategic planning for daily BCT services. ▪ Overall responsibility for the BCT services, including safety, system performance, quality, adherence to all governmental regulations, and compliance with the Contractual /TC – established standards and procedures. ▪ Ensures system is properly staffed given requirements and goals. ▪ Monitors service performance against set goals/targets. ▪ Reviews daily, weekly, monthly reports
Dispatcher	▪ Ensures that the services are provided in a safe, reliable and timely manner. ▪ Ensures that all customer service issues are responded to, resolved and reported in a timely manner. ▪ Submits formal operational reports at specified intervals. ▪ Takes system reservations ▪ Completes all customer service tasks related to telephone requests for information ▪ Provides excellent customer service
Operations Supervisor	▪ Oversees safety and training for all staff, including Operators and Dispatchers; ensures that refresher training and additional course work are provided as required. Administers safety program. ▪ Assists in conducting Behind the Wheel and Classroom training. ▪ Provides daily road supervision of drivers
Trainer	▪ Carries out Safety Plan for BCT operation ▪ Assists in the recruitment and hiring of vehicle operators ▪ Provides Classroom and coordinates all behind the wheel trainer ▪ Investigates accidents, incidents and near misses and retrains as needed ▪ Conducts monthly safety meetings ▪ Collectively with Project Manager conducts facility safety audits and OSHA compliance audits
Maintenance Manager & Maintenance Supervisor	▪ Follow appropriate maintenance intervals for preventive maintenance program ▪ Perform and track all vehicle maintenance activity and repair ▪ Comply with all CHP regulations; prepare shop; prepare vehicle records ▪ Administer warranty program ▪ Provide support to mechanics by assisting in diagnosis and insure safety is always followed ▪ Effectively manage and track inventory
Mechanics	▪ Perform thorough Preventative Maintenance Inspections ▪ Repair defects noted on DVIR ▪ Troubleshoot and Diagnosis technical issues ▪ Respond to road calls
Utility Worker	▪ Provides interior bus cleaning activities for the BCT service ▪ Ensures all necessary supplies are purchased and kept on hand ▪ Maintains Daily Cleaning Schedules for buses ▪ Coordinate with Drivers and Staff.
Driver	▪ Safely transport passengers throughout the service area. ▪ Provide excellent customer service

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K. Wages and Benefits

Obviously TC intends to continue employment with all of our existing employees and is in compliance with California Labor Code 1070-1074. As mentioned in Section H – Supplemental Information, we made a business decision to significantly increase our starting driver wage scale this past year from $14.00 to $17.00 per hour to continue to attract and retain the best vehicle operators possible.

Over the course of this last 5 year contract term we have also increased our staffing levels by close to 50 percent as well. We have provided our support staff with marginal increases however we have not adjusted those staff wages proportionate to the rate increases we have provided our drivers this past year. Our commitment to our staff is to make adjustments with the start of a new contract term effective July 1, 2020.

The following is a breakdown of the expected wage rates for the BCT drivers and our proposed wage increases for the support staff beginning July 1st, 2020. We want to insure we have the ability to retain our workforce, or hire additional employees as needed, and not addressing needed staff wage increases will only result in an extremely difficult situation in the future with staff retention as well as the ability to hire additional staff in accordance with any turnover or growth in the system.

Driver	Current Rate	Year 1	Year 2	Year 3
Starting Rate	$17.00	$17.60	$18.20	$18.80
Wage Average*	$18.14	$18.74	$19.34	$19.95

*Includes OT

Dispatcher	Current Rate	Year 1	Year 2	Year 3
Starting Rate	$17.00	$19.00	$19.60	$20.20
Average Wage*	$18.71	$19.71	$20.31	$20.91

*Includes OT

Operations Supervisor	Current Rate	Year 1	Year 2	Year 3
Starting Rate	$17.50	$22.00	$22.00	$22.00
Average Wage	$18.83	$22.00	$22.60	$23.20

Administrative Assistant	Current Rate	Year 1	Year 2	Year 3
Starting Rate	$19.00	$21.00	$21.60	$22.20
Average Wage	$19.00	$21.00	$21.60	$22.20

Maintenance Supervisor	Current Rate	Year 1	Year 2	Year 3
Starting Rate	$26.00	$28.00	$28.60	$29.20
Average Wage	$26.00	$28.00	$28.60	$29.20

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Mechanic	Current Rate	Year 1	Year 2	Year 3
Starting Rate	$26.00	$27.00	$28.00	$29.00
Average Wage	$27.25	$28.25	$29.25	$30.25

Utility/Service Worker	Current Rate	Year 1	Year 2	Year 3
Starting Rate	$15.00	$16.00	$17.00	$18.00
Average Wage	$15.00	$16.00	$17.00	$18.00

Employee Benefits

TC will continue to provide health care under either the company Blue Shield plan or the Union Kaiser plan. The premium will be shared between TC and the employee based upon the Collective Bargaining Agreement for Drivers and Maintenance Staff or the Company Plan for all other positions. Vacation and other paid time off are also included. New employees will be eligible for benefits after six months of employment.

Medical, Dental and Vision Care Plans – Coverage is available to all full-time eligible employees (working 30 hours or more) and their dependents through either Blue Shield or Kaiser Permanente for medical, and Humana for Vision and Dental. Dependent coverage is also available. This particular plan generally covers 100% of the cost of most covered medical care, provided the care is received from in network providers (with minimal co-payment). Employees would choose a primary care physician who will facilitate care and recommend the employee to specialists if necessary.

401K Plan – We recently worked with Teamsters to open up their 401k plan to all of the BCT employees. Although the company currently does not provide a contribution percentage, we are anxious for our employees to take advantage of this savings plan.

Voluntary Employee Benefits Offered:

Group Accident Insurance – Helps offset unexpected medical expenses, such as emergency room fees, deductibles and co-payments.

Group Critical Illness Insurance - Supplements major medical coverage by providing a lump sum benefit that the employee can use to help for the direct and indirect costs related to critical care.

Group Disability Insurance – Replaces a portion of income to help employee make ends meet if they become disabled from a covered accident or sickness.

Group Hospital Confinement Indemnity Insurance - Provides a lump-sum benefit for a covered hospital confinement or a covered outpatient surgery. Designed to help cover co-payments and deductibles that are not covered by most major medical plans.

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Group Term Life Insurance – Offers a predictable way to provide more coverage at affordable prices during high-need years.

Employee Incentive Programs

Transportation Concepts is committed to improving and maintaining the success of all employees. We are committed to provide employees many different programs that encourage and reward those who are safe in their work and take an interest in improving their career.

- Safety Meetings are held monthly and are a time where all employees can get together and share their experiences to help one another with similar issues faced day to day. Meetings include networking with other transit employees, resourceful presentations, community speakers and wellness improvement information. During the meetings a selection of food is prepared from suggestions by the employees.

- Employee of the Month is a program that highlights a very outgoing and committed employee who embodies the goals of safety and service to the community. This employee is selected by management with the input from performance evaluations, employee survey and customer feedback. This employee is given a small gift and is recognized publically for their achievement.



- Employee Appreciation Day is held twice a year by TC to reward and acknowledge all of our employees. During appreciation day, management provides a special lunch to all employees, their families and friends as well as riders and transit stakeholders. This event allows employees to show off their other life passions such as cooking, music, and art that can be shared with everyone who attends.

The employee incentive program for the BCT operation will continue to be customized and aligned with contract goals and objectives as outlined throughout the contract term. We believe in providing the employees input as to the specific program to be put in place. This gives each employee a sense of ownership, pride, accountability and increased motivation to perform.

Additionally, all employees also participate in our safety incentive program described in the safety program Section P of this proposal

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L. Hiring/Screening Procedures

Hiring the Right Person

One of the significant keys to success for any organization is to find the right person who can embody all of the key characteristics necessary and sought by a customer service driven organization. Transportation Concepts utilizes a thorough, seven-step selection process in order to identify the right candidate to hire and train as a member of our team. The seven steps include:

Job Description	Application review.	Motor Vehicle Record Check
♦ After filling out an application, an applicant is given a job description that describes in detail all of the aspects of the job. ♦ This lets the applicant know up front the requirements of the job and makes a statement very early on to the applicant about the importance of safety in the operation.	♦ This process includes statements by the applicant regarding their previous employment history, previous driving record history, any history of vehicle accidents, and any history of workplace injuries. ♦ This bring up potential 'red-flags' that may exist in an applicant's background as far as safety is concerned.	♦ Applicants are required to submit a current H-6 printout from the Department of Motor Vehicles, which details the applicants' driving record for the past ten years. ♦ Any applicant who is unable to produce the original H-6 document is not given further consideration for employment.

Interview	Reference Checks.	Criminal Background Check.	Physical and Drug Test.
♦ All of the supervisors who are responsible for interviewing are trained in specific questions to ask that, among other things, will identify an individual's safety awareness. ♦ The purpose of the interview is to add clarification and further detail to the information contained on the application form. ♦ Individuals who are able to follow directions and maintained satisfactory relationships with their former supervisors and coworkers, have been found to be strong candidates to become safe employees.	♦ 3 most recent employers must be indicated on the application. ♦ They must sign an authorization form, which gives permission to their former employer to comment upon their performance as an employee. ♦ Any warning signs regarding the safe working practices of the applicant will raise serious questions as to their suitability as a Transportation Concepts employee.	♦ All applicants who are required to complete a criminal background check. ♦ This check, conducted by the company in conjunction with InfoLink, will identify any criminal convictions that the applicant may have incurred.	♦ All Transportation Concepts employees must pass a physical examination and a drug screen prior to being accepted as an employee. ♦ The company's physical examination meets the Department of Transportation requirements and results in a DOT medical card. ♦ The company's drug screening program is conducted by US Healthworks and meets all Federal Transit Administration guidelines.

Recruitment

We have a solid recruiting plan in place at BCT operation that involves utilizing external hiring companies to assist in recruitment, as well as getting out into the community to seek those that reside locally. This past year, like every other transit operator in Los Angeles County, we experienced some significant challenges in retaining newly hired employees. As mentioned earlier, we made a business decision to increase the Driver wages $3.00 per hour, resulting in a twenty percent (20%) increase to our starting rate. This served to not only retain our existing drivers, but it had an positive impact on a number of past employees, who had previously left for other better paying transit operator jobs, return to be rehired by TC.

Ongoing recruitment includes advertisement on our website and in the local media as well as going through local employment centers and utilizing an agreement with a local recruitment company.

Employee Selection

Success in any service driven industry starts with hiring the right people. Transportation Concepts has developed a comprehensive and thorough approach to the screening and selection program for our potential team members.

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Job Description

When an applicant applies with Transportation Concepts they fill out an application online for employment, they are given a job description that describes in detail all of the aspects of the job that the applicant will be expected to perform if they are selected for the position.

Application review

The review of the application includes statements by the applicant regarding their previous employment history, their previous driving record history, any history of vehicle accidents, and any history of workplace injuries.

Motor Vehicle Record Check

Each applicant is required to submit a current driver record history printout from the Department of Motor Vehicles, which details the applicants' driving record for the past five years. Only original, current driver record history reports are accepted. Any applicant who is unable to provide this is not given further consideration.

Interview

All of the staff responsible for interview's have been trained in specific questions to ask that among other things will identify an individual's initial skills and more importantly their attitude towards passengers, peers and the service they were provide.

Reference Checks

The applicants must identify on the application form their three most recent employers. In addition, they must sign an authorization form, which gives permission to their former employer to comment upon their performance as an employee. Additionally, pursuant to 49 CFR Part 40 Drug and Alcohol Testing, the applicant must sign a "Release of Information form". The employment references and release of information form that each applicant has identified are contacted and questioned about the work performance and prior D&A history of the applicant. All of the responses gained through these references are documented in order to provide organization and structure to the process.

Criminal Background Check

Each current Transportation Concepts Operator providing service for Beach Cities Transit has successfully passed both a company background check as well as an e-verify clearance before hiring. These qualifications must also be maintained throughout employment.

- Must have five years of driving experience.
- May have one break or interruption in holding a valid license of no more than 90 days during the five-year period immediately preceding the submittal of an employment application. The break or interruption cannot be the result of a state having suspended or revoked the license and the candidate must still be able to demonstrate that they have a minimum of five years driving experience.
- No felony convictions.
- No more than two at-fault or preventable accidents in the last three years.
- No more than two convictions of moving violations in the last three years.
- When combined, no more than two incidents (preventable accidents or moving violations) during the last three years.

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- No record of DUI or DWI within the past 15 years.
- Not subject to outstanding warrants for arrest

Physical and Drug Screening



All Transportation Concepts employees must pass a DOT physical examination and a drug screen prior to being accepted as an employee. The company's physical examination and drug screening program meets the Department of Transportation (DOT) requirements. The company's local DOT certified facility is Concentra Medical Group who conducts the medical screening and issues a DOT medical certificate. The company's drug screening program is conducted locally by Concentra which meets all Federal Transit Administration guidelines.

Final Selection Criteria

Once the employee completes the seven steps, the following criteria will be reviewed again and must be met before employment is offered:

- Five years minimum driving experience, including a minimum three year U.S. residence.
- Minimum 21 years of age.
- Possession of all required licenses, including a Commercial Driver's License Class B driver's license.
- Have the ability to obtain the special permits and endorsements.
- Proven ability in the area of customer service.
- Be able to speak, write and understand English and possess the capability to perform simple mathematic functions.
- Provide proof of U.S. citizenship or legal alien status, must have lived in the United States for three years.
- No negative feedback on ex-employment references.
- Demonstrate compassion and sensitivity for customer service and passenger assistance.

In addition, if it is discovered through a Motor Vehicle Record Check that an existing employee has an infraction and has not notified us it could lead to termination. If the employee has notified us, the infraction could result in re-training or termination depending on the contract and the infraction.

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M. Personnel Handbook and D&A Testing Practices

Employee Handbook



Our Employee Handbook is vital, as it sets the tone for the company's expectations of its employees. The Handbook incorporates our philosophy for excellence and ensures that all employees understand that our success is a result of their efforts.

Our Employee Handbook has recently gone through a revision to stay current with both state and federal laws, and is included at the end of this section.

Drug and Alcohol Screening

Transportation Concepts is committed to providing consistently safe and dependable transportation service to the passengers of the transit systems that it operates. In compliance with these goals, and with the Federal Transit Administration's requirements, the company has adopted a Drug-Free Workplace Policy.

The Screening Guarantee:



- To ensure that employees are not impaired in their ability to perform their assigned duties in a safe, productive and healthy manner.
- To create a workplace environment free from the adverse effects of drug and alcohol use and misuse.
- To prohibit the unlawful manufacture, distribution, dispensing, possession or use of controlled substances
- To encourage employees to seek professional assistance anytime personal problems, including alcohol or drug dependency, adversely affect their ability to perform assigned duties.

Transportation Concepts' Drug and Alcohol screening policy applies to all safety-sensitive and non-safety-sensitive Transportation Concepts employees, paid part-time employees and contractors when they are on TC property or performing any transit related business for TC.

All safety-sensitive and non-safety-sensitive employees shall be subject to the following testing:

- Pre-Employment
- Random
- Post-Accident
- Return to Duty (after Leave exceeding 30 days)

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PARKING CONCEPTS INC.

and

TRANSPORTATION CONCEPTS

EMPLOYEE HANDBOOK

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PARKING CONCEPTS INC.

Dear New Employee:

Welcome to Parking Concepts, Inc. We are pleased to have you join us in our commitment to provide the highest level of quality parking, valet and transportation services to each of our customers.

Our ability to achieve this commitment is dependent upon your excellent job performance. As an employee of Parking Concepts, Inc., the quality of your performance plays a key role in determining your future and the future prospects of our Company. We are in the business of providing service and our continued success depends upon how we measure up to our customers' expectations. As a front line service provider, our customers' first impression of you has much to do with their view of our Company.

We encourage input from our employees. If you feel there is a better, more efficient way to do things, we want to know about it and welcome your suggestions.

Each of the officers of Parking Concepts has at some point in their career performed the same duties you will be performing. Therefore, we are sensitive to the problems you may encounter in the day-to-day operation and will always be ready to assist you.

Again, we welcome you to Parking Concepts, Inc. and we are happy to have you as a member of our team.

Very truly yours,

Gill Barnett
President
Parking Concepts, Inc.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Table of Contents

Section 1 - INTRODUCTION 1
1.1 Company Overview 2
1.2 President Gill Barnett Overview 2
1.3 PCI Mission Statement 3
1.4 Purpose of the Handbook 4
1.5 Collective Bargaining Agreements 4
1.6 Local Wage Ordinances 4

Section 2 – GENERAL EMPLOYMENT POLICIES 6
2.1 Employment Applications 7
2.2 Employment Reference Checks 7
2.3 Collection and Use of Personal Information 7
2.4 Immigration Law Compliance 8
2.5 Employment At Will 8
2.6 Equal Employment Opportunity 8
2.7 Harassment Prevention Policy 9
2.8 Internal Complaint Process 11
2.9 Transfers and Career Advancement 12
2.10 Employee Relations 12
2.11 Open Door Policy 12
2.12 Personnel Records 13
2.13 Payroll Records 14
2.14 Suggestion Program 14
2.15 Arbitration 15

Section 3 – WORK CLASSIFICATIONS AND COMPENSATION 16
3.1 Employment Categories 17
3.2 Introductory Period 18
3.3 Rest Periods 18
3.4 Meal Periods 19
3.5 Recovery Periods 20
3.6 Lactation Breaks 21
3.7 Work Schedules 22
3.8 Pay Periods and Pay Days 22
3.9 Time-Keeping System 22
3.10 Overtime 23
3.11 Exempt Employees 24
3.12 Direct Deposit 25
3.13 Pay Advances 25
3.14 Administrative Pay Corrections 25
3.15 Personnel Data Changes 26
3.16 Payroll Deductions 26
3.17 Garnishment of Wages 26
3.18 Tips and Taxes 27
3.19 Reimbursement of Expenses and Mileage 27

Section 4 - BENEFITS 28
4.1 Overview of Employee Benefits 29
4.2 Vacation 29
4.3 Holidays 30
4.4 Paid Sick Leave 30
4.5 Medical Insurance Coverage 31

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

4.6 Workers' Compensation Insurance 32
4.7 Literacy Assistance 32

Section 5 – CIVIC RESPONSIBILITY 33
5.1 Jury Duty 34
5.2 Witness Duty 34
5.3 Voting 34
5.4 Election Officers 35
5.5 Time off for Volunteer Service 35
5.6 Time Off for Civil Air Patrol Service 35

Section 6 – LEAVES OF ABSENCE 36
6.1 Bereavement Leave 37
6.2 Pregnancy Disability Leave 37
6.3 Family and Medical Leave / California Family Rights Act 38
6.4 Discretionary Personal Leave 41
6.5 Alcohol and Drug Rehabilitation Leave 42
6.6 Job-Related Illness or Injury 42
6.7 Leave for Victims of Felony Crimes 43
6.8 Leave and/or Reasonable Accommodation for Victims of Domestic Violence, Sexual Assault and Stalking 43
6.9 Family School Partnership Leave 44
6.10 School Suspension Leave 44
6.11 Military Service Leave 44
6.12 Military Spouse Leave 46
6.13 Bone Marrow Donation Leave 47
6.14 Organ Donation Leave 47

Section 7 – HEALTH AND SAFETY 48
7.1 Safety 49
7.2 Work Environment 49
7.3 Safety Rules 49
7.4 Lockers 50
7.5 Security Inspections 50
7.6 Workers' Compensation 50
7.7 Drug and Alcohol Use 51
7.8 Workplace Violence Prevention 53
7.9 Emergency Closings 53
7.10 Transportation Concepts Workplace Safety 54

Section 8 – WORKPLACE CONDUCT 57
8.1 PCI Standards of Integrity and Personal Conduct 58
8.2 Attendance and Punctuality 58
8.3 Business Ethics 59
8.4 Conflict of Interest 59
8.5 Outside Employment 60
8.6 Confidential Information/Non-Disclosure 61
8.7 Personal Relationships in the Workplace 62
8.8 Customer Service 62
8.9 No Solicitation during Work Time or in Work Areas 63
8.10 Bulletin Boards 63
8.11 Use of Company Telephones and Mail 63
8.12 Cell Phones and PDA Usage; Driver Safety 64
8.13 Cell Phone, PDA and PTT Usage by Bus and Shuttle Drivers 64

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

8.14 Personal Belongings 65
8.15 Use of PCI Tools and Equipment 65
8.16 Personal Appearance and Grooming 65
8.17 Uniform Policy 66
8.18 Driver's License/PCI and Personal Vehicles 67
8.19 Driver's License/Bus and Shuttle Drivers 67
8.20 Pull Notice Program 67
8.21 Smoking Policy 68
8.22 Visitors 68
8.23 Computer, Voicemail and Email Usage 68
8.24 Internet Usage 70
8.25 Use of Social Media 72
8.26 Medial Contacts 74
8.27 Workplace Conduct 74
8.28 Cash Shortages and Overages 76

Section 9 – END OF EMPLOYMENT 78
9.1 Employment Termination 79
9.2 Involuntary Termination and Progressive Discipline 79
9.3 Voluntary Termination 79
9.4 Return of Company Property 79
9.5 Employment References 80

EMPLOYEE ACKNOWLEDGMENT AND AT-WILL EMPLOYMENT AGREEMENT 81

MUTUAL AGREEMENT TO ARBITRATE CLAIMS 83

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Section 1

INTRODUCTION

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

1.1 Company Overview

Gill Barnett founded Parking Concepts, Inc. ("PCI") in 1974 with a focus on California parking needs. For more than four decades, PCI has set a standard for excellence in the parking industry. From the beginning, we focused on what is the most important consideration in the parking and transportation business – service.

Our team of seasoned professionals possesses unequalled local experience, knows the market inside and out, and enjoys a proven track record.

Today, PCI leases, manages or operates nearly 200 facilities ranging from 200 to 25,000 spaces. These include commercial facilities, office buildings, shopping centers, hotels and restaurants, hospitals and medical buildings, recreational facilities and airports. Additionally, we provide shuttle and transportation services for various city and county agencies, along with private entities, through our Transportation Concepts division.

The PCI management team is involved in all aspects of every parking facility and transportation service operation we oversee. Each team member is motivated to achieve exceptional results. We are extremely proud of our reputation for providing the highest level of service in a professional and cost efficient manner.

In addition to our Company-owned Los Angeles and Orange County headquarters facilities, we also maintain regional offices in Glendale, Ontario, Santa Ana, San Francisco, and Dallas, Texas. We are committed to being the best and most highly respected provider of parking and transportation services in California and wherever we do business.

1.2 President Gill Barnett Overview

In 1957, while studying business and engineering at El Camino College, Gill began his parking management career at Los Angeles International Airport as part of the management team that inaugurated LAX's new central terminal complex.

In 1968, working in concert with Marsh McMurray, Gill launched a parking division for a major publicly held corporation. Within six years, Gill and Marsh were instrumental in the development of 240 parking facilities, spanning twelve states.

In 1974 Gill and Marsh, tired of constant air travel and being away from their families, left and founded PCI. Their goal was simple: *To establish a successful local parking management firm based on state-of-the-art technology and energetic management*. The focus: *customer satisfaction*. Their goal was achieved early and PCI has gone on to be highly respected for its quality customer service and major innovations in the parking industry. Today, Gill continues to utilize his hands-on style of management as he did in 1974. This tradition has continued to grow by means of excellence in senior management and staff that support the "*get-it-done, do-it-now*" approach to facility management.

In 1982, PCI formed its Transportation Concepts division after it was awarded the shuttle bus contract at the Ontario International Airport. Through its Transportation Concepts division, PCI provides transportation service solutions to individuals, companies and governmental agencies that is tailored to meet each customer's unique needs and is safe, reliable and cost-effective.

As past President of the Parking Association of California, a member of the National Parking Association Executive Board of Directors and an active member of numerous trade and civic organizations, it is clear that Gill will always have a desire to serve. His personal involvement is reflected in the quality service each client of PCI receives.

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1.3 PCI Mission Statement

PCI's mission is to provide
professional parking and transportation services
which are accurate, consistent,
responsive and innovative;
to safeguard and enhance
client image and assets;
and
to provide opportunity, growth and
satisfaction for our employees."

Our Goal

To provide the finest parking management and transportation services in the industry.

Our Strategy

We employ people who are committed to serving customer's needs.
We offer our customers the best possible quality and value in parking services.
We provide efficient, accurate and reliable services.

Our Principles

Our customers' complete satisfaction is our daily goal. We accept the responsibility to earn the trust and loyalty from our customers and never take our business relationships for granted. We strive to provide excellent service through every department and every employee in the Company.

We recognize that our customers' loyalty is the basis for our continued growth as a company and is the livelihood of every employee. Therefore, each employee at every level at PCI is committed to treating our customers in a business-like manner.

Our employees are the backbone of PCI. The success of the organization as a whole depends on the abilities, character and integrity that each person brings to his or her role in this organization. Each employee's job is vital to the Company. Degrees of responsibility vary, but all employees' responsibilities are essential to the fulfillment of our goal.

PCI strives to create an environment where our employees actively use their talents and energies to meet the needs of our customers. We believe that work is rewarding and fulfilling when employees understand how they contribute to the success of the whole. Therefore, PCI regularly shares information about the Company's progress and encourages employees to share their ideas while gaining an understanding of how the business works.

Profitable Growth and Sound Management

PCI believes in the free enterprise system and the profit motive as the best instruments for satisfying customers' needs and for producing the greatest common good. PCI will strive to be well-managed, highly profitable and financially strong for the benefit of its customers and employees.

Public Responsibility

PCI will be a responsible citizen in the community and will encourage its employees to participate in practical programs for community betterment.

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1.4 Purpose of the Handbook

This employee handbook (the "Handbook") is designed to provide you with information about working conditions, employee benefits, and some of the policies affecting your employment with PCI. PCI and its Transportation Concepts division are part of the same company and, unless otherwise indicated, the provisions of this Handbook apply to all PCI employees, including those working for PCI's Transportation Concepts division. In this Handbook, PCI and its Transportation Concepts division or collectively referred to as "PCI" or the "Company.

This Handbook sets forth some of PCI's current policies and is designed to familiarize employees with important policies and procedures. The Handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. All employees are expected to read and become familiar with the contents of the Handbook. The Handbook will answer many questions about employment with PCI.

This Handbook replaces any other handbooks you may have received and any verbal policies or practices that may have been previously communicated to you. With the exception of the At-Will Employment policy in Section 2.5, below, the Acknowledgement and At-Will Employment Agreement at the end of the Handbook, and the Mutual Agreement to Arbitrate Claims at the end of the Handbook, PCI reserves the right to revise, modify, delete or add to any and all policies, procedures, work rules or benefits stated in the Handbook or in any other document. Written changes to the Handbook will be distributed to employees from time to time to make employees aware of new policies or procedures.

With the exception of the At-Will Employment policy in Section 2.5, below, the Acknowledgement and At-Will Employment Agreement at the end of the Handbook, and the Mutual Agreement to Arbitrate Claims at the end of the Handbook, the Handbook should not be construed as creating any kind of employment contract. The Acknowledgment and At-Will Employment Agreement at the end of the Handbook, sets forth the entire agreement between each employee and PCI as to the duration of employment and the circumstances under which employment may be terminated. Nothing in the Handbook or in any other personnel document creates or is intended to create a promise, representation, or agreement for continued employment or termination only for good cause.

After reading the Handbook, and throughout your employment, you may have questions about PCI's policies, practices, benefits, or other matters discussed in the Handbook. Please direct such questions to your supervisor or manager, or to the Human Resources Manager.

1.5 Collective Bargaining Agreements

Employees who are enrolled members of a Collective Bargaining Unit are subject to policies and procedures contained in this Handbook unless the applicable Collective Bargaining Agreement provides otherwise, in which case the terms of the Collective Bargaining Agreement control.

1.6 Local Wage Ordinances

The following California cities and counties have adopted local wage ordinances which contain various provisions, such as minimum wages rates, paid sick leave, and other topics affecting employees working within their boundaries:

Albany	Anaheim	Berkeley	Davis
Emeryville	Fairfax	Hayward	Long Beach
Los Angeles	Los Angeles County	Marin County	Oakland
Oxnard	Pasadena	Petaluma	Port Hueneme
Port of Los Angeles	Port of Oakland	Richmond	Sacramento
San Diego	San Jose	San Leandro	San Mateo County
Santa Barbara	Santa Clara County	Santa Cruz	Santa Cruz County

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Santa Monica	Sebastopol	Sonoma	Sonoma County
Ventura	Ventura County	Vernon	Watsonville
West Hollywood			

To the extent that any provisions of this Handbook are inconsistent with the terms of an applicable municipal or county wage ordinance, the terms of the applicable wage ordinance control.

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Section 2

GENERAL EMPLOYMENT POLICIES

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2.1 Employment Applications

PCI relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment. In compliance with California law, PCI will not discharge or take other adverse action against an employee who updates or attempts to update his or her personal information that is not directly related to skill set, qualifications, or knowledge required for the job.

2.2 Employment Reference Checks

To ensure that individuals who join PCI are well qualified and have a strong potential to be productive and successful, PCI reserves the right to check the employment references of all applicants.

2.3 Collection and Use of Personal Information

During the application process and/or during employment, PCI collects various categories of personal information regarding applicants and employees, including:

- Name, address, telephone number and email address;
- Demographic information (e.g., gender, race, national origin, age) as required by federal equal opportunity laws and regulations;
- Social Security number;
- Bank and bank account number (if enrolled in direct deposit);
- Immigration status / Right to work in the United States;
- Education;
- Military service and training;
- Other specialized training relevant to job duties;
- Prior work experience;
- Criminal convictions (information requested after conditional offer of employment);
- Reasons for leaving prior employment;
- Names, ages and addresses of spouse, domestic partner and dependents (regarding benefit enrollment);
- Driving record (requested from employees who drive as part of their job duties);
- Identity of friends and relatives who work for PCI;
- Medical information (related to leaves of absence, drug and alcohol testing, administration of medical insurance, and/or workers' compensation);
- Biometric information (for identification and timekeeping);
- Internet and email usage while at work and using PCI-owned devices; and
- Literacy (when job related and consistent with business necessity).

Such personal information is used solely to: (1) evaluate applicants for employment and employees for continued employment, raises, and promotions; (2) identify employees in the timekeeping system; (3) issue wage payments to employees; (4) administer employee benefit plans for employees and their dependents; (5) administer leaves of absence; (6) administer workers' compensation insurance; and (7) ensure compliance with PCI's personnel policies. Workforce demographic information is used solely to comply with annual EEO-1 reporting obligations. Medical information is used solely for leave of absence administration, drug and alcohol testing, administration of medical insurance, and/or workers' compensation.

PCI does not sell its applicants' or employees' personal information. PCI protects its applicants' and employees' personal information from inadvertent disclosure and restricts access to such information to

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management-level employees on a need-to-know basis. PCI does not disclose its applicants' or employees' personal information to third parties, including but not limited to other employers or government agencies, unless required by law.

2.4 Immigration Law Compliance

PCI is legally required to employ only United States citizens and non-citizens who are authorized to work in the United States. PCI does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete an Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with PCI within the past three years, or if their previous I-9 is no longer retained or valid. Failure to provide these documents within three days of date of hire will result in termination.

2.5 Employment At Will

Upon receipt of this Handbook, you will be required to sign the Employee Acknowledgment and At-Will Employment Agreement (the "At Will Agreement") and Mutual Agreement to Arbitrate Claims (the "Arbitration Agreement"), which are printed at the end of the Handbook. As discussed in the At Will Agreement, your employment with PCI is at-will employment. This means that you may resign from employment at any time, with or without cause and with or without notice, and that PCI may transfer, reassign, suspend, or demote you, or terminate the employment at any time, with or without cause and with or without notice. Your status as an at-will employee can only be changed by an express, written employment agreement signed by PCI's President.

No statements made in pre-hire interviews or discussions or in recruiting materials of any kind may alter the at-will nature of employment or imply that termination of employment will occur only for cause. This Handbook supersedes any and all prior handbooks, written documents or oral representations that contradict the at-will nature of your employment.

The policies of the Handbook have been developed at the discretion of management and, with the exception of the At Will Agreement and the Arbitration Agreement, these policies and the terms and conditions of employment with PCI may be modified at the sole discretion of PCI, with or without cause or notice at any time. The Handbook is intended to be a guideline and, except the At-Will Agreement and Arbitration Agreement, no express or implied contract concerning any term or condition of employment can be established by any statement, conduct, policy, or practice contained in the Handbook or implemented by PCI in the workplace.

2.6 Equal Employment Opportunity

a. Equal Opportunity; Protected Classifications. PCI is an equal opportunity employer and strives to comply with all applicable laws prohibiting discrimination based on race (including natural and protective hairstyles associated with race, such as braids, twists and locks), color, religious creed, religious belief (including dress or grooming practices), gender, sex, gender identity, gender expression, sexual orientation, marital/domestic partner status, citizenship, national origin and ancestry (including language use linguistic characteristics, tribal affiliation, membership in organizations identified with a national origin participation in schools or religious institutions associated with a national origin, having a name associated with a national origin, and protected use of driver's licenses granted under the California Vehicle Code), mental or physical disability (including AIDS and HIV status), medical condition (including cancer and genetic information or characteristics, or those of family members), pregnancy, childbirth, breastfeeding (including medical conditions related to pregnancy, childbirth or breastfeeding), age, military and veteran status, status as a victim of domestic violence, sexual assault, or stalking, use of any legally protected leave, and/or any other consideration made unlawful by federal, state or local laws. In addition, PCI prohibits discrimination based on the perception that anyone has any of those characteristics, or is

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associated with a person who has or is perceived to have any of those characteristics. *All such discrimination is prohibited.* This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, demotion, termination, layoff, transfer, leaves of absence, compensation and training.

b. Persons Covered by Policy. PCI is committed to complying with all laws providing equal employment opportunities that are applicable to PCI. This commitment applies to all persons involved in the operation of PCI and prohibits unlawful discrimination by any employee of PCI, including managers, supervisors and co-workers.

c. Persons with Disabilities. To comply with applicable laws ensuring equal employment opportunities for qualified individuals with disabilities, PCI will make reasonable accommodation for the known physical or mental disabilities of otherwise qualified applicants and employees, unless undue hardship would result. Any applicant or employee who requires an accommodation to perform the essential functions of the job should contact his/her supervisor or the Human Resources Manager and request such an accommodation. If possible, the individual with disability should specify what accommodation he/she needs to perform the job. PCI will then conduct an investigation to identify the essential functions of the position, barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his/her job, and whether there is a reasonable accommodation that would not represent an undue hardship. In the process of determining a reasonable accommodation, PCI will enter into a good-faith, interactive process with the applicant or employee to identify possible accommodations, if any, that will help overcome the limitation. If the accommodation is reasonable and will not impose an undue hardship, PCI will make the accommodation.

d. Equal Pay for Substantially Similar Work. In accordance with state and federal law, the Company provides employees with equal pay for substantially similar work when viewed as a composite of skill, effort and responsibility, and without regard to gender, race or ethnicity. During the recruiting process, the Company does not request prior compensation history from any applicant. The Company prohibits retaliation against an employee or applicant for inquiring about wage rates, disclosing the employee's own wage rate to other employees, or discussing wage rates with other employees.

e. Who to Contact. An employee who has questions or concerns about discrimination in the workplace, or believes that he/she has been subjected to any form of unlawful discrimination, should bring his/her concerns to the attention of the Human Resources Manager, the Vice President of PCI, the Chief Operating Officer of Transportation Concepts, or the President. Whenever possible, the employee's complaint should be specific and should include the names of the individuals involved and the names of any witnesses. PCI will immediately undertake an effective, thorough and objective investigation in accordance with Internal Complaint Process discussed below. If PCI determines that prohibited discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination.

f. Retaliation Prohibited. PCI will not retaliate against an employee for making a complaint under this policy and PCI prohibits retaliation by managers, supervisors and co-workers. No employee will be subject to any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claim. Appropriate disciplinary action may be taken with respect to an employee who violates this policy, up to and including termination of employment.

2.7 Harassment Prevention Policy

a. Prohibited Conduct. PCI is committed to providing a work environment free of unlawful harassment based on race (including natural and protective hairstyles associated with race, such as braids, twists and locks), color, religious creed, religious belief (including dress or grooming practices), gender, sex, gender identity, gender expression, sexual orientation, marital/domestic partner status, citizenship, national origin and ancestry (including language use linguistic characteristics, tribal affiliation, membership

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in organizations identified with a national origin participation in schools or religious institutions associated with a national origin, having a name associated with a national origin, and protected use of driver's licenses granted under the California Vehicle Code), mental or physical disability (including AIDS and HIV status), medical condition (including cancer and genetic information or characteristics, or those of family members), pregnancy, childbirth, breastfeeding (including medical conditions related to pregnancy, childbirth or breastfeeding), age, military and veteran status, status as a victim of domestic violence, sexual assault, or stalking, use of any legally protected leave, and/or any other consideration made unlawful by federal, state or local laws. In addition, PCI prohibits harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived to have any of those characteristics. *All such conduct is prohibited.*

b. Persons Covered by Policy. This policy applies to all persons involved in or related to PCI's business operation and prohibits unlawful harassment by any employee, supervisor, manager, third party or visitor, including by way of example, any contractor, temporary employee, vendor, or other third party that comes into contact with any employee of PCI. PCI specifically prohibits its customers, vendors, suppliers, independent contractors and others doing business with PCI from harassing its employees.

c. Employee Defined. For purposes of this policy, an "employee" also includes unpaid interns, volunteers and persons providing services to PCI pursuant to contract. All such persons are both protected by this policy and prohibited from engaging in harassment, discrimination or retaliation.

d. Individual Liability. An employee who engages in unlawful harassment of a co-employee may be held personally liable for the harassment, regardless of whether PCI knew or should have known of the conduct.

e. Examples of Prohibited Sexual Harassment. Sexual harassment includes a broad spectrum of conduct including harassment based on gender, gender identity, gender expression, transgender or sexual orientation (meaning one's heterosexuality, homosexuality, or bisexuality), regardless of whether the person subjected to harassment has sustained a loss of tangible job benefits. Some examples of unacceptable behavior include:

- Explicitly or implicitly conditioning an employment benefit (such as a raise or promotion or assistance with one's career) on an applicant or employees submission to sexual advances or other conduct based on sex, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for an employee's refusal to engage in sexual activity;
- Unwanted sexual advances;
- Visual conduct, such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons or posters;
- Verbal sexual advances, propositions, requests or comments;
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, and suggestive or obscene letters, notes or invitations;
- Physical conduct, such as touching, assault, impeding or blocking movement;
- Physical or verbal abuse concerning an individual's gender or the actor's perception of the individual's gender;
- Verbal abuse concerning a person's characteristics such as vocal pitch, facial hair or the size or shape of a person's body, including remarks that a male is too feminine or a female is too masculine; and
- Other unwelcome comments or conduct based on sex that unreasonably interfere with an employee's work performance or create an intimidating, hostile, or offensive work environment.

Sexual harassment includes offensive conduct based upon the victim's gender, transgender or sexual orientation. However, sexually harassing conduct need not be motivated by sexual desire.

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f. Examples of What Constitutes Other Prohibited Harassment. In addition to the above listed conduct, PCI strictly prohibits harassment based upon race, color, religion, national origin, age or any other protected characteristics. Some examples of prohibited harassment concerning race, color, religion, national origin, age or other protected characteristics include:

- Slurs, epithets, and other offensive remarks;
- Jokes, whether written, verbal, or by e-mail;
- Threats, intimidation, and other menacing behavior; and
- Other verbal, graphic, or physical conduct predicated upon one or more of the protected characteristics identified in this policy.

If you have any questions about what constitutes harassment in violation of this policy, ask your supervisor or the Human Resources Manager for clarification.

g. Harassment of Third Parties. Harassment of PCI's clients, vendors, suppliers or independent contractors, or of the employees of PCI's clients, vendors, suppliers or independent contractors, is also strictly prohibited. Such harassment includes the types of behavior specified in this policy, including sexual advances, verbal or physical conduct of a sexual nature, sexual comments and gender-based insults. Any such harassment will subject an employee of PCI to disciplinary action, up to and including termination of employment.

2.8 Internal Complaint Process

a. Who to Contact. If you believe you have been subjected to harassment, discrimination or retaliation by another employee, supervisor, manager or other person involved in or related to PCI's business operation, you should immediately contact the Human Resources Manager, the Vice President of PCI, the Chief Operating Officer of Transportation Concepts, or the President. In addition, if you observe discrimination, harassment or retaliation by another employee, supervisor, manager or non-employee in violation of PCI's policies, you should report the incident immediately to the Human Resources Manager, the Vice President of PCI, the Chief Operating Officer of Transportation Concepts, or the President.

b. Special Role of Supervisors. Supervisors have a special role in preventing discrimination, harassment, and retaliation. All managers and supervisors are responsible for:

- Implementing the PCI policies on Equal Employment Opportunity and Harassment Prevention;
- Ensuring that all employees they supervise have knowledge of and understand the policies;
- Taking and/or assisting in prompt and appropriate corrective action when necessary to ensure compliance with the policies; and
- Always acting in a manner consistent with the policies.

A supervisor who observes discrimination, harassment or retaliation in violation of PCI's policies, or who receives a complaint of misconduct in violation of the policies, should immediately report the matter to the Human Resources Manager or PCI's President.

c. Confidentiality. Complaints of discrimination, harassment or retaliation in violation of PCI's policies may be made orally or in writing. Complaints will be treated as confidential to the extent possible, consistent with PCI's obligation to conduct a thorough and impartial investigation. Because PCI is obligated to investigate complaints, complete confidentiality is not possible and is never promised to any employee.

d. Assignment of Investigator. Upon receipt of a complaint, PCI will designate a qualified, impartial person to conduct a fair, timely and thorough investigation. The investigator will report his or her progress to PCI's President or to another designated officer, who will track the progress of the investigation and ensure its timely completion and closure.

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e. Scope of Investigation. The investigator will interview the person making the complaint, the accused person, and any percipient witnesses. The investigator will also review any relevant documents.

f. Findings and Conclusions; Disciplinary Action. At the conclusion of the investigation, PCI will make a determination of whether a violation of its policies has occurred. If PCI determines that a violation has occurred, it will take prompt and effective action to ensure that no further discrimination, harassment or retaliation occurs. Any employee or independent contractor determined by PCI to have violated PCI's policies will be subject to appropriate disciplinary action, up to and including termination. A Company representative will advise all parties concerned of the results of the investigation.

g. No Retaliation. All complaints of discrimination, harassment and/or retaliation which are reported to management will be investigated promptly and corrective action will be taken whenever warranted. PCI will not retaliate against an employee for making a complaint and will not tolerate or permit retaliation by any manager, supervisor, co-worker, or other person involved in or related to PCI's business operation. Disciplinary action will be taken against any employee who attempts to discourage or prevent another from using PCI's complaint procedure to report a violation.

h. Periodic Training. PCI regularly provides harassment awareness training, including managerial, supervisory, and employee orientation courses. A copy of PCI's harassment policy is made available to all new employees. Additional information regarding prevention of harassment is available from the United States Equal Employment Opportunity Commission, www.eeoc.gov, and the California Department of Fair Employment and Housing, www.dfeh.ca.gov.

2.9 Transfers and Career Advancement

PCI encourages employees to apply for promotions to positions for which they are qualified. Promotions and transfers are based on the ability, qualifications, performance and potential of the candidates for such positions as determined by the Company. If you are interested in a promotion or transfer, please complete a "Transfer Request" form which may be obtained from your supervisor or manager.

2.10 Employee Relations

PCI believes that the working conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. An employee who has concerns about working conditions or compensation is strongly encouraged to voice such concerns openly and directly to his/her supervisor or manager.

2.11 Open Door Policy

If you have questions concerning your job or encounter a work-related problem, we encourage you to discuss the matter with us. PCI cannot address your questions or problems unless we know about them.

If you have a problem, please talk to your supervisor or manager as soon as possible. Your supervisor or manager is the person responsible for what goes on in your work area and may be in the best position to help you.

If you prefer not to speak with your supervisor or manager, or if you feel your supervisor or manager cannot or has not addressed your problem, please contact your District Manager to discuss the concern. If you still feel the need to speak to management after discussing your problem with the District Manager, you should contact the Human Resources Manager, the Vice President of PCI, the Chief Operating Officer of Transportation Concepts, or the President.

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PCI takes employee concerns and problems brought to its attention seriously and you are encouraged to utilize the problem resolution program without fear of retaliation.

2.12 Personnel Records

PCI maintains a personnel file regarding each employee. Personnel files contain, by way of example, information and documents used to determine employees' qualifications for employment, promotion, additional compensation, termination, and disciplinary action; applications for employment; employment agreements; acknowledgements of receipt of the employee handbook and key policies; payroll authorization forms; records regarding compensation, bonuses, date of hire, seniority, and other changes of status; notices of commendation, warning, discipline, and termination; notices of layoff, leaves of absence (that do not contain medical information), and similar matters; wage attachment or garnishment notices; education and training notices and records; performance appraisals or interview evaluation ratings; attendance and absence records; promotion recommendations; production and quality records; records of grievance affecting employment status; job descriptions; and employee benefit information. PCI retains personnel records according to applicable state and federal laws.

To help protect employee privacy rights, the following documents are maintained by the human resources department in separate files: confidential medical information; I-9 forms, including any work authorization or identity documents related thereto; informal supervisors' performance notes that have not been given to the employee; internal investigations into workplace misconduct, including, but not limited to, interview notes and witness statements; workers' compensation claims and documents; information and documents related to background checks; drug test results; and medical notes.

Employees may inspect and receive copies of personnel records that PCI maintains relating to the employee's own performance or to any grievance concerning the employee. Employees may also receive a copy of any personnel document that that employee has signed.

An employee who wishes to inspect his/her personnel records must submit a written request to Human Resources Manager. Upon receipt of a request to review personnel records from an employee or his/her representative, Human Resources will contact the employee and set up an appointment for the employee (or his/her representative) to review the personnel records, during non-work time, at PCI's offices, and within 30 days of PCI's receipt of the written request to inspect, unless the employee, or his/her representative, and PCI agree in writing to a date beyond 30 days.

An employee who wishes to receive a copy of his/her personnel records must also submit a written request to Human Resources Manager. Upon receipt of a request for a copy of personnel records from the employee or his/her representative, Human Resources Manager will contact the employee and set up an appointment for the employee (or his/her representative) to receive a copy of his/her personnel records, during non-work time, at PCI's offices, and within 30 days of the Company's receipt of the written request to inspect, unless the employee, or his/her representative, and PCI agree in writing to a date beyond 30 days. PCI reserves the right to charge any employee requesting a copy of his/her personnel records the actual cost of reproducing such records.

For purposes of inspecting or receiving a copy of an employee's personnel records, a representative is a person authorized in writing by the employee to inspect, or receive a copy of, his/her personnel records. PCI reserves the right to take reasonable steps to verify the identity of employees or their authorized representatives who request to inspect or receive copies of the employee's personnel records. PCI further reserves the right to redact the names of any non-supervisory employees contained in personnel records.

An employee's right to inspect or receive a copy of his/her personnel and payroll records includes only: (1) payroll information; (2) records relating to the employee's performance or any grievance concerning the employee; and (3) documents the employee has signed. Further, the Company is required to comply with only one request per year by former employees to inspect or receive a copy of their

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personnel records. The following types of records are not subject to inspection or copying upon request by an employee or former employee: (1) records relating to the investigation of a possible criminal offense; (2) letters of reference; and (3) ratings, reports, or records that were obtained prior to the employee's employment, prepared by identifiable examination committee members, or obtained in connection with a promotional examination.

PCI will attempt to restrict disclosure of an employee's personnel file to authorized individuals within the Company. Any request for information from personnel files must be directed to the Human Resources Manager. Only the Human Resources Manager is authorized to release information about current or former employees. Disclosure of personnel information to outside sources will be limited. However, PCI will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

In accordance with California law, with the exception of I-9 Employment Eligibility Verification forms, PCI does not provide voluntary consent for immigration enforcement agents to access, review or obtain employment records for any employee without a subpoena or judicial warrant.

PCI will not retaliate, discriminate against, or harass any employee for requesting to inspect or receive a copy of his/her personnel records and it prohibits retaliation, discrimination, and harassment by managers, supervisors, and co-workers. No employee will be subject to, and PCI prohibits, any form of discipline or retaliation for requesting to inspect or receive a copy of his/her personnel records.

2.13 Payroll Records

Employees may inspect and receive copies of their payroll records. PCI retains payroll records according to applicable state and federal laws.

An employee who wishes to inspect or receive a copy of his/her payroll records must submit a request to the Human Resources Manager. Upon receipt of a request to inspect or receive a copy of payroll records from the employee, the Human Resources will contact the employee and set up an appointment for the employee to review or receive a copy of the payroll records, during non-work time, at PCI's offices, and within 21 days of the request to inspect, unless the employee and PCI agree in writing to a date beyond 21 days. PCI reserves the right to charge an employee requesting a copy of his/her payroll records for the actual cost of reproducing such records. PCI further reserves the right to take reasonable steps to verify the identity of employees who request to inspect or receive a copy of their payroll records.

PCI will attempt to restrict disclosure of an employee's payroll records to authorized individuals within PCI. Any request for information from payroll records must be directed to Human Resources Manager. Only the Human Resources Manager is authorized to release information about current or former employees. Disclosure of payroll information to outside sources will be limited. However, PCI will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

PCI will not retaliate, discriminate against, or harass any employee for requesting to inspect or receive a copy of his/her payroll records and it prohibits retaliation, discrimination, and harassment by managers, supervisors, and co-workers. No employee will be subject to, and PCI prohibits, any form of discipline or retaliation for requesting to inspect or receive a copy of his/her payroll records.

2.14 Suggestion Program

As a PCI employee, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas. All employees are eligible to participate in the suggestion program.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

A suggestion is an idea that will benefit PCI by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making PCI a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management, are not "suggestions" as defined in this policy.

All suggestions must be submitted on a suggestion form and should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact the Human Resources Manager for help.

Submit suggestions to the Human Resources Manager and, after review, they will be forwarded to the Suggestion Committee. As soon as possible, you will be notified of the adoption or rejection of your suggestion. Special recognition will be given to employees who submit a suggestion that is implemented.

2.15 Arbitration

PCI believes that its competitive success depends on its ability to attract and retain the very best employees. To that end, PCI is committed to the fair and timely resolution of its employee's issues and complaints. Ideally there would never be disputes between PCI and its valued employees. Unfortunately, on occasion, disputes do occur. Sometimes when disputes arise they can lead to court proceedings that are usually very expensive and time consuming for both the employee and the Company.

PCI believes that the arbitration process benefits both employees and the Company. Disputes will be resolved more quickly, at a lower cost for all the participants, and most importantly, resolution will be determined by a neutral and objective expert mutually selected by the employee or former employee and the Company. The agreement to arbitration does not change or limit the complaints an individual may bring – it only requires that the complaints be decided by an arbitrator rather than by a judge or jury.

A copy of the Mutual Agreement to Arbitrate Claims (the "Arbitration Agreement") is included with this Handbook. PCI is in a business involving interstate commerce and the Arbitration Agreement is enforced pursuant to the Federal Arbitration Act, 29 U.S.C. § 2, which preempts any state law that discriminates on its face against arbitration or disfavors enforcement of arbitration agreements. The Arbitration Agreement is a condition of employment with PCI. Prior to signing the Arbitration Agreement, an employee must take the time to read and understand the agreement. Employees will be asked to sign the Arbitration Agreement on their first day of employment or upon implementation of a revised Employee Handbook and/or Arbitration Agreement, whichever occurs earlier. Employees should contact the Human Resources Manager with any questions related to the Arbitration Agreement.

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Section 3

WORK CLASSIFICATIONS AND COMPENSATION

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3.1 Employment Categories

Employment classifications established by PCI determine eligibility for certain employee benefits. Such classifications have been established in accordance with state and federal law, where applicable. Nothing herein shall be construed to abrogate PCI's policy of at-will employment. All employment with PCI is for an unspecified term and is subject to the mutual consent of the employee and PCI. The right to terminate the employment relationship at will, at any time, with or without cause and with or without notice, is retained by both the employee and PCI.

Every employee is designated as either **exempt** or **non-exempt.**

Exempt employees are employees who are not eligible for overtime compensation based upon their job duties and salary level. Exempt employees are compensated on a salary basis and are not subject to daily timekeeping requirements. PCI determines whether an employee is exempt based on applicable federal and state laws. Exempt employees are informed of their exempt status at the time of hire or whenever they are reclassified to an exempt position.

Non-exempt employees are those who are paid by the hour. They are entitled to overtime pay in accordance with applicable federal and state overtime laws. Paid time off, including vacation, holidays, and paid sick leave, are not considered hours worked when calculating overtime.

Every PCI employee is further classified as regular part-time, regular full-time or temporary.

Regular part-time employees are those who are not in a temporary status and who are regularly scheduled to work less than 40 hours per week. Regular part-time employees receive all legally mandated benefits (such as employer-paid social security contributions and workers' compensation insurance). Regular part-time employees who are regularly scheduled to work at least 30 hours per week may participate in group medical insurance plans offered by the Company subject to the terms, conditions, and limitation of the applicable plan and the Affordable Care Act. Regular part-time employees are not eligible for most other Company-provided benefits.

Regular full-time employees are those who are not in a temporary status and who are regularly scheduled to work at least 40 hours per week. Regular full-time employees are eligible for PCI's benefits subject to the terms, conditions, and limitations of each benefit program.

Temporary/Intern employees are those who are hired by PCI for a temporary period to supplement the work force or to assist in the completion of a specific project. Employment beyond any initially stated period does not in any way constitute or imply a change in employment classification. Temporary/Intern employees retain that status unless and until notified of a change. Temporary/Intern employees are paid directly by PCI and receive all legally mandated benefits (such as employer-paid social security contributions, workers' compensation insurance, and in some cases paid sick leave). Temporary/Intern employees are not eligible for most other Company-provided benefits.

Employees who are enrolled members of a Collective Bargaining Unit are subject to policies and procedures contained in this Handbook unless an applicable Collective Bargaining Agreement provides otherwise, in which case the terms of the Collective Bargaining Agreement control.

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3.2 Introductory Period

The Introductory Period is intended to give new employees an opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. PCI uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or PCI may end the employment relationship at will at any time during or after the Introductory Period, with or without cause and with or without notice.

All new and rehired employees work on an introductory basis for the first sixty (60) days after their date of hire. Any significant absence will automatically extend an Introductory Period by the length of the absence. Upon satisfactory completion of the Introductory Period, employees enter the "regular" employment status.

During the Introductory Period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance, social security contributions and paid sick leave (after completion of 30 days of employment). After becoming regular employees, they may become eligible for other PCI-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the description for each specific benefits program for details on eligibility requirements.

An employee who completes the Introductory Period and becomes a regular employee is not guaranteed continued employment. Employment with PCI is at-will and may be terminated by the employee or the Company at any time, with or without cause and with or without notice.

3.3 Rest Periods

PCI provides all employees with the opportunity to take a net 10-minute, paid rest period for every four hours worked (or major fraction thereof), which must be taken in one consecutive 10-minute block and, so far as practicable, in the middle of each work period. PCI considers anything more than two hours to be a "major fraction" of four. PCI generally will not authorize a rest period for an employee whose total daily work time is less than three and one-half hours.

The following chart summarizes the number of net 10-minute rest periods that each employee is provided based on the number of hours worked.

Hours of Work	Number of 10-Minute Rest Periods Provided
0 up to 3.4 (less than 3.5)	0
3.5 up to 6.0	1
More than 6.0 up to 10.0	2
More than 10.0 up to 14.0	3
More than 14.0 up to 18.0	4

Employees are expected to schedule their rest periods at their own discretion under these guidelines unless instructed otherwise by a supervisor. Rest periods may not be combined with meal periods. Rest periods are counted as hours worked. For this reason, non-exempt employees do not clock in or out for their rest periods. Rest periods may not be waived or accumulated for any purpose.

Employees are relieved of all job duties during their rest periods. Except in a case of extreme emergency, no manager or supervisor may instruct an employee to forego a rest period or approve an employee's request to forego a rest period. Employees should immediately report a manager's or supervisor's instruction to forego a rest period to the District Manager or Human Resources Manager. Any employee who is required to work during or through a rest period will be compensated for the time worked and will receive an additional hour of pay for each day that he/she does not receive a required rest period.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Employees may be required to sign a certification providing, among other things, that the Company provided and the employee took all required rest periods during a pay period or listing the days the employee was not provided or was unable to take a rest period and the reason for such occurrence.

PCI will not retaliate or discriminate against any employee for making a complaint regarding rest periods and it prohibits retaliation and discrimination by managers, supervisors, and co-workers. No employee will be subject to, and PCI prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims.

3.4 Meal Periods

Non-exempt employees who work more than five hours in a workday are required to take at least one uninterrupted, net 30-minute, unpaid meal period, which must begin before the end of the fifth hour of work.

Employees who work more than 10 hours in a workday are required to take a second uninterrupted, net 30-minute, unpaid meal period unless they elect to waive the second meal period by mutual consent of the Company and the employee as provided below. If an employee is eligible for a second meal period, it must begin before the end of the tenth hour of work.

Employees are completely relieved of all job responsibilities during their meal periods. For this reason, non-exempt employees must clock out for their meal periods, or record the actual beginning and ending times of their meal periods on their timesheets every day.

The length of a meal period may not be rounded up or down, and meal periods must not be less than 30 minutes in duration. Meal periods may not be combined with rest periods.

The following chart clarifies how many hours an employee has worked and, correspondingly, when the employee must begin his/her uninterrupted, 30-minute, unpaid meal period(s) using as an example an employee whose workday begins at 8:00 a.m.

Time Worked	Hours Worked
8:00 a.m. to 8:59 a.m.	1st Hour
9:00 a.m. to 9:59 a.m.	2nd Hour
10:00 a.m. to 10:59 a.m.	3rd Hour
11:00 a.m. to 11:59 a.m.	4th Hour
12:00 p.m. to 12:59 p.m.	5th Hour (first meal period must begin before the end of the fifth hour, i.e., by no later than 12:59 p.m. in this example)
1:00 p.m. to 1:59 p.m.	6th Hour
2:00 p.m. to 2:59 p.m.	7th Hour
3:00 p.m. to 3:59 p.m.	8th Hour
4:00 p.m. to 4:59 p.m.	9th Hour
5:00 p.m. to 5:59 p.m.	10th Hour (second meal period must begin before the end of the tenth hour, i.e., by no later than 5:59 p.m. in this example)
6:00 p.m. to 6:59 p.m.	11th Hour

An employee may waive his/her meal period only under the following circumstances:

- If an employee will complete his/her workday in six hours or less, the employee may waive his/her meal period by mutual consent of both PCI and the employee. Employees may not waive their first meal period for any workday in which they work more than six hours.

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- An employee who works more than 10 hours in a workday may waive his/her second meal period only if all of the following conditions are satisfied: (1) the employee has taken his/her first meal period; (2) the employee does not work more than 12 hours in the workday; and (3) both PCI and the employee mutually consent to waive the second meal period.

Whenever an employee elects to waive a meal period, he/she must submit a written request and receive prior written authorization from the Human Resources Manager. Employees may not waive any meal period in any circumstances other than those circumstances described in this Meal Period policy. An employee may not waive a meal period to shorten his/her workday or to accumulate meal periods for any other purpose.

Employees are relieved of all job duties during their meal periods. Except in a case of extreme emergency, no manager or supervisor may instruct an employee to forego a meal period or approve an employee's request to forego a meal period. Employees should immediately report a manager's or supervisor's instruction to skip a meal period to the District Manager or Human Resources Manager. Any employee who is required to work during or through a meal period will be compensated for the time worked and will receive an additional hour of pay for each day that he/she does not receive a required meal period.

Employees may be required to sign a certification providing, among other things, that the Company provided and the employee took all required meal periods during a payroll period or listing the days the employee was unable to take a meal period and the reason for such occurrence.

PCI will not retaliate or discriminate against any employee for making a complaint regarding meal periods and it prohibits retaliation and discrimination by managers, supervisors, and co-workers. No employee will be subject to, and PCI prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims.

3.5 Recovery Periods

PCI allows and encourages all employees who work outdoors to take a preventative cool-down rest period in the shade for a period of no less than five minutes when the employee feels the need to do so for protection from overheating. An employee's access to shade is permitted at all times. Whenever an employee takes a preventative cool-down rest break, the employee's supervisor will: (1) monitor the employee and ask if he/she is experiencing symptoms of heat illness; (2) encourage the employee to remain in the shade; and (3) allow the an employee continue his/her recovery period for no less than five minutes in addition to the time needed to access the shade. A supervisor will not, under any circumstances, order an employee back to work until all signs and symptoms of heat illness have abated.

"Shade" means blockage of direct sunlight. Shade is sufficient when objects do not cast a shadow in the area of blocked sunlight. Shade is not adequate when heat in the area of shade defeats the purpose of shade, which is to allow the body to cool. For example, a car sitting in the sun does not provide acceptable shade to a person inside it, unless the car is running with air conditioning. Shade may be provided by any natural or artificial means that does not expose employees to unsafe or unhealthy conditions and that does not deter or discourage access or use.

If an employee exhibits signs or reports symptoms of heat illness while taking a cool-down rest break or during a preventative cool-down rest period, the employee's supervisor will provide appropriate first aid or emergency response. Signs and symptoms of heat illness may include, but are not limited to, altered coordination and speech, mental confusion, unusual behavior, nausea, vomiting, hot dry skin, unusually profuse sweating, seizures, decreased level or loss of consciousness, staggering, disorientation, irrational behavior, or convulsions.

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PCI encourages its employees to frequently drink water and provides employees access to fresh, pure, and suitably cool drinking water, free of charge. Supervisors locate water as close as practicable to the areas where employees are working, and ensure there is a sufficient quantity of water at the beginning of the work shift to provide one quart per employee per hour for drinking for the entire shift. Supervisors may begin a shift with smaller quantities of water if they have effective procedures for replenishment during the shift as needed to allow employees to drink one quart or more per hour.

Employees may be required to sign a certification providing among other things that they have taken all qualifying Recovery Periods requested during a pay period or listing the days they were unable to take a Recovery Period requested and the reason for such occurrence. A non-exempt employee who is denied a Recovery Period required by law will be compensated for the time worked and will receive an additional hour of supplemental pay.

3.6 Lactation Breaks

PCI will provide a reasonable amount of break time to accommodate a female employee's need to express breast milk for the employee's infant child each time the employee has need to express milk. The break time should, if possible, be taken concurrently with other break periods already provided. Non-exempt employees should clock out for any time taken that does not run concurrently with normal rest periods. Generally, time taken to accommodate an employee's need to express breast milk for the employee's infant child that does not run concurrently with normal rest periods will be unpaid.

The Company will provide the use of a room or other location for the employee to express milk in private. The lactation room or location will not be a bathroom and will be in close proximity to the employee's work area, shielded from view, free from intrusion while the employee is expressing milk, safe, clean, free of hazardous materials (as that term is defined in Labor Code section 6382), contain a surface to place a breast pump and personal items, contain a place to sit, and have access to electricity or alternative devices, including, but not limited to, extension cords or charging stations, needed to operate an electric or battery-powered breast pump. Additionally, the Company will provide access to a sink with running water and a refrigerator suitable for storing milk in close proximity to the employee's workspace. If a refrigerator cannot be provided, an employer may provide another cooling device suitable for storing milk, such as an employer-provided cooler.

Where a multi-purpose room is used for lactation, among other uses, use of the room for lactation shall take precedence over the other uses, but only for the time it is in use for lactation purposes.

Given the nature of PCI's work, there may be situations in which the room used for lactation will be a space shared among multiple companies within a building or worksite.

Generally, PCI will provide a permanent location for lactation. However, when a permanent location cannot be provided due to operational, financial, or space limitations, PCI will provide a lactation location, other than a bathroom, that is in close proximity to the employee's work area, shielded from view, free from intrusion while the employee is expressing milk, and otherwise complies with this policy and applicable law.

Employees have the right to request a lactation accommodation. An employee requiring a lactation break should notify her immediate supervisor or the Human Resources Manager. PCI has an obligation to and will respond to any such request. Although unlikely, if PCI cannot provide break time or a location that complies with this policy, PCI will provide the requesting employee with a written response indicating such inability.

Employees have a right to file a complaint with the Labor Commissioner for any violation of any rights they have under Chapter 3.8 (sections 1030 through 1034 as of January 1, 2020) of Part 3 of Division 2 of the California Labor Code. PCI will not retaliate or discriminate against any employee for making a complaint regarding lactation breaks and it prohibits retaliation and discrimination by

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managers, supervisors, and co-workers. No employee will be subject to, and PCI prohibits, any form of discipline or retaliation for reporting perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims.

3.7 Work Schedules

PCI's standard workweek runs seven consecutive days beginning at 12:00 a.m. (midnight) on Monday and ending at 11:59 p.m. on the following Sunday. A workday is the 24-hour period beginning at 12:00 a.m. each calendar day. Work schedules for individual employees are generally established within this framework.

Work hours may vary at each PCI facility. Your department's needs will determine your daily schedule and your supervisor or manager will discuss any schedule changes with you. Staffing needs and operational demands may necessitate variances in starting and ending times, as well as variances in the total hours that may be scheduled each day and week.

PCI reserves the right to alter the workweek, workday and work schedule of any employee upon reasonable notice to an employee. Due to the changing needs of our customers, your actual work schedule may vary from time-to-time. If this happens, you will be notified by your supervisor or manager, or the Human Resources Manager.

3.8 Pay Periods and Pay Days

PCI pays employees twice during each calendar month, with the first pay period beginning on the 1st of the month and ending on the 15th of the month (the "first pay period"), and the second pay period beginning on the 16th of the month and ending on the last calendar day of the month (the "second pay period"). PCI issues pay checks on the 7th of each calendar month for work performed during the second pay period, and on the 22nd of each calendar month for work performed during the first pay period. When a payday falls on a weekend or holiday, pay checks are issued on the last business day immediately preceding the regular payday.

3.9 Time-Keeping System

Accurately recording of time worked is the responsibility of every non-exempt employee. Federal and state laws require PCI to keep accurate time records in order to calculate employee wages and benefits. Time worked is all the time actually spent on the job performing assigned duties. **Employees are strictly prohibited from working "off the clock" under any circumstances.**

PCI uses the Paycom Time and Attendance System to accurately record hours worked by its non-exempt employees. Such employees are required to use Paycom to record regular and overtime hours worked, including clocking in at the beginning of a shift, clocking out at the end of a shift, clocking in and out for their 30-minute (minimum) meal periods, and clocking in and out for any other reason.

Time records for non-exempt employees must never be falsified by the employee, his/her supervisor or any other personnel. An employee who makes a mistake when clocking in or out using the Paycom system, must immediately notify his/her supervisor who will make the necessary correction. Both the employee and the supervisor must verify any corrections made to the employee's time record.

At the end of each pay period, non-exempt employees are required to verify and confirm: (1) the accuracy of their time records, including the total number of regular hours worked, the total number of overtime hours worked, clocking in times at the beginning of each shift, clocking out times at the end of each shift, and clocking in and out times for each 30-minute (minimum) meal period; (2) that the Company provided and the employee took all required meal periods during a payroll period or listing the days the employee was unable to take a meal period and the reason for such occurrence; and (3) that the Company provided and the employee took all required rest breaks and recovery periods during a payroll

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period or listing the days the employee was unable to take a rest break and the reason for such occurrence.

Employees must record their own time at the start and end of each work period, including before and after meal periods. The information must be recorded accurately and contemporaneously via the Paycom system. A non-exempt employee's failure to record time accurately may result in disciplinary action, up to and including termination of employment.

It is strictly prohibited for an employee to record the time of another employee. It is also strictly prohibited for an employee to share password information that would permit or enable another employee to access the employee's Paycom account. Altering or falsifying time records, or recording time on another employee's Paycom account, may result in disciplinary action, up to and including termination of employment.

The Paycom App is a software application that either comes pre-installed on Company-issued electronic devices. PCI trains each employee on how to properly use the Paycom App.

When an employee uses the Paycom App to clock in or clock out, the Paycom App contemporaneously captures the employee's location using the smart device's GPS functionality. PCI reserves the right to, and will, access all such geographic location information and employees have no expectation of privacy with respect to such information. PCI will not monitor, nor will it receive or have access to information regarding, employees' geographic location through the Paycom App other than on those occasions when employees use the Paycom App to clock in and clock out. The geographic location information collected by the Paycom App will reveal no details about employees other than their geographic location at the time they use the application to clock in and/or clock out. Access to such geographic location information will be limited to PCI management, employees whose job responsibilities include human resources and payroll responsibilities, and any non-exempt employee's supervisor(s). Disabling the GPS functionality on a smart phone device or the Paycom App to interfere with the geolocation feature of the Paycom App may result in disciplinary action, up to and including termination of employment.

ALL EMPLOYEES ARE NOTIFIED THAT THE PAYCOM APP WILL TRANSMIT TO THE COMPANY INFORMATION REGARDING AN EMPLOYEE'S GEOGRAPHIC LOCATION FOR EACH OCCASION ON WHICH THE EMPLOYEE CLOCKS IN OR CLOCKS OUT USING THE PAYCOM APP.

An employee who experiences a malfunction of the Paycom App, should notify his/her supervisor immediately so that PCI can contact a Paycom representative to timely correct the malfunction. In addition, the employee should report his/her clock-in and clock-out times directly to his/her supervisor, who will enter the employee's time in the Paycom system on the employee's behalf.

3.10 Overtime

When operating requirements or other needs cannot be met during regular working hours, non-exempt employees may be scheduled to work overtime hours. Whenever possible, advance notification of these mandatory assignments will be provided.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour laws. Employees who qualify as administrative, executive, or professional employees within the meaning of the state and federal wage and hour laws are exempt from overtime pay and are not subject to this policy. Overtime pay is calculated based on actual hours worked. Time off for vacation, paid sick leave, holidays, or any leave of absence will not be considered hours worked for purposes of overtime pay calculations.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

All overtime worked by a non-exempt employee must be approved in advance by a supervisor or manager. Because unauthorized overtime is against Company policy, employees who work unauthorized overtime are subject to disciplinary action.

a. **Time worked.** Non-exempt employees are required to record all time worked, including time worked beyond the employee's normal schedule, using the Paycom system.

b. **Off-the-Clock Work Prohibited.** Non-exempt employees must accurately record their time worked and may NOT work "off the clock." Any non-exempt employee who fails to records his/her actual time worked, and any manager or supervisor who requests or orders a non-exempt employee to work off the clock and without accurately recording his/her time worked, will be subject to disciplinary action, up to and including termination of employment.

c. **Overtime.** Overtime pay premiums are calculated in accordance with applicable state and federal law. For California employees, overtime pay is calculated at one and one-half times the employee's regular rate for all hours over eight hours in a workday, over forty hours in a workweek, or the first eight hours on the seventh consecutive day of work in a workweek. Overtime hours worked in excess of twelve hours in a workday and all hours worked in excess of eight on the seventh consecutive day of work in a workweek are paid at double-time.

d. **Qualifying Hours Worked.** Overtime is calculated based on the non-exempt employee's total hours worked in a workday and a workweek. Hours paid for time not worked, e.g., holidays, paid sick leave, and vacation, do not count as hours worked for overtime purposes..

e. **Holidays Worked.** Non-exempt employees who work on a Company-recognized holiday will be paid for hours actually worked on the holiday, plus regular holiday pay for the day.

Failure to work scheduled overtime or overtime worked without prior authorization from a supervisor or manager may result in disciplinary action, up to and including termination of employment. Please contact the Human Resources Manager with any questions.

3.11 Exempt Employees

Exempt employees are paid on a salary basis and are not entitled to overtime pay. Being paid on a "salary basis" means that the employee receives a predetermined amount of compensation for each workweek, which amount is not reduced because of variations in the quality or quantity of work. Subject to the exceptions listed below, an exempt employee will receive his/her full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked. Exempt employees are not paid for any workweek in which they perform no work, unless appropriate sick leave or accrued vacation is utilized.

Deductions from an exempt employee's regular salary are permissible only under the following circumstances:

- When an exempt employee is absent from work for one or more full days for personal reasons, other than sickness or disability, and the employee does not have accrued vacation time to cover the absence;

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

- When an exempt employee is absent from work for one or more full days due to illness and the employee has exhausted all of his/her available paid sick leave and does not have accrued vacation time to cover the absence; or

- To account for amounts received by an employee as jury or witness fees.

In addition, PCI is not required to pay an employee's full salary in the initial or final week of employment. During those weeks, PCI will pay a pro-rated amount based upon the number of days worked during such workweeks.

PCI complies with the "salary basis" requirement for overtime exemption under federal and state law, and managers preparing paychecks are prohibited from making any improper deductions from the salaries of exempt employees. If you believe that an improper deduction has been made from your salary, you should immediately report this information to the Human Resources Manager.

3.12 Direct Deposit

Although not required, employees may have their paychecks directly deposited into their bank accounts by providing advance written authorization the Human Resources Manager. When an employee chooses to use direct deposit, his/her wages are deposited into the employee's account at a financial institution of the employee's choosing. Direct deposit is limited to one account per employee. Wages are not discounted in any amount when an employee elects direct deposit. Employees electing direct deposit receive an itemized statement of wages whenever PCI makes a direct deposit.

Employees may begin or stop using direct deposit at any time. To begin direct deposit, an employee must complete a form (available from the employee's supervisor) and return it to the Human Resources at least 10 business days prior to the pay period that the service is to begin. Employees should monitor their payroll deposits for the first two pay periods after direct deposit service begins to verify that timely and accurate payments have been made into the account at the financial institution chosen by the employee. Any discrepancies should be reported immediately to the Human Resources Manager.

An employee may stop direct deposit at any time by completing a form (available from the employee's supervisor) and returning it to the Human Resources Manager at least 10 business days prior to the pay period that direct deposit service is to end. An employee cancelling direct deposit will receive a regular payroll check on the first pay period after the Company receives the direct deposit cancellation form from the employee, provided it was received at least 10 business days prior to the end of the pay period. An employee should never close a receiving bank account until the employee verifies with the Human Resources Manager that the cancelation of direct deposit has taken effect in the Company's payroll system.

3.13 Pay Advances

PCI does not provide pay advances on unearned wages.

3.14 Administrative Pay Corrections

PCI takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event there is an error in the amount of pay provided, an employee should promptly bring the discrepancy to the attention of his/her supervisor or manager and the Human Resources Manager so that a correction can be made as quickly as possible.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

3.15 Personnel Data Changes

It is the responsibility of each employee to promptly notify PCI of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, emergency contacts, educational accomplishments, and other such information should remain accurate and current at all times. If any personnel data has changed, please notify the Human Resources Manager.

3.16 Payroll Deductions

PCI is required by law to make payroll deductions for federal and state income tax withholding, Social Security tax withholding, Medicare and State Disability Insurance. Amounts deducted, including those described below, are passed on to federal and state agencies, such as the Internal Revenue Service, the Franchise Tax Board, and the Employment Development Department. The applicable rates of such deductions are subject to change as mandated by federal and state agencies.

a. **Federal and State Income Taxes (FWT/SWT).** Deductions are withheld from each employee's gross wages every payroll period in accordance with the federal and state Tax Schedules. The amounts withheld are based on an employee's gross wages, marital status, and the number of allowances claimed on the employee's W-4 form. Employees may use a DE-4 form to designate the number of State allowances claimed; otherwise the number designated on the employee's W-4 form will be used to calculate State deductions. An employee may change the number of allowances on his/her W-4 form or request a DE-4 form at any time from the Payroll Department.

b. **Social Security (FICA).** A percentage of your gross wages is withheld every payroll period, up to a maximum amount, and contributed to your Social Security Account. In addition to the amount withheld from your wages, PCI contributes an equal amount to your account. The Social Security Administration revises the maximum contribution periodically.

c. **State Disability Insurance and Paid Family Leave.** A percentage of your gross wages is withheld every payroll period up to a maximum amount, and remitted to the State for State Disability Insurance (SDI) and Paid Family Leave (PFL). SDI provides short-term benefits to eligible workers who experience loss of wages when they are unable to work due to a non-work-related illness or injury, or disability related to pregnancy, childbirth or related medical conditions. PFL provides benefits to individuals who experience loss of wages when they must take time off to care for a seriously ill child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner. PFL benefits are also available to new parents who need time to bond with a new child entering their life through birth, adoption, or foster care placement.

d. **Medicare Taxes.** The Medicare tax rate is set by the federal government and both the employee and the employer pay a matching amount. There is no wage base for the Medicare portion of the FICA tax. Both the employer and the employee continue to pay Medicare taxes, no matter how much is earned.

e. **Miscellaneous Deductions.** Other deductions may be taken from your paycheck upon your written authorization for insurance contributions, dependent insurance, and union dues (if applicable).

3.17 Garnishment of Wages

Under normal circumstances, PCI will not assist creditors in the collection of personal debts from employees. However, creditors may resort to certain legal procedures, such as garnishments or wage withholding orders, which require the Company to withhold part of an employee's earnings.

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Earnings withholding orders, also called "garnishments," require considerable paperwork and expense for PCI. Although PCI understands that a wage garnishment can happen to anyone, the Company strongly encourages employees to work out financial problems before this situation occurs.

PCI is required by law to withhold the required amounts of earnings subject to an earnings withholding order, make a return to the levying officer, and pay the funds withheld. Earnings subject to earnings withholding orders include wages, salary, commissions, bonuses, sick pay, vacation pay, and any other compensation payable by PCI to an employee. PCI will not defer or accelerate payment of an employee's earnings to defeat or diminish a judgment creditor's rights.

PCI will provide an employee subject to an earnings withholding order with a copy of the order and any form instructions or notices to the employee that are served with the earnings withholding order.

PCI may deduct from employees' wages the sum of $1.50 for each payment made in accordance with an earnings withholding order to offset the administrative cost of complying with the order. Repeated wage garnishments for two or more separate judgments may result in disciplinary action, up to and including termination of employment.

3.18 Tips and Taxes

Whenever an employee receives $20.00 or more in tips in any one month, the employee must report all tips to the employer. Employees are required to report ALL tips (regardless of amount received) as taxable income on their tax returns. Federal law states that an employee who fails to report tipped income becomes liable for the taxes due, penalties and interest.

3.19 Reimbursement of Expenses and Mileage

PCI promptly reimburses employees for reasonable business expenses following the employee's submission of an expense report. All expense reports must include a description of the particular expense for which reimbursement is sought, copies of any receipts, the date on which the expense was incurred, and a description of the business purpose for the expense.

Employees who are required to use their personal vehicles in the course and scope of their employment (i.e., for travel other than their normal commute) are reimbursed for actual mileage at the IRS rate.

Employees who are required to use a cellular telephone to carry out their job duties will receive a Company-provided phone. PCI does not pay for an employee's personal cellular telephone costs and employees should not use personal cellular telephones to conduct PCI business.

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Section 4

BENEFITS

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4.1 Overview of Employee Benefits

The following provisions of the Handbook describe the fringe benefits currently offered to qualifying PCI employees. Employees who are enrolled members of a Collective Bargaining Unit are subject to policies and procedures contained in this Handbook unless an applicable Collective Bargaining Agreement provides otherwise, in which case the terms of the Collective Bargaining Agreement control.

4.2 Vacation

PCI recognizes the value of uninterrupted periods of rest and relaxation and encourages all employees to use all accrued vacation benefits. Our vacation program is based upon your continuous service. Vacation benefits do not begin to accrue until after a regular employee has completed his/her Introductory Period. Although regular employees begin to accrue vacation after completing their Introductory Period, employees are not eligible to take vacation until they have completed six (6) months of continuous service with PCI.

After completing their Introductory Period, regular full-time employees earn vacation time in accordance with the following schedule.

Years of Service	Accrual Amt./Month	Total Annual Accrual	Maximum Accrual
0-3 Years	.417 days/3.336 hours	5 days/40 hours	10 days/ 80 hours
4-9 Years	.833 days/6.667 hours	10 days/80 hours	20 days/160 hours
10 Years and over	1.25 days/10 hours	15 days/120 hours	30 days/240 hours

After completing their Introductory Period, regular part-time employees earn vacation time on a prorated basis based upon the ratio of their regularly scheduled weekly hours and 40 hours. For example, a regular employee scheduled to work 20 hours per week would accrue vacation benefits at one-half the rate of a full-time employee, and his/her maximum accrual cap would be proportionately lower.

Temporary Employees and Interns do not earn or accrue paid vacation time. Employees who are on a leave of absence do not earn or accrue paid vacation time.

PCI encourages employees to take vacations annually. An employee who reaches his/her maximum accrual will not accrue any additional vacation until he/she takes time off and draws down his/her accrual bank. For example, if an employee who has accrued a maximum of 20 days takes 4 days off, he/she may only accrue an additional 4 days, bringing him/her back to the maximum. At that point, no further vacation time will accrue unless and until vacation is taken. At the end of the calendar year, an employee's accrued but unused vacation will be carried over into the following year.

Employees may not take vacation before it is earned, i.e., on credit.

Except in an emergency situation, an employee must submit a written request to use accrued vacation time at least four weeks in advance of the requested time off. Every effort will be made to grant an employee his/her vacation preference, consistent with the efficient operation of our business. When PCI cannot grant a vacation preference because of the needs of the business, a mutually agreeable alternate date will be scheduled.

Employees are paid all accrued, but unused vacation upon termination of employment.

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4.3 Holidays

Regular employees who have completed their Introductory Period are entitled to the following paid holidays:

New Year's Day

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day

Christmas Day

To be eligible for holiday pay, a non-exempt employee must work his/her regularly scheduled work day before and after the holiday and work the holiday, if required. The only exception is when the holiday is at the end or the beginning of a scheduled vacation. Full-time and part-time regular employees receive their regular compensation for a paid holiday, i.e., regular full time employees receive up to eight hours of compensation at their regular rate and regular part-time employees receive compensation at their regular rate for the hours they were otherwise scheduled to work on the holiday. Holidays that fall on a Saturday will be observed the previous Friday; and holidays that fall on a Sunday will be observed the following Monday.

When a non-exempt employee is required to work on a paid holiday, the employee will receive pay for hours actually worked in addition to holiday pay.

Temporary employees, Interns, and employees on leave of absence or layoff are not eligible for holiday pay.

4.4 Paid Sick Leave

The Company provides employees with paid sick leave in accordance with the California Healthy Families Heathy Workplaces Act of 2014, as follows:

a. **Eligible Employees.** PCI provides paid sick leave to all employees who have completed at least 30 days of employment.

b. **Calendar Year Allotment.** Paid sick leave is provided on a calendar year basis. In each calendar year, employees who have been employed for at least 30 days by January 1st will receive twenty-four (24) hours of paid sick leave as of January 1st for use during the remainder of the calendar year. Employees who have not been employed for at least 30 days by January 1st will receive twenty-four (24) hours of paid sick leave after completion of 30 days of employment for use during the remainder of the calendar year. New employees may begin using available paid sick leave after completing 90 days of employment.

c. **Sick Leave Benefit.** An employee taking available paid sick leave will be compensated at the same wage rate as the employee normally earns during the work hours missed on the day of his/her absence. Although paid sick leave may be taken for partial days of absence, it must be taken in increments of not less than two (2) hours.

d. **Proper Use.** Paid sick leave may be used (a) for diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee's "family member"; or (b) by employee who is a victim of domestic violence, sexual assault or stalking. A "family member" includes a biological, adopted, or foster child, stepchild, legal ward, or a child to whom the employee stands in loco parentis, regardless of dependent status; a biological, adoptive or foster parent,

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stepparent, or legal guardian of the employee or the employee's spouse or registered domestic partner, or a person who stood in loco parentis when the employee was a minor child; spouse or registered domestic partner; grandparent; grandchild; or sibling.

e. Improper Use. Paid sick leave may not be used to augment vacation or as a "personal day." Misuse of paid sick leave will result in disciplinary action, up to and including termination of employment.

f. Paystubs. Available paid sick leave is set forth on each employee's paystub after the employee has completed 30 days of employment. If you disagree with the amount of available paid sick leave listed on your paystub, you should contact the Human Resources Manager for clarification.

g. No Carry-Over. Paid sick leave does not accrue, cannot be carried over from one calendar year to the next, and is not paid out upon termination of employment. Unused paid sick leave automatically expires on December 31 of each calendar year.

h. Notification of Absence. An employee who is unable to report to work for any reason, including illness, must call his/her supervisor or manager at least two hours prior to his/her scheduled start time and speak directly with his/her supervisor or manager. If calling in two hours in advance is not possible, the employee must call in as soon as practicable, and provide his/her supervisor with an honest reason or explanation for the absence. An eligible employee who is absent for a reason that qualifies for paid sick leave will be credited with paid sick leave benefits on his/her timecard.

j. Additional Time Off Following Exhaustion of Paid Sick Leave. When a non-exempt employee is absent from work due to illness following exhaustion of paid sick leave benefits, the work time missed is unpaid. When an exempt employee is absent for a full workday after exhaustion of paid sick leave benefits, and performs no work during the workday, PCI may deduct compensation for the workday from the exempt employee's normal weekly salary. PCI reserves the right to request medical verification when an employee's absences due to illness exceed the number of paid sick days provided for the year.

4.5. Medical Insurance Coverage

a. Employee Coverage. PCI employees may participate in a variety of insurance programs. Employees who regularly work 30 hours or more per week become eligible for medical insurance coverage on the first of the month following completion of the 60-day Introductory Period. Employees wishing to be covered under the PCI medical plan(s) must complete enrollment forms within 31 days after eligibility. If coverage is not elected within 31 days after becoming eligible, the next opportunity to enroll is during the annual open enrollment held each December.

b. Dependent Coverage. An eligible employee may also provide similar coverage for his/her spouse and eligible dependents, at the employee's expense, through payroll deductions. Additional information regarding family medical insurance plan(s) offered and the monthly cost to insure an employee's spouse and eligible dependents is available from the Human Resources Manager.

c. Registered Domestic Partner Coverage. Eligible employees may enroll their registered domestic partner and the eligible dependent children of their registered domestic partner, at the employee's expense, through payroll deductions. Additional information regarding family medical insurance plan(s) offered and the monthly cost to insure an employee's registered domestic partner and eligible dependents is available from the Human Resources Manager. Employees are required to notify management if the registered domestic partnership no longer meets all of the qualifying criteria.

d. How to Enroll. The Human Resources Department will provide an employee with an enrollment packet the month prior to his/her eligibility. The employee must complete the appropriate forms before his/her coverage goes into effect. Details regarding enrollment, payroll deductions, coverage and termination of coverage of employees and dependents are described in the group insurance pamphlet.

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e. Continuation Coverage. Under the Consolidated Omnibus Budget Reconciliation Act (COBRA), employees and/or their eligible dependents who experience a qualifying event may continue to receive group medical insurance coverage, at their own expense, after the date coverage would normally end. A COBRA enrollment/coverage notice will be mailed to the employee upon termination of employment or other qualifying event. The notice provides information on enrollment in the COBRA program. Please contact the Human Resources Manager for additional information on COBRA.

f. Changes in Coverage and Eligibility. PCI reserves the right to change and/or modify any and all benefits including cost, coverage, benefits and PCI's contribution to the benefit plan(s). If you have questions concerning a Company-provided benefit, please contact the Human Resources Manager.

4.6 Workers' Compensation Insurance

PCI provides workers' compensation insurance at no cost to its employees. This program covers industrial injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

An employee who sustains a work-related injury or illness must inform his/her supervisor or manager immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither PCI nor its workers' compensation insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activities sponsored by PCI. Participation in such activities is completely voluntary.

4.7 Literacy Assistance

PCI attempts to reasonably accommodate and assist employees who reveal a problem with illiteracy. When an employee reveals such a problem and requests the Company's assistance in enrolling in an adult literacy education program, the Company will attempt to assist the employee if the accommodation requested would not result in an undue hardship. The type of assistance available from the Company may include, for example, providing the employee with the locations of local literacy education programs or arranging the employee's work schedule to allow attendance at a program. The Company does not, however, provide paid time off for participation in an adult literacy education program.

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Section 5

CIVIC RESPONSIBILITY

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5.1 Jury Duty

PCI encourages employees to fulfill their civic responsibilities by serving jury duty when required. An employee summoned for jury duty must show the jury summons to the employee's supervisor as soon as possible after it is received so that arrangements can be made to accommodate the employee's absence. Either PCI or the employee may request that the employee be excused from jury service if, in the Company's judgment, the employee's absence would create serious operational difficulties.

For non-exempt employees, time off for jury duty is not compensated. If desired, employees may use any available paid time off (e.g., accrued vacation).

In accordance with state and federal law, an exempt employee will receive his/her regular salary if the employee has worked any part of a workweek in which jury duty is served. When an exempt employee does not work at all during a workweek due to jury service, the workweek is not compensated.

PCI will continue to provide medical insurance benefits to eligible employees under the terms and conditions that existed at the outset of the jury duty absence, for the full term of the jury duty absence.

5.2 Witness Duty

PCI encourages employees to fulfill their civic responsibilities by appearing as a witness when subpoenaed to do so.

An employee subpoenaed or otherwise required to appear as a witnesses by PCI will receive his/her normal pay for the entire period of witness duty. When a non-exempt employee is subpoenaed or otherwise required to appear as a witness by someone other than PCI, the time off to appear is not compensated. If desired, employees may use any available paid time off (e.g., accrued vacation).

In accordance with state and federal law, when an exempt employee is subpoenaed or otherwise required to appear as a witness by someone other than PCI, the employee will receive his/her regular salary if the employee has worked any part of the workweek in which witness duty is served.

A subpoena or other request for an employee to appear as a witness should be shown to the employee's supervisor as soon as possible after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence.

Employees are expected to report for work whenever the court's schedule permits and as soon as service as a witness is completed.

The Company reserves the right to request written confirmation of an employee's service as a witness.

5.3 Voting

PCI encourages employees to fulfill their civic responsibilities by voting in state and federal elections. Generally, employees are able to find time to vote either before or after their regular work shifts. When employees are unable to vote in an election during their nonworking hours, PCI will grant up to two (2) hours of paid time off to vote.

To receive time off to vote, an employee must provide reasonable advance notice (generally at least two (2) working days) and obtain approval from the employee's supervisor. Advance notice is required so that time off can be scheduled with the least disruption to PCI's normal work schedule, and time off must be taken at either the beginning or the end of the employee's work shift.

When an employee receives time off to vote, PCI reserves the right to request a copy of the

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employee's voter's receipt. Time off to vote is not be included as time worked for overtime calculation purposes.

5.4 Election Officers

PCI will provide unpaid time off for an employee to serve as an election officer on Election Day. To qualify as an election officer, an employee must be an election official who is charged with conducting a local, special, or statewide election.

To receive time off to serve as an election officer on Election Day, an employee must provide reasonable notice (generally at least two working days), and obtain advance approval from his/her supervisor. PCI will not retaliate against an employee for taking time off from work under this policy.

5.5 Time Off for Volunteer Service and Training

Employees may take unpaid time off to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue worker. Employees are also eligible for unpaid leave, not to exceed 14 days per calendar year, for required training for volunteer service as a firefighter, peace officer, or emergency rescue worker. An employee must personally notify his/her supervisor and the Human Resources Manager as soon as the employee learns of the need for leave. Documentation of an employee's need for time off under this policy is required.

An employee requesting otherwise unpaid leave under this policy may choose to use accrued vacation, if available. PCI will not discriminate or retaliate against the employee for taking time off from work under this policy.

5.6 Time Off for Civil Air Patrol Service

Employees who have been employed PCI for at least ninety (90) days may take a leave of absence of up to ten days per year to respond to emergency operational missions of the California Wing of the Civil Air Patrol. Leave is limited to three days for any one operational mission, unless an extension of time is requested by the governmental entity that authorized the emergency operational mission and the extension is approved by PCI.

An employee requesting leave under this policy must provide PCI with as much notice as possible of the intended dates upon which the leave will begin and end. PCI may require certification of the need for leave from the Civil Air Patrol Authority.

Civil Air Patrol leave is unpaid. Employees requesting leave may choose to use accrued vacation but are not required to do so.

Employees returning to work after taking Civil Air Patrol Service Leave will be reinstated to the same position the employee held prior to the leave. However employees returning from Civil Air Patrol Service Leave have no greater right to reinstatement than if the employee had been actively employed during the period of leave.

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Section 6

LEAVES OF ABSENCE

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6.1 Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor or manager immediately. Up to three days of unpaid bereavement leave will be provided to regular full-time employees.

For purposes of bereavement leave, an "immediate family" is defined as the employee's grandparent, parent, spouse, registered domestic partner, significant other, child, or sibling; and the employee's spouse's or registered domestic partner's grandparent, parent, child, grandchild or sibling. Special consideration will also be given to any other person whose association with the employee was similar to any of the above relationships.

Employees who are not regular full-time employees may also request up to three days of unpaid bereavement leave.

6.2 Pregnancy Disability Leave

Female employees may take up to four months of unpaid leave for disabilities caused by pregnancy, childbirth or related medical conditions. Upon advice of her health care provider, an employee may also be entitled to reasonable accommodation for conditions caused by pregnancy, childbirth or related medical conditions. Such accommodation may include transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties. An employee whose work is affected by pregnancy or a related medical condition should notify her supervisor and the Human Resources Manager as soon as possible. PCI cannot provide an accommodation unless it knows of the need for such accommodation.

a. Procedure. An employee should notify her supervisor and the Human Resources Manager of her intent to take pregnancy disability leave as soon as possible, within the following guidelines:

i. An employee must provide at least verbal notice sufficient to notify PCI that the employee needs to take a pregnancy disability leave and/or transfer to an alternate position or schedule due to her pregnancy. The verbal notice should include the anticipated timing and duration of the leave or transfer.

ii. If the need for the leave or transfer is foreseeable, the employee must provide at least 30 days advance notice before the pregnancy disability leave or transfer is to begin. If 30 days' advance notice is not possible, notice must be given as soon as practicable. The employee must consult with the Human Resources Manager and schedule any planned medical treatment to minimize disruption to the operations of PCI. Any such scheduling is subject to the approval of the employee's health care provider.

iii. If requested by the employee and recommended by the employee's health care provider, the employee's work assignment may be changed as reasonably required to protect the health and safety of the employee and her child, or other reasonable accommodations may be granted, provided the change in work assignment or other reasonable accommodation does not create an undue hardship for PCI.

b. Certification. Pregnancy disability leave usually will begin when ordered by the employee's health care provider. The employee must provide PCI with written certification from a health care provider, stating:

i. The date on which the employee became disabled due to pregnancy, child birth, or related medical condition;

ii. The probable duration of the period or periods of disability, and

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iii. A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.

In the event the employee's leave exceeds the anticipated date of return, it is the employee's responsibility to provide further verification from her health care provider that she is unable to perform her job duties and the revised anticipated date of return.

c. Duration. The duration of a pregnancy disability leave will be determined by the advice of the employee's health care provider, but disabled employees may take up to four months of pregnancy disability leave. The four months of leave includes any period of leave taken for actual disability caused by the employee's pregnancy, childbirth or related medical condition, and includes leave taken for severe morning sickness or prenatal care, as well as any intermittent leave taken by the employee.

d. Intermittent Leave. Pregnancy disability leave may be taken in one continuous period of time or intermittently, as needed.

e. Medical Insurance Continuation. Employees on pregnancy disability leave may continue to participate in group health insurance coverage for up to four months of pregnancy disability leave, at the level and under the same conditions that coverage would have been provided if the employee had continued in active status for the duration of the leave. PCI will continue to pay its portion of the employee's usual health insurance premium during an approved pregnancy disability leave, and by the 1st of each month, the employee must pay the employee's regular portion of the health insurance premium, including the cost of any applicable dependent coverage. If an employee fails to pay the employee's regular portion of the premium, coverage will lapse.

f. Use of Other Benefits. An employee may use paid sick leave (if otherwise available) and accrued vacation time (if otherwise available) during a pregnancy disability leave. However, employees do not earn additional paid sick leave or accrue additional vacation time while on leave.

g. Fitness for Duty Certification. An employee returning from pregnancy disability leave must provide medical certification of fitness for duty before returning to work.

h. Return to Work. Under most circumstances, upon submission of medical certification that an employee is able to return to work from a pregnancy disability leave, PCI will reinstate the employee to the same position held at the time the leave began. However, an employee returning from pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously in active employment rather than on leave. For example, if an employee on pregnancy disability leave would have been laid off had she not gone on leave, or if the employee's position has been eliminated and there is no equivalent or comparable position available, the employee would not be entitled to reinstatement.

6.3 Family and Medical Leave Act / California Family Rights Act

Eligible employees may take unpaid leave under the Family and Medical Leave Act and the California Family Rights Act ("FMLA/CFRA") for specified family and medical reasons.

a. Employee Eligibility. To be eligible for FMLA/CFRA leave, an employee must meet each of the following conditions:

- The employee must have worked for the Company for at least 12 months; and
- The employee must have worked at least 1,250 hours during the12 months immediately preceding the request for leave.

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b. **Reasons for Leave.** FMLA/CFRA leave may be taken for the following reasons:

- Birth of a child of the employee or the employee's registered domestic partner, or to care for a newborn child;
- Placement of a child with the employee and/or the employee's registered domestic partner for adoption or foster care;
- To care for an immediate family member (employee's spouse, domestic partner, child, or parent) with a serious health condition;
- To care for a spouse, child, parent or next of kin who is a member of the United States Armed Forces and incurs a serious injury or illness in the line of duty while on active military duty;
- Because of a "qualifying exigency" arising out the fact that a spouse, child or parent of the employee, who is a military member in the National Guard or Reserves, is on active duty or has been called to active duty in the United States Armed Forces in support of a contingency operation; or
- Because of the employee's serious health condition which makes the employee unable to perform the functions of his or her job.

A "qualifying exigency" arising out the fact that a spouse, child or parent of the employee is on active duty or has been called to active duty in the United States Armed Forces in support of a contingency operation, includes: (a) short-notice deployments; (b) military events and related activities; (c) childcare and school activities; (d) financial and legal arrangements; (e) counseling; (f) rest and recuperation; (g) post-deployment activities; and (h) additional activities not encompassed in the foregoing categories but agreed to between the Company and the employee.

A "serious health condition" is an illness, injury (including on-the-job injuries), impairment, or physical or mental condition of the employee or a child, parent or spouse of the employee that involves either in-patient care (i.e., an overnight stay) in a hospital, hospice, or residential health care facility, or continuing treatment or supervision by a health care provider. Please contact the Human Resources Manager for clarification regarding any specific situation.

When an employee who sustains an industrial injury and is eligible for FMLA/CFRA leave, the first 12 weeks of workers' compensation leave will run concurrently with the employee's FMLA/CFRA leave entitlement.

c. **Duration of Leave.** For most triggering events listed above, eligible employees may receive up to 12 workweeks of unpaid leave during any "rolling" 12-month period, measured backward from the date the requested leave would commence. When leave is taken to care for a member of the United States Armed Forces who incurs a serious injury or illness in the line of duty (see above), an eligible employee may receive up to 26 workweeks of unpaid leave during any "rolling" 12-month period measured backward from the date the requested leave would commence. FMLA/CFRA leave for the birth of a child or placement of a child for adoption or foster care must be concluded within 12 months of the birth or placement.

FMLA leave runs concurrently with Pregnancy Disability Leave (described above), but CFRA leave does not. Therefore, an employee who takes Pregnancy Disability Leave for a pregnancy-related disability may still take up to 12 weeks of CFRA leave after the birth of her child. We encourage employees to contact the Human Resources Manager regarding FMLA/CFRA leave related to pregnancy or childbirth, as special rules apply.

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Employees may take FMLA/CFRA leave intermittently, or by reducing their normal weekly or daily work schedules, when medically necessary due to their own, an immediate family member's, or service member's serious health condition. When FMLA/CFRA leave is taken for the serious health condition of a parent, child, or spouse or for the serious health condition of the employee, the smallest increment of time that may be used is one hour. Employees who require intermittent leave or a reduced-schedule leave must attempt to schedule their leaves of absence at times that will not disrupt PCI's operations. In addition, PCI may temporarily transfer an employee on intermittent leave to an available alternative position that better accommodates the leave and has equivalent pay and benefits.

Intermittent leave for the birth of a child, to care for a newborn child, or for placement of a child through adoption or foster care is generally available, but may be subject to additional restrictions.

d. Use of Vacation during FMLA/CFRA Leave. FMLA/CFRA leave is unpaid and employees do not accrue seniority or benefits, including paid sick leave, vacation and holiday pay, during any period of FMLA/CFRA leave.

An employee may elect to use, or PCI may require that the employee use, accrued vacation when the leave is taken due to the birth or placement of a child, to care for a family member with a serious health condition, to care for an injured service member, or because of a qualifying exigency arising from a service member's call to active duty. An employee may elect to use, or PCI may require that an employee use, available paid sick leave and accrued vacation when a leave is taken due to the employee's own serious health condition.

e. Maintenance of Medical Insurance Benefits. Employees on FMLA/CFRA leave may continue to participate in group health insurance coverage for up to 12 weeks at the level and under the same terms and conditions that coverage would have been provided if the employee had continued in active status for the duration of the leave. PCI will continue to pay its portion of the employee's usual health insurance premium during an approved FMLA/CFRA leave, and the employee must pay the employee's regular portion of the health insurance premium, including the cost of any applicable dependent coverage.

If available paid sick leave or accrued vacation is substituted for unpaid FMLA/CFRA leave, the employee's portion of the applicable premium will be deducted as a regular payroll deduction. Otherwise, the employee must make arrangements to pay his/her share of the applicable premium while on FMLA/CFRA leave. Medical insurance coverage will lapse if an employee's premium payment is more than 30 days delinquent.

If an employee does not return from a FMLA/CFRA leave, PCI reserves the right to recover premiums it paid to maintain medical insurance coverage or other benefits.

f. Job Restoration. Upon returning from FMLA/CFRA leave, an employee will normally be restored to his or her original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. However, such employee has no greater right to job retention or restoration than if the employee had been actively working.

The FMLA contains specific guidelines for reinstatement of "key employees." "Key employees" are employees who are among the highest paid 10 percent of employees at the worksite or within a 75-mile radius. Such employees may be denied reinstatement under certain circumstances, i.e., when their reinstatement would cause substantial and grievous economic injury to the operations of PCI.

g. Notice and Medical Certification. An employee requesting FMLA/CFRA leave must provide:

- 30 days' advance notice of the need to take FMLA/CFRA leave, if the need is foreseeable, or notice as soon as practicable if the need is unforeseeable.

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- Medical certification supporting the need for leave due to a serious health condition affecting the employee, a service member, or an immediate family member. The certification must be returned before the leave begins, or if that is not possible, within 15 days after the PCI's request that the employee provide medical certification. Failure to provide required medical certification may delay the commencement of leave or result in PCI withdrawing any designation of FMLA/CFRA leave, in which case the employee would be considered away without leave and subject to disciplinary action. Additional medical opinions and periodic recertification may also be required.

- Periodic reports, as deemed appropriate during the leave, regarding the employee's status and intent to return to work.

- Medical certification of fitness for duty before returning to work, if the leave was taken due to the employee's own serious health condition.

Failure to comply with the foregoing requirements may result in delay or denial of leave. Request for FMLA/CFRA forms, medical certification forms, and return to work medical certification forms are available from an employee's supervisor or the Human Resources Manager. An employee who fails to submit a required return to work medical certification form will not be permitted to resume work until it is provided.

h. Failure to Return after FMLA/CFRA Leave. An employee who fails to return to work as scheduled after FMLA/CFRA leave or exceeds the 12-week FMLA/CFRA entitlement (26-weeks when taken to care for an injured service member) may be subject to termination of employment, unless the employee qualifies for other available leave.

i. Limited Nature of This Policy. This policy is intended to provide only those leave benefits and protections required by the FMLA/CFRA. Additional information about entitlement to FMLA leave is contained in "Fact Sheet #28: The Family and Medical Leave Act of 1993," and "Fact Sheet #28A: The Family and Medical Leave Act Military Family Leave Entitlements," which are attached appendices to this Handbook.

6.4 Discretionary Personal Leave

Employees who do not qualify for Pregnancy Disability Leave, Family and Medical Leave and/or California Family Right Act, or other statutory leave, may apply for up to four weeks of unpaid discretionary leave. Requests for such leave will be approved or denied at the discretion of PCI management.

To apply for discretionary leave, an employee must (a) provide at least 30 days advance notice to the Human Resources Manager or, when unforeseen circumstances make 30 days advance notice impossible, as much advance notice as possible; and (b) if the leave is requested for medical reasons, submit a statement from his/her physician stating that the employee is unable to perform his/her job duties and the anticipated date of the employee's return. If a request for discretionary leave is approved by PCI, the employee will receive written notification of the approval and the date upon which the employee is expected to return to work (the "Return Date").

Generally, PCI does not grant discretionary leave in intervals greater than four weeks. When an employee will be unable to return to work on or before the Return Date, the employee must timely notify the Human Resources Manager, and if the leave was requested for medical reasons, provide further verification from his/her physician. Extensions of the Return Date will be granted or denied by PCI management, in its discretion. An employee who does not return to work by the Return Date, or an approved extension of the Return Date, will be deemed to have abandoned his/her position and voluntarily resigned his/her employment.

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An employee may continue his/her medical insurance coverage during a discretionary leave, at his/her expense, in accordance with the applicable plan documents and COBRA.

If a holiday falls within the period an employee is on discretionary leave, the employee will not receive holiday pay.

An employee granted a discretionary leave of absence may not accept other work during the leave without prior written approval of the Human Resources Manager.

An employee who returns to work on or before the Return Date, or an approved extension of the Return Date, may return to his/her regular job, if it is available. If it is not available, PCI will generally attempt to place the employee in a similar job for which he/she is deemed by management to be qualified, if such a job is available. If no such job is available as of the Return Date, PCI will generally give the employee consideration for any position for which he/she applies and is deemed by management to be qualified during the 60-day period following the Return Date. If the employee does not return to work in an available position by the end of the 60 day period, his/her employment will be terminated.

6.5 Alcohol and Drug Rehabilitation Leave

PCI provides reasonable accommodation to employees who recognize they have a problem with alcohol or drug dependency. Employees who enroll voluntarily in a drug or alcohol rehabilitation program will be given unpaid time off to participate in the program, unless the time off would result in an undue hardship to PCI.

When an employee requests time off to participate in a rehabilitation program, PCI makes reasonable efforts to keep the fact that the employee enrolled in the program confidential.

An employee may use accrued paid sick leave and accrued vacation benefits while on rehabilitation leave.

A request for rehabilitation leave under this policy must occur before the employee's dependency has resulted in disciplinary action. When disciplinary action, including but not limited to termination from employment, has been implemented by PCI in response to an employee's violation of the Company's policy against use or possession of drugs or alcohol at work, an employee's request for rehabilitation leave will not be a defense to such disciplinary action.

6.6 Job-Related Illness or Injury

Employees are entitled to a leave of absence for the duration of any disability due to an occupational illness or injury. To qualify for on occupational disability leave, an employee must be examined by a health care provider and certified to be disabled from returning to employment. During such leave, an employee receives workers' compensation insurance benefits in accordance with California law.

Following an occupational disability leave, an employee will be reinstated to his/her former position when a health care provider certifies that the employee can safely perform the essential functions of the job, with or without reasonable accommodation. The exceptions to this rule are as follows:

- When an employee directly or indirectly indicates to the Company that he/she does not intend to return to the Company's employ;
- When the employee's former position no longer exists;
- When the Company had to replace the employee due to business necessity; and
- When the employee cannot return to his/her former job without posing a direct threat to his/her own health or safety or to the health and safety of another employee or customer.

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PCI will engage in a good faith, interactive dialogue with employees on industrial disability leave who are cleared to return to some, but not all, of the employee's normal job duties. PCI will provide reasonable accommodation to allow such employees to return to work, unless the accommodation would result in undue hardship.

During a leave of absence for occupational disability, an employee may, at his/her option, integrate unused paid sick leave and accrued vacation time with his/her disability benefits through workers' compensation.

During a leave of absence for occupational disability, employees will not continue to accrue vacation. Group medical insurance benefits will continue uninterrupted during the leave of absence under the same terms and conditions as before the leave of absence began, for up to 12 weeks. After 12 weeks, an employee may continue his/her group medical insurance coverage while on leave at the employee's expense under COBRA.

6.7 Leave for Victims of Felony Crimes

An employee who is the victim of one of several specified felonies, or who is an immediate family member of a victim (spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather), a registered domestic partner of a victim, or the child of a registered domestic partner of a victim, may receive unpaid time off from work to attend judicial proceedings related to the crime, including but not limited to, proceedings involving post-arrest release decisions, pleas, sentencing, post-conviction release decisions, or any other proceeding in which the rights of the victim are at issue. Generally, an employee must provide his/her supervisor and the Human Resources Manager with a copy of the notice of the proceeding in advance of taking time off to attend. If advance notice is not possible, the employee must provide his/her supervisor and the Human Resources Manager with appropriate verification of the employee's attendance at the judicial proceeding upon returning to work.

An employee requesting otherwise unpaid leave under this policy may choose to use accrued vacation and/or paid sick leave, if available. PCI will not discriminate or retaliate against the employee for taking time off from work under this policy.

6.8 Leave and/or Reasonable Accommodation for Victims of Domestic Violence, Sexual Assault and Stalking

An employees who is the victim of domestic violence, sexual assault or stalking, may receive unpaid leave to obtain or attempt to obtain relief, including but not limited to a restraining order or other injunctive relief to help ensure the safety of the employee or his/her child. Generally, an employee must provide PCI with advance notice of the need for such leave. If advance notice is not possible, the employee must provide PCI with the following verification upon returning to work: (1) a police report showing that the employee was a victim of domestic violence, sexual assault or stalking; (2) a court order protecting the employee from the perpetrator or other evidence from the court or prosecuting attorney that the employee appeared in court; or (3) documentation from a licensed medical professional, domestic violence counselor, sexual assault counselor, health care provider, or other counselor showing that the employee was undergoing treatment for injuries or abuse resulting from an act of domestic violence, sexual assault or stalking. To the extent it is consistent with PCI's obligation to provide a safe work environment, PCI will maintain the confidentiality of an employee requesting leave under this policy.

An employee requesting otherwise unpaid leave under this policy may choose to use accrued vacation and/or paid sick leave, if available.

PCI will provide reasonable accommodation to an employee who is the victim of domestic violence, sexual assault, or stalking and who requests an accommodation for his/her safety while at work. Any such request should be directed to the Human Resources Manager. Upon receipt, PCI will engage in a good faith, interactive dialogue with the employee to determine whether a reasonable accommodation is available for the safety of the employee while at work, given the exigent circumstances and danger

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facing the employee. PCI may request certification from the employee as provided above. PCI will consider and provide a reasonable accommodation to protect the employee's safety while at work, unless the accommodation would result in undue hardship to PCI's business operations.

PCI will not discriminate or retaliate against an employee because of his/her status as a victim of domestic violence, sexual assault or stalking, or for requesting leave and/or reasonable accommodation for his/her safety while at work under this policy.

6.9 Family School Partnership Leave

Parents, guardians, stepparents, foster parents, grandparents, and other persons standing in loco parentis to a child attending preschool, kindergarten or grades 1 through 12, may take up to 40 hours of unpaid leave each year for the following activities:

- To find, enroll, or reenroll his/her child in a school or with a licensed child care provider;
- To participate in activities of the school or licensed child care provider of his/her child; or
- To address a school or child care provider emergency, e.g., when the school or licensed child care provider requests that the child not attend or be picked up for reasons other than planned holidays, such as behavioral or disciplinary problems, unexpected facility closures, or natural disasters.

To request family school partnership leave, an employee must personally notify his/her supervisor and the Human Resources Manager as soon as the employee learns of the need for leave. When leave is necessary to find, enroll, or reenroll a child in school or with a licensed child care provider, or to participate in activities of the school or licensed child care provider, the employee must provide reasonable advance notice and the leave may not exceed eight hours in any calendar month.

An employee taking family school partnership leave is required to use accrued vacation time. If no accrued vacation time is available, leave taken by a non-exempt employee is unpaid.

PCI may require verification from the school or licensed child care provider that the employee was engaged in qualifying child-related activities as discussed above.

6.10 School Suspension Leave

An employee may take time off to attend a meeting with administrators at his/her child's school regarding a possible suspension. The employee should alert his/her supervisor and the Human Resources Manager as soon as possible so that arrangements may be made to avoid disruption of work. For non-exempt employees, the time off is unpaid.

An employee requesting otherwise unpaid leave under this policy may choose to use accrued vacation, if available. PCI will not discriminate or retaliate against the employee for taking time off from work under this policy.

6.11 Military Service Leave

PCI provides a leave of absence to employees who are absent from work because of military service in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and applicable state laws. Employees participating in a variety of military duties are eligible for benefits under this policy. Such benefits include leaves of absence taken by members of the uniformed services, including Reservists and National Guard members, for training, periods of active military service, funeral honors duty, and examination to determine fitness to perform such service. Subject to certain exceptions, benefits are generally limited to five years of leave of absence.

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a. Procedures. An employee requesting military leave should provide PCI with notice of the need for such leave as far in advance as is reasonable under the circumstances, unless military necessity prevents it. To request a temporary or extended military leave, an employee should generally obtain a Request for Leave of Absence form from the Human Resources Manager, although written notice is not required. When an employee intends to return to work following a military leave, he/she must submit an application for reinstatement to the Human Resources Manager within the application period set forth below. Upon an employee's application for reemployment following a military leave, the Human Resources Manager will request that the employee provide military discharge documentation to establish the timeliness of the application for reemployment, the duration of the military service, and an honorable discharge from the military service.

b. Benefits. An employee on temporary or extended military leave receives the following benefits:

i. Military leave is unpaid. However, employees on military leave may, at their option, use any accrued vacation or personal leave during their absence.

ii. An employee on military leave may elect to continue group health insurance coverage for the employee and his or her covered dependents, under the same terms and conditions as before the leave, for a period not to exceed 31 days from the date that military leave began. The employee must pay the portion of the insurance premium normally paid by the employee. After the initial 31 day period, the employee and his or her covered dependents must continue group health insurance for up to 24 months by paying the monthly premium under COBRA.

iii. Group life insurance, AD&D insurance, and long term disability insurance (if any) will terminate the day the employee begins active military duty.

iv. Employees do not accrue vacation, personal leave or paid sick leave while on military leave.

c. Reemployment following Military Leave. Upon an employee's prompt application for reemployment (as defined below) following a period of military leave, the employee will be reinstated to employment as follows:

i. *Less Than 91 Days of Military Service*. An employee returning from a military leave of less than 91 days will be reinstated to a position the employee would have attained if employment had not been interrupted by military service. If the employee is found not qualified for such position after reasonable efforts PCI, the employee will be reemployed in the position in which the employee had been employed prior to military service.

ii. *More Than 90 Days and Less than 5 Years of Military Service*. An employee returning from a military leave of more than 90 days but less than 5 years will be reinstated to a position the employee would have attained if employment had not been interrupted by military service, or a position of like seniority, status and pay, the duties of which the employee is qualified to perform. If the employee if found not qualified for such position after reasonable efforts by PCI, the employee will be reemployed in the position in which the employee had been employed prior to military service, or a position of like seniority, status and pay, the duties of which the employee is qualified to perform.

iii. *Employees with Service-Connected Disabilities*. If after reasonable accommodation efforts by the Company, an employee with a service-connected disability in not qualified for employment in the position he or she would have attained or in the position that he or she left, the employee will be reemployed in (i) any other position of similar seniority, status and pay for which the employee is qualified or could become qualified with reasonable

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efforts by PCI, or (ii) if no such position exists, in the nearest approximation consistent with the circumstances of the employee's situation.

d. Application for Reemployment. An employee retuning from military leave must submit an application for reemployment in compliance with the following schedule:

i. *Service of Less Than 31 Days.* If the period of military service was less than 31 days, the employee must report for reemployment at the beginning of the first full regularly scheduled working period on the first calendar day following completion of service and the expiration of eight hours after a time for safe transportation back to the employee's residence.

ii. *Service of at Least 31 Days but Less Than 181 Days.* If the period of military service was at least 31 days but less than 181 days, the employee must submit an application for reemployment to the Human Resources Manager no later than 14 days following the completion of service.

iii. *Service of More Than 180 Days.* If the period of military service was more than 180 days, the employee must submit an application for reemployment to the Human Resources Manager no later than 90 days following the completion of service.

iv. *Employee Hospitalized or Convalescing From a Service-Connected Injury.* An employee who is hospitalized or convalescing from a service-connected injury must submit an application for reemployment to the Human Resources Manager no later than two years following completion of service.

e. Seniority Following Military Service. Employees reemployed following military leave will receive seniority and other benefits determined by the seniority that the employee had at the beginning of the military leave, plus any additional seniority and benefits the employee would have attained, with reasonable certainty, had the employee remained continuously employed. An employee's time spent on active military duty will be counted toward his or her eligibility for FMLA/CFRA leave once the employee returns to PCI. Notwithstanding PCI's policy of at-will employment, an employee returning from military leave will not be discharged except for cause for a period of one year following reemployment.

Upon receipt of a timely request for reemployment, PCI will reinstate an employee as provided in section 3, above, unless reinstatement would impose an undue hardship for PCI, the employee's employment prior to military service was merely for a brief period with no reasonable expectation that the employment would continue, or the employee did not receive an honorable discharge from the military service.

6.12 Military Spouse Leave

PCI provides up to 10 days of job-protected, unpaid leave to employees who are spouses or registered domestic partners of military personnel who are home on leave from a period of military deployment.

a. Eligibility. An eligible employee must work an average of at least 20 hours per week and have a spouse or registered domestic partner who is a member of the armed forces of the United States, National Guard or Reserves who has been deployed during a period of military conflict.

b. Procedure. To request leave under this policy, an employee must:

i. Provide notice to the employee's supervisor and the Human Resources Manager within two business days of receiving official notice that the employee's spouse or registered domestic partner will be on leave from deployment; and

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ii. Submit appropriate written documentation to the Human Resources Manager certifying that the employee's spouse or registered domestic partner will be on leave from deployment during the time the leave is requested.

Employees requesting leave under this policy may choose to use accrued paid time off (e.g., vacation) concurrently with some or all of the leave provided under this policy. To receive paid leave, eligible employees must comply with the Company's normal procedures for the applicable leave.

6.13 Bone Marrow Donation Leave

Employees who have been employed for at least 90 days may request a leave of absence of up to five business days in any one-year period to undergo a medical procedure to donate bone marrow. Such employees must provide certification from a physician regarding the purpose and duration of any leave requested.

During a leave taken for bone marrow donation, employees must use up to five days of available paid sick leave and accrued vacation time, but the use of available paid sick leave and accrued vacation time off does not extend the duration of the leave. If paid sick leave and/or accrued vacation time are not available or insufficient, the additional time off will be paid by the Company, but the paid time off shall not exceed five days.

Employees receive group health benefits for the duration of a leave taken for bone marrow donation under the same terms and conditions as before the leave. Leave taken under this policy is not considered a break in an employee's continuous service for the purpose of salary adjustments, paid sick leave, vacation, or seniority. Leave taken under this policy does not run concurrently with FMLA/CFRA leave. Upon returning from such leave, employees will be reinstated to the same or an equivalent position.

6.14 Organ Donation Leave

Employee who have been employed for at least 90 days may request a leave of absence of up to 60 days in any one-year period to undergo a medical procedure to donate an organ. Such employees must provide certification from a physician regarding the purpose and duration of any leave requested.

During a leave taken for organ donation, employees must use up to two weeks of available paid sick leave and accrued vacation time, but the use of available paid sick leave and accrued vacation time does not extend the duration of the leave. If paid sick leave and/or accrued vacation time are not available or insufficient, the additional time off for such procedure shall be paid by the Company, but the paid time off shall not exceed 30 days.

Employees receive group health benefits for the duration of a leave taken for organ donation under the same terms and conditions as before the leave. Leave taken under this policy is not considered a break in an employee's continuous service for the purpose of salary adjustments, paid sick leave, vacation, or seniority. Leave taken under this policy does not run concurrently with FMLA/CFRA leave. Upon returning from such leave, employees will be reinstated to the same or an equivalent position.

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Section 7

HEALTH AND SAFETY

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7.1 Safety

PCI promotes and requires safe work practices and safety on the job. The health and well-being of our employees and customers is foremost among our concerns. For this reason, all employees are required to follow common sense safety practices and correct or report any unsafe conditions to a supervisor or manager and the Human Resources Manager. Each employee receives training regarding PCI's injury prevention program. Each employee is expected to assist in maintaining safe working conditions. Safety is a state of mind and requires constant vigilance and common sense. Safety is everyone's responsibility.

All accidents, including those which do not involve serious injury and those involving customers, must be reported immediately to an employee's supervisor or manager, and to the Human Resources Manager. There are no exceptions.

7.2 Work Environment

Each PCI employee has the responsibility to contribute to a safe, cooperative and pleasant work environment. The following rules and guidelines provide a basis for that responsibility.

PCI strives to provide a safe work environment and to take practical steps to prevent injuries to employees in accordance with PCI's Injury and Illness Prevention Program (IIPP) and all other safety policies.

Every supervisor is required to seek out, record and correct all unsafe conditions and/or actions by employees. In addition, each employee is required to report any unsafe working conditions and/or procedures to a supervisor or manager. Each employee and his/her supervisor or manager is required to correct any unsafe working condition expeditiously and as soon as possible. Improper and unsafe working performance and/or allowing unsafe work conditions to persist is grounds for disciplinary action, up to and including termination of employment.

Be alert to and aware of hazards at PCI worksites that could lead to injury to you, your fellow employees, PCI's customers, or other members of the public.

7.3. Safety Rules

The following Safety Rules are applicable to all PCI employees:

a. Report all injuries and accidents immediately to your supervisor or manager, and to the Human Resources Manager. This applies to injuries and accidents on PCI property or while on PCI business at another assigned location. Supervisors and managers must provide a timely, written report to the Human Resources Manager, including date, time, location, a description of the accident, and possible cause of accident.

b. Running, jumping, shoving, hitting, fighting, speeding or careless driving of a motor vehicle, or any other activity that potentially could have an adverse effect on the well-being of employees or members of the public, is prohibited.

c. Do not use or operate any machines, vehicles or equipment on which you have not been properly trained.

d. Employees should not handle or tamper with electrical equipment, machinery or tools that are not within the scope of their job duties.

e. Employees should never disable or attempt to disable the safety guards or devices on any equipment, machinery, tool or vehicle.

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f. Correct lifting techniques, using the legs not the back, should be applied at all times. Do not attempt to lift any object that may strain your muscles or that is awkward to lift. Ask for assistance whenever needed.

g. Each employee is required to maintain cleanliness and good housekeeping in his/her work area and in public areas such as aisles, hallways and restrooms. Do not create or contribute to unsafe or unsanitary conditions. General cleaning is done regularly, i.e., vacuuming, cleaning of the work area, emptying wastebaskets, etc. However, employees are responsible for picking up and cleaning after themselves. Please be mindful of this fact and considerate of your coworkers.

7.4 Lockers

Lockers and combination locks are provided at certain locations for the convenience and use of the employees. Although lockers are made available for the convenience of employees while at work, employees should remember that all lockers and locks remain the sole property of PCI and employees have no expectation of privacy in the contents of their locker. Employees should not place any other lock on a locker. Lockers or combination locks should not be shared with other employees.

PCI reserves the right to open and inspect lockers, as well as any contents, effects or articles that are in lockers. Such inspections may occur at any time, with or without advance notice or consent. Further, such inspections may be conducted during, before or after working hours by any supervisor, manager, or security staff designated by the Company. Employees who, when asked, fail to cooperate in any inspection will be subject to disciplinary action, up to and including termination of employment.

Prohibited materials, including weapons, explosives, alcohol, and non-prescribed drugs or medications, may not be placed in a locker. Perishable items should not be stored in lockers or left for prolonged periods. Valuable items such as jewelry, money, etc. also should not be stored in the lockers. PCI is not responsible for any articles that are brought to the workplace and/or placed in a locker that are lost, damaged, stolen or destroyed. Please do not bring valuable items to work.

7.5 Security Inspections

To protect PCI and its employees from theft and to enforce Company policies prohibiting other misconduct, including the possession or use of drugs, alcohol, weapons, and stolen property, the Company reserves the right to search employees and their personal property (e.g., vehicles, clothing, packages, purses, brief cases, lunch boxes, or other containers brought onto PCI property or PCI administered facilities) at any time. Employees are expected to cooperate in the conduct of such searches.

PCI provides vehicles, desks, file cabinets, lockers, and other equipment and property for employees to use while on the job (the "Company-Provided Property"). Searches of Company-Provided Property in the possession or use of an employee may be conducted at any time, whether or not there is reason to believe Company policy has been violated. Employees have no expectation of privacy in the contents of Company-Provided Property and may not refuse to allow the Company to search Company-Provided Property.

7.6 Workers' Compensation

Under California law, PCI provides employees with workers' compensation insurance. An employee who is injured on the job, is entitled to certain benefits. It is each employee's duty to promptly notify his/her supervisor or manager of any such injury. A supervisor or manager who is informed of an injury on the job will assist the injured employee in securing treatment and will provide the injured employee with the forms necessary to apply for workers' compensation benefits.

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PCI is concerned with worker and public safety and it is important that each employee work to avoid accidents during his/her employment with the Company. To insure each employee's physical well-being and the correct processing of claims, it is extremely important that each employee notify his/her supervisor or manager immediately when an injury occurs during or as a result of employment, no matter how slight.

PCI and its insurance carrier are not liable for the payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty, recreational, social or athletic activity which is not part of the employee's work-related duties. An employee's participation in such activities is completely voluntary and not part his his/her job duties.

Workers' compensation fraud is illegal. Anyone who makes or causes to be made any knowingly false or fraudulent material statements for the purpose of obtaining or denying workers' compensation benefits is guilty of a felony.

If you have any questions regarding workers' compensation benefits, please contact the Human Resources Manager.

7.7 Drug and Alcohol Use

PCI strives to maintain a workplace free of illegal drugs and alcohol and to discourage drug and alcohol abuse by its employees. Misuse of alcohol or drugs can impair the ability of employees to perform their duties, as well as adversely affect customers' and the public's confidence in the Company.

a. **Alcohol.** Employees are prohibited from using or being under the influence of alcohol while conducting business for PCI, operating a motor vehicle for any job-related purpose, or while on the premises of any PCI worksite. The only exception to this policy is when PCI hosts a Company-sponsored event where alcohol is served, in which case employees are expected and required to observe proper limits and avoid excessive consumption of alcohol.

b. **Illegal Drugs.** PCI employees are prohibited from using or being under the influence of illegal drugs at any time. In addition, employees are prohibited from using, manufacturing, distributing, purchasing, transferring or possessing illegal drugs. This policy does not prohibit the proper use of prescribed medication under the direction of a physician; however, misuse of such medication is prohibited.

c. **Prescription Drugs.** The proper use of medication prescribed by the employee's physician is not prohibited; however, misuse of prescribed medication is strictly prohibited. Employees who are required to submit to drug testing (see below) may disclose such prescriptions on the disclosure form at the drug testing facility. Each employee is responsible to determine from his/her physician whether a prescribed medication may impair job performance. Any employee who is prescribed a medication that may create a risk to the safety of the employee or others must disclose such risk to the Human Resources Manager.

d. **Marijuana.** Although medical and recreational use of marijuana is now permitted by some states, including California, marijuana possession, cultivation or use remains a federal crime, subjecting a defendant to fines, incarceration or both under federal law. Therefore, marijuana is an illegal drug under this policy, and employees are prohibited from possessing marijuana in the workplace, coming to work under the influence of marijuana, or coming to work with marijuana in their systems. Employees who are in possession of or under the influence of marijuana, or who test positive for marijuana use, are subject to disciplinary action, up to and including termination from employment.

e. **Disciplinary Action.** Employees who violate this policy are subject to disciplinary action, up to and including termination of employment, even for a first offense. Violations include refusal to consent to and comply with testing and search procedures as described below.

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f. Searches. PCI may conduct searches for illegal drugs or alcohol at Company facilities or worksites without prior notice to employees. PCI reserves the right to search desks, lockers, file cabinets, and other property provided by PCI at any time, and employees have no expectation of privacy with respect to such areas, even if they are locked. Employees are expected to cooperate fully when PCI conducts a search. Failure to cooperate will result in disciplinary action, up to and including termination of employment.

Searches of employees and their personal property may be conducted when there is reasonable suspicion to believe that the employee has violated this policy or when circumstances or workplace conditions justify such a search. Personal property may include, but is not limited to, purses, boxes, briefcases, and automobiles parked on PCI property. An employee's consent to a search is required as a condition of employment and an employee's refusal to consent may result in disciplinary action, up to and including termination of employment.

g. Drug and Alcohol Testing – All Employees. PCI may require a blood test, urinalysis, hair test or other drug or alcohol screening of employees suspected of using or being under the influence of illegal drugs or alcohol, or when other circumstances or workplace conditions justify such testing, or when such testing is required by law. An employee's refusal to consent to testing may result in disciplinary action, up to and including termination of employment.

PCI will require testing for illegal drugs and/or alcohol when:

- A reasonable suspicion exists that any employee has alcohol, illegal drugs, or intoxicants within his or her system. A reasonable suspicion may arise from, among other things, odor on the breath, slurred speech, imbalance when walking, or other indicia of drug or alcohol use;
- An accident occurs under circumstances which give rise to a reasonable suspicion that that illegal drugs and/or alcohol were a contributing cause; or
- When required by state or federal law.

In instances where a drug and alcohol test is needed, the employee in question will not be allowed to drive himself or herself to or from the testing facility. A Company representative will be designated for this purpose.

PCI may also test for alcohol and/or illegal drugs as part of a post-offer, pre-employment drug and alcohol screen of applicants for employment.

h. Drug and Alcohol Testing – Employees Holding Safety Sensitive Positions. In addition to the drug and alcohol testing procedures discussed in Section 7.7(c), above, federal regulations (Department of Transportation 49 CFR Part 40 and Federal Transit Administration CFR Part 655) require PCI and its Transportation Concepts division conduct drug and alcohol testing of vehicle operators, maintenance workers, and dispatchers who are identified as safety sensitive employees. In accordance with these regulations, such employees holding safety sensitive positions are required to submit to a drug and/or alcohol testing in accordance with federal law, including:

- Pre-employment testing;
- Post accident testing;
- Random testing; and
- Reasonable Suspicion based testing.

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7.8 Workplace Violence Prevention

PCI is committed to preventing workplace violence and maintaining a safe work environment. PCI has adopted the following guidelines to address intimidation, harassment, or other threats of (or actual) violence in the workplace.

All employees, including managers, regular employees, temporary employees and contractors, must be treated with courtesy and respect at all times. Employees must refrain from fighting, horseplay, or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are strictly prohibited and may not be brought to Company premises, including Company parking lots.

Conduct that threatens, intimidates, or coerces another employee or a contractor, customer, or member of the public at any time will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any other characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to an employee's supervisor or manager, the Human Resources Manager, or any other member of PCI management. This includes threats by employees, as well as threats by customers, contractors, vendors, solicitors, family members, or other members of the public. When reporting a threat of violence, an employee should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor or manager. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening. Find a supervisor or manager and report what you saw or heard. If no supervisor or manager is present, an employee who sees or hears a commotion or disturbance in the workplace should call 911.

PCI will promptly and thoroughly investigate all reports of threats of (or actual) violence and suspicious individuals or activities. The identity of the individual making a report will be protected to the extent practicable and consistent with PCI investigating the report and providing a safe workplace.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to disciplinary action, up to and including termination of employment.

PCI encourages employees to bring their disputes or differences with other employees to the attention of their supervisor or manager, or the Human Resources Manager, before the situation escalates. PCI is eager to assist in resolving employee disputes.

7.9 Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt PCI's operations. In extreme cases, these circumstances may require the temporary closing of a work facility.

When the decision to close a facility is made AFTER the workday has begun, employees will receive official notification from their supervisor or manager. In these situations, time off from scheduled work will be unpaid for all non-exempt employees. Employees in essential operations may be asked to work on a day when operations are officially closed.

Exempt employees who are scheduled to work will be paid for their entire shift, whether they are on site when the facility closes or the facility closes before their shift begins.

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When emergency conditions exist, essential employees who are scheduled to work but are unable to report to work must call their supervisor or manager to report their absence.

7.10 Transportation Concepts Workplace Safety

Each Transportation Concepts employee has the responsibility to contribute to a safe, cooperative and pleasant work environment. The following rules and guidelines provide a basis for that responsibility and they are applicable to all employees of PCI's Transportation Concepts division.

a. Safety Policy. The Company seeks to provide the safest possible work environment and takes practical steps to prevent injury to employees in accordance with the Company's Safety Program. Consistent with this policy, every supervisor is required to look for, record and correct all unsafe conditions and/or actions by employees. In addition, each employee has the responsibility to report any unsafe working conditions and/or procedures to his/her supervisor and correct them whenever possible. Each employee must be alert and aware of hazards that could lead to injury to the employee, a co-worker, a pedestrian, or the riding public. Improper and unsafe working habits may be cause for disciplinary action, up to and including termination of employment.

b. Safety Rules. Employees must comply at all time with the following safety rules and procedures:

- Report all vehicle accidents or personal injuries immediately to the employee's supervisor. This applies to accidents on Company property or while on Company business at another assigned location. An employee's supervisor will assist in preparing a written report including date, time, location, and possible cause of accident.
- Running, jumping, shoving, hitting, fighting or any activity that has an adverse influence on the well-being of employees is prohibited. Employees are to walk, not run, at all times.
- Employees may not use any machines or equipment for which they have not been trained.
- Employees should not handle or tamper with electrical equipment, machinery or tools that are not within their scope of duties.
- Correct lifting techniques (using the legs not the back) should be used at all times. An employee must not attempt to lift any object that may strain his/her muscles or that is light but awkward, and should ask for assistance whenever needed.
- Each employee is required to maintain habits of cleanliness in his/her own work area and in public areas such as restrooms. Do not create or contribute to unsanitary conditions in any way. Although general cleaning maintenance is done regularly, i.e., vacuuming, cleaning of the work area, emptying wastebaskets, etc., all employees are responsible for picking up and cleaning after themselves. Please be mindful of this fact and considerate to co-workers.

c. Accident Definition. All occurrences involving bodily injury, or suspected or potential bodily injury to another person, contact with another person, contact with another person's property, or contact with Company-owned or operated vehicles, whether or not there is damage, are considered accidents.

d. Accident Reporting. All accidents or incidents while on duty must be reported immediately to a Company supervisor either over the two-way radio, telephone or in person. An accident report must be completed and submitted to the on-duty supervisor no later than the end of a work shift on the date of occurrence.

e. Passenger Injuries and Incidents. Passenger on-board injuries (falling on-board, while boarding, or de-boarding) are treated under the same procedures as vehicle accidents, and must be reported immediately by two-way radio or telephone. An accident report must be filed in every case, even if the suspected injured party says that he/she is not injured or does not wish to make a report.

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f. Accident Classifications.

- ***PREVENTABLE***: An accident will be considered preventable when the employee failed to do everything reasonable to prevent the accident.

- ***NON-PREVENTABLE***: An accident will be considered non-preventable when the employee did nothing that contributed to the cause of the accident.

g. Evaluating Accidents. An employee's manager and/or safety committee will review all accidents, determine preventability, and assign a point value. In addition, when necessary, the Company's Director of Safety will review accident investigations to ensure that they have been evaluated in compliance with the National Safety Council Guidelines. An employee who is involved in an accident may be suspended pending the outcome of the investigation.

h. Re-Training. The Company will provide remedial training after a preventable accident, failed ride check, or failed unobserved road check. Depending on the circumstances, a vehicle operator may not be scheduled into regular service until the retraining is complete.

i. Safety Point System. The point system described below applies to all Transportation Concepts division employees who operate a Company vehicle on public roadways, Company property, or private property. Point assessments shall be applied whether incurred in a Company or private vehicle.

Examples of One (I) Point Assessment

- Preventable accident with no damage to property or other vehicles involved.
- Passenger-related preventable accident for which there is no claim for medical treatment or monetary award.
- An accumulation of two (2) preventable accidents during a 6-month period. (This is a one (1)-point assessment in addition to the other points assessed.)

Examples of Two (2) Point Assessment

- Preventable accident with vehicle or property damage.
- Passenger-related preventable accident with claim for medical treatment or monetary award.
- Conviction of a minor traffic violation. A minor violation is any moving traffic citation that does not qualify as a "major violation" (as defined below).

Examples of Five (5) Point Assessment

- Preventable accident as a result of failure to properly secure wheelchair.
- Preventable accident as a result of driver negligence resulting in serious injury, death and/or high property damage.
- Failure to immediately report a citation or accident.
- Failure to immediately report a citation received for a Major Violation.
- Conviction of a Major Violation. A Major Violation is any citation that involves: (1) driving while intoxicated or under the influence of alcohol or drugs; (2) failure to stop and report an accident in which the employee was involved; (3) homicide, manslaughter, or assault arising out of the operation of a motor vehicle; (4) driving while license is suspended or revoked; (5) reckless driving; (6) possession of open container of alcoholic beverages; and/or (7) speed contests, drag racing, or attempts to elude an officer of the law.

j. Safety Points Accumulation. The accumulation of points within a floating 18-month period will result in the following action:

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1 – 2 points	Written Warning
3 – 4 points	3 day Suspension (without pay)
5 points	Discharge

In situations involving more than one point assessment, for instance, an accident with a citation, only the highest point assessment will be used.

k. On-the-Road Supervision. Each vehicle operator will be reviewed by his supervisor/manager or trainer on a regular basis. These reviews will include a ride check or unobserved road check.

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Section 8

WORKPLACE CONDUCT

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8.1 PCI Standards of Integrity and Personal Conduct

PCI's standard is to treat employees, customers and vendors with honesty and integrity and to maintain appropriate confidentiality in every aspect of our business. In turn, employees are expected to maintain these same high standards of honesty, integrity and appropriate confidentiality with the Company, each other, and with customers and vendors.

Employees who engage in dishonest business practices with customers or vendors, or who use customer information outside of Company procedures, will be subject to disciplinary action, up to and including termination of employment. Employees who engage in theft or willful misuse of Company property or funds, or who intentionally harm another employee, will be subject to disciplinary action, up to and including termination of employment.

Standards of integrity are necessary to maintain an atmosphere of mutual trust and cooperation. We expect that you will assist us in maintaining our standards of integrity and report activities of others that appear to be dishonest.

PCI is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both the Company and third parties. Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting confidential information.

Confidential information should never be accessed in the presence of unauthorized individuals. Similarly, confidential information should never be left unattended.

8.2 Attendance and Punctuality

To maintain a productive work environment, it is important that employees attend work as scheduled, unless they are excused. Employees who are absent from their positions or tardy for work place an additional burden on their co-workers and PCI. Unless they are excused, all employees are expected to work on all scheduled workdays and to report to work on time.

Regular attendance is a vital factor in each employee's job performance and is weighed heavily at evaluation time. Excessive, unexcused absenteeism and/or tardiness may result in a lower performance rating and may lead to disciplinary action, up to and including termination.

It is each employee's responsibility to arrive at work on time, prepared to work, and in full uniform (as established by local management). Punctuality also applies to meal periods and rest breaks. When you return promptly from your breaks, it shows concern for your fellow employees and the job you perform. Some departments have tightly scheduled meal periods which require everyone's cooperation.

Whenever an employee cannot avoid being late for work or is unable to report for work, he/she must personally call in at least two (2) hours prior to his/her scheduled start time and speak directly to the his/her supervisor or manager. If the employee's supervisor or manager is not available, the employee must leave a message and a call back number where he/she can be reached. An employee is required to follow this procedure each day that he/she will be late for work or are unable to come to work, unless otherwise instructed by his/her supervisor or manager. An employee's failure to follow this procedure may result in disciplinary action, up to and including termination of employment. Emergency situations may be considered as an exception to this two-hour call in requirement. However, a "no call, no show" incident is never justified or acceptable.

An employee who is absent or late are expected to provide his/her supervisor or manager with an honest explanation, and with the expected length of absence. PCI will comply with all applicable laws mandating time off from work, but an absent employee is expected to provide PCI with the appropriate

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information to be able to make the determination of whether an absence is excused or unexcused. Moreover, and employee who is absent from work must notify his/her supervisor or manager of any change in condition or work status as soon as possible.

An employee who is absent from work for three consecutive days without notifying his/her supervisor or manager will be considered to have abandoned his/her job and voluntarily terminated employment with PCI.

This policy pertains to unexcused absences and tardiness. PCI provides reasonable accommodation to individuals with disabilities in compliance with state and federal law, up to the point of undue hardship.

8.3 Business Ethics

The success of PCI and its reputation in the community are built upon the ethical conduct of its employees. PCI's reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of PCI depends upon its customers' trust and PCI is dedicated to preserving that trust. All employees owe a duty to PCI and its customers to act in a way that will merit the continued trust and confidence of the public.

PCI complies with all applicable laws and regulations and expects its directors, officers, managers, supervisors and employees to conduct business in accordance with the letter, spirit, and intent of all applicable laws and to refrain from any illegal, dishonest or unethical conduct. In general, the use of good judgment, based on high ethical principles, will guide each employee with respect to lines of acceptable conduct. If a situation arises in which it is difficult to determine the proper course of action, the matter should be discussed openly with the employee's supervisor or manager and, if necessary, with the Human Resources Manager, District Manager, Executive Vice President, or President.

Compliance with this policy of ethical conduct is the responsibility of every PCI employee. Failure to comply with this standard of business ethics and conduct will result in disciplinary action, up to and including termination of employment.

8.4 Conflicts of Interest

PCI's strives to provide a high level of service to its customers, i.e., parking facility owners and transportation providers. PCI conducts business in accordance with contractual arrangements entered into by PCI with various third parties and organizations. These relationships are often the product of longstanding relationships and/or substantial investments of PCI's resources, energies, money and efforts. PCI's reputation and relationships with outside organizations and individuals are of utmost importance.

As discussed above in the Business Ethics policy, PCI expects its employees to conduct business according to the highest ethical standards of conduct. Employees are also expected to dedicate their best efforts to the interests of PCI. Business dealings that create or appear to create a conflict of interest between PCI and an employee are unacceptable.

A potential conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee, an immediate family member, or other third party in a relationship with the employee, as a result of PCI's business dealings.

PCI recognizes the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to PCI. However, employees must disclose any possible conflicts of interest, so that the Company may address the potential conflict and prevent damage to its business and reputation in the community.

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Employees must avoid any interest, influence or relationship which might conflict or appear to conflict with the best interests of PCI. Although it is not possible to specify every action that might create a conflict of interest, listed below are examples of potential conflicts of interest that may arise during your employment with PCI:

- Accepting gifts, entertainment or other benefits of more than a nominal value from a PCI competitor, customer, supplier, or potential supplier.
- Receiving any income or material gain from individuals or organizations outside PCI for services rendered while performing job duties for PCI (other than normal tips and gratuities).
- Working for a competitor, supplier, or customer while employed by PCI (without notifying and obtaining the approval of PCI management).
- Engaging in self-employment in competition with PCI.
- Having a financial interest in any business transaction with PCI.
- Using proprietary or confidential PCI information for personal gain or to PCI's detriment.
- Having a direct or indirect financial interest in or relationship with a competitor, customer or supplier.
- Acquiring any interest in property or assets of any kind for the purpose of selling or leasing the property or asset to the Company.
- Committing PCI to give its financial or other support to any outside activity or organization without appropriate written authorization.

PCI insists upon the undivided loyalty of its employees throughout their employment. Every employee has a legal and ethical responsibility to promote the Company's best interests. No employee is authorized to engage in any work-related conduct that is inconsistent with the Company's best interests or that disrupts, undermines, or impairs the Company's relationships with its customers, prospective customers or any outside organization, person or entity with which PCI does business.

PCI reserves the right to determine whether an employee's outside activities or relationships present an actual or potential conflict of interest. If PCI determines, within its sole discretion, that a relationship between an employee, on one hand, and a non-employee or outside organization, on the other, presents an actual or potential conflict of interest, PCI will take whatever action it determines to be appropriate to avoid or resolve the actual or potential conflict of interest. Such action may include, without limitation, transfer, reassignment, shift change, or termination of employment.

An employee who is unsure of whether a particular situation creates a conflict of interest must ask for clarification from his/her supervisor or manager, or the Human Resources Manager. An employee's failure to adhere to this policy, including but not limited to, an employee's failure to disclose any conflict or seek an exception to this policy when an actual or potential conflict arises, may result in disciplinary action up to and including termination of employment.

8.5 Outside Employment

During employment with PCI, employees may hold outside jobs, provided that the supplemental employment is disclosed to and approved by PCI management, the outside employment does not create a conflict of interest, and the employee continues to meet the performance standards of his/her position with PCI. An employee may not engage in any outside activity or other employment that interferes with the employee's work schedule for PCI, or raises a conflict of interest with the employee's duties and obligations to PCI.

By way of example, PCI does not object to a cashier, valet or driver providing similar work for another employer, as long as the outside employment does not interfere with the employee's work schedule for PCI. All employees will be judged by the same performance standards and will be subject to PCI's scheduling demands, regardless of any existing outside work requirements.

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PCI reserves the right to determine whether an employee's outside employment creates an actual or potential conflict of interest. If PCI determines, within its sole discretion, that an employee's outside work creates a conflict of interest or interferes with performance or the ability to meet the requirements of PCI, the employee may be asked to terminate the outside employment if he/she wishes to remain employed by PCI.

8.6 Confidential Information/Non-Disclosure

The protection of confidential information and trade secrets is essential to PCI and its customers. To protect such information, no employee is authorized to disclose any confidential, proprietary or trade secret information of PCI or its customers, except as necessary and required to carry out the employee's job duties on behalf of PCI. Employees who are exposed to confidential, proprietary and/or trade secret information about PCI, its customers, or its business plans and activities, may be required to sign a standalone confidentiality agreement as a condition of employment. Employees who improperly disclose confidential, proprietary or trade secret information in breach of this policy are subject to disciplinary action, up to and including termination of employment, regardless of whether they have signed a standalone confidentiality agreement.

All PCI records and all information about PCI, its employees, customers, suppliers and vendors, is to be kept confidential and divulged only to individuals within the Company with both a need to receive and authorization to receive the information. All records and files maintained by PCI are confidential and remain the property of the Company. No PCI records, files or related information may be removed from Company premises or disclosed to any outside party without express authorization from PCI management. Confidential information regarding PCI includes, but is not limited to, financial records; business, marketing, and strategic plans; personnel and payroll records regarding current and former employees; the identity of, contact information for, and any other account information on customers, vendors and suppliers; inventions, programs, trade secrets, formulas, techniques and processes; and any other documents or information regarding PCI's operations, procedures or practices. Such confidential information also includes, without limitation, the following examples:

- computer processes
- computer programs and codes
- customer lists
- customer preferences
- financial information
- personnel information
- labor relations strategies
- marketing strategies
- pending projects and proposals
- research and development strategies
- technological data

Employees must not disclose confidential information to any unauthorized person inside or outside the Company. An employee who is unsure about the confidential nature of specific information must ask for clarification from his/her supervisor or manager, or the Human Resources Manager.

Employees who improperly use or disclose confidential, proprietary or trade secret information will be subject to disciplinary action, up to and including termination of employment. Improper use or disclosure includes both revealing confidential information or using such information for purposes other than carrying out the employee's job duties for PCI. Former employees are also prohibited from using or disclosing PCI's confidential information, proprietary or trade secret information without the express written approval of PCI's President. PCI reserves the right to avail itself of all legal or equitable remedies to prevent impermissible use or disclosure of confidential, proprietary or trade secrets information or to

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recover damages incurred as a result of the impermissible use or disclosure of such information by employees or former employees.

Whistleblower Immunity Provision. Title 18, Section 1833(b) of the United States Code provides:

> "An individual shall not be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that – (A) is made – (i) in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other documents filed in a lawsuit or other proceeding, if such filing is made under seal."

In compliance with this law, PCI will not seek to hold any employee or individual performing work for the Company as a contractor or consultant criminally or civilly liable under any Federal or State trade secret law for (1) disclosing a trade secret of the Company in confidence to any Federal, State or local government official, or to an attorney, for the sole purpose of reporting or investigating a suspected violation of law; or (2) disclosing a trade secret of the Company in a complaint or other document that is filed under seal in a lawsuit or other proceeding. All agreements, contracts, and personnel policies of the Company are to be drafted and interpreted in accordance with this policy.

8.7 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization can cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a "relative" is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A "dating relationship" is defined as a relationship that may reasonably be expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

An employee may not occupy a position that involves working directly for or supervising a relative. When a relationship in violation of this policy occurs, it is the responsibility and obligation of the supervisor or manager to disclose the existence of the relationship to the Human Resources Manager. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position, if any. If that decision is not made within 30 calendar days, PCI will decide who is to be transferred or, if necessary, terminated from employment.

Management desires to avoid misunderstandings, complaints of favoritism and the morale and dissension problems that can potentially result from dating relationships between supervisory employees and co-workers. Therefore, supervisors and managers are prohibited from dating or pursuing romantic relationships with employees they supervise, directly or indirectly, or with any other employee where the relationship creates a potential conflict of interest or presents significant business concerns regarding supervision, safety, security or morale. PCI expects that all supervisors and managers will exercise their best judgment and not engage in any relationship that would be detrimental to their ability to perform their managerial duties in a professional and competent manner. **Violation of this policy will result in transfer, reassignment and/or disciplinary action, up to and including termination of employment.**

8.8 Customer Service

Clients and customers are among our organization's most valuable assets. Every employee represents PCI to our clients and customers and to the general public. The way we do our jobs affects the public image of our entire organization. Customers judge all of us by how they are treated with each

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employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of PCI. Positive customer relations not only enhance the public's perception and image of PCI, but also result in greater customer loyalty and increased sales and profits.

8.9. No Solicitation during Work Time or in Work Areas

Employees may not solicit (or be solicited by others) for any purpose during work time. For purposes of this policy, work time does not include rest breaks or meal periods. Employees may not solicit in work areas at any time. A single exception to the foregoing is charitable solicitation approved by PCI in advance and conducted under conditions specified.

Employees may not distribute any form of advertising materials, handbills, or other literature in work areas at any time, or in non-work areas while on work time. Non-employees are prohibited from distributing any form of literature on Company property or Company-managed property, including but not limited to buildings and parking lots, at any time.

Nothing in this Employee Handbook is intended to restrict or prohibit an employee from engaging in protected, concerted, protected activity under the National Labor Relations Act or other applicable law during non-work time and in non-work areas.

8.10 Bulletin Boards

PCI maintains bulletin boards as sources of information. The bulletin boards are to be used solely to post information approved by PCI management regarding Company policies, governmental regulations, and other matters of concern to all employees and related to employment with the Company. No information may be placed on these bulletin boards without the prior approval of the Human Resources Manager. All notices or other materials must be approved by PCI management before posting on bulletin boards.

8.11 Use of Company Telephones and Mail

PCI's telephone system is a lifeline to its customers and vendors. Proper use of PCI telephone system is critical to providing the best service to PCI's customers.

Incoming personal calls are not permitted during working hours, except in cases of emergency. Outgoing personal calls may be made on an employee's personal cellular phone during rest breaks and meal periods, but not during worktime when an employee is performing his/her job duties.

Unauthorized use of Company telephones for personal reasons is considered misuse of Company assets and will require reimbursement of any long distance or other charges. Continued abuse will result in disciplinary action, up to and including termination of employment.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace. All mail delivered to a PCI office or PCI-managed facility is presumed to be related to Company business. Mail sent to an employee at a PCI address will be opened by the office and routed to the employee's department. An employee who does not wish to have his/her correspondence handled in this manner should not have personal mail sent to a PCI office or PCI-managed facility.

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To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

8.12 Cell Phones and PDA Usage While Driving; Driver Safety

California Vehicle Code section 23123.5 prohibits all drivers from operating a motor vehicle "while holding and operating a handheld wireless telephone or an electronic wireless communications device unless [the device is] designed and configured to allow voice-operated and hands-free operation, and it is used in that manner while driving." A cell phone or PDA may be operated with the driver's hand only if the device is mounted to the vehicle's windshield, dashboard or center console, *and* "[t]he driver's hand is used to activate or deactivate a feature or function [of the device] with the motion of a single swipe or tap of the driver's finger."

PCI employees are prohibited from using cellular phones or PDAs while driving motor vehicles of any kind, unless the vehicle is equipped with a compliant, voice-activated, hands-free device. Texting, sending or reading email or text messages, watching videos, or using any other personal digital device app while driving a motor vehicle is strictly prohibited. (See Section 8.12, below, regarding additional restrictions on use of use of cellular phones and PDAs by bus or shuttle drivers.)

If an employee does not have a compliant hands-free device in the vehicle and needs to answer or place a call or otherwise use a cell phone or PDA, the employee must pull over to a safe place before doing so. Moreover, even when a compliant hands-free device is available, employees should pull off the road to a safe location before answering or placing a call whenever driving conditions are difficult, such as when driving in bad weather, heavy traffic, or an unfamiliar area. When a telephone conversation is or becomes long, complex or distracting, an employee should pull over to a safe place before continuing the conversation.

The sole exception to this policy is when a legitimate emergency requires immediate communication with 911 operators, law enforcement or other emergency personnel.

Proper cellular telephone and PDA use is one part of safe driving. While traveling on PCI business, employees are also expected to obey posted speed limits and other traffic laws, wear seat belts, and remain alert at all times. Employees who drive a motor vehicle to carry out their job duties must be properly licensed and must provide PCI with a copy of their drivers' license and proof of insurance.

Violations of this policy will result in disciplinary action, up to and including termination of employment.

8.13 Cell Phone, PDA and PTT Usage by Bus and Shuttle Drivers

Additional restrictions on usage of cellular phones, PDAs and PTT devices are applicable to bus and shuttle drivers, including those employed by the Transportation Concepts division. California Vehicle Code section 23125(a) generally prohibits bus and shuttle drivers from using a wireless telephone while driving. Section 23125(b) creates an exception which allows a bus or shuttle driver to use a wireless telephone only for work-related purposes, or for emergency calls to a law enforcement agency, health care provider, fire department, or other emergency service agency.

Bus and shuttle drivers are issued PTT phones ("PTTs") for communications with dispatch and their supervisors. PTTs must be turned on at all times, from the time the driver clocks in until to the time he/she clocks out. Turning off a PTT during the workday will result in disciplinary action. Although the PTT must continue to be on during a driver's rest breaks and meal periods, drivers are excused from all job duties during such times, including monitoring of PTTs.

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Drivers must refrain from using PTTs or any other type of wireless phone or PDA while driving the bus or shuttle. This includes placing and receiving calls or PTT messages while driving. When a driver must place or receive a call or PTT message, he/she must first bring the vehicle to a complete stop in a safe location, such as a service stop. Stopping at a red light, stop sign or other unsafe location to place or receive a call or PTT message is prohibited and will result in disciplinary action, up to and including termination of employment.

Drivers are expected to focus their undivided attention on safe driving and service to the riding public. Driver may not wear headphones or earbuds. Drivers may not listen to music apps or downloaded music on any portable device while driving.

When communicating with dispatch using a PTT, drivers must always wait for dispatch to acknowledge the communication before ending the conversation. When a driver receives a busy signal from dispatch, he/she should wait a short time and try again. A busy signal is never a valid excuse for a driver's failure to report in.

PTTs are linked to a GPS tracking system, which allows the Company to monitor the location, time points and speed of the vehicle. Drivers have no expectation of privacy with respect to such information.

Employees who violate this policy are subject to disciplinary action up to and including termination from employment.

8.14 Personal Belongings

PCI is not responsible or liable for personal property that is lost, stolen or damaged. The responsibility for safeguarding, replacing, or repairing personal property that is lost, stolen or damaged is that of the individual employee. Consequently, PCI discourages employees from bringing any valuable personal property to work.

8.15 Use of PCI Tools and Equipment

Tools and equipment essential to accomplishing job duties are often expensive and may be difficult to replace. When using PCI property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify your supervisor if any equipment or machinery appears to be damaged, defective, or in need of repair. Prompt reporting of damage, defects, and the need for repair can prevent deterioration of equipment and possible injury. Please ask your supervisor or manager if you have any questions about your responsibility for maintenance or care of equipment used on the job.

The Company's letterhead, supplies, copiers, and postage meters are provided for conducting Company business only and are not for personal use.

8.16 Personal Appearance and Grooming

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image PCI presents to customers and visitors. Each employee's job responsibilities determine the applicable dress code, but all employees are expected to be in proper attire or uniform while on duty at all times.

During business hours or when representing PCI, employee must present a neat and tasteful appearance. Employees are expected to dress according to the requirements of their position and accepted business standards. Natural and protective hairstyle, such as braids, twists and locks, are acceptable under this policy.

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Some employees, such as drivers, are required to wear uniforms that are mandated by the client. All such employees are expected to be neat and clean and in proper uniform while on the job:

- Drivers must wear shoes that are appropriate for safe driving and safe work activity. Shoes must be dark in color, preferably black, and not have open toes or heals.
- Uniform shirts are to be buttoned and tucked in.
- Company provided patches/name tags are to be worn on uniform shirts and jackets.

Employees who are not required to wear a uniform should dress in accordance with business casual standards:

Acceptable dress includes:

- Shirts with collars.
- Slacks.
- Casual dress shoes or sneakers that are clean and in good condition.
- Women's slacks, capris, professional length skirts and dresses.

Unacceptable dress includes:

- T-shirts.
- Sweatshirts and sweatpants.
- Overalls and leggings.
- Backless, strapless, halter or off the shoulder dresses or blouses.
- Shorts (unless part of required apparel for position).
- Sandals.
- Any clothing that is too casual for a professional business environment.

Cosmetics may be worn provided they are not of such a nature as to be considered unusual or excessive. A conservative appearance should be maintained.

Notwithstanding this policy, the Company will reasonably accommodate an employee's religious dress and grooming practices to the extent that such accommodation does not result in undue hardship. Any request for such accommodation should be made to your supervisor or manager and/or the Human Resources Manager.

Your supervisor or manager is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor or manager feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor or manager if you have questions as to what constitutes appropriate appearance.

8.17 Uniform Policy

Some PCI employees are required to wear coordinated clothing or a uniform while a work. When coordinated apparel or a uniform is required at the location, it is the employee's responsibility to be in complete and proper apparel at all times while on the job.

Due to client requests, uniform policies may vary from location to location. When the required apparel items are part of a basic wardrobe usable in the occupation, such as dark pants, black shoes and black belts, they are the responsibility of the employee. However, when the required apparel items are not part of a basic wardrobe usable in the occupation, PCI will issue the employee a complete set of uniforms for the location assigned.

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When an employee is required to wear apparel that is not part of a basic wardrobe usable in the occupation (as discussed above), the employee will be provided with uniform sets by his/her supervisor and instructed on the procedures for cleaning, maintenance, and replacements. When a uniform requires care other than normal washing and tumble drying, PCI will either provide a uniform laundering service or pay the employee a weekly maintenance allowance.

Whenever PCI issues an employee a uniform set, it may charge the employee a uniform deposit, not to exceed the cost of the uniforms issued. Whenever a uniform deposit is required, PCI will:

- Provide the employee with a receipt for the deposit;
- Provide the employee with a written agreement that sets forth any conditions under which the deposit is given; and
- Maintain the uniform deposit in a separate account that is not combined with other types of PCI funds.

Uniform deposits will be refunded in full upon termination of employment provided that all uniform sets issued to the employee are returned, with normal wear and tear.

8.18 Driver's License/PCI and Personal Vehicles

When an employee's job requires that the employee drive vehicles owned or operated by the Company or its customers, PCI will request a copy of the employee's past driving record from the Department of Motor Vehicles to determine suitability for the position.

In addition, an employee maintain personal automobile insurance, in accordance with the applicable state law, when the employee's position requires that the employee use his/her personal vehicle for Company business. In such cases, PCI reimburses its employees for mileage at the IRS rate, which is intended to provide full reimbursement for insurance, fuel, maintenance, and vehicle wear and tear.

8.19 Driver's License/Bus and Shuttle Drivers

Bus and shuttle drivers, including those who work for the Transportation Concepts division, must obtain and possess all required licenses and permits required by the state. Such employees must at all times keep their licenses, endorsements, certificates, and permits current and valid. A bus or shuttle driver who does not have a current and valid license will be removed from service, without pay, until such time as the license is renewed and it subject to disciplinary action, up to and including termination of employment.

Department of Motor Vehicle checks are performed throughout the term of employment. All employees with any driving responsibilities must be insurable under the insurance policies the Company has or may obtain.

8.20 Pull Notice Program

PCI enrolls all employees who drive a vehicle as part of their normal job duties and are covered by PCI automobile insurance plan, in the Department of Motor Vehicles Pull Notice Program (EPN). The EPN Program provides PCI with a means of promoting driver safety through the ongoing review of driver records, including information obtained from an individual's driver license application, abstracts of convictions and accidents, which are open to public inspection.

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8.21 Smoking Policy

In compliance with California law, smoking is prohibited throughout the workplace at all times. All PCI offices and PCI-administered properties, including production areas, common areas, lobbies, restrooms, break rooms and other workspaces, are smoke-free areas. Smoking is also prohibited while riding in or driving a PCI vehicle. Smoking is permitted only during an employee's break times in outdoor areas designated by management.

This policy applies to all employees, customers, and visitors, and it applies to tobacco products as well as e-cigarettes and vaping devices. Employees are also subject to smoking policies as determined and implemented by client or building requirements at the location level. Any employee who violates smoking policies will be subject to disciplinary action, up to and including termination of employment.

8.22 Visitors

Generally, employees are not permitted to have friends or relatives visit during working hours. Please check with the Human Resources Manager before inviting friends or relatives to a PCI worksite, e.g., regarding an emergency situation.

8.23 Computer, Voicemail and Email Usage

PCI uses various forms of electronic communication systems, including but not limited to, computers, email, telephones, voicemail, fax machines, personal digital assistants, and other online services paid for by the Company (collectively, the "Electronic Communications Systems"). All Electronic Communications Systems, including all software and hardware, are the property solely of the Company. All messages or other information stored on the Electronic Communication Systems are the property solely of the Company and may be accessed at any time by the Company. EMPLOYEES HAVE NO EXPECTATION OF PRIVACY IN ANY COMMUNICATIONS OR INFORMATION STORED ON THE ELECTRONIC COMMUNICATIONS SYSTEMS.

Each employee is responsible for the content of all electronic communications he/she places or sends over the Electronic Communications Systems. Electronic communications consist of all electronically transmitted correspondence, voicemail, email, instant messages, or communications between an employee and another employee, customer, representative, vendor, or other third party. PCI reserves and intends to exercise the right to review, audit, intercept, access and disclose any and all electronic communications received or sent using its Electronic Communications Systems. The contents of email, voicemail and text messages stored on such electronic devices may be disclosed without the permission of the employee. The confidentiality of any electronic communication should not be assumed. Even when a message is erased, it is still possible to retrieve the message. Further, the use of passwords for security does not guarantee confidentiality or restrict PCI's access to electronic communications. All passwords must be disclosed to the Company.

Employees are provided with access to the Electronic Communication Systems to facilitate Company business. While employees may occasionally use the Electronic Communications Systems for personal reasons during non-work time, including the exercise of Section 7 rights under the National Labor Relations Act, employees must refrain from sending or receiving large audio or video files that would impair the efficiency of the Electronic Communications Systems. Email may not be used to solicit others for commercial ventures, religious causes or political causes. Moreover, like all other messages and information stored on the Electronic Communications Systems, the Company reserves the right to access and monitor such personal communications and employees have no expectation of privacy with respect to them.

Users of the Electronic Communications Systems must comply with the following guidelines:

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- Email to a customer should follow the same formality as a business letter. It should be treated as a formal document with proper business standards being followed. Spelling, grammar and punctuation should be checked.

- Use professional language. Never send abusive, harassing, or threatening messages, even in jest.

- Review your message before you send it. A sentence that might be clear to someone talking to you face to face might come across quite differently without the tone of your voice or your facial expressions.

- Use professional courtesy and business etiquette.

- The Electronic Communications Systems and their contents are not private and their contents may be subject to discovery in litigation. Employees should exercise the same restraint and caution in drafting and transmitting messages over the Electronic Communications Systems as they would when writing a memorandum or sending a letter. Employees should assume that their messages will be saved and reviewed by someone other than the intended recipient. Information contained on the Electronic Communications Systems is backed up periodically and even deleted messages and documents may be retrieved at the discretion of the Company.

- All electronic information created by any employee using the Electronic Communications Systems is the property of the Company and remains the property of the Company. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the Company's ownership of the electronic information and should create no expectation of privacy on the part of an employee. The Company reserves the right to access and disclose all information stored in its Electronic Communications Systems.

- Notwithstanding PCI's right to retrieve and read any text, voicemail or email message stored on the Electronic Communications Systems, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees should not use a password, access a file, or retrieve any stored communication without prior authorization from a supervisor or manager.

- The Company's policies against sexual and other harassment apply fully to an employee's use of the Electronic Communications Systems and any violation of those policies is grounds for disciplinary action, up to and including termination of employment. PCI prohibits the use of its Electronic Communications Systems in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is prohibited. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

PCI purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, PCI does not have the right to reproduce such software for use on more than one computer. Employees may only use software on local area networks or on multiple machines according to the applicable software license agreement. PCI prohibits the illegal duplication of software and its related documentation. Employees may not download or use unlicensed software from any source. Employees may not install personal software on the Electronic Communications Systems.

All Company employees are expected to be knowledgeable of this policy and to comply with it. Violations of this Electronic Communications Systems policy may result in the immediate revocation of

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system use privileges. An employees should notify his/her supervisor or manager, the Human Resources Manager, or another member of management upon learning of any violation of this policy. Employees who misuse the Electronic Communications Systems (e.g., to engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment or related actions) will be subject to disciplinary action, up to and including termination of employment.

8.24 Internet Usage

The Company provides Internet access to some of its employees as a business tool. While employees may occasionally access the Internet for non-business purposes, personal use will be monitored, should be kept to a minimum, and should not interfere with an employee's performance of job duties. We expect our employees to use good judgment in all aspects of their jobs including how they use the Internet. Under no circumstances may the Company's Electronic Communications Systems be used in connection with work for another employer or in connection with self-employment. Employees are responsible for ensuring that Internet access is used in an effective, ethical and lawful manner.

a. Downloading of Software. To prevent computer viruses from being transmitted through the system, employees are strictly prohibited from downloading software from the Internet. Use of Internet-based email and Instant Messaging programs such as those offered by Gmail, Yahoo, and iCloud Mail is also prohibited. Downloading games from the Internet is prohibited. Downloading executable files or programs that change the configuration of the system by anyone other than Information Technology personnel is prohibited. Employees may not install other on-line services to access the Internet on Company-owned computers. Employees may not install additional email clients, or modify Company email clients to access email accounts that are not Company-provided email accounts. Any questions should be directed to an employee's supervisor or manager, or to the Human Resources Manager. Violations of this policy may result in disciplinary action, up to and including termination of employment.

b. Security. All Internet data that is composed, transmitted, or received via the Electronic Communications Systems, including the Internet, is considered to be part of the official records of PCI. At any time and without prior notice, the Company reserves the right to examine email, voicemail, personal file directories, Internet usage, and other information stored on the Company's computer hardware and software. This examination helps to ensure compliance with internal policies, supports the performance of internal investigations, and assists the management of information systems. As such, the Company or its agents may monitor access to the Internet. Employees have no expectation of privacy with respect to such records and employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful, and that Internet access is used for legitimate business purposes. Use of the Internet constitutes acceptance of such monitoring. In addition, all communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

Employees are prohibited from sharing their email accounts, network log-ins, passwords or network access information with anyone. This includes, but is not limited to, friends, family members or other employees. Employees will be held responsible for any unauthorized use of or access to their accounts.

Employees are further responsible to enhance and maintain the security of Company networks and software by immediately reporting any known problems, bugs, viruses, security holes, and unauthorized or improper usage to their supervisor or manager.

c. Harassment and Ethics. This policy regarding Internet use should be read and interpreted in conjunction with all other Company policies, including but not limited to, policies prohibiting harassment, discrimination, retaliation, offensive conduct or inappropriate behavior. Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, pornographic, threatening, harassing, intimidating, or disruptive to any employee or other person. Employees are prohibited from accessing the Internet for any unethical purposes, including pornography, violence, gambling, racism, harassment, or any illegal activity. Employees are forbidden

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from using profanity or vulgarity when posting electronic mail via the Internet or posting to public forums (i.e., newsgroups). No messages with derogatory or inflammatory remarks about an individual's race, religion, national origin, physical attributes, or sexual preference may be transmitted. Violation of this policy will result in disciplinary action, up to and including termination of employment.

Employees must abide by all federal and state laws with regard to information sent through the Internet. Unauthorized release or disclosure of Company trade secrets and confidential information should never be made over the Internet or otherwise. Unauthorized use or disclosure of the Company's or its customers' trade secrets or confidential information may result in disciplinary action, up to and including termination of employment.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not obtained authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

All software located on Company owned computers has been licensed for Company use only. Employees are not permitted to copy or install any Company-owned and licensed software without express permission from the Company to ensure compliance with copyright and licensure laws. Failure to observe copyright or license agreements may result in disciplinary action, up to and including termination of employment.

d. Improper Use. The following behaviors are examples of activities that are prohibited and may result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's log-in code or password
- Copying or downloading software and electronic files without proper authorization
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright laws
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage PCI's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of PCI's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of PCI
- Sending anonymous email messages
- Engaging in any illegal activity.

Nothing in this policy is intended to restrict or prohibit employees from truthfully engaging in protected, concerted activity under the National Labor Relations Act.

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e. Violations. Abuse of the Internet access provided by PCI in violation of law or PCI's policies is strictly prohibited. Employees found to be using the Company's computers or networks to destroy or alter files, software, hardware, or email, voicemail and/or Internet accounts, or found in violation of any guidelines listed above, will be subject to disciplinary action, up to and including termination of employment. If necessary, the Company will notify appropriate law enforcement of any illegal violations. Employees may also be held personally liable for any violations of this policy.

8.25 Use of Social Media

PCI understands that social media can be a rewarding way to share your life with family and friends around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. PCI has substantial legal responsibilities that must be observed when posting online. These responsibilities include obligations to protect the privacy, confidentiality, and legal interests of the Company and its customers. PCI expects all employees to use good judgment at all times while dealing with social media. To assist you in making responsible decisions, we have established these guidelines for appropriate use of social media.

This policy applies to all managers, supervisors, and employees of PCI. Nothing in this policy is intended to restrict or prohibit an employee from truthfully engaging in protected, concerted activity under the National Labor Relations Act.

In the rapidly expanding world of electronic communications, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to an employee's own or someone else's web log or blog, journal or diary, personal website, social or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with PCI, as well as any other form of electronic communication. Social media sites may include, but are not limited to, sites such as Facebook, Twitter, LinkedIn, Instagram, and YouTube, as well as web blog sites.

The same principles and guidelines found in other PCI policies apply to an employee's activities online, including, but not limited to, the following PCI policies found in this Handbook:

- Policy on Sexual and Other Unlawful Harassment;
- Policy on Internet Use;
- Policy on Computer, Voicemail and Email Usage;
- Policy on Confidentiality; and
- Policy on Workplace Violence Prevention.

In addition to these other Company policies, the guidelines below apply to each employee's activities on line. Ultimately, each employee is solely responsible for what he/she posts online. Before creating online content, an employee should consider some of the risks and rewards that are involved. Keep in mind that conduct that adversely affects an employee's job performance, the performance of fellow managers, supervisors, and/or employees, or otherwise adversely affects customers, vendors, suppliers, independent contractors, or others doing business with the Company, may result in disciplinary action, up to and including termination of employment.

a. Know and Follow the Rules. Carefully read these guidelines, as well as the related PCI policies listed above, to ensure that postings are consistent with these policies. Inappropriate postings that include discriminatory remarks, unlawful harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject the posting employee to disciplinary action, up to and including termination of employment.

b. Protect Customer and Company Confidences. All employees have a duty to protect PCI's confidential information, including but not limited to, financial records; business, marketing, and strategic

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plans; personnel and payroll records regarding current and former employees; the identity of, contact information for, and any other account information on customers, vendors and suppliers; trade secrets, formulas, techniques and processes; and any other confidential documents or information regarding the Company's operations, procedures or practices. Under no circumstances should an employee use or disclose, directly or indirectly, any such information online.

Contact information for PCI's customers and business associates is important confidential information. Such information should not be posted or shared online. By example, PCI's contact lists should not be uploaded to social network sites because this may expose the Company's contacts to outside review.

c. Be Respectful. Always be fair and courteous to fellow managers, supervisors, and/or employees of the Company, as well as the Company's customers, vendors, suppliers, independent contractors, or others doing business with the Company. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers, managers and/or supervisors, than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage fellow managers, supervisors, and/or employees, that disparage the Company's customers, vendors, suppliers, independent contractors, or others doing business with the Company, or that might constitute unlawful harassment or bullying. Examples of such conduct include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of gender, race, religion, color, gender identity, sexual orientation, national origin, ancestry, citizenship status, uniform service member status, veteran status, marital status, pregnancy, age, medical condition, disability or any other category protected by applicable federal, state or local laws.

d. Be Honest and Accurate. Make sure that you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, the Company's, managers, supervisors, or employees, and/or the Company's clients, vendors, suppliers, independent contractors, or others doing business with the Company.

e. Post Only Appropriate and Respectful Content. In using social media, it is important that you comply with each of the following:

- Maintain the privacy, confidentiality, and legal interests of PCI and its customers. Do not post internal reports, policies, customer communications, procedures or other internal business-related confidential communications.

- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.

- Do not create a link from your blog, website or other social networking site to a PCI website without identifying yourself and your title at the Company.

- Express only your personal opinions. Never represent yourself as a spokesperson for PCI. If PCI is a subject of the content you are creating, be clear and open about the fact that you are a manager, supervisor, or an employee of PCI, and make it clear that your views do not represent those of PCI, its managers, supervisors, and/or employees, and/or PCI's customers, vendors, suppliers, independent contractors, or others doing business with PCI. If you publish a blog or post online related to the work that you do, or other subjects associated with PCI, make it clear that you are not speaking on behalf of PCI. It is best to include a disclaimer such

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as, "The postings on this site are my own and do not necessarily reflect the views of Parking Concepts, Inc."

f. Using Social Media at Work. Refrain from using social media while on work time or on equipment PCI provides, unless it is work-related, authorized by your supervisor or manager, and consistent with PCI's policies on Internet Usage and Computer, Voicemail and Email Usage. Do not use PCI's email addresses to register on social networks, blogs or other online tools utilized for personal use.

g. Retaliation is Prohibited. PCI prohibits retaliating against any of its managers, supervisors, and/or employees for reporting any actual or suspected deviations from this policy or for cooperating in an investigation of any such report. Any manager, supervisor, and/or employee who retaliates against another manager, supervisor, and/or employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination of employment.

8.26 Media Contacts

All media inquiries regarding PCI must be referred immediately to the Executive Vice President or President of PCI. Only the Executive Vice President and President are authorized to make or approve public statements on behalf of PCI.

None of PCI's managers, supervisors, or employees are authorized to speak to the media on behalf of PCI or its customers, vendors, suppliers, independent contractors, or others doing business with the Company, without first contacting and obtaining the approval of the Executive Vice President or President. Moreover, any employee wishing to write and/or publish an article, paper, or other publication on behalf of PCI must first obtain approval from the Executive Vice President or President.

8.27 Workplace Conduct

Although there is no way to identify every possible violation of standards of conduct, the following is a partial list of infractions which may result in corrective action or discipline up to and including termination of employment:

ATTENDANCE AND PERFORMANCE

- Failure to perform job duties or work assignments to management's satisfaction.
- Excessive, unexcused absenteeism or tardiness as defined in this Employee Handbook.
- Failure to work a shift as scheduled, or arranging your own replacement on a shift without permission from a supervisor or manager.
- Job abandonment; leaving a department or work area during work time without permission from a supervisor or manager.
- Failure to report to a mandatory meeting or training session without prior authorization from a supervisor or manager.
- Refusing to work split shifts, split weeks, or overtime without reasons acceptable to a supervisor or manager.
- Failure to report to work on the date scheduled for return from leaves of absence.
- Working at another job, without prior authorization from a supervisor or manager, while on a leave of absence from PCI.

VIOLATING POLICY

- Violation of any PCI policy, procedure or practice.
- Violation of PCI's safety policies and procedures.
- Violation of the PCI's dress code.
- Improper uniform; unkempt appearance.

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- Failure to comply with PCI's smoking policy.
- Violation of policies regarding employee use of PCI facilities.
- Violation of security or safety regulations including unsafe acts, such as improper bending, lifting, twisting etc.
- Traffic citations while operating PCI vehicles or conducting PCI work.
- Violation of PCI's Drug and Alcohol Use policy; refusal to take a drug and alcohol test.
- Failure to produce a prescription in the employee's name for a controlled substance.
- Conviction of driving under the influence, reckless driving, or hit-and-run driving whether on or off the job, in a Company or personal vehicle.

OFFENSIVE CONDUCT

- Violation of PCI's Equal Employment Opportunity and/or Harassment Prevention policies.
- Displaying any immoral, indecent or degenerate conduct, or soliciting any person for immoral purposes.
- Discourteous attitude or behavior to passengers or fellow employees.
- Threatening, harassing, disorderly conduct, or physical violence directed toward customers, visitors, vendors or any co-worker, including but not limited to, fighting, taunting, horseplay, throwing objects, possession or use of a weapon, or any other conduct that could cause injury or interfere with the safe operation of the business.
- Unprofessional, inappropriate or indecent conduct including the use of profane or abusive language.
- Solicitation of gratuities from customers or commenting in any way on the amount of gratuity given.

INSUBORDINATION, FIGHTING, VIOLENCE

- Insubordination; refusing to obey a reasonable order of a supervisor or manager.
- Possession of any weapons or explosives on PCI owned or managed property, or while in the performance of job duties.
- Gambling.
- Fighting.
- Coercion, intimidation or threats of any kind against any individual.
- Sleeping on the job.

THEFT, MISAPPROPRIATION

- Theft (unauthorized removal) or misappropriation (unauthorized possession, storage, transfer, or utilization) of customer, employee or PCI property.
- Failure to maintain accurate and proper accountability and control of cash banks.
- Cash shortages or other cash-handling irregularities.
- Failing to maintain accurate and proper accountability and control of system funds that come into an employee's possession.
- Excessive or continuous fare variances or other irregularities.
- Displaying or counting cash or fares in public view, without prior authorization.
- Leaving keys within reach of unauthorized persons.
- Taking any work keys, radios or pagers home after work, without prior approval from a supervisor or manager.

BREACH OF CONFIDENTIALITY

- Unauthorized disclosure of PCI's or its customers' confidential business information.
- Discussing confidential PCI and/or customer matters with unauthorized persons.

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- Giving out private information about other employees, e.g., their names, addresses or telephone numbers, without prior authorization from management.

MISREPRESENTATION

- Supplying false or misleading information regarding qualifications or employment history when applying for employment, or at any time during employment.
- Failure to cooperate with any management investigation; providing false information or failing to provide information when accidents are investigated.
- Alteration or falsification of work, payroll or time records.
- Providing false or misleading information at any time during employment.

MISUSE OR DESTRUCTION OF PROPERTY

- Abuse, defacement or destruction of PCI property or the property of any customers or others.
- Entering or leaving a work location through any entrance other than the employee entrance, if applicable.
- Unauthorized use of PCI vehicles.
- Unauthorized parking in customer area.
- Unauthorized use of PCI telephones.
- Improper use of PCI's two-way radio system.
- Posting written or printed material on Company bulletin boards without authorization from a supervisor or manager.
- Taking any work keys, radios or pagers home after work, without a supervisor's approval.

ADDITIONAL INFRACTIONS APPLICABLE TOBUS AND SHUTTLE DRIVERS

- Uninsurability as a Vehicle Operator.
- Violation of company vehicle operation regulations.
- Failure to operate vehicle according to assigned route/timetable.
- Failure of vehicle operator to have in his possession valid, appropriate driver's license and required endorsement and medical certificate when operating a Company vehicle.
- Failure to immediately report any conviction of a moving traffic violation incurred while driving a Company vehicle or personal vehicle.
- Failure to immediately report by two-way radio or telephone an accident resulting in property damage or potential bodily injury.
- Allowing family, spouse, or friends to ride free as passengers or inappropriately as fare paying passengers.
- Two failed ride/unobserved road checks within a floating 12-month period.
- Failure to properly secure a wheelchair or other mobility assistance device.

This list is intended to provide examples only – it is not exhaustive. Nothing in this policy affects an employee's status as an at-will employee of PCI. Employment with PCI is at-will and may be terminated by the employee or the Company at any time, with or without cause and with or without notice.

Nothing in this policy is intended to restrict or prohibit employees from engaging in protected, concerted activity or conduct under the National Labor Relations Act or Labor Code.

8.28 Cash Shortages and Overages

PCI expects its employees to exercise great care in receiving money from customers and protecting PCI's assets. All monetary transactions should be checked and double checked to ensure that the correct amount is charged and that correct change is given to each customer. An employee must report

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cash shortages or overages to his/her supervisor or manager immediately upon determining that his/her cash drawer does not balance.

Absent evidence of dishonesty or gross negligence, cash shortages are not recovered back from the employee. However, cash shortages or overages may result in disciplinary action, up to and including termination of employment. When cash shortages or overages occur, PCI generally adheres to the following guideline for disciplinary action:

- The first offense may result in verbal counseling or a verbal warning documented in the employee's personnel file.
- The second offense may result in a formal written warning.
- The third offense may result in a formal written warning and an unpaid suspension for one or more workdays.
- Further offenses may result in immediate termination.

The above levels of discipline are provided as a guideline only and PCI reserves the right to impose a lesser or greater degree of disciplinary action, up to and including termination of employment, for any cash shortage or overage. Repeat offenses within a short period of time may also result in more severe disciplinary action.

Nothing in this policy affects an employee's status as an at-will employee of PCI. Employment with PCI is at-will and may be terminated by the employee or the Company at any time, with or without cause and with or without notice.

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Section 9

END OF EMPLOYMENT

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9.1 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee.
- Discharge – involuntary employment termination initiated by the Company.
- Layoff – involuntary employment termination initiated by the Company for economic reasons.

Exit interviews are encouraged upon termination of employment. The employee or his/her supervisor may arrange an appointment with the Human Resources Manager for an interview. At that time, the employee may make any comments regarding his/her department or the Company. Comments, based on an employee's firsthand experience can be extremely helpful. The exit interview also affords an opportunity to discuss such issues as employee benefits, insurance conversion privileges, repayment of outstanding debts to the Company, and return of Company-owned property.

Since employment with PCI is at-will and based on mutual consent, both the employee and PCI retain the right to terminate employment at any time, with or without cause and with or without notice. Employees will receive their final paychecks in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued but unused vacation will be paid to the employee at the time of separation from employment. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

9.2 Involuntary Termination and Progressive Discipline

Violation of PCI policies and rules may warrant disciplinary action. PCI has established a system of progressive discipline that includes verbal warnings, written warnings and suspensions. The system provides a guideline only and PCI may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. PCI's policy of progressive discipline in no way limits or alters the at-will employment relationship.

9.3 Voluntary Termination

If you find it necessary to resign from employment, you are requested to give advance notice in writing to your supervisor or manager specifying the last day you will be at work. This date will be considered the effective date of your resignation. All employees are asked to give at least two (2) weeks' advance notice of the effective date of a resignation, whenever practicable. PCI reserves the right to advance the effective date of resignation up to and including the date notice is given. PCI does not provide pay in lieu of notice.

An employee who fails to report to work for three consecutively scheduled workdays without notice to, or approval by his/her supervisor or manager, will be deemed to have abandoned his/her position and voluntarily resigned his/her employment.

9.4 Return of Company Property

Upon termination of employment, employees are responsible for returning all Company-owned property and equipment. This obligation applies to all Company-owned property in an employee's possession or under his/her control, including but not limited to:

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Equipment	Pagers
Signage	Mobile Phones
Tickets	Walkie Talkies
Identification Badge	Uniforms
Keys/Keycards	Company Paperwork and Documents

All Company-owned property must be returned by employees on or before their last day of work. PCI will take all legal and appropriate actions to recover or protect its property.

9.5 Employment References

All employment related reference requests should be directed to the Human Resource Department. Other PCI employees should not provide any information regarding current or former employees to any outside agency, organization, institution or person who is not employed by PCI. Any employee who receives a request for any information concerning a past or present employee of PCI should refer the person making the request to the Human Resources Department:

Parking Concepts, Inc.
Human Resources Department
12 Mauchly, Building I
Irvine, California 92618
Tel.: (949) 753-7525
Fax: (949) 450-2536

PCI's policy as to references for employees and former employees is to disclose only dates of employment and title of the last position held, unless PCI is required by law to disclose additional information. If an employee authorizes disclosure of wage information in writing, PCI will also provide information regarding an employee's last salary or wage rate.

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EMPLOYEE ACKNOWLEDGMENT AND
AT-WILL EMPLOYMENT AGREEMENT
[Employer Copy]

1. Acknowledgment of Receipt of Employee Handbook.

a) My signature below acknowledges that I have received a copy of the Parking Concepts, Inc. / Transportation Concepts Employee Handbook dated November 2019 (the "Handbook"). I understand that Transportation Concepts is a division of PCI, that employees of Transportation Concepts are employees of PCI, and that the Handbook applies to all PCI employees. I understand and agree that it is my responsibility as a PCI employee to read and familiarize myself with the policies and procedures contained in the Handbook.

b) I understand that the Handbook summarizes PCI's current policies, practices and benefits, and that PCI retains the right to add, change, or delete the provisions of the Handbook at any time, with or without notice. The only provisions of the Handbook that cannot be changed by PCI, in its discretion, are the At-Will Employment policy, the At-Will Employment Agreement (set forth below) and the Mutual Agreement to Arbitrate Claims.

2. At-Will Employment Agreement

a) I understand and agree that my employment with PCI (including, as applicable, my employment with PCI's Transportation Concepts division) is strictly at-will and that nothing in the Handbook creates or is intended to create an express or implied contract of continued employment, termination "for cause," or any other guarantee of employment or continued benefits. I understand that I have the right to terminate my employment with PCI at any time, with or without cause and with or without notice. I further understand and agree that PCI has the right to transfer, reassign, suspend, demote or terminate me from employment at any time, with or without cause and with or without notice.

b) I understand that except for this At-Will Employment Agreement, the At-Will Employment policy, and the Mutual Agreement to Arbitrate Claims, any and all of PCI's policies or practices can be changed at any time by PCI, in its sole discretion. PCI reserves the right to change my hours, wages and working conditions at any time. I understand and agree that other than the President of PCI, no manager, supervisor or representative of PCI has authority to enter into any agreement, express or implied, guaranteeing me employment for any specific period of time, or to make any agreement for employment other than at-will employment. Only the President has the authority to make any such agreement and then only in an express, written agreement signed by the President of PCI.

c) My signature below certifies that I understand that the foregoing agreement as to at-will status is the sole and entire agreement between PCI and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings and representations concerning my employment with PCI.

_____ _____

Employee's Signature Date

_____

Print Name

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EMPLOYEE ACKNOWLEDGMENT AND
AT-WILL EMPLOYMENT AGREEMENT
[Employee Copy]

3. Acknowledgment of Receipt of Employee Handbook.

d) My signature below acknowledges that I have received a copy of the Parking Concepts, Inc. / Transportation Concepts Employee Handbook dated November 2019 (the "Handbook"). I understand that Transportation Concepts is a division of PCI, that employees of Transportation Concepts are employees of PCI, and that the Handbook applies to all PCI employees. I understand and agree that it is my responsibility as a PCI employee to read and familiarize myself with the policies and procedures contained in the Handbook.

e) I understand that the Handbook summarizes PCI's current policies, practices and benefits, and that PCI retains the right to add, change, or delete the provisions of the Handbook at any time, with or without notice. The only provisions of the Handbook that cannot be changed by PCI, in its discretion, are the At-Will Employment policy, the At-Will Employment Agreement (set forth below) and the Mutual Agreement to Arbitrate Claims.

4. At-Will Employment Agreement

a) I understand and agree that my employment with PCI (including, as applicable, my employment with PCI's Transportation Concepts division) is strictly at-will and that nothing in the Handbook creates or is intended to create an express or implied contract of continued employment, termination "for cause," or any other guarantee of employment or continued benefits. I understand that I have the right to terminate my employment with PCI at any time, with or without cause and with or without notice. I further understand and agree that PCI has the right to transfer, reassign, suspend, demote or terminate me from employment at any time, with or without cause and with or without notice.

b) I understand that except for this At-Will Employment Agreement, the At-Will Employment policy, and the Mutual Agreement to Arbitrate Claims, any and all of PCI's policies or practices can be changed at any time by PCI, in its sole discretion. PCI reserves the right to change my hours, wages and working conditions at any time. I understand and agree that other than the President of PCI, no manager, supervisor or representative of PCI has authority to enter into any agreement, express or implied, guaranteeing me employment for any specific period of time, or to make any agreement for employment other than at-will employment. Only the President has the authority to make any such agreement and then only in an express, written agreement signed by the President of PCI.

f) My signature below certifies that I understand that the foregoing agreement as to at-will status is the sole and entire agreement between PCI and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings and representations concerning my employment with PCI.

_____ _____

Employee's Signature Date

_____

Print Name

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MUTUAL AGREEMENT TO ARBITRATE CLAIMS

I recognize that disputes may arise between Parking Concepts, Inc. (including but not limited to its Transportation Concepts division) (collectively, the "Company"), and me both during or following my employment with the Company, and that those differences may or may not be related to my employment. I understand and agree that by entering into this Mutual Agreement to Arbitrate Claims ("Agreement"), I anticipate gaining the benefits of a speedy, impartial, final and binding dispute resolution procedure.

Except as provided in this Agreement, the Federal Arbitration Act shall govern the interpretation, enforcement and all proceedings pursuant to this Agreement. To the extent that the Federal Arbitration Act is inapplicable, or held not to require arbitration of a particular claim or claims, the arbitration law of the state in which I work or last worked for the Company shall apply.

Claims Covered by the Agreement

The Company and I mutually consent to the resolution by final and binding arbitration of all claims or controversies ("claims"), past, present or future, whether or not arising out of my employment (or its termination), that the Company may have against me or that I may have against any of the following: (1) the Company, (2) its officers, directors, employees or agents in their capacity as such or otherwise, (3) the Company's parent, subsidiary and affiliated entities, (4) the Company's benefit plans or the plans' sponsors, fiduciaries, administrators, affiliates and agents, and/or (5) all successors and assigns of any of them.

The only claims that are arbitrable are those that are justiciable under applicable state or federal law ("Arbitrable Claims"). Arbitrable Claims include, but are not limited to, claims for wages or other compensation due; claims for breach of any contract or covenant (express or implied); tort claims; common law claims; claims for discrimination, harassment and/or retaliation (including, but not limited to, on the basis of race, sex, sexual orientation, religion, national origin, age, marital status, physical or mental disability, or medical condition); claims for benefits (except claims under an employee benefit or pension plan that either (1) specifies that its claims procedure shall culminate in an arbitration procedure different from this one, or (2) is underwritten by a commercial insurer which decides claims); and claims for violation of any federal, state, or local law, statute, regulation, or ordinance, including but not limited to, Title VII of the Civil Rights Act of 1964, as amended; the Americans with Disabilities Act; the Family and Medical Leave Act; the Age Discrimination in Employment Act; the Equal Pay Act; the Fair Labor Standards Act; the California Fair Employment and Housing Act, the California Family Rights Act, the California Labor Code, and the California Business and Professions Code. The arbitrator also has exclusive authority to resolve any dispute relating to the interpretation, applicability, or enforceability of this Agreement.

The Company and I agree that neither of us shall initiate or prosecute any lawsuit or administrative action in any way related to any Arbitrable Claims. Arbitrable Claims do not include the claims discussed in the section of this Agreement entitled "Claims Not Covered by the Agreement."

Claims Not Covered by the Agreement

This Agreement does not prohibit the filing of the following: (1) a court action for temporary equitable relief in aid of arbitration, where such an action is otherwise available by law; (2) an administrative charge to any state or local equal employment opportunity or fair employment practices agency; (3) an administrative charge to the National Labor Relations Board; (4) an agency charge or complaint to exhaust an administrative remedy; (5) a claim covered by the arbitration clause of any applicable collective bargaining agreement; (6) a claim brought pursuant to the California Private Attorney's General Act ("PAGA"); or (7) any other charge filed with or communication to a federal, state or local government office, official or agency. This Agreement also does not prohibit the filing of an

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administrative wage claim with and seek a Berman Hearing before the California Labor Commissioner, although the appeal of a decision arising from such hearing is covered by the Agreement.

Claims for workers' compensation or unemployment compensation benefits are not covered by this Agreement.

Class Action Waiver

Under this Agreement, I retain the right to bring Arbitrable Claims for myself as an individual and only for myself. To the maximum extent permitted by law, I hereby waive any right to bring on behalf of persons other than myself, or to otherwise participate with other persons, in any class, collective, or representative action. Notwithstanding the foregoing, I understand that I retain the right to bring claims in court under the California Private Attorney's General Act ("PAGA"), on behalf of myself and other current or former employees, to recover civil penalties available under PAGA for certain Labor Code violations, and that I retain the right to engage in concerted activity protected by Section 7 of the National Labor Relations Act.

Time Limits for Commencing Arbitration and Required Notice of All Claims

Written notice to the Company, or its officers, directors, employees or agents, shall be sent to the Company's President at the Company's corporate headquarters in Irvine, California. I will be given written notice at the last address recorded in my personnel file.

The written notice shall identify and describe the nature of all claims asserted, the facts upon which such claims are based and the relief or remedy sought. The notice shall be sent to the other party by certified or registered mail, return receipt requested.

The time limit for serving notice of a claim shall be the statute of limitations under state or federal law, as applicable.

Representation

Any party may be represented by an attorney or other representative selected by the party.

Discovery

Each party shall have the right to take depositions of three fact witnesses and any expert witness designated by another party. Each party also shall have the right to make requests for production of documents to any party and to subpoena documents from third parties. Requests for additional depositions or discovery may be made to the Arbitrator selected pursuant to this Agreement. The Arbitrator may grant such additional discovery if the Arbitrator finds that the party has demonstrated that it needs that discovery to adequately arbitrate the claim, taking into account the parties' mutual desire to have a fast, cost-effective dispute-resolution mechanism.

Designation of Witnesses

At least 30 days before the arbitration, the parties must exchange lists of witnesses, including any experts, and copies of all exhibits intended to be used at the arbitration.

Subpoenas

Each party shall have the right to subpoena witnesses (including third party witnesses) and documents. The Arbitrator shall have the authority to compel discovery from the parties and from third

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parties in accordance with California Code of Civil Procedure section 1285.05, which is incorporated herein by reference.

Place of Arbitration

The arbitration shall take place in the county in which I am or was last employed by the Company and no dispute regarding any Arbitrable Claims shall be adjudicated in any other venue or forum.

Arbitration Procedures

The arbitration will be held under the auspices of Judicial Arbitration & Mediation Services ("JAMS"). The arbitration shall be in accordance with JAMS' Employment Arbitration Rules & Procedures (and no other JAMS rules), which are currently available at:

https://www.jamsadr.com/rules-employment-arbitration/

I understand that the Company will supply me with a copy of those rules upon my request. The Arbitrator shall be either a retired judge, or an attorney who is experienced in employment law and licensed to practice law in the state in which the arbitration is convened (the "Arbitrator"), selected pursuant to JAMS rules or by mutual agreement of the parties.

The Arbitrator shall apply the substantive law (and the law of remedies, if applicable) of the state in which the claim arose, or federal law, or both, as applicable to the claim(s) asserted. The Arbitrator is without jurisdiction to apply any different substantive law or law of remedies. The Federal Rules of Evidence shall apply. The arbitration shall be final and binding upon the parties, except as provided in this Agreement.

The Arbitrator shall have jurisdiction to hear and rule on pre-hearing disputes and is authorized to hold pre-hearing conferences by telephone or in person, as the Arbitrator deems advisable. The Arbitrator shall have the authority to entertain a motion to dismiss and/or a motion for summary judgment by any party and shall apply the standards governing such motions under the Federal Rules of Civil Procedure.

Either party, at its expense, may arrange for and pay the cost of a court reporter to provide a stenographic record of proceedings.

Should any party refuse or neglect to appear for, or participate in, the arbitration hearing, the Arbitrator shall have the authority to decide the dispute based upon whatever evidence is presented.

Either party upon its request shall be given leave to file a post-hearing brief. The time for filing such a brief shall be set by the Arbitrator.

The Arbitrator shall render an award and written opinion in the form typically rendered in labor arbitrations no later than thirty (30) days from the date the arbitration hearing concludes or the post-hearing briefs (if requested) are received, whichever is later. The opinion shall include the factual and legal basis for the award.

Arbitration Fees and Costs

The Company will be responsible for paying any filing fee and the fees and costs of the

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Arbitrator; provided, however, that if I am the party initiating the claim, I will contribute an amount equal to the filing fee to initiate a claim in the court of general jurisdiction in the state in which I am (or was last) employed by the Company. Each party shall pay in the first instance its own litigation costs and attorneys' fees, if any. However, if any party prevails on a statutory claim which affords the prevailing party attorneys' fees and litigation costs, or if there is a written agreement providing for attorneys' fees and/or litigation costs, the Arbitrator shall rule upon a motion for attorneys' fees and/or litigation costs under the same standards a court would apply under the law applicable to the claim(s) at issue.

Reconsideration and Review

The Arbitrator shall issue his/her decision in writing. Either party shall have the right, within twenty (20) days of issuance of the Arbitrator's decision, to file with the Arbitrator (and the Arbitrator shall have jurisdiction to consider and rule upon) a motion to reconsider (accompanied by a supporting brief), and the other party shall have twenty (20) days from the date of the motion to respond. The Arbitrator thereupon shall reconsider the issues raised by the motion and, promptly, either confirm or change the decision, which (except as provided by law) shall then be final and conclusive upon the parties.

Either party may bring an action in any court of competent jurisdiction to compel arbitration under this Agreement and to enforce an arbitration award.

Interstate Commerce

I understand and agree that the Company is engaged in transactions involving interstate commerce.

Requirements for Revocation

This Agreement to arbitrate shall survive the termination of my employment and the expiration of any benefit plan. It can only be revoked by a writing signed by both the Company's President (or, if none, its highest-ranking official) and me, specifically stating an intent to revoke this Agreement.

Sole and Entire Agreement

This is the complete agreement of the parties on the subject of arbitration of disputes, except for any arbitration agreement in connection with any pension or benefit plan. This Agreement supersedes any prior or contemporaneous oral or written understandings on the subject. No party is relying on any representations, oral or written, on the subject or the effect, enforceability or meaning of this Agreement, except as specifically set forth in this Agreement.

Construction and Severability

If any provision of this Agreement is adjudged to be void or otherwise unenforceable, in whole or in part, such adjudication shall not affect the validity of the remainder of the Agreement. All other provisions shall remain in full force and effect based on the parties' mutual intent to create a binding agreement to arbitrate their disputes.

Consideration

The promises by the Company and by me to arbitrate any claims asserted against each other, rather than litigate them before courts or other bodies, provide consideration for our agreement to

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arbitrate.

At-Will Employment

This Agreement is not, and shall not be construed to create, a contract of employment for any specified term, express or implied. This Agreement does not in any way alter the **"at will"** status of my employment.

Voluntary Agreement

I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS AGREEMENT, THAT I UNDERSTAND ITS TERMS, THAT ALL UNDERSTANDINGS AND AGREEMENTS BETWEEN THE COMPANY AND ME RELATING TO THE SUBJECTS COVERED IN THE AGREEMENT ARE CONTAINED IN IT, AND THAT I HAVE ENTERED INTO THE AGREEMENT VOLUNTARILY AND NOT IN RELIANCE ON ANY PROMISES OR REPRESENTATIONS BY THE COMPANY OTHER THAN THOSE CONTAINED IN THIS AGREEMENT ITSELF.

I UNDERSTAND THAT BY SIGNING THIS AGREEMENT I AM GIVING UP MY RIGHT TO A JURY TRIAL WITH RESPECT TO ARBITRABLE CLAIMS.

I FURTHER ACKNOWLEDGE THAT I HAVE BEEN GIVEN THE OPPORTUNITY TO DISCUSS THIS AGREEMENT WITH MY PRIVATE LEGAL COUNSEL AND HAVE AVAILED MYSELF OF THAT OPPORTUNITY TO THE EXTENT I WISH TO DO SO.

EMPLOYEE

Signature of Employee _____

Printed Name of Employee _____

Date _____

ACKNOWLEDGED AND AGREED:

PARKING CONCEPTS, INC.

Signature of Authorized
Company Representative _____

Print Name of Representative _____

Date _____

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N. Training Programs

Vehicle Operator Training

TAPTCO



Training, at Transportation Concepts, is a comprehensive program that encompasses new driver training, orientation to the safety policy of the company, and regular, ongoing in-service training for all existing employees. Using the company's proprietary Driver Training program, which has been developed using the TAPTCO Transit and Paratransit driver training program, along with additional Transit materials from the Transportation Safety Institute (TSI), APTA, and the National Safety Council.

The key elements in our operating procedures are the concern our professional bus operators demonstrate for the safety and comfort of their passengers, and the drivers' effective technical performance in operating the equipment, coupled with orientation to the safety policy of our company, and regular, ongoing in-service training for all existing employees. Our training program will continue to be conducted by TSI Certified Trainer Richard Gwin. Richard will ensure that all training requirements, including all company policies and procedures, contractual requirements, and those required by regulatory agencies governing transit in the State of California are carried out.

The following is a breakdown of the Driver Training program:

Driver Classroom Training

We begin our classroom training with 8 hours of company orientation. This is followed by an additional 40 hours for employees without previous transit training. This is an intense technical training program using the TAPTCO Training System however it has been enhanced and customized for the BCT operations. If the new hire driver is already an experienced transit driver, we will reduce the classroom training time down, depending upon the Trainers assessment of the individual, however a minimum of 32 hours are required for all experienced vehicle operators that we hire.

Behind the Wheel Training

Behind the Wheel Training also follows the TAPTCO driver training program. We have enhanced the program to include specific elements specific to the BCT operation. For new drivers, we require that they complete the 40 hour program. Experienced drivers will complete a minimum of 8 hours of BTW however, depending on the assessment of our trainer, the behind the wheel instruction may continue up through the entire 40 hour program.

In-Service Training

In service training is conducted with one of our certified behind the wheel drivers. A new driver without experience will be required to complete 40 hours of operating the bus in service with an experienced evaluator. For those new hire drivers with previous certifications / experience, we require a minimum of 32 hours of in-service training with an experienced BTW evaluator.

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The breakdown by mode for Vehicle Operator Training hours for new hires is shown below:

Vehicle Operator Status	Classroom	BTW	In-Service	Total Hours
No Transit Experience	48 hours	40 hours	40 hours	128 hours
Transit Experienced	32 hours	8-40 hours	32 hours	72-104 hours

Our Classroom driver training course provides instruction in the following general areas:

- ✓ Introduction to Professional Driving
- ✓ Federal Regulations
- ✓ Hazards Communication
- ✓ Creating a Drug & Alcohol Free Workplace
- ✓ Blood-borne Pathogens
- ✓ Heat Stress Prevention / Wellness
- ✓ Whistleblower
- ✓ Introduction to the Bus
- ✓ Pre-Trip Inspections
- ✓ Air Brake System
- ✓ Safety Best Practices
- ✓ Mirror Adjustments & Reference Points
- ✓ Fatigue Management
- ✓ LLLC Defensive Driving / Critical Points
- ✓ Prevent Harassment
- ✓ Preventing Driving Distractions
- ✓ Following Distance
- ✓ Intersections
- ✓ Railroad Crossings
- ✓ Pedestrian Awareness
- ✓ Preventing Backing Accidents
- ✓ Merging, Lane Changing & Passing
- ✓ Special Driving Conditions
- ✓ Introduction to ADA & Sensitivity
- ✓ ADA, Lifts, Ramps & Securement
- ✓ Professionalism / Customer Service
- ✓ Conflict/Aggression Management
- ✓ Accident & Emergency Procedures
- ✓ NTI – Warning Signs
- ✓ HPP
- ✓ Slip, Trips and Falls
- ✓ AVL / Paddles / Manifest
- ✓ The Mark DVD
- ✓ Active Shooter DVD







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- ✓ Local Issues / SOP / Policies and Procedures
- ✓ Employee Handbook
- ✓ Reasonable Accommodations
- ✓ Title VI
- ✓ CNG Tank / Filling Procedures
- ✓ Lock Out / Tag Out
- ✓ Fire Extinguisher / Emergency Evacuation
- ✓ OSHA Training
- ✓ TSI Transit Training

Our Behind the Wheel (BTW) driver training course provides instruction in the following general areas:

- ✓ Introduction to the Bus / 10 step
- ✓ Skills /Maneuvering Standards
- ✓ Daily Driving Standards



As you approach the vehicle, notice its general condition. Look under the vehicle for:

- ➢ fresh oil
- ➢ coolant
- ➢ grease
- ➢ fuel leaks

Check area around the vehicle for hazards to vehicle movement such as:

- ➢ people
- ➢ other vehicles
- ➢ objects
- ➢ low hanging wires limbs, etc.

In Service training focuses on all elements of operating the bus in "real time" conditions. A qualified BTW Trainer is onboard at all times while the new employee is operating the bus on the public streets.



As the new operator progresses to on the road training with a qualified driver trainer meeting the requirements as outlined above. This individual will reinforce the basics of defensive driving and the handling of the specific vehicle they will be operating. Time is also spent as a participant/observer.

Following are some of the components of the in-service training program:

- ♦ Basic vehicle handling skills including; starting, stopping, turns, and backing
- ♦ Proper loading and unloading procedures.

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Daily Driving Standards Checklist

- Proper lock-down (equipment) and securing procedures.
- Paperwork requirements, including TAP machines, Annunciator and Destination sign operation.
- Specific route training.
- Providing passengers with courteous and comfortable transportation.
- Proper use of the radios.
- Care and maintenance of the vehicle and equipment, accident procedures, dress code.
- Special driving skills needed when transporting passengers.
- Special driving skills needed when driving in periods of rain and or unseasonable weather.

Throughout the training program the qualified operator trainer is continually evaluating the performance and personalities of candidates in an effort to recognize the individuals who have the best chance to succeed. Not all people are able to deal with the demands of public transit. Our Training program has been very useful for screening those individuals not suited for public transit service.


Cadetting Checklist

This period may be extended if necessary to meet the individual needs and demonstrated skills of the new driver. During this span of time, the operator trainer completes a *Driver Evaluation Form* on the new driver, and meets with the new driver and the Project Manager at the end of this training phase to discuss the evaluation. Any deficiencies are noted and must be corrected before the driver is authorized to operate without the senior driver on board.

Transportation Concepts' training program exceeds the training standards established by all regulatory agencies. Our drivers are often trained with endorsements exceeding the minimum requirements, as this allows more flexibility within our firms' operations. Operators are also required to maintain a current medical certificate. Transportation Concept's keeps a database of all company drivers together with the expiration of licenses and endorsements, thereby assuring contract and legal compliance. We participate in the DMV Employer Testing Program and are in full compliance with their annual audits.

Continual Training Program

Transportation Concepts on-going training program will ensure a safe operating environment and address employee performance, provide refresher training and safety awareness for all employees, and provide training if an driver switches to a different size/type of revenue vehicle. This training includes monthly safety meetings, safety orientation for new employees, and retraining as necessary for employees who have been involved in accidents. In addition, management will conduct a safety and performance evaluation ride check with each driver at least once every 90 days, and one hour refresher

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training on proper use of wheel chair lifts at least once every twelve months. All preventable accidents result in retraining for the individual in an effort to prevent recurrence of the accident. Training is customized for the individual based upon the nature of their infraction.

Advanced Customer Service Training



The Company's expectations are clearly articulated to all employees constantly. The company's primary objectives are to provide safe, courteous, professional and dependable service to every customer. Knowledge of these objectives is reinforced in training. Safety, attitude, on-time performance, customer relations, effective communication, and appearance are all stressed as being our major focal points. On an ongoing basis, the company reinforces that our role is to serve our customers. Transportation Concepts infiltrates the idea that our goal is to deliver exceptional customer service in all areas of our business. Our customers should experience customer satisfaction upon every interaction with any representative of our organization. As mentioned earlier, our program incorporates the following principles:

- Teaching importance of excellent customer service
- Developing the operators professional image
- Establishing positive relationships with customers

Each employee is required to review customer service principles and implement simple methods to ensure that they are projecting a positive image and providing a pleasant experience for those they come in contact with on a daily basis. We continuously strive for customer service excellence and provide tools to our employees so that they can deliver exceptional customer service. Our objectives for the program are described below:

- ✓ Understand who your customer is
- ✓ Define exceptional customer service for that individual
- ✓ Identify the benefits of great customer service
- ✓ Recognize barriers to the delivery of outstanding customer service
- ✓ Demonstrate how to measure customer satisfaction and take corrective action
- ✓ Learn techniques for dealing with angry or upset customers
- ✓ Develop a personal action plan to improve customer service skills

Transportation Concepts' primary goal is to deliver exceptional customer service. If we are fulfilling all of our contractual obligations, we should have extremely satisfied customers that experience a pleasant, safe, and timely ride, as well as expedience and professionalism if they call in for a reservation or need system information. Such concepts are a significant part of our day at Transportation Concepts. We emphasize the importance of these objectives and how they can assist in and out of the workplace. Our customer service philosophy will continue to emphasize that this is the responsibility of each employee, and will include the following:

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Professional Attitude

Wear specified uniforms that are clean and maintained. Be well groomed and ready to work at designated times and positions. Be calm, energetic, pleasant and polite. Smile, make eye contact, and be committed to excellence.

Superior Customer Service

Go out of your way to meet customer needs, providing personalized service when appropriate. Work as an effective team member with an enthusiastic attitude. Be able to take direction with minimal supervision.

Effective Communication

Speak clearly and in a friendly tone of voice. Ask questions to clarify customer's understanding, and assist any special needs passengers. Seek bilingual assistance when necessary. Be an active listener and demonstrate attentiveness and sincerity.

Problem Solving

Handle and resolve difficult situations promptly. Be discrete, apologize to the customer or driver, and suggest solutions. Remain calm and notify a supervisor when necessary to keep a situation from escalating. Be a pro-active problem solver and anticipate potential issues.

Operations Staff and Maintenance Staff Training



Transportation Concepts has defined our mission to be focused and customer oriented as well as to be the safest and most reliable supplier of high quality passenger transportation service. We understand that our greatest resources in fulfilling this mission are our employees. We believe that we must work through the first-line employees; our operators, staff, and mechanics, to provide the quality of service, safety, and professionalism that our customers expect. Our staff selection process is designed to identify employees who understand our mission and are committed to fulfilling its aims. Development is one of the most important ingredients that TC focuses on. Not just at the time of hire, but continually.

Managers and Supervisors



To achieve these goals, we must equip our first and second-level managers with leadership skills that they can use every day. Therefore, we have undertaken a training process to help these managers develop the skills they need. Every supervisory employee receives "Interaction Management" training. This training develops the skills they need to coach, develop and lead others.

Managers receive ongoing quarterly training in such areas as:

- The foundation of leadership skills
- Reinforcing effective performance

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- Coaching for success
- Improving work habits
- Resolving conflict
- Improving employee performance
- Using effective follow-up
- Maintaining improved performance
- Sexual Harassment
- California Labor Laws
- Health and Wellness
- Developing and Nurturing a Successful Safety Culture

Our Maintenance training program can be found in Section V of this proposal.

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O. Supervision

Daily Supervision

The Operations Supervisor primary responsibility is to monitor the daily activities of the Beach Cities Transit operation during all operating hours that the vehicles are on the road. Their responsibilities will include but not be limited to:

- Knowledge of routes
- Communicating instructions
- Reviewing driver activity reports, informing management of customer/driver issues
- Interacting with drivers and passengers, responding to passenger concerns,
- Counseling and Training personnel
- Monitoring service intervals
- Have the ability to drive system vehicle if necessary

Service Monitoring



Daily service monitoring is an important ingredient that Transportation Concepts emphasizes with its staff to ensure maximizing the performance toward the system goal of 100 percent on time performance. Specifically, service roll out, shift change, the layover area, morning and afternoon peak traffic flow patterns, road observation and ride-checks are all focal points that our team is responsible for on a daily basis.

The focus of our Supervisory function is to ensure quality service is consistently delivery. The Supervisor will provide direct oversight of on-the-road operations. This individual will conduct road observations and unobserved checks. Road observations are unscheduled checks designed to monitor on-time performance, vehicle cleanliness, and safe and courteous driving. Unobserved checks are observations of pick-up points performed on a random basis. The data from these random checks can lead to enhanced evaluation of service productivity and performance.



Operations Supervisors will be responsible to respond to passenger incidents, traffic accidents and road calls, as well as provide re-routing recommendations as necessary.

Passenger feedback is also utilized as a tool to monitor on-time performance. Operators are required to report to dispatch if they running behind schedule. However, it does happen that an Operator may neglect to inform the Dispatcher. However, when a passenger does call in and files a complaint, not only is the driver counseled but the information is noted and included in the data utilized for daily, weekly, and monthly reporting.

We believe the Supervisory plan has to be continuously revisited based upon community events and the external environment. Road supervision will be evaluated and adjusted as needed by the Project Manager, along with City staff input.

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TC Accident/Incident Reporting

The following are the procedures in the event of an accident or incident:

- Notify the City of Redondo Beach Transit Manager immediately of any accident or incident
- Respond to any emergency or accident involving property damage, passenger injuries, or as requested by the City during or after the operational hours of the service
- Report emergencies or incidents involving injuries, major damage, or media coverage to the City immediately after occurrence
- Determine if employee post accident drug and alcohol testing is required in conjunction with FTA guidelines
- Complete internal accident/incident root cause analysis/investigation to determine cause and provide solutions to prevent reoccurrence.

Vehicle Break Down/Road Call Procedures

In the event of a vehicle failure, Transportation Concepts will deploy an appropriate vehicle immediately to transport the passengers aboard the failed vehicle. Our goal is a 10 minute response time from time of notification to departure from location. Our goal is to respond to the scene ASAP, however, at times this may be difficult depending on the location of the breakdown and traffic flow patterns at the time of the break down. The on-duty Operation Supervisor or Dispatcher will be directed to proceed to the lot for immediate replacement if necessary.

Maintenance will respond to the downed vehicle. If the failure is not immediately repairable, the bus will be towed. A Road Call Report is used each time a vehicle has to be exchanged due to a malfunction or a technical problem. The personnel attending the road call complete the pertinent information on the Road Call Report form and the form is signed and that information is submitted to our maintenance department.

Handling Operational Emergencies

Another element of our training is handling operational emergencies. In any transportation system, operational emergencies will occur. In general, Transportation Concepts believes that with thorough operator training and a high quality preventive maintenance program these emergency situations can be minimized.



The following is a brief overview of some proposed guidelines for handling emergency situations that may arise. Each situation is not covered in explicit detail for the purpose of this proposal, but enough detail is provided to show that the procedures are well thought out and appropriate.

General Emergency Guidelines

In most emergency situations, driver attitude and initial response sets the tone for subsequent occurrences and the eventual severity of the situation. If the driver panics and loses control of the situation, tensions are heightened and damages may become greater than they otherwise would have.

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Transportation Concepts attempts to prevent this from occurring in whatever emergency may arise. This effort begins with operator training. Emergency situations are documented, explained, and practiced in initial training sessions. Each documented emergency procedure begins with the instruction to remain calm.

To give the driver on the scene additional guidelines, emergency phone numbers are also kept handy on vehicles, in supervisor notebooks, and in dispatch. Each emergency procedure places the safety of the passengers first and addresses equipment, schedules or other subordinate matters only after the safety of the passengers is secured. Additionally, we emphasize rapid on-route supervisory and emergency team response to the situation.

Emergency Evacuation of Vehicles

Drivers are instructed as to what circumstances (fire, heavy smoke, bomb threats, etc.) to evacuate the vehicle. Vehicle is pulled over, stopped and turned off out of the flow of traffic, if possible. If not, steps are taken to ensure that passing traffic is stopped before evacuating. Passengers are instructed in a clear, calm tone as to what procedure to follow. The driver remains on board the vehicle to supervise evacuation procedures. The driver then attends to the vehicle, if possible without jeopardizing personal safety.



Special care must be taken when transporting individuals who do not have the flexibility to evacuate themselves should an emergency occur. Transportation Concepts' Passenger Assistance Training covers critical items regarding driver duties during evacuations of vehicles or use of vehicles to evacuate people from other emergencies. The training program will stress how to evacuate persons using mobility aid devices or who are mentally challenged. It will also include complete familiarity with the operating equipment and the use of safety-related equipment, including fire extinguishers, emergency exits and quick removal of straps.



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P. Safety, Security and Risk Management

Safety Policy and Awareness

The effectiveness of any program is dependent upon the existence of a clear direction. This is particularly true in the area of safety. Transportation Concepts has adopted a safety policy statement that declares the following:

- Safety is the number-one priority of our operations
- Safety is everyone's Responsibility
- All accidents/incidents and near misses are preventable
- All unsafe acts and conditions must be eliminated by everyone at work and at home
- Safety is not simply another rule to follow, but a guiding principle.

Target Zero

As an organization, we are continually doing all we can to enhance safety awareness amongst our teams, and strive for continued nurturing of our safety culture. This past year, we have established a theme for our safety program "Target Zero". It is our goal to have zero accidents, incidents and near misses. This vision starts at the top and is driven down to each and every employee within the organization.



BCT Safety Wellness Program

In our Redondo Beach location, Brett Baum and the local team have embodied our safety principal and have involved all of our employees in the building of this foundation. Some of the elements of the local safety wellness program include:

- ✓ Safety Messages broadcast via dispatch, on driver paperwork, or through our media program which is continually streaming in the drivers room on a flat screen TV
- ✓ Tailgate sessions with small groups of employees to talk about safety in the workplace
- ✓ Immediate communication of information regarding any location accident/ incident or near miss to all employees. Not only do we provide the information, we ask for their input on solutions to reduce or eliminate reoccurrence
- ✓ Safety Inspections at the facility on a Quarterly basis
- ✓ Program to recognize and reward employees who bring solutions to management regarding potential safety hazards
- ✓ Employee wellness program that focuses on eating healthy and an exercise program
- ✓ Annual wellness contests that involve location teams that compete throughout the company. Focus is on eating right and exercise. Rewards are given out to the top three placing teams

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- ✓ Weekly Safety Calls with Corporate to discuss any accident/incident/near miss that may have occurred the previous week
- ✓ Mandatory monthly safety meetings for all employees
- ✓ Safety messages on pay stubs and through our payroll system
- ✓ Mandatory monthly ride checks by the management team, including our Maintenance supervisor and Maintenance Manager
- ✓ Quality assurance maintenance checks/Audits by Maintenance Manager/Supervisor



Safety Monitoring

As a promoter of awareness, Transportation Concepts utilizes a thorough system of monitoring to review/record and guarantee the effectiveness of the Safety Program. Drivers' motor vehicle records will be monitored through the State of California's program, in which an updated MVR report is generated every twelve months, in addition, on-street observations are performed as well as paperwork reviewed. Observations are documented and serve to provide valuable feedback to the employees regarding their performance.

Safety performance is also monitored in the investigation, review, and subsequent retraining of each accident/incident or near miss. The result of the investigation is not only to make a determination of preventability, it is more importantly designed to implement retraining and communication across the board to do all that is possible to prevent a reoccurrence. Although typical the definition of a preventable accident as one in which the operator failed to do everything reasonably possible to prevent the accident, Transportation Concepts strives to take that further by applying that same definition to potential incidents or near misses as well. In the event that an accident is deemed preventable, retraining is scheduled.



The combination of the implementation of a thorough safety policy, a recruiting and screening process that focuses on safety, a comprehensive training program, and a monitoring system to record and identify performance, results in a genuinely safety oriented company. The safety of the services provided by Transportation Concepts is acknowledgment of the success of the overall program.



Safety Incentive Program

Our company has in place an incentive program that promotes safety and rewards exemplary safety performance. Everyone responds to a benefit. Most of what we do is with the understanding that there will be a benefit to our actions. With regard to vehicle accidents or a worker's compensation injury, a safety program establishes an incentive to be safe. It encourages each employee to do things the right way, which is the premise of our "Safety Culture". A table reflective of our safety incentive program is included below:

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

Achievement	Criteria	Reward
Employee of the Quarter Awarded to one driver at location This achievement is based on three months of performance. If all other criteria are met, manager must select winner based on who most clearly exemplifies TC's safety philosophy for the time period.	No accidents/incidents, Perfect attendance In proper uniform No injuries No valid complaints No conduct violations	Select promotional items to be presented by Manager at monthly safety meeting $50 gift card presented
One Year Safe Driving Award Awarded to each driver at that meets criteria This achievement is based on one year of performance.	No Preventable accidents/injuries	$100 gift card presented One year Safety pin
Five Year Safe Driving Award Awarded to each driver that meets criteria over 5 year period	No Preventable accidents/injuries	$300 gift card presented Five year Safety pin Safety Jacket

Security Plan

Transportation Concepts has developed and implemented a location specific System Safety and Security and Emergency Preparedness Plan (SSEPP) at the Redondo Beach BCT operation. This is a document that addresses all aspects of a SSEPP and is in compliance with the FTA. It is available for review if desired by the selection committee.

SSEPP Training

Our ***System Security Awareness for Transit Employees*** course was developed in response to a need for front-line employee training on security and terrorism. Front-line employees and their immediate supervisors are very often the most effective means for preventing and responding to security related incidents. In order to effectively observe and report information, employees need training that gives them the basic skill sets regarding where to look, what to look for and what to report. Their decisions and actions will determine the severity and extent of an incident.

Knowledge of what to do and more importantly, what *not* to do is vital to their safe and effective response. The course is primarily designed for employees who have direct contact with the public or the vehicles and facilities used by the public. However, it can be easily adapted for the larger universe of employees.

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The goals of this course are to:

- Define their role and responsibility in system security
- Recognize suspicious people, activities, packages, devices and substances
- Observe and report relevant information
- Minimize harm to themselves and others

New employees will receive System Security Awareness training as part of their Classroom training. Current employees will receive this training as part of their ongoing safety training.

The *Security Incident Management for Transit Supervisors* course addresses the fundamental skills of front-line supervision as well as the responsibilities involved in security incident management. The goals of this course are to:

- Define the role and responsibility of a supervisor
- Define and describe a supervisor's duties as a security incident manager
- Identify the four phases of an incident
- Describe the elements of Improvised Explosive Devices and Chemical-Biological-Radiological incident management

All supervisors will receive this Security Incident Management training as part of their ongoing supervisory training.

Risk Management Plan and Training

Risk reduction utilizes sensible measures in the workplace to protect our business, employees and customers. Safety risk management and safety assurance are the key processes and activities for managing safety. Transportation Concepts has developed a comprehensive risk management plan that is comprised of the following:

- Establishment of Risk Control Benchmarks / Goals
- Development of Risk Control policies and procedures
- Regulatory audits, reviews and monitoring of location risk mitigation efforts
- Training and development to insure all management staff are well versed in assessment of safety risks
- Review of location reporting/investigative information on a weekly basis with each local management team
- Development and implementation of health and wellness program
- Development, implementation and monitoring of Injury Illness Prevention Program
- Development, implementation and monitoring of Safety Management System (SMS)
- Ongoing Assessment of Risk and allocation of additional Safety Resources where needed

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The overall goals of our Risk Management Plan:

- ✓ Employee risk and incident reduction
- ✓ Workers Compensation Cost Reduction
- ✓ Improved Employee Wellness
- ✓ Improved Employee Engagement in Safety Plan
- ✓ Customer Satisfaction Improvements
- ✓ Employee Relations Improvements
- ✓ Overall Balanced Score Card Result

Safety Risk Training

In order to effectively and proactively manage the safety risks at each operating location we must provide continual training to all of our employees. This is accomplished through several methods:

- ➢ Weekly Management Calls to collectively discuss root cause and prevention of any accident/incident or near miss
- ➢ Monthly Management Safety meetings to provide continued safety education and to provide an analysis of both company and location specific safety information to assess the safety risk potential consequences of hazards, both foreseen and unforeseen
- ➢ Quarterly Management and Supervisory meetings to further "drill down" on specific items determined to be of importance in achieving our goal of Zero Accidents/incidents or near misses
- ➢ OSHA Regulatory Compliance
- ➢ SMS Compliance



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Q. Customer Service Training and Standards

Transportation Concepts believes providing excellent Customer Service has been the backbone of our operational success.

Transportation Concepts infiltrates the idea that our goal is to deliver exceptional customer service in all areas of our business. Our customers should experience customer satisfaction upon every interaction with any representative of our organization. Our program incorporates the following principles:

- Teaching importance of excellent customer service
- Developing the operators professional image
- Establishing positive relationships with customers



Each employee is required to review customer service principles and implement simple methods to ensure that they are projecting a positive image and providing a pleasant experience for those they come in contact with on a daily basis. The customer service theme is common throughout our proposal, but more importantly, it has been our standard operating principles in place at BCT. We continuously strive for customer service excellence and provide tools to our employees so that they can deliver exceptional customer service. Our objectives for the program are described below:

- ✓ Understand who your customer is
- ✓ Define exceptional customer service for that individual (riding passenger, caller asking for information, caller requesting a ride, etc.
- ✓ Identify the benefits of great customer service.
- ✓ Recognize barriers to the delivery of outstanding customer service.
- ✓ Demonstrate how to measure customer satisfaction levels and take corrective action if needed.
- ✓ Learn techniques for dealing with angry or upset customers.
- ✓ Develop a personal action plan to improve customer service skills.

Knowledge goes a long way toward the delivery of exceptional customer service. It is critical that each employee understand the service to include time points, directions, customer base, and BCT's priorities and expectations. Each employee should have extensive knowledge as to how the system works and if they do not have an answer for the request at hand, provide a valid resource for the requestor.

Each employee will be coached on the value of effective communication and understanding that everyone communicates differently. Maintaining composure and kindness may be difficult sometimes but in the end, it always pays off.

The lesson *"it's not what you say but how you say it"* is one that takes some people years to learn. Our employees are coached on how to use language to its best advantage during

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customer interactions. Special emphasis is placed on learning to say "no" in ways that reduce conflict and eliminating phrases such as, "that's not my job," and "I don't know."

Not all customers are easy to deal with. However, realizing that there are times when the attitude they come on the bus with or call on the telephone with has nothing to do with the person on the receiving end. Using case studies from other transit operations, participants will learn in this discussion how to effectively interact with angry customers, complaining customers.

Transportation Concepts' primary goal is to deliver exceptional customer service. If we are fulfilling all of our contractual obligations, we should have extremely satisfied customers that experience a pleasant, safe, and timely ride, as well as expedience and professionalism if they call in for a reservation or need system information. Such concepts are a significant part of our day at Transportation Concepts. We emphasize the importance of these concepts and how they can assist in and out of the workplace.

Customer Service Programs

TC is committed to the continuation and maintenance of the highest level of customer service to customers of the BCT system. We have successfully capitalized on the same high standards our company currently demands from all employees, especially those that interact with the public. TC has years of experience in managing transit operations. Accordingly, when we supplement our experience with proper hiring and continued training, we are confident our employees will provide an environment that fosters a safe, efficient, courteous, and quality experience to each of the passengers that utilize the Beach Cities Transit service. A customized customer service training program for all employees (service ambassadors) has been developed and will continue to be used with current employees as well as all new employees as a result of any turnover. Refresher training will be provided on an annual basis.

Our customer service philosophy will emphasize that this is the responsibility of each employee, and will include the following:

Professional Attitude – Wear specified uniforms that are clean and maintained. Be well groomed and ready to work at designated times and positions. Be calm, energetic, pleasant and polite. Smile, make eye contact, and be committed to excellence.

Superior Customer Service – Go out of your way to meet customer needs, providing personalized service when appropriate. Work as an effective team member with an enthusiastic attitude. Be able to take direction with minimal supervision.

Effective Communication – Speak clearly and in a friendly tone of voice. Ask questions to clarify customer's understanding, and assist any special needs passengers. Seek bilingual assistance when necessary. Be an active listener and demonstrate attentiveness and sincerity.

Problem Solving – Handle and resolve difficult situations promptly. Be discrete, apologize to the customer or driver, and suggest solutions. Remain calm and notify a

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supervisor when necessary to keep a situation from escalating. Be a pro-active problem solver and anticipate potential issues.

Customer Service Plan

TC draws upon its combined years of experience in developing effective customer service programs inclusive of our current location. The customer is the most important person in our business and the very reason we are in business. When they provide input we listen, whether their input is a suggestion, complaint, or commendation. We take their input seriously and use this information to improve the service we provide.

In order to maximize customer satisfaction, we incorporate the following "*customer rights*":

- ✓ **The customer receives prompt, friendly, courteous service and accurate information;**
- ✓ **The customer receives a smile and thank you;**
- ✓ **The customer is treated with respect and dignity, care and compassion;**
- ✓ **The customer will be kept informed during service delays and handled with extra care**
- ✓ **The customer will receive prompt answers to his/her questions.**

We achieve this goal by promptly following up on any customer feedback. Suggestions, as well as complaints, are very useful in upgrading our quality of service. All comments are responded to promptly and courteously.

Customer Comments and Resolution Approach

The Customer Service process includes the acceptance and identification of customer comments, investigations and response, tracking, and follow-up observations of all our transportation operations.

Proactive Customer Response Action Plan

All customer service feedback is responded to promptly and courteously. Customer comments are generally received from the following sources: telephone, written, personal contact and surveys. The objective of the customer contact program is to be responsive to the needs of the public and to satisfactorily resolve each individual complaint based on its merits, and to do so quickly.

Each complaint received will be investigated and responded to within 24 hours. Whenever possible, telephone complaints will be handled at the time they are received; however, when this is not possible, an investigation will be initiated into the established procedures and how our employee implemented these procedures. The opinion of the passenger will be considered carefully in resolving problems or disputes.

Acceptance of Customer Comments

TC will have overall responsibility in conjunction with City staff to follow-up on all customer comments. Consequently, we work closely with all our drivers to ensure compliance within the guidelines developed collectively with the City of Redondo Beach.

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Identification Process

Utilizing the information on the Customer Comment Form, TC personnel will identify the employee on the subject trip. After confirming positive identification of the employee, TC personnel review the Incident Log to determine if any Bus Driver reported any problems.

In the event the information collected is inconsistent with the information on the complaint (incorrect employee description, etc.); our personnel will investigate other possibilities. These possibilities may include the review of earlier and later trips, the review of our camera system, and other information that may help identify the correct incident/employee. If the identity is indeterminable, the Project Manager will attempt to contact the customer to verify the information on the form.

Review of Employee Performance

The Project Manager maintains a file for each employee. This file includes a copy of any previous customer comments involving the employee. The file also includes any follow up with the respective employee including disciplinary actions received regarding customer service issues. In addition to the customer comment file, the Project Manager reviews the employee history. The employee history includes "coaching" (positive and/or negative), disciplinary actions and other performance indicators of the employee. Depending on the nature of the comment, the Transit Manager may also review, with the company, personnel files and training records.



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R. Reservations System and Dispatch Plan

Reservations System

Transportation Concepts has considerable experience in both "off the shelf" systems, such as Route-Match and Trapeze, as well as location specific customized computerized reservation/dispatch systems. 5 years ago we implemented a computerized reservations software system that aligned with our vision to improve ridership productivity while enhancing reporting characteristics. The system is called "***Simpli Transport***". This dispatch software has been used in conjunction with mobile tablets in each of the WAVE vehicles. Over these last several years, we have been pleased with this system. We are proposing the continuation of this system.

Over these last 5 years we have recognized the following system improvements:



- Improved On Time Performance
- Reduction in missed trips
- Improved accuracy of information for drivers
- Identification of mobility device need in advance for driver
- Improved information provided to driver, i.e. pick up at rear of building
- Reduced Idle time
- Reduced errors with verbal communication. All is done through MDT
- System allows Dispatch to monitor Driver at all times for "real time status"
- Improved scheduling. Overlap of addresses eliminated

Here are a few features of ***Simpli Transport:***

Easy Client Management

Managing rides can be a time consuming manual task. The client management feature in Simpli will speed up the process allowing you to:

- Register new clients quickly by capturing rider's address, disability, fare, funding source, etc.
- Record and track Medicaid eligibilities with date ranges with cause for ineligibility.
- Edit client records easily, set statuses such as active, suspended, on vacation or delete entirely.
- Search for client records in seconds.

Quick Trip Booking

Using Simpli, booking trips couldn't be easier. In seconds you can create new trips, edit existing trips and create subscription trips. The ability to manage your trips in Simpli will not only speed up your process but also provide a vast amount of important data to report on.

- Create subscription trips (repeat, reoccurring trips)

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- Track past rides and easily copy
- View pick up and drop off locations on the integrated Google map
- Automatically create return trips with a click of a button

Computerized Scheduling

Building schedules efficiently and cost effective is essential when running your demand response operation. Simpli Transport's computerized scheduling and dispatch software provides the tools you need to optimize your routes.

Key Features:

- ✓ Live scheduling with real-time updates
- ✓ Ability to assign pick up and drop offs optimally
- ✓ Automatic client look-up feature
- ✓ Estimated travel time and distances calculated automatically by Google maps
- ✓ Templates for reoccurring routes which automatically assign trips
- ✓ Edit trips quickly and accurately
- ✓ Mark cancelled trips easily as well as tracking no-shows
- ✓ Plot out entire route on Google maps to see where the vehicle is throughout the day

Quick Reporting

The ability to generate accurate reports when you need them is vital when running an efficient transportation service. Simpli Transport allows you to generate the most commonly used reports in seconds. Extract meaningful statistics quickly and easily into six different formats (ie. Word, excel, PDF, ect.) The standard suite of reports features twelve separate reporting arrangements with the ability to create additional custom reports.

Mobile Data Terminal

Simpli Mobile puts the information your drivers need right in their hands. Using mobile tablet devices with internet access, drivers can log into Simpli Mobile and view all of their transports for the day. SimpliMobile connects drivers and dispatchers in real-time.

- ➢ Maximize workflow efficiencies by eliminating the need for manual data entry and paper work
- ➢ Minimize the risk of human errors
- ➢ Immediate driver and dispatch communications
- ➢ Significantly reduce dispatcher/driver radio traffic

Real-time Manifest

- ❖ Immediate dispatch-to-driver communication throughout the day will ensure drivers are notified of changes to their schedule. Drivers will receive alerts as new trips, time changes and cancelations are made in real time.

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Trip Status Updates

- Know the status of drivers and their trips throughout the day. As the driver progresses through their route, your dispatcher will see in real-time the status of events change from arrive to perform or no show.

Odometer Tracking

- Why do things twice? Upon arriving at their destination, drivers will be able to input the odometer reading directly into Simpli Mobile. This real-time data entry eliminates the need for manual processes and streamlines end of day paper work.

Dispatch Plan



To operate this service effectively, Transportation Concepts' will continue to provide Dispatch coverage during all hours of operations with 2 FT and 2 PT Dispatchers. Our Operations Supervisors and Project Manager will provide back up as necessary. This allows coverage during all operating hours for the BCT operation

Our approach to effective supervision focuses on safe and effective operations primarily considering headways, quality assurance, and a **10 minute response time goal** (relative to on-street response).

Expectations - The focus of our Dispatch operation is to consistently ensure the highest level of quality service delivery. The responsibilities of this position are critical in the overall service provision. It is fundamental to ensure that dispatch has a clear understanding of associated duties. Over the years we have taken great care in getting to know all many of the passengers that use the BCT services. The passengers most likely range from the business commuter to the very old and many that suffer from physical, congenital and psychiatric disabilities to name a few. Should a member of the public contact our dispatch staff, the highest level of customer service will be given, regardless of the demeanor of that passenger calling.



Additionally our dispatchers are all cross trained to drive both modes of service (FR and DAR). Being cross trained and able to drive the service on occasion provides our dispatchers with an excellent understanding of the service and ability to better schedule, knowing how long it takes to load wheelchair passengers, assist the elderly, and scheduling the proper time for drivers to insure good on-time performance.

Each Dispatcher will be highly proficient in the operation of our computerized reservations system along with the proper use of a radio system. Each employee in the office (including Project Manager and Administrative Assistant) has had hands-on experience with the reservation system as well to further provide support of the dispatch center.

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The person on duty in Dispatch is responsible for coordination and communications with vehicle operators in addition to taking ride request from passengers and answering the customer information line. The purpose of dispatch is to take reservations, schedule rides, communicate daily bus assignments, late pull-outs, detours, and other issues that could potentially affect service. In addition, this person is responsible for monitoring and verifying all of the driver information that is input for the generation of monthly reports. For this reason, it is critical that this individual understand the service, the service area, have knowledge and ability relative to the technology associated with the system, and understand what is logical when reviewing a report. Each employee should have a keen awareness and understanding of the operation and all associated requirements.

The Dispatcher is also responsible for making sure all work is assigned timely, in accordance with the rules and procedures governing the assignment of work and overtime. This individual ensures Operators are in proper uniform, are fit for service, have the proper credentials, and are prepared to carry out their daily assignment. Part of this function includes working to ensure that pre- and post-trip inspections are thoroughly performed and that only vehicles in a proper state of readiness are released into service. Dispatchers also coordinate with the maintenance department for preventive/unscheduled maintenance and follow up to ensure that maintenance issues are addressed.

Radio System

Over the last several years Transportation Concepts has utilized a "push to talk" radio system. Over the last several months we have been evaluating other radio systems and are proposing a new 2 way radio system for this next contract term. We have selected the Kenwood NX-3820HGK system. This has both Analog and Digital capabilities. It would be our plan to replace the older system with the new radio system upon contract award.



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S. Methodology for Assessing On Time Performance

Transportation Concepts has been utilizing both several methods to assess the on time performance (OTP) of the BCT operation.

Fixed Route:

OTP is measured by taking two different approaches; Dispatch monitoring and supervisory time point checks.

- **Dispatch Monitoring**

  During each loop of their fixed route, drivers are required to call in to dispatch at the first stop and last stop, along with key time points, such as a transit station, during their loop. The dispatcher receives this information and records that time into their log.

- **Supervisor Monitoring**

  The operations supervisor conducts OTP surveys during each shift. They will observe the driver/route, usually at one of the key time points, although it is randomly changed daily so the drivers are not aware of the locations that they are being monitored. The supervisor is required to assess ten time points on each route daily

The statistical information for both methods is recorded into a spreadsheet and is automatically calculated to determine the OTP for that day by our Administrative Assistant.

Dial-A-Ride:

OTP performance is generated through our computerized dispatch system as well as supervisor observations.

- **Computer Dispatch System**

  The OTP is measured using 100 percent of the computerized dispatch systems information. The driver provides the arrival and drop off time by pushing a button on their Mobile Data Tablet. That information is provided through the reporting capabilities of the Simpli system.

- **Supervisor Observation**

  The operations supervisor will conduct unobserved checks on each dial a ride driver. The intent is to observe when the driver arrives at a pick up or drop off, and compared with the data received from the dispatch system. It it also provides the opportunity to assess how the driver is operating the vehicle and their interaction with the passenger.

Experience with Real-Time Information Systems

Transportation Concepts has had close to 8 years of hands on experience utilizing real time information systems for other clients, and have partnered with each client in the selection and implementation process of each of those systems. These systems include:

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- NextBus
- RideSystem
- Transloc
- Swiftly

We look forward to partnering with the City of Redondo Beach BCT in their selection and our collective implementation of this technology and the ability to effectively utilize it for the next contract term.

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T. Fare Collection and Reconciliation

Fare Collection



Farebox procedures at Transportation Concepts have been carefully developed and tested. We guarantee the integrity of the collection process and the transfer to the selected financial institution. We will provide the City of Redondo with reports relative to daily ridership and actual cash collection data.

Our revenue collection and reconciliation procedures are designed to minimize the potential for abuse. /this is in response to our responsibility to safeguard our client's financial assets.

Our system as described below is based upon the principles of limited access, specific individual accountability as well as team responsibility of monies prior to deposit. We will monitor daily fare collection activity from the route operator through transfer to the bank by way of armored car transport. Should reconciliation identify losses we will act immediately to identify the source of the loss and apply appropriate measures to correct the situation.

Fares are charged to passengers as specified by the City of Redondo Beach. All revenue is to be controlled and accounted for in accordance with standard cash handling, fare retrieval and accounting practices. Periodic audits are conducted and analyzed for validity of process. Any shortfalls are addressed and adjusted as necessary.

Farebox procedures are described below:

Sign-In

Each vehicle will be equipped with a Diamond type farebox provided by the City. The vault associated with the farebox/bus number is recorded so that revenues for each specific bus can be reconciled with the assigned driver's trip sheet. All revenue collecting, with the exception of transfers, is processed through the farebox.

Security Key Control

Key control will be the responsibility of the Project Manager. Vault keys will be stored in a safe. Only the Project Manager and the Dispatcher will have access to the vault keys. No vault keys are permitted to be taken off property.

Dropping Vault /Securement

- **Bus pulls up to designated areas as marked**
- **Driver opens doors to allow removal of vault**
- **Dispatcher removes vault in presence of driver**
- **Vault must always be dropped in front of the driver**
- **Vault is secured in the safe located in the Dispatch Center**
- **There must be dual custody at all times when moving fareboxes**

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- **At all times a vault log must be updated with the bus # and vault #**
- **At closing, the keys must be locked away in the safe**

- **No Deviations from this procedure are allowed at any time. Deviating from this procedure will result in disciplinary action**

Vault Security

Vaults will be secured in the safe for count the next morning. If only one vault is available, that vault will be emptied at the end of each service day and monies from each vault will be placed in its own bag and labeled. Once the vault is emptied it is placed safely and securely back into the vehicle. The bags will be put into the safe for the night. Each morning, the monies will be counted in the Dispatch room in the presence of management staff along with a camera system recording the individuals and coordinated for pickup by the armored car service. The Project Manager will be held accountable for reconciliation.

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U. Data Collection, Record Keeping and NTD Reporting

Quality Control and Reporting

The Dispatcher must utilize several tools to be effective and for accountability purposes. Some of the tools used are described below:

Daily Dispatch Log

- ✓ This sheet is used to record ALL activities that pertain to the day to day activities in dispatch.
- ✓ It is used for tracking and recording of ALL activities and incidents for the purpose of follow up and checks and balances.
- ✓ The system works on " *PROBLEM and ACTION CODES* ".
  - ❖ This is a list containing the most reported problems, and offers the ability to ad others.
  - ❖ As with the problem list, there is a list of action codes. These codes explain how you handled the problem.

Daily Service Report

- ✓ This report recaps the amount of service time lost on a particular route and block and the reason for it.
- ✓ It also shows if and what supervisors had to drive.
- ✓ Time loss needs to be put down in hours and minutes format

We will continue to provide reports that comply with NTD reporting requirements. All reporting documents will continue to be produced accurately and in a timely manner on a monthly basis as required. TC utilizes a basic "check and balance" system in order to ensure validity of all reporting. The raw data is collected as a result of employees in the field. Each report submitted has to concur with the coinciding "actual operating data".

Daily and Monthly Operations Reporting

Transportation Concepts' Vehicle Operators will record their daily operations on a daily Driver Trip Sheet. These Trip Sheets will be turned into the Dispatcher at the end of their shift. The Dispatcher will perform a review of the Trip Sheet when it is turned in to ensure that all of the primary information is recorded. Subsequently, the information from the Trip Sheets will be entered into an Excel spreadsheet by the staff. All of the information from the Trip Sheets will be entered into the spreadsheet within three days of service and will be available for City review within five days of service.



At the end of each month, Transportation Concepts will also prepare a Monthly Operating Report that will include information on all of the Operating Data as required or desired by the City of Redondo Beach. This report will be submitted to the City on or before the 11th of the month, pending final TAP reports from the City. A copy of our MMR is included at the end of this section.

National Transit Data Base Reporting (NTD)

As a contracted operator of public transit services TC reports operating statistics to clients and agencies who directly report to NTD. The following is a sample of the procedures and

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reporting areas that are typically reported by TC. With each specific operation the reporting parameters and data may be different.

NTD Operating Statistics

- ✓ Ridership by the number of Unlinked Passenger Trips
- ✓ Total Vehicle Miles
- ✓ Vehicle Revenue and Non-Revenue Miles
- ✓ Total Vehicle Hours
- ✓ Revenue and Non-Revenue Hours
- ✓ Type of Vehicle and Service Mode
- ✓ Number of Vehicle Trips
- ✓ Farebox Collection
- ✓ Incidents and Accidents
- ✓ ADA Stats; Mobility Aids, Attendants, Lift Boarding
- ✓ Passenger Complaints

BCT Specific Ride Statistics

- ➢ Fare Media Collection
- ➢ Location statistics
- ➢ Detour and Delay Information
- ➢ Bicycle Boarding
- ➢ Passenger Statistics

NTD Sampling Plan as directed by the City of Redondo Beach

- ➢ Method selected by City Staff
- ➢ As defined by NTD Sampling Plan Manual
- ➢ Separate sampling statistics and reporting
- ➢ Cross checking of data for Quality Assurance

Transportation Concepts will continue to comply with, and provide the City of Redondo Beach with all required NTD reporting documents and information. In order to ensure that this important function is completed accurately, Transportation Concepts continually sends representatives to training sessions presented by the FTA on the NTD reporting systems. These programs are presented periodically by the FTA and provide both a valuable training session on the completion of the reports, as well as providing the opportunity to create a direct contact with an FTA representative. Transportation Concepts is well versed in the requirements of NTD reporting and can be counted upon by the agency to address this important area in an accurate and timely manner.

Other Required Reports

Transportation Concepts will submit reports on a weekly and monthly basis to include a summary of significant achievements and challenges, as well as recommended solutions or action plans to enhance situational issues based upon agency needs. Reports will include but not be limited to hours and miles, accidents/incidents, complaints and commendations, vehicle maintenance repair and PMI tracker, drug and alcohol testing (quarterly), and dispatch logs (if requested). All statistical information as required by the City and NTD will be incorporated into a weekly or monthly summary.

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With the expertise of Transportation Concepts in the transit industry, future IT and technology upgrades are possible. Local and Local and Corporate management staff are well-versed and trained in top transit information formats such as RA manager, Route Match, Trapeze, Next Bus, Trimble Transit Logistics, Google Android and Luminator Twin Vision. If and when the Agency chooses to explore future IT services Transportation Concepts will be there to assist no matter how small or large of an upgrade. TC has built relationships with leading public transit providers and advocacy groups such as CalACT and CTA to bring the best, most reliable and tested programs and services that comply with both Caltrans and FTA standards.

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Transportation Concepts

BEACH CITIES TRANSIT • 1521 Kingsdale Ave. • Redondo Beach • California 90278
Phone: 310-802-7686 • Fax: 310-921-2594

November 11, 2019

Joyce L. Rooney
Transit Operations and Transportation Facilities Manager
City of Redondo Beach
1922 Artesia Blvd.
Redondo Beach, CA 90278

Re: Beach Cities Transit Monthly Report for October 2019.

Dear Ms. Rooney:

The monthly report is enclosed along with specific operating reports for each of the fixed routes and the WAVE.

During this month we took delivery of four new Ford Champion Buses, and retired four buses. However, vehicle # 518 was only placed in service November 1, 2019 due to an electrical problem that was corrected by Creative Bus Services.

VEHICLES IN SERVICE INFO				VEHICLES OUT OF SERVICE INFO		
Vehicle #	**In Service Date**	**Miles**		**Vehicle #**	**OOS Date:**	**Miles**
517	10-17-19	170		508	10-21-19	129,586
547	10-17-19	207		509	10-21-19	135,438
548	10-17-19	163		510	10-21-19	123,001
				514	10-21-19	162,333

Please call me if there are any questions, comments or concerns.

Respectfully,



Brett Baum

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Transportation Concepts

Collisions, Complaints, Compliments, Incidents and Road Calls
October 2019

Collisions – See attached report

We have no collisions to report for the month:

Valid Complaints/Compliments- See attached report

We have five complaints to report for the month:

1) Full Bus- A parent called in on behalf of her son requesting more buses be added for the school students.
2) Pass Up- The driver passed up a passenger as he was in the wrong lane, due to him passing a bicyclist. Driver was counseled.
3) Miscellaneous -Driver failed to pull up parallel to the curb to let the passenger on and off. The driver was unable to pull in parallel due to another vehicle parked in the red curb area.
4) Late Bus- The driver departed the Pier late, and was listening to music while driving. The driver was counseled and advised to put his phone away while driving.
5) Unruly Passenger- Passenger complained the driver had him removed from the bus, and also called him homeless. The drivers was counseled and suspended for the way he handled the situation.

Incidents/Events – See attached report

We have no incidents/events to report for the month:

Road Calls – See attached report

We have five reportable road calls to report for the month:

1) FR - Bus 543 - Bus overheating- Cooling fan gear box froze.
2) FR - Bus 536 - Bus overheating- Broken coolant hose.
3) FR- Bus 539 - Bus not starting- Ignition switch failure.
4) DAR- Bus 511 - Bus shut off- Replaced the fuel pressure regulator.
5) FR- Bus 547 - Bus shut off- Electrical -warranty.

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TABLE OF CONTENTS

Narrative Summary	1
Invoice	2
Sectran Security Inc. Invoice	3
Summary Management Report	4

FIXED ROUTE:

102 Ridership	FR-1
109 Ridership	FR-2
Combined Fare Numbers	FR-3
Fixed Route Hours & Miles	FR-4
Fixed Route On Time Performance	FR-5
Fixed Route NTD	FR-6
Fixed Route Year to Date	FR-7

WAVE:

WAVE Management Summary	DAR-1
Ridership	DAR-2
Fares	DAR-3
Service by Day of Week - Hours & Miles	DAR-4
Denials, Cancels & No-Shows	DAR-5
WAVE On Time Performance	DAR-6
WAVE Productivity	DAR-7
WAVE NTD	DAR-8
WAVE Year to Date	DAR-9

APPENDIX:

Mileage Report
Preventive Maintenance Information
CNG Tank Cert. Log
Tripper Buses Report
Complaint Tracker
Complaints by Month
Complaints by Line
Road Call Report
Collision / Incident Log
Service Interruption Log
Fixed Route Pullouts
Major Repairs
Bus Washing Report
FTE Hours
Employee Seniority List
AireSpring.com
TelePacific

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TRANSPORTATION CONCEPTS
12 Mauchly, Building I
Irvine, CA 92618
(949) 753-7525
(949) 753-7526 - FAX

Invoice #: **516-10-2019**
Contract # **C-1410-122**
Invoice Date: November 11, 2019

CITY OF REDONDO BEACH
BEACH CITIES TRANSIT
1922 ARTESIA BLVD.
REDONDO BEACH, CA 90278
Attn: Joyce L Rooney
Transit Operations and Transportation Facilities Manager

Location # 516 Redondo Beach

Contract Service for City of Redondo Beach for the month of: October 2019

	Number of Days	Service Hours	Billing Rate	Amount
WAVE Dial - A - Ride Service Hours:	31	627.79	$34.47	$21,639.92
Fixed Route Service Hours:				
Service Hours for Line 102:	31	1,136.73	$34.47	$39,183.08
School Tripper Hours for Line 102:	22	108.08	$34.47	$3,725.52
Service Hours for Line 109:	31	1,753.67	$34.47	$60,449.00
Total FR Hours		2,998.48		$103,357.60
Monthly Fixed Cost				$69,644.60
Total for BCT and WAVE Services		3,626.27		$194,642.12

Out of Contract Service for City of Redondo Beach

Sectran Security Inc.				$395.50
November Inv. # 19111467				
Billback phone lines (see attached statements)				
Airespring - (310) 371-5200 BCT				
Inv. #	**130060294**			$475.19
TelePacific	**TDD Line**			
Inv. #	**122161175-0**			$47.36
PAC Shuttle Service: 10-3-2019				
Bus # 1- 550 8am to 12:55pm		4.92	$34.47	$169.59
Bus # 2- 536 10:05am- 12:55pm		2.83	$34.47	$97.55
Pumpkins By The Sea Event				
October 26th- 12pm to 3:30pm		3.50	$34.47	$120.65
				$387.79
		GRAND TOTAL		$195,947.96

Thank you,

Brett Baum
Director of Operations

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SUMMARY MANAGEMENT REPORT
October 2019

FIXED ROUTE SUMMARY

	Total Passengers	Total Revenue Hours	Revenue Miles	Ridership / Rev Hour	Collected Fares	Farebox Recovery per Passenger	On-Time Percentage	# Of Operating Days
102	19,224	1,244.81	12,642	15.44	$7,142.56	$0.37	95.85%	31
109	16,962	1,753.67	21,290	9.67	$8,656.26	$0.51	86.64%	31
Total	**36,186**	**2,998.48**	**33,932**	**12.07**	**$15,798.82**	**$0.44**	**92.06%**	

WAVE - DAR SUMMARY

WAVE Dial a Ride	Total Passengers	Redondo Beach Passengers	Hermosa Beach Passengers	Satellite Passengers	Revenue Hours	Passenger / Rev Hour	Farebox Recovery per Passenger	On-Time Percentage	Revenue Miles	# Of Operating Days
	1,302	**940**	**162**	**200**	**627.79**	**2.07**	**$0.91**	**95.57%**	**5,884**	**31**

FR FUEL SUMMARY REPORT

	W/DAY		SATURDAY		SUNDAY		TOTAL		TOTAL PSI
	HOURS	MILES	HOURS	MILES	HOURS	MILES	HOURS	MILES	
102	2.80	58	2.27	70	1.57	49	**6.64**	**177**	368,000
109	59.02	388	7.32	56	5.78	56	**72.12**	**500**	845,130
TOTAL	**61.82**	**446**	**9.59**	**126**	**7.35**	**105**	**78.76**	**677**	**1,213,130**

DAR WAVE FUEL SUMMARY REPORT

	W/DAY		SATURDAY		SUNDAY		TOTAL		TOTAL PSI
	HOURS	MILES	HOURS	MILES	HOURS	MILES	HOURS	MILES	
TOTAL	**26.17**	**0**	**1.65**	**0**	**0.78**	**0**	**28.60**	**0**	**328,900**

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FIXED ROUTE - RIDERSHIP and FARE COUNT WORKSHEET - LINE 102

October 2019

	Date	Total Pax	REG CASH	SENIOR & DISABLED	GENERAL PASS	BCT STUDENT	BCT SENIOR	BCT DISABLED	FREE	W/C	EZ	ASI	STORED	IAT	INTRA AGENCY	BCT FARE	TAP SCANS	COLLECTED FARES	PROJECTED FARES	DIFF
			$1.00	$0.50		PASS	PASS	PASS			PASS	ACCESS	VALUE	TRFR	BLUE	COUNT				
Tuesday	1-Oct	768	280	66	0	333	0	0	2	0	4	8	55	18	0	2	87	$313.28	$313.00	**$0.28**
Wednesday	2-Oct	820	283	83	1	366	3	2	1	1	10	13	40	17	1	0	81	$324.67	$325.50	**-$0.83**
Thursday	3-Oct	786	268	61	0	358	7	0	3	0	9	11	49	16	1	3	89	$300.13	$298.50	**$1.63**
Friday	4-Oct	748	235	64	0	369	2	1	2	0	5	12	40	17	1	0	75	$270.89	$267.00	**$3.89**
Saturday	5-Oct	195	95	34	0	8	3	0	0	0	11	15	19	6	2	2	55	$114.22	$112.00	**$2.22**
Sunday	6-Oct	66	37	11	0	1	0	1	2	2	2	3	6	1	0	2	14	$43.22	$42.50	**$0.72**
Monday	7-Oct	877	243	66	1	481	2	2	2	0	14	8	42	15	1	0	80	$279.92	$277.00	**$2.92**
Tuesday	8-Oct	822	259	59	1	390	9	2	3	2	11	18	52	17	1	0	99	$293.72	$289.50	**$4.22**
Wednesday	9-Oct	328	155	68	1	28	7	1	1	1	9	9	30	18	1	0	67	$191.81	$190.00	**$1.81**
Thursday	10-Oct	770	229	63	0	394	4	1	2	1	5	13	44	15	0	0	77	$261.06	$260.50	**$0.56**
Friday	11-Oct	749	215	75	1	373	2	0	4	0	6	12	44	15	2	0	79	$255.75	$253.50	**$2.25**
Saturday	12-Oct	174	86	38	1	6	3	1	2	0	4	8	13	11	1	0	37	$108.26	$106.00	**$2.26**
Sunday	13-Oct	89	44	22	0	6	0	1	0	0	2	4	3	7	0	0	16	$57.05	$55.00	**$2.05**
Monday	14-Oct	850	266	68	0	416	0	5	1	0	15	18	41	19	1	0	94	$300.88	$300.00	**$0.88**
Tuesday	15-Oct	940	276	81	6	483	7	4	7	0	7	9	36	19	4	1	76	$323.41	$322.50	**$0.91**
Wednesday	16-Oct	911	270	68	0	482	2	3	4	6	8	15	41	18	0	0	82	$305.23	$304.00	**$1.23**
Thursday	17-Oct	799	225	64	5	398	5	1	1	0	12	16	56	13	3	0	100	$264.55	$262.00	**$2.55**
Friday	18-Oct	837	217	64	0	440	2	13	1	1	9	27	51	11	1	1	100	$251.91	$249.00	**$2.91**
Saturday	19-Oct	195	98	33	0	5	2	0	2	0	4	11	24	14	1	1	55	$117.92	$114.50	**$3.42**
Sunday	20-Oct	73	32	12	0	6	0	0	4	0	1	10	4	3	0	1	19	$38.90	$38.00	**$0.90**
Monday	21-Oct	774	238	78	0	347	13	2	5	1	21	13	42	14	1	0	91	$286.79	$277.00	**$9.79**
Tuesday	22-Oct	828	263	70	0	384	3	3	2	3	11	18	56	17	1	0	103	$302.15	$298.00	**$4.15**
Wednesday	23-Oct	824	272	70	0	384	11	6	1	4	11	10	36	21	2	0	80	$307.29	$307.00	**$0.29**
Thursday	24-Oct	773	252	55	1	375	4	4	1	0	15	12	38	13	3	0	81	$287.94	$280.50	**$7.44**
Friday	25-Oct	724	247	51	0	344	3	1	2	2	7	14	35	20	0	0	76	$273.30	$272.50	**$0.80**
Saturday	26-Oct	192	90	39	1	18	4	1	1	1	6	7	16	8	1	0	38	$111.28	$110.50	**$0.78**
Sunday	27-Oct	57	29	12	0	5	0	0	2	0	0	2	3	2	2	0	9	$36.39	$35.00	**$1.39**
Monday	28-Oct	815	219	82	0	417	10	1	2	2	7	17	38	18	2	2	84	$261.35	$260.00	**$1.35**
Tuesday	29-Oct	823	243	84	0	391	7	2	2	0	18	10	41	22	3	0	94	$285.62	$285.00	**$0.62**
Wednesday	30-Oct	846	262	59	0	416	6	3	6	2	15	14	45	19	1	0	94	$294.07	$291.50	**$2.57**
Thursday	31-Oct	771	242	69	1	378	6	1	2	2	10	10	37	13	2	0	72	$279.60	$277.50	**$2.10**
Total Weekday		**18,183**	**5,659**	**1,568**	**18**	**8,747**	**115**	**58**	**57**	**28**	**239**	**307**	**989**	**385**	**32**	**9**	**1,961**	**$6,515.32**	**$6,461.00**	**$54.32**
Total (Sat)		**756**	**369**	**144**	**2**	**37**	**12**	**2**	**5**	**1**	**25**	**41**	**72**	**39**	**5**	**3**	**185**	**$451.68**	**$443.00**	**$8.68**
Total (Sunday)		**285**	**142**	**57**	**0**	**18**	**0**	**2**	**8**	**2**	**5**	**19**	**16**	**13**	**2**	**3**	**58**	**$175.56**	**$170.50**	**$5.06**
Grand Total		**19,224**	**6,170**	**1,769**	**20**	**8,802**	**127**	**62**	**70**	**31**	**269**	**367**	**1,077**	**437**	**39**	**15**	**2,204**	**$7,142.56**	**$7,074.50**	**$68.06**

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FIXED ROUTE - RIDERSHIP and FARE COUNT WORKSHEET - LINE 109

October 2019

	Date	Total Pax	REG CASH $1.00	SENIOR & DISABLED $0.50	GENERAL PASS	BCT STUDENT PASS	BCT SENIOR PASS	BCT DISABLED PASS	FREE	W/C	EZ PASS	ASI ACCESS	STORED VALUE	IAT TRFR	INTRA AGENCY BLUE	BCT FARE COUNT	TAP SCANS	COLLECTED FARES	PROJECTED FARES	DIFF
Tuesday	1-Oct	603	236	100	1	2	4	0	2	0	45	10	131	62	4	6	258	$288.38	$287.00	$1.38
Wednesday	2-Oct	627	253	101	0	0	2	0	3	0	45	15	124	72	7	5	268	$312.20	$303.50	$8.70
Thursday	3-Oct	684	274	124	0	1	1	0	0	1	53	13	141	68	5	4	284	$332.33	$336.00	-$3.67
Friday	4-Oct	568	274	75	0	0	7	0	3	1	38	12	101	47	7	4	209	$319.25	$311.50	$7.75
Saturday	5-Oct	352	214	52	0	0	5	0	4	0	8	5	43	19	2	0	77	$249.35	$240.00	$9.35
Sunday	6-Oct	311	176	62	0	4	2	0	3	2	8	5	36	10	5	0	64	$209.05	$207.00	$2.05
Monday	7-Oct	678	289	108	0	0	5	0	3	0	55	6	145	60	5	2	273	$351.93	$343.00	$8.93
Tuesday	8-Oct	630	239	87	2	0	4	0	3	0	60	18	149	59	5	4	295	$289.50	$284.50	$5.00
Wednesday	9-Oct	639	241	110	0	0	2	0	2	1	55	14	139	66	5	5	284	$295.13	$296.00	-$0.87
Thursday	10-Oct	674	287	97	1	1	5	0	3	0	59	5	136	71	5	4	280	$338.78	$336.50	$2.28
Friday	11-Oct	619	271	106	1	1	2	0	2	2	41	14	117	58	4	2	236	$328.43	$325.00	$3.43
Saturday	12-Oct	310	157	47	0	1	3	2	2	1	11	12	41	29	5	0	98	$180.51	$180.50	$0.01
Sunday	13-Oct	317	174	46	1	0	0	0	4	0	12	5	49	26	0	0	92	$201.39	$198.00	$3.39
Monday	14-Oct	648	293	106	0	1	3	2	2	1	42	11	119	60	6	3	241	$350.44	$346.00	$4.44
Tuesday	15-Oct	628	235	95	3	2	10	1	2	0	59	14	138	60	4	5	280	$286.44	$285.50	$0.94
Wednesday	16-Oct	641	236	97	1	0	6	1	2	0	50	21	149	69	5	4	298	$293.95	$285.50	$8.45
Thursday	17-Oct	623	232	105	0	4	4	0	4	1	53	7	145	57	6	6	274	$285.59	$284.50	$1.09
Friday	18-Oct	652	276	120	1	1	6	1	2	0	32	17	127	63	2	4	245	$334.84	$337.00	-$2.16
Saturday	19-Oct	308	159	47	0	1	0	1	4	0	17	6	46	23	4	0	96	$184.04	$182.50	$1.54
Sunday	20-Oct	241	120	45	0	0	1	2	5	0	13	2	33	19	1	0	68	$141.47	$142.50	-$1.03
Monday	21-Oct	571	236	91	0	0	1	1	3	0	40	3	140	52	1	3	239	$285.60	$281.50	$4.10
Tuesday	22-Oct	595	228	96	1	2	2	0	3	1	42	23	131	61	3	3	263	$278.44	$277.00	$1.44
Wednesday	23-Oct	625	254	102	0	2	1	0	4	0	44	18	130	65	1	4	262	$304.52	$305.00	-$0.48
Thursday	24-Oct	699	266	115	0	8	10	3	2	1	49	9	164	69	1	3	295	$331.55	$323.50	$8.05
Friday	25-Oct	632	273	93	14	1	3	1	2	2	34	7	131	66	3	4	245	$330.53	$333.50	-$2.97
Saturday	26-Oct	309	173	50	0	0	2	0	4	0	13	5	44	18	0	0	80	$198.07	$198.00	$0.07
Sunday	27-Oct	255	129	40	0	1	1	0	3	0	11	6	40	21	3	0	81	$148.28	$149.00	-$0.72
Monday	28-Oct	639	251	112	2	0	3	1	1	0	56	8	139	63	0	3	269	$314.60	$309.00	$5.60
Tuesday	29-Oct	638	240	110	4	3	4	0	5	1	55	8	134	69	2	4	272	$301.28	$299.00	$2.28
Wednesday	30-Oct	643	248	91	2	1	2	2	3	2	50	30	145	64	2	5	296	$297.46	$295.50	$1.96
Thursday	31-Oct	603	236	109	1	6	3	0	1	0	52	6	115	68	2	4	247	$292.93	$291.50	$1.43
Total Weekday		**14,559**	**5,868**	**2,350**	**34**	**36**	**90**	**13**	**57**	**14**	**1,109**	**289**	**3,090**	**1,449**	**85**	**91**	**6,113**	**$7,144.10**	**$7,077.00**	**$67.10**
Total (Sat)		**1,279**	**703**	**196**	**0**	**2**	**10**	**3**	**14**	**1**	**49**	**28**	**174**	**89**	**11**	**0**	**351**	**$811.97**	**$801.00**	**$10.97**
Total (Sunday)		**1,124**	**599**	**193**	**1**	**5**	**4**	**2**	**15**	**2**	**44**	**18**	**158**	**76**	**9**	**0**	**305**	**$700.19**	**$696.50**	**$3.69**
Grand Total		**16,962**	**7,170**	**2,739**	**35**	**43**	**104**	**18**	**86**	**17**	**1,202**	**335**	**3,422**	**1,614**	**105**	**91**	**6,769**	**$8,656.26**	**$8,574.50**	**$81.76**

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FIXED ROUTE - COMBINED FARES

October 2019

Date		Total Pax	REG CASH	SENIOR & DISABLED	GENERAL PASS	BCT STUDENT	BCT SENIOR	BCT DISABLED	FREE	W/C	EZ	ASI	STORED	IAT	INTRA AGENCY	BCT FARE	TAP SCANS	COLLECTED FARES	PROJECTED FARES	DIFF
			1.00	0.50		PASS	PASS	PASS			PASS	ACCESS	VALUE	TRFR	BLUE	COUNT	0			
Tuesday	10/1	1,371	$516.00	$83.00	1	335	4	0	4	0	49	18	186	80	4	8	345	$601.66	$600.00	$1.66
Wednesday	10/2	1,447	$536.00	$92.00	1	366	5	2	4	1	55	28	164	89	8	5	349	$636.87	$629.00	$7.87
Thursday	10/3	1,470	$542.00	$92.50	0	359	8	0	3	1	62	24	190	84	6	7	373	$632.46	$634.50	-$2.04
Friday	10/4	1,316	$509.00	$69.50	0	369	9	1	5	1	43	24	141	64	8	4	284	$590.14	$578.50	$11.64
Saturday	10/5	547	$309.00	$43.00	0	8	8	0	4	0	19	20	62	25	4	2	132	$363.57	$352.00	$11.57
Sunday	10/6	377	$213.00	$36.50	0	5	2	1	5	4	10	8	42	11	5	2	78	$252.27	$249.50	$2.77
Monday	10/7	1,555	$532.00	$87.00	1	481	7	2	5	0	69	14	187	75	6	2	353	$631.85	$620.00	$11.85
Tuesday	10/8	1,452	$498.00	$73.00	3	390	13	2	6	2	71	36	201	76	6	4	394	$583.22	$574.00	$9.22
Wednesday	10/9	967	$396.00	$89.00	1	28	9	1	3	2	64	23	169	84	6	5	351	$486.94	$486.00	$0.94
Thursday	10/10	1,444	$516.00	$80.00	1	395	9	1	5	1	64	18	180	86	5	4	357	$599.84	$597.00	$2.84
Friday	10/11	1,368	$486.00	$90.50	2	374	4	0	6	2	47	26	161	73	6	2	315	$584.18	$578.50	$5.68
Saturday	10/12	484	$243.00	$42.50	1	7	6	3	4	1	15	20	54	40	6	0	135	$288.77	$286.50	$2.27
Sunday	10/13	406	$218.00	$34.00	1	6	0	1	4	0	14	9	52	33	0	0	108	$258.44	$253.00	$5.44
Monday	10/14	1,498	$559.00	$87.00	0	417	3	7	3	1	57	29	160	79	7	3	335	$651.32	$646.00	$5.32
Tuesday	10/15	1,568	$511.00	$88.00	9	485	17	5	9	0	66	23	174	79	8	6	356	$609.85	$608.00	$1.85
Wednesday	10/16	1,552	$506.00	$82.50	1	482	8	4	6	6	58	36	190	87	5	4	380	$599.18	$589.50	$9.68
Thursday	10/17	1,422	$457.00	$84.50	5	402	9	1	5	1	65	23	201	70	9	6	374	$550.14	$546.50	$3.64
Friday	10/18	1,489	$493.00	$92.00	1	441	8	14	3	1	41	44	178	74	3	5	345	$586.75	$586.00	$0.75
Saturday	10/19	503	$257.00	$40.00	0	6	2	1	6	0	21	17	70	37	5	1	151	$301.96	$297.00	$4.96
Sunday	10/20	314	$152.00	$28.50	0	6	1	2	9	0	14	12	37	22	1	1	87	$180.37	$180.50	-$0.13
Monday	10/21	1,345	$474.00	$84.50	0	347	14	3	8	1	61	16	182	66	2	3	330	$572.39	$558.50	$13.89
Tuesday	10/22	1,423	$491.00	$83.00	1	386	5	3	5	4	53	41	187	78	4	3	366	$580.59	$575.00	$5.59
Wednesday	10/23	1,449	$526.00	$86.00	0	386	12	6	5	4	55	28	166	86	3	4	342	$611.81	$612.00	-$0.19
Thursday	10/24	1,472	$518.00	$85.00	1	383	14	7	3	1	64	21	202	82	4	3	376	$619.49	$604.00	$15.49
Friday	10/25	1,356	$520.00	$72.00	14	345	6	2	4	4	41	21	166	86	3	4	321	$603.83	$606.00	-$2.17
Saturday	10/26	501	$263.00	$44.50	1	18	6	1	5	1	19	12	60	26	1	0	118	$309.35	$308.50	$0.85
Sunday	10/27	312	$158.00	$26.00	0	6	1	0	5	0	11	8	43	23	5	0	90	$184.67	$184.00	$0.67
Monday	10/28	1,454	$470.00	$97.00	2	417	13	2	3	2	63	25	177	81	2	5	353	$575.95	$569.00	$6.95
Tuesday	10/29	1,461	$483.00	$97.00	4	394	11	2	7	1	73	18	175	91	5	4	366	$586.90	$584.00	$2.90
Wednesday	10/30	1,489	$510.00	$75.00	2	417	8	5	9	4	65	44	190	83	3	5	390	$591.53	$587.00	$4.53
Thursday	10/31	1,374	$478.00	$89.00	2	384	9	1	3	2	62	16	152	81	4	4	319	$572.53	$569.00	$3.53
Weekday		**32,742**	**$11,527.00**	**$1,959.00**	**52**	**8,783**	**205**	**71**	**114**	**42**	**1,348**	**596**	**4,079**	**1,834**	**117**	**100**	**8,074**	**$13,659.42**	**$13,538.00**	**$121.42**
Total (Sat)		**2,035**	**$1,072.00**	**$170.00**	**2**	**39**	**22**	**5**	**19**	**2**	**74**	**69**	**246**	**128**	**16**	**3**	**536**	**$1,263.65**	**$1,244.00**	**$19.65**
Total (Sunday)		**1,409**	**$741.00**	**$125.00**	**1**	**23**	**4**	**4**	**23**	**4**	**49**	**37**	**174**	**89**	**11**	**3**	**363**	**$875.75**	**$867.00**	**$8.75**
Grand Total		**36,186**	**$13,340.00**	**$2,254.00**	**55**	**8,845**	**231**	**80**	**156**	**48**	**1,471**	**702**	**4,499**	**2,051**	**144**	**106**	**8,973**	**$15,798.82**	**$15,649.00**	**$149.82**

City receives money from Metro for "Stored Value" transactions. Passengers do not pay at the time of boarding the bus.

Stored Value Total	Adult/Student	Senior		Stored Value-W/Day	Adult/Student	Senior
Line 102	$1,340.00	$60.00		Line 102	$1,300.00	$52.00
Line 109	$2,743.00	$148.00	**Total**	Line 109	$2,430.00	$122.50
Total	**$4,083.00**	**$208.00**	**4,291.00**	**Total**	**$3,730.00**	**$174.50**

Stored Value-Saturday	Adult/Student	Senior
Line 102	$28.00	$4.50
Line 109	$184.00	$12.50
Total	**$212.00**	**$17.00**

Stored Value-Sunday	Adult/Student	Senior
Line 102	$12.00	$3.50
Line 109	$129.00	$13.00
Total	**$141.00**	**$16.50**

Stored Value Total-IAT	Adult/Student	Senior		Stored Value-W/Day-IAT	Adult/Student	Senior
Line 102	$112.50	$12.75		Line 102	$106.50	$8.75
Line 109	$346.25	$41.25	**Total**	Line 109	$309.00	$34.25
Total	**$458.75**	**$54.00**	**512.75**	**Total**	**$415.50**	**$43.00**
GRAND TOTAL	**$4,803.75**					

Stored Value-Saturday-IAT	Adult/Student	Senior
Line 102	$2.00	$1.50
Line 109	$24.50	$4.00
Total	**$26.50**	**$5.50**

Stored Value-Sunday-IAT	Adult/Student	Senior
Line 102	$4.00	$2.50
Line 109	$12.75	$3.00
Total	**$16.75**	**$5.50**

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FIXED ROUTE - HOURS and MILES

October 2019

	Date	Total Passengers	DAILY TOTAL HOURS 102	109	Gross Hours	DAILY REVENUE HOURS 102	109	Revenue Hours	Pax/Rev Hr	DAILY TOTAL MILES 102	109	Gross Miles	DAILY REVENUE MILES 102	109	Revenue Miles
Tuesday	10/1	1,371	48.13	63.55	111.68	45.05	60.49	105.54	12.99	517	814	1,331	459	734	1,193
Wednesday	10/2	1,447	48.58	63.72	112.30	45.98	60.49	106.47	13.59	528	812	1,340	464	734	1,198
Thursday	10/3	1,470	49.03	64.72	113.75	46.45	60.14	106.59	13.79	527	813	1,340	463	734	1,197
Friday	10/4	1,316	48.93	64.60	113.53	46.18	60.49	106.67	12.34	546	806	1,352	461	734	1,195
Saturday	10/5	547	35.22	47.38	82.60	33.63	45.45	79.08	6.92	375	608	983	350	551	901
Sunday	10/6	377	14.85	46.95	61.80	13.14	44.98	58.12	6.49	185	615	800	152	551	703
Monday	10/7	1,555	48.75	63.77	112.52	46.37	60.49	106.86	14.55	517	814	1,331	464	734	1,198
Tuesday	10/8	1,452	49.00	63.15	112.15	46.45	60.49	106.94	13.58	526	809	1,335	463	734	1,197
Wednesday	10/9	967	42.57	64.27	106.84	41.18	60.49	101.67	9.51	439	813	1,252	415	734	1,149
Thursday	10/10	1,444	48.40	64.47	112.87	45.58	60.49	106.07	13.61	529	814	1,343	463	734	1,197
Friday	10/11	1,368	48.83	63.25	112.08	46.05	60.49	106.54	12.84	512	815	1,327	463	734	1,197
Saturday	10/12	484	34.85	47.45	82.30	33.63	45.45	79.08	6.12	374	617	991	350	551	901
Sunday	10/13	406	14.98	47.13	62.11	13.14	45.45	58.59	6.93	183	614	797	152	551	703
Monday	10/14	1,498	48.67	63.52	112.19	46.02	60.49	106.51	14.06	511	810	1,321	461	734	1,195
Tuesday	10/15	1,568	49.08	63.33	112.41	46.36	60.49	106.85	14.67	539	806	1,345	467	734	1,201
Wednesday	10/16	1,552	48.82	63.57	112.39	46.22	60.49	106.71	14.54	528	807	1,335	465	734	1,199
Thursday	10/17	1,422	48.38	63.95	112.33	46.25	60.49	106.74	13.32	531	802	1,333	463	734	1,197
Friday	10/18	1,489	48.48	63.45	111.93	46.25	60.49	106.74	13.95	516	802	1,318	463	734	1,197
Saturday	10/19	503	35.13	48.00	83.13	33.63	45.45	79.08	6.36	374	617	991	350	551	901
Sunday	10/20	314	14.48	47.22	61.70	13.14	45.07	58.21	5.39	184	614	798	152	551	703
Monday	10/21	1,345	49.18	63.97	113.15	46.55	60.49	107.04	12.57	526	802	1,328	472	734	1,206
Tuesday	10/22	1,423	49.63	63.20	112.83	46.63	60.49	107.12	13.28	539	802	1,341	472	734	1,206
Wednesday	10/23	1,449	48.65	63.65	112.30	46.02	60.49	106.51	13.60	526	800	1,326	464	734	1,198
Thursday	10/24	1,472	49.30	63.92	113.22	46.12	60.49	106.61	13.81	534	808	1,342	467	734	1,201
Friday	10/25	1,356	48.97	63.63	112.59	46.42	60.49	106.91	12.68	531	802	1,333	467	734	1,201
Saturday	10/26	501	34.98	47.38	82.36	33.63	45.45	79.08	6.34	378	621	999	350	551	901
Sunday	10/27	312	15.23	47.55	62.78	13.14	45.45	58.59	5.33	210	615	825	152	551	703
Monday	10/28	1,454	49.33	62.97	112.30	46.35	60.49	106.84	13.61	526	802	1,328	462	734	1,196
Tuesday	10/29	1,461	48.88	63.42	112.30	46.05	60.49	106.54	13.71	526	802	1,328	466	734	1,200
Wednesday	10/30	1,489	49.12	64.43	113.55	46.78	60.49	107.27	13.88	516	802	1,318	463	734	1,197
Thursday	10/31	1,374	48.87	64.13	113.00	46.42	60.49	106.91	12.85	542	802	1,344	467	734	1,201
Total Weekday		**32,742**	**1,117.58**	**1,466.64**	**2,584.22**	**1,057.73**	**1,390.92**	**2,448.65**	**13.37**	**12,032**	**18,559**	**30,591**	**10,634**	**16,882**	**27,516**
Total (Sat)		**2,035**	**140.18**	**190.21**	**330.39**	**134.52**	**181.80**	**316.32**	**6.43**	**1,501**	**2,463**	**3,964**	**1,400**	**2,204**	**3,604**
Total (Sunday)		**1,409**	**59.54**	**188.85**	**248.39**	**52.56**	**180.95**	**233.51**	**6.03**	**762**	**2,458**	**3,220**	**608**	**2,204**	**2,812**
Grand Total		**36,186**	**1,317.30**	**1,845.70**	**3,163.00**	**1,244.81**	**1,753.67**	**2,998.48**	**12.07**	**14,295**	**23,480**	**37,775**	**12,642**	**21,290**	**33,932**

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FIXED ROUTE - ON TIME PERFORMANCE

October 2019

102 LINE - 61/46/20 trips (No School 55)

	Date	# Trips Scheduled	# Trips Completed	Missed Trips	Trips Late	% On -Time
Tuesday	10/1	61	61		2	96.72%
Wednesday	10/2	61	61		2	96.72%
Thursday	10/3	61	61		3	95.08%
Friday	10/4	61	61		3	95.08%
Saturday	10/5	46	46		1	97.83%
Sunday	10/6	20	20		0	100.00%
Monday	10/7	61	61		1	98.36%
Tuesday	10/8	61	61		1	98.36%
Wednesday	10/9	55	55		4	92.73%
Thursday	10/10	61	61		3	95.08%
Friday	10/11	61	61		3	95.08%
Saturday	10/12	46	46		2	95.65%
Sunday	10/13	20	20		1	95.00%
Monday	10/14	61	61		2	96.72%
Tuesday	10/15	61	61		3	95.08%
Wednesday	10/16	61	61		2	96.72%
Thursday	10/17	61	61		1	98.36%
Friday	10/18	61	61		2	96.72%
Saturday	10/19	46	46		2	95.65%
Sunday	10/20	20	20		1	95.00%
Monday	10/21	61	61		2	96.72%
Tuesday	10/22	61	61		2	96.72%
Wednesday	10/23	61	61		2	96.72%
Thursday	10/24	61	61		3	95.08%
Friday	10/25	61	61		2	96.72%
Saturday	10/26	46	46		2	95.65%
Sunday	10/27	20	20		0	100.00%
Monday	10/28	61	61		2	96.72%
Tuesday	10/29	61	61		2	96.72%
Wednesday	10/30	61	61		2	96.72%
Thursday	10/31	61	61		2	96.72%
Weekday		**1,397**	**1,397**	**0**	**60**	**95.71%**
Total (Sat)		**184**	**184**	**0**	**7**	**96.20%**
Total (Sun)		**80**	**80**	**0**	**2**	**97.50%**
Grand Total		**1,661**	**1,661**	**0**	**69**	**95.85%**

109 LINE - 40/30 trips

Date	# Trips Scheduled	# Trips Completed	Missed Trips	Trips Late	% On -Time
10/1	40	40		5	87.50%
10/2	40	40		5	87.50%
10/3	40	39	1	6	82.50%
10/4	40	40		6	85.00%
10/5	30	30		3	90.00%
10/6	30	29	1	3	86.67%
10/7	40	40		6	85.00%
10/8	40	40		6	85.00%
10/9	40	40		6	85.00%
10/10	40	40		6	85.00%
10/11	40	40		6	85.00%
10/12	30	30		4	86.67%
10/13	30	30		3	90.00%
10/14	40	40		5	87.50%
10/15	40	40		5	87.50%
10/16	40	40		5	87.50%
10/17	40	40		6	85.00%
10/18	40	40		6	85.00%
10/19	30	30		3	90.00%
10/20	30	29	1	2	90.00%
10/21	40	40		6	85.00%
10/22	40	40		6	85.00%
10/23	40	40		5	87.50%
10/24	40	40		5	87.50%
10/25	40	40		5	87.50%
10/26	30	30		3	90.00%
10/27	30	30		2	93.33%
10/28	40	40		6	85.00%
10/29	40	40		5	87.50%
10/30	40	40		6	85.00%
10/31	40	40		6	85.00%
Weekday	**920**	**919**	**1**	**129**	**85.87%**
Total (Sat)	**120**	**120**	**0**	**13**	**89.17%**
Total (Sun)	**120**	**118**	**2**	**10**	**90.00%**
Grand Total	**1,160**	**1,157**	**3**	**152**	**86.64%**

Date	Total # Trips Scheduled	Total # Trips Completed	Trips Missed	Trips Late	% On -Time
Weekday	**2,317**	**2,316**	**1**	**189**	**91.80%**
Total (Sat)	**304**	**304**	**0**	**20**	**93.42%**
Total (Sun)	**200**	**198**	**2**	**12**	**93.00%**
Grand Total	**2,821**	**2,818**	**3**	**221**	**92.06%**

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FIXED ROUTE - NTD REPORT - FY 2019-2020

October 2019

Month	Total Weekday Trips	Weekday Avg Trips	Total Saturday Trips	Saturday Avg Trips	Total Sunday Trips	Sunday Avg Trips	Combined Total Trips	Wkdy Vehicle Total Miles	Sat Total Miles	Sunday Total Miles	Combined Total Miles	Wkdy Rev Miles	Sat Rev Miles	Sunday Rev Miles	Combined Rev Miles
July	2,166	98.45	304	60.80	200	50.00	2,670	28,108	3,862	3,086	35,056	26,204	3,604	2,812	32,620
August	2,138	97.18	380	76.00	200	50.00	2,718	27,812	4,760	3,102	35,674	25,718	4,505	2,812	33,035
September	2,090	104.50	304	60.80	250	50.00	2,644	27,138	3,877	3,917	34,932	24,909	3,604	3,515	32,028
October	2,317	100.74	304	76.00	200	50.00	2,821	30,115	3,838	3,115	37,068	27,516	3,604	2,812	33,932
November															
December															
January															
February															
March															
April															
May															
June															
FY Totals	8,711	100.13	1,292	68.00	850	50.00	10,853	113,173	16,337	13,220	142,730	104,347	15,317	11,951	131,615

Month	Wkdy Total Hours	Sat Total Hours	Sunday Total Hours	Combned Total Hours	Wkdy Rev Hours	Sat Rev Hours	Sunday Rev Hours	Combined Rev Hours	Total Weekdays Service	Total Saturdays Service	Total Sundays Service	Veh in Max Serv	Valid Cust Complaints/ compliment	Road Calls	Collisions
July	2,368.56	322.57	241.39	2,932.52	2,313.42	316.32	234.36	2,864.10	22	5	4	7	2	4	1
August	2,340.60	398.19	239.58	2,978.37	2,275.34	395.40	234.36	2,905.10	22	5	4	10	3	4	1
September	2,273.43	323.85	305.46	2,902.74	2,213.78	315.69	292.61	2,822.08	20	5	5	10	3	4	3
October	2,522.40	320.80	241.04	3,084.24	2,448.65	316.32	233.51	2,998.48	23	4	4	10	5	4	0
November															
December															
January															
February															
March															
April															
May															
June															
FY Totals	9,504.99	1,365.41	1,027.47	11,897.87	9,251.19	1,343.73	994.84	11,589.76	87	19	17	37	13	16	5
								Total Service Days	123	36					

	NTD FUELING HOURS				NTD FUELING MILES			
Month	Wkdy Total Hours	Sat Total Hours	Sunday Total Hours	Combned Total Hours	Wkdy Fueling Miles	Sat Fueling Miles	Sunday Fueling Miles	Combined Fueling Miles
July	61.38	8.71	8.65	78.74	547	106	126	779
August	59.65	13.23	9.62	82.50	533	170	123	826
September	61.59	6.97	10.76	79.32	537	82	119	738
October	61.82	9.59	7.35	78.76	446	126	105	677
November				0.00				0
December				0.00				0
January				0.00				0
February				0.00				0
March				0.00				0
April				0.00				0
May				0.00				0
June				0.00				0
FY Totals	244.44	38.50	36.38	319.32	2,063	484	473	3,020

SUMMARY

	WEEKDAY		SATURDAY		SUNDAY		TOTALS	
	HOURS	MILES	HOURS	MILES	HOURS	MILES	HOURS	MILES
102	1,114.78	11,944	137.91	1,431	57.97	713	1,310.66	14,088
109	1,407.62	18,171	182.89	2,407	183.07	2,402	1,773.58	22,980
TOTAL	2,522.40	30,115	320.80	3,838	241.04	3,115	3,084.24	37,068

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FIXED ROUTE - YTD SUMMARY - FY 2019-2020

		Total Pax	Gross Hours	Total Rev Hrs	Pax/Rev Hours	Fares Collected	Projected Fares	Farebox Recovery	On-Time %	Rev Miles	Gross Miles	Rev Speed	Total Trips Completed	Total Lates
ROUTE 102	July	10,961	1,173.51	1,126.17	9.73	$6,384.86	$6,321.50	0.58	95.59%	11,543	12,413	10.25	1,519	66
	August	12,797	1,237.66	1,166.29	10.97	$7,918.67	$7,817.00	0.62	94.83%	11,985	13,097	10.28	1,568	81
	September	17,533	1,236.25	1,158.75	15.13	$6,847.48	$6,770.50	0.39	95.66%	11,838	13,355	10.22	1,543	66
	October	19,224	1,317.30	1,244.81	15.44	$7,142.56	$7,074.50	0.37	95.85%	12,642	14,265	10.16	1,661	69
	November													
	December													
	January													
	February													
	March													
	April													
	May													
	June													
Grand Total		**60,515**	**4,964.72**	**4,696.02**	**12.89**	**$28,293.57**	**$27,983.50**	**0.47**	**95.52%**	**48,008**	**53,130**	**10.22**	**6,291**	**282**

ROUTE 109	July	17,863	1,837.75	1,737.93	10.28	$9,951.09	$9,827.50	0.56	86.35%	21,077	23,422	12.13	1,146	153
	August	17,405	1,823.21	1,738.81	10.01	$9,246.87	$9,119.50	0.53	85.65%	21,050	23,403	12.11	1,148	163
	September	15,921	1,745.81	1,663.33	9.57	$8,418.60	$8,327.50	0.53	87.55%	20,190	22,315	12.14	1,097	134
	October	16,962	1,845.70	1,753.67	9.67	$8,656.26	$8,574.50	0.51	86.64%	21,290	23,480	12.14	1,157	152
	November													
	December													
	January													
	February													
	March													
	April													
	May													
	June													
Grand Total		**68,151**	**7,252.47**	**6,893.74**	**9.89**	**$36,272.82**	**$35,849.00**	**0.53**	**86.76%**	**83,607**	**92,620**	**12.13**	**4,548**	**602**

		Total Pax	Gross Hours	Total Rev Hrs	Pax/Rev Hours	Fares Collected	Projected Fares	Farebox Recovery	On-Time %	Rev Miles	Gross Miles	Rev Speed	Total Trips Completed	Total Lates
Fixed Route Combined	July	28,824	3,011.26	2,864.10	10.06	$16,335.95	$16,149.00	0.57	91.61%	32,620	35,835	11.39	2,665	219
	August	30,202	3,060.87	2,905.10	10.40	$17,165.54	$16,936.50	0.57	90.95%	33,035	36,500	11.37	2,716	244
	September	33,454	2,982.06	2,822.08	11.85	$15,266.08	$15,098.00	0.46	92.28%	32,028	35,670	11.35	2,640	200
	October	36,186	3,163.00	2,998.48	12.07	$15,798.82	$15,649.00	0.44	92.06%	33,932	37,745	11.32	2,818	221
	November													
	December													
	January													
	February													
	March													
	April													
	May													
	June													
Grand Total		**128,666**	**12,217.19**	**11,589.76**	**11.10**	**$64,566.39**	**$63,832.50**	**0.50**	**91.84%**	**131,615**	**145,750**	**11.36**	**10,839**	**884**

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WAVE DIAL-A-RIDE- MONTHLY MANAGEMENT REPORT
FY 2019-2020

Date	Redondo Beach Passengers	Hermosa Beach Passengers	Satellite Passengers	Total Passengers	Revenue Hours	Passenger / Rev Hour	Farebox Recovery per Passenger	On-Time Percentage	Revenue Miles	Revenue Speed (mph)	# Of Operating Days
JULY	853	105	139	1,097	565.13	1.94	0.92	95.63%	5,115	9.05	31
AUGUST	870	92	162	1,124	597.06	1.88	0.93	95.60%	5,338	8.94	31
SEPTEMBER	849	120	154	1,123	580.89	1.93	0.95	92.98%	5,560	9.57	30
OCTOBER	940	162	200	1,302	627.79	2.07	0.91	95.57%	5,884	9.37	31
NOVEMBER											
DECEMBER											
JANUARY											
FEBRUARY											
MARCH											
APRIL											
MAY											
JUNE											
FYT	**3,512**	**479**	**655**	**4,646**	**2,370.87**	**1.96**	**0.93**	**94.95%**	**21,897**	**9.23**	**123**

WEEKLY RIDERSHIP TOTALS		
WEEK	# of Days	Total Passengers
1	6	236
2	7	280
3	7	272
4	7	310
5	4	204
6		
Total Passengers for the Month:		**1,302**

HIGHEST RIDERSHIP DAY FOR THE MONTH		
Redondo Beach	10/21/2019	53
Hermosa Beach	10/23 & 30	10
Combined	10/21/2019	68

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WAVE DIAL-A-RIDE - RIDERSHIP WORKSHEET

	October 2019									TRIP ORIGIN			TRIP DROPOFF		
Day	Date	TOTAL Passenger	Regular Cash	Escort Free	Groups	W/C Pax	NO SHOW	CXL	Passenger Miles	Redondo Beach	Hermosa Beach	Satellites	Redondo Beach	Hermosa Beach	Satellites
Tuesday	10/01/2019	52	50	2	0	0	3	0	231	35	5	12	35	4	13
Wednesday	10/02/2019	55	47	8	0	3	3	1	220	39	9	7	39	7	9
Thursday	10/03/2019	45	40	5	0	2	2	0	204	34	4	7	33	5	7
Friday	10/04/2019	48	46	2	0	3	10	0	255	41	4	3	40	3	5
Saturday	10/05/2019	21	19	2	0	4	1	0	74	18	1	2	17	1	3
Sunday	10/06/2019	15	15	0	0	0	3	0	85	13	1	1	13	1	1
Monday	10/07/2019	56	52	4	0	1	0	0	249	42	6	8	43	6	7
Tuesday	10/08/2019	44	41	3	0	1	3	0	214	30	7	7	27	9	8
Wednesday	10/09/2019	54	45	9	0	3	3	1	205	39	7	8	35	9	10
Thursday	10/10/2019	53	42	11	0	1	3	1	249	35	8	10	36	7	10
Friday	10/11/2019	41	40	1	0	6	4	0	209	33	4	4	33	3	5
Saturday	10/12/2019	20	17	3	0	2	3	0	116	15	2	3	14	2	4
Sunday	10/13/2019	12	10	2	0	2	1	0	50	8	2	2	8	2	2
Monday	10/14/2019	42	42	0	0	4	0	1	188	33	4	5	34	2	6
Tuesday	10/15/2019	45	39	6	0	3	2	1	200	29	7	9	27	9	9
Wednesday	10/16/2019	55	55	0	0	7	5	0	293	41	6	8	43	3	9
Thursday	10/17/2019	41	41	0	0	3	1	0	219	31	2	8	31	2	8
Friday	10/18/2019	53	50	3	0	6	0	0	245	41	5	7	42	2	9
Saturday	10/19/2019	25	21	4	0	6	0	0	99	18	3	4	18	3	4
Sunday	10/20/2019	11	11	0	0	0	0	0	66	8	1	2	8	1	2
Monday	10/21/2019	68	62	6	0	5	0	0	237	53	7	8	52	5	11
Tuesday	10/22/2019	46	36	10	0	9	0	0	222	29	9	8	31	6	9
Wednesday	10/23/2019	67	58	9	0	6	0	0	213	46	10	11	46	10	11
Thursday	10/24/2019	65	59	6	0	8	1	1	259	45	7	13	43	9	13
Friday	10/25/2019	34	34	0	0	4	7	2	168	28	3	3	29	1	4
Saturday	10/26/2019	15	13	2	0	0	0	0	55	11	3	1	11	3	1
Sunday	10/27/2019	15	15	0	0	2	0	0	65	11	2	2	10	3	2
Monday	10/28/2019	59	57	2	0	9	4	0	254	46	8	5	48	4	7
Tuesday	10/29/2019	51	45	6	0	7	3	1	268	34	7	10	35	6	10
Wednesday	10/30/2019	55	45	10	0	8	0	0	229	33	10	12	36	9	10
Thursday	10/31/2019	39	32	7	0	4	2	2	223	21	8	10	22	8	9
Total Weekday		**1,168**	**1,058**	**110**	**0**	**103**	**56**	**11**	**5,254**	**838**	**147**	**183**	**840**	**129**	**199**
Total (Sat)		**81**	**70**	**11**	**0**	**12**	**4**	**0**	**344**	**62**	**9**	**10**	**60**	**9**	**12**
Total (Sunday)		**53**	**51**	**2**	**0**	**4**	**4**	**0**	**266**	**40**	**6**	**7**	**39**	**7**	**7**
Grand Total		**1,302**	**1,179**	**123**	**0**	**119**	**64**	**11**	**5,864**	**940**	**162**	**200**	**939**	**145**	**218**
% Of Total			**91%**	**9%**	**0%**	**9%**	**5%**	**1%**		**72%**	**12%**	**15%**	**72%**	**11%**	**17%**

DAR-2

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WAVE DIAL-A-RIDE - FAREBOX ACCOUNTING

October 2019

	Date	TOTAL Passenger	Regular Cash $1.00	Escort Free	Groups $0.75	Regular Projected $1.00	Groups Projected $0.75	Total Projected Fare	Actual Fare Collected	Over / Short
Tuesday	10/01/2019	52	50	2	0	$ 50.00	$ -	$ 50.00	$50.00	$0.00
Wednesday	10/02/2019	55	47	8	0	$ 47.00	$ -	$ 47.00	$47.00	$0.00
Thursday	10/03/2019	45	40	5	0	$ 40.00	$ -	$ 40.00	$40.00	$0.00
Friday	10/04/2019	48	46	2	0	$ 46.00	$ -	$ 46.00	$46.00	$0.00
Saturday	10/05/2019	21	19	2	0	$ 19.00	$ -	$ 19.00	$19.00	$0.00
Sunday	10/06/2019	15	15	0	0	$ 15.00	$ -	$ 15.00	$15.00	$0.00
Monday	10/07/2019	56	52	4	0	$ 52.00	$ -	$ 52.00	$52.00	$0.00
Tuesday	10/08/2019	44	41	3	0	$ 41.00	$ -	$ 41.00	$41.00	$0.00
Wednesday	10/09/2019	54	45	9	0	$ 45.00	$ -	$ 45.00	$45.00	$0.00
Thursday	10/10/2019	53	42	11	0	$ 42.00	$ -	$ 42.00	$42.00	$0.00
Friday	10/11/2019	41	40	1	0	$ 40.00	$ -	$ 40.00	$40.00	$0.00
Saturday	10/12/2019	20	17	3	0	$ 17.00	$ -	$ 17.00	$17.00	$0.00
Sunday	10/13/2019	12	10	2	0	$ 10.00	$ -	$ 10.00	$10.00	$0.00
Monday	10/14/2019	42	42	0	0	$ 42.00	$ -	$ 42.00	$42.00	$0.00
Tuesday	10/15/2019	45	39	6	0	$ 39.00	$ -	$ 39.00	$39.00	$0.00
Wednesday	10/16/2019	55	55	0	0	$ 55.00	$ -	$ 55.00	$55.00	$0.00
Thursday	10/17/2019	41	41	0	0	$ 41.00	$ -	$ 41.00	$41.00	$0.00
Friday	10/18/2019	53	50	3	0	$ 50.00	$ -	$ 50.00	$50.00	$0.00
Saturday	10/19/2019	25	21	4	0	$ 21.00	$ -	$ 21.00	$21.00	$0.00
Sunday	10/20/2019	11	11	0	0	$ 11.00	$ -	$ 11.00	$11.00	$0.00
Monday	10/21/2019	68	62	6	0	$ 62.00	$ -	$ 62.00	$62.00	$0.00
Tuesday	10/22/2019	46	36	10	0	$ 36.00	$ -	$ 36.00	$36.00	$0.00
Wednesday	10/23/2019	67	58	9	0	$ 58.00	$ -	$ 58.00	$58.00	$0.00
Thursday	10/24/2019	65	59	6	0	$ 59.00	$ -	$ 59.00	$59.00	$0.00
Friday	10/25/2019	34	34	0	0	$ 34.00	$ -	$ 34.00	$34.00	$0.00
Saturday	10/26/2019	15	13	2	0	$ 13.00	$ -	$ 13.00	$13.00	$0.00
Sunday	10/27/2019	15	15	0	0	$ 15.00	$ -	$ 15.00	$15.00	$0.00
Monday	10/28/2019	59	57	2	0	$ 57.00	$ -	$ 57.00	$57.00	$0.00
Tuesday	10/29/2019	51	45	6	0	$ 45.00	$ -	$ 45.00	$45.00	$0.00
Wednesday	10/30/2019	55	45	10	0	$ 45.00	$ -	$ 45.00	$45.00	$0.00
Thursday	10/31/2019	39	32	7	0	$ 32.00	$ -	$ 32.00	$32.00	$0.00
Total Weekdays		**1,168**	**1,058**	**110**	**0**	**$1,058.00**	**$0.00**	**$1,058.00**	**$1,058.00**	**$0.00**
Total (Sat)		**81**	**70**	**11**	**0**	**$70.00**	**$0.00**	**$70.00**	**$70.00**	**$0.00**
Total (SUN)		**53**	**51**	**2**	**0**	**$51.00**	**$0.00**	**$51.00**	**$51.00**	**$0.00**
Grand Total		**1,302**	**1,179**	**123**	**0**	**$1,179.00**	**$0.00**	**$1,179.00**	**$1,179.00**	**$0.00**
% Of Total			**90.55%**	**9.45%**	**0.00%**					

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WAVE DIAL-A-RIDE - SERVICE BY DAY OF THE WEEK - HOURS & MILES

October 2019

Date	Total Passenger	Rev Hours	Gross Hours	PAX/ Rev Hours	Revenue Miles	Gross Miles	Rev Miles/ Passenger	Total No-Shows	Total Cancels
Mon									
10/7/2019	56	25.95	28.50	2.16	249	276	4.45	0	0
10/14/2019	42	21.08	22.47	1.99	188	208	4.48	0	1
10/21/2019	68	27.32	29.31	2.49	237	263	3.49	0	0
10/28/2019	59	24.52	26.72	2.41	254	290	4.31	4	0
Total	**225**	**98.87**	**107.00**	**2.28**	**928**	**1,037**	**4.12**	**4**	**1**
Tue									
10/1/2019	52	19.60	23.98	2.65	231	267	4.44	3	0
10/8/2019	44	21.33	24.15	2.06	214	242	4.86	3	0
10/15/2019	45	21.03	23.72	2.14	200	222	4.44	2	1
10/22/2019	46	23.67	25.37	1.94	222	255	4.83	0	0
10/29/2019	51	30.48	32.48	1.67	268	300	5.25	3	1
Total	**238**	**116.11**	**129.70**	**2.05**	**1,135**	**1,286**	**4.77**	**11**	**2**
Wed									
10/2/2019	55	24.45	26.68	2.25	220	245	4.00	3	1
10/9/2019	54	24.35	27.78	2.22	205	236	3.80	3	1
10/16/2019	55	25.92	27.92	2.12	293	334	5.33	5	0
10/23/2019	67	24.18	26.22	2.77	213	250	3.18	0	0
10/30/2019	55	22.08	24.50	2.49	229	253	4.16	0	0
Total	**286**	**120.98**	**133.10**	**2.36**	**1,160**	**1,318**	**4.06**	**11**	**2**
Thu									
10/3/2019	45	22.40	25.17	2.01	204	229	4.53	2	0
10/10/2019	53	22.03	26.07	2.41	249	295	4.70	3	1
10/17/2019	41	22.65	24.98	1.81	219	238	5.34	1	0
10/24/2019	65	25.80	28.13	2.52	259	278	3.98	1	1
10/31/2019	39	28.47	30.60	1.37	223	249	5.72	2	2
Total	**243**	**121.35**	**134.95**	**2.00**	**1,154**	**1,289**	**4.75**	**9**	**4**
Fri									
10/4/2019	48	27.32	29.40	1.76	255	279	5.31	10	0
10/11/2019	41	19.62	23.62	2.09	209	229	5.10	4	0
10/18/2019	53	24.50	26.30	2.16	245	263	4.62	0	0
10/25/2019	34	21.27	23.55	1.60	188	223	5.53	7	2
Total	**176**	**92.71**	**102.87**	**1.90**	**897**	**994**	**5.10**	**21**	**2**
Sat									
10/5/2019	21	10.28	11.95	2.04	74	92	3.52	1	0
10/12/2019	20	10.63	11.52	1.88	116	125	5.80	3	0
10/19/2019	25	12.10	13.77	2.07	99	116	3.96	0	0
10/26/2019	15	8.82	9.72	1.70	55	66	3.67	0	0
Total	**81**	**41.83**	**46.96**	**1.94**	**344**	**399**	**4.25**	**4**	**0**
Sun									
10/6/2019	15	10.68	11.88	1.40	85	96	5.67	3	0
10/13/2019	12	6.82	7.38	1.76	50	57	4.17	1	0
10/20/2019	11	6.72	7.37	1.64	66	73	6.00	0	0
10/27/2019	15	11.72	12.15	1.28	65	69	4.33	0	0
Total	**53**	**35.94**	**38.78**	**1.47**	**266**	**295**	**5.02**	**4**	**0**
Weekday	**1,168**	**550.02**	**607.62**	**2.12**	**5,274**	**5,924**	**4.52**	**56**	**11**
Total (Sat)	**81**	**41.83**	**46.96**	**1.94**	**344**	**399**	**4.25**	**4**	**0**
Total (Sun)	**53**	**35.94**	**38.78**	**1.47**	**266**	**295**	**5.02**	**4**	**0**
Grand Total	**1,302**	**627.79**	**693.36**	**2.07**	**5,884**	**6,618**	**4.52**	**64**	**11**

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WAVE DIAL-A-RIDE - DENIALS, CANCELLATIONS AND NO-SHOW REPORT

October 2019

Date		Total Trips Requested	Denials	Denial Percentage	Cancels	Cancel Percentage	Dispatched Trips	No-Show	No-Show Percentage	Total Passengers	Total Pax Percentage	Total Trips Provided
Tuesday	10/01/2019	55	0	0	0	0.00%	55	3	5.45%	52	94.55%	52
Wednesday	10/02/2019	59	0	0	1	1.69%	58	3	5.17%	55	93.22%	55
Thursday	10/03/2019	47	0	0	0	0.00%	47	2	4.26%	45	95.74%	45
Friday	10/04/2019	58	0	0	0	0.00%	58	10	17.24%	48	82.76%	48
Saturday	10/05/2019	22	0	0	0	0.00%	22	1	4.55%	21	95.45%	21
Sunday	10/06/2019	18	0	0	0	0.00%	18	3	16.67%	15	83.33%	15
Monday	10/07/2019	56	0	0	0	0.00%	56	0	0.00%	56	100.00%	56
Tuesday	10/08/2019	47	0	0	0	0.00%	47	3	6.38%	44	93.62%	44
Wednesday	10/09/2019	58	0	0	1	1.72%	57	3	5.26%	54	93.10%	54
Thursday	10/10/2019	57	0	0	1	1.75%	56	3	5.36%	53	92.98%	53
Friday	10/11/2019	45	0	0	0	0.00%	45	4	8.89%	41	91.11%	41
Saturday	10/12/2019	23	0	0	0	0.00%	23	3	13.04%	20	86.96%	20
Sunday	10/13/2019	13	0	0	0	0.00%	13	1	7.69%	12	92.31%	12
Monday	10/14/2019	43	0	0	1	2.33%	42	0	0.00%	42	97.67%	42
Tuesday	10/15/2019	48	0	0	1	2.08%	47	2	4.26%	45	93.75%	45
Wednesday	10/16/2019	60	0	0	0	0.00%	60	5	8.33%	55	91.67%	55
Thursday	10/17/2019	42	0	0	0	0.00%	42	1	2.38%	41	97.62%	41
Friday	10/18/2019	53	0	0	0	0.00%	53	0	0.00%	53	100.00%	53
Saturday	10/19/2019	25	0	0	0	0.00%	25	0	0.00%	25	100.00%	25
Sunday	10/20/2019	11	0	0	0	0.00%	11	0	0.00%	11	100.00%	11
Monday	10/21/2019	68	0	0	0	0.00%	68	0	0.00%	68	100.00%	68
Tuesday	10/22/2019	46	0	0	0	0.00%	46	0	0.00%	46	100.00%	46
Wednesday	10/23/2019	67	0	0	0	0.00%	67	0	0.00%	67	100.00%	67
Thursday	10/24/2019	67	0	0	1	1.49%	66	1	1.52%	65	97.01%	65
Friday	10/25/2019	43	0	0	2	4.65%	41	7	17.07%	34	79.07%	34
Saturday	10/26/2019	15	0	0	0	0.00%	15	0	0.00%	15	100.00%	15
Sunday	10/27/2019	15	0	0	0	0.00%	15	0	0.00%	15	100.00%	15
Monday	10/28/2019	63	0	0	0	0.00%	63	4	6.35%	59	93.65%	59
Tuesday	10/29/2019	55	0	0	1	1.82%	54	3	5.56%	51	92.73%	51
Wednesday	10/30/2019	55	0	0	0	0.00%	55	0	0.00%	55	100.00%	55
Thursday	10/31/2019	43	0	0	2	4.65%	41	2	4.88%	39	90.70%	39

Weekday	**1,235**	**0**	**0**	**11**	**0.89%**	**1,224**	**56**	**4.58%**	**1,168**	**94.57%**	**1,168**
Total (SAT)	**85**	**0**	**0**	**0**	**0.00%**	**85**	**4**	**4.71%**	**81**	**95.29%**	**81**
Total (SUN)	**57**	**0**	**0**	**0**	**0.00%**	**57**	**4**	**7.02%**	**53**	**92.98%**	**53**
Grand Total	**1,377**	**0**	**0**	**11**	**0.80%**	**1,366**	**64**	**4.69%**	**1,302**	**94.55%**	**1,302**

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WAVE DIAL-A-RIDE - TRIP ON-TIME PERFORMANCE

October 2019

Date		# Trips 0-5 mins	# Trips 6-10 mins	# Trips 11-15 mins	ON TIME	Early	Total Passenger	Total Late	Missed Trips	On Time Percentage
Tuesday	10/01/2019	3			49		52	3		94.23%
Wednesday	10/02/2019									
Thursday	10/03/2019									
Friday	10/04/2019									
Saturday	10/05/2019				21		21	0		100.00%
Sunday	10/06/2019									
Monday	10/07/2019									
Tuesday	10/08/2019									
Wednesday	10/09/2019									
Thursday	10/10/2019	2	2		49		53	4		92.45%
Friday	10/11/2019									
Saturday	10/12/2019									
Sunday	10/13/2019									
Monday	10/14/2019									
Tuesday	10/15/2019		2		43		45	2		95.56%
Wednesday	10/16/2019									
Thursday	10/17/2019									
Friday	10/18/2019									
Saturday	10/19/2019									
Sunday	10/20/2019	1			10		11	1		90.91%
Monday	10/21/2019									
Tuesday	10/22/2019									
Wednesday	10/23/2019									
Thursday	10/24/2019									
Friday	10/25/2019				34		34	0		100.00%
Saturday	10/26/2019									
Sunday	10/27/2019									
Monday	10/28/2019									
Tuesday	10/29/2019									
Wednesday	10/30/2019	3			3		55	2		96.36%
Thursday	10/31/2019									
		8	**4**	**0**	**178**	**0**	**239**	**11**	**0**	**95.40%**
Total (SAT)		**0**	**0**	**0**	**21**	**0**	**21**	**0**	**0**	**100.00%**
Total (SUN)		**1**	**0**	**0**	**10**	**0**	**11**	**1**	**0**	**90.91%**
Grand Total		**9**	**4**	**0**	**209**	**0**	**271**	**12**	**0**	**95.57%**

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WAVE DIAL-A-RIDE - PRODUCTIVITY

October 2019

DAY	DATE	Total Passengers	Total Revenue Hours	Passenger / Revenue Hour
Tuesday	10/01/2019	52	19.60	2.65
Wednesday	10/02/2019	55	24.45	2.25
Thursday	10/03/2019	45	22.40	2.01
Friday	10/04/2019	48	27.32	1.76
Saturday	10/05/2019	21	10.28	2.04
Sunday	10/06/2019	15	10.68	1.40
Monday	10/07/2019	56	25.95	2.16
Tuesday	10/08/2019	44	21.33	2.06
Wednesday	10/09/2019	54	24.35	2.22
Thursday	10/10/2019	53	22.03	2.41
Friday	10/11/2019	41	19.62	2.09
Saturday	10/12/2019	20	10.63	1.88
Sunday	10/13/2019	12	6.82	1.76
Monday	10/14/2019	42	21.08	1.99
Tuesday	10/15/2019	45	21.03	2.14
Wednesday	10/16/2019	55	25.92	2.12
Thursday	10/17/2019	41	22.65	1.81
Friday	10/18/2019	53	24.50	2.16
Saturday	10/19/2019	25	12.10	2.07
Sunday	10/20/2019	11	6.72	1.64
Monday	10/21/2019	68	27.32	2.49
Tuesday	10/22/2019	46	23.67	1.94
Wednesday	10/23/2019	67	24.18	2.77
Thursday	10/24/2019	65	25.80	2.52
Friday	10/25/2019	34	21.27	1.60
Saturday	10/26/2019	15	8.82	1.70
Sunday	10/27/2019	15	11.72	1.28
Monday	10/28/2019	59	24.52	2.41
Tuesday	10/29/2019	51	30.48	1.67
Wednesday	10/30/2019	55	22.08	2.49
Thursday	10/31/2019	39	28.47	1.37
Total Weekdays		**1,168**	**550.02**	**2.12**
Total (Sat)		**81**	**41.83**	**1.94**
Total (Sun)		**53**	**35.94**	**1.47**
Grand Total		**1,302**	**627.79**	**2.07**

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WAVE DIAL-A-RIDE YTD INFORMATION - FY 2019-2020

	Redondo Beach Pax	Hermosa Pax	Satellite Pax	Total Pax	Revenue Hours	Gross Hours	Pax/Rev	On-Time %	Revenue Miles	Gross Miles	Revenue Speed	Collected Fares	Farebox Recovery	Total Lates
July	853	105	139	1,097	565.13	623.60	1.94	93.71%	5,115	5,784	9.05	$1,006.00	0.92	69
August	870	92	162	1,124	597.06	657.26	1.88	94.66%	5,338	5,986	8.94	$1,049.00	0.93	60
September	849	120	154	1,123	580.89	639.95	1.93	93.94%	5,560	6,150	9.57	$1,068.00	0.95	68
October	940	162	200	1,302	627.79	693.36	2.07	94.70%	5,884	6,618	9.37	$1,179.00	0.91	69
November														
December														
January														
February														
March														
April														
May														
June														
GRAND TOTAL	**3,512**	**479**	**655**	**4,646**	**2,370.87**	**2,614.17**	**1.96**	**94.27%**	**21,897**	**24,538**	**9.23**	**$4,302.00**	**0.93**	**266**

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WAVE DIAL-A-RIDE - NTD REPORT - FY 2019-2020
October 2019

Month	Wkday Unlinked Trips	Wkday Unlinked Avg Trips	Sat Unlinked Trips	Sat. Unlinkd Avg Trips	Sun Unlinked Trips	Sun. Unlinkd Avg Trips	Combined Total Unliked Trips	Weekday Vehicle Total Miles	Saturday Vehicle Total Miles	Sunday Vehicle Total Miles	Combined Vehicle Total Miles	Weekday Vehicle Rev Miles	Saturday Vehicle Rev Miles	Sunday Vehicle Rev Miles	Combined Vehicle Rev Miles
July	1,015	44.13	35	8.75	47	11.75	1,097	5,299	237	248	5,784	4,686	207	222	5,115
August	1,020	46.36	74	14.80	30	7.50	1,124	5,463	321	202	5,986	4,889	284	165	5,338
September	986	46.95	61	15.25	76	15.20	1,123	5,355	356	439	6,150	4,874	315	371	5,560
October	1,168	50.78	81	20.25	53	13.25	1,302	5,924	399	295	6,618	5,274	344	266	5,884
November															
December															
January															
February															
March															
April															
May															
June															
FY Totals	**4,189**	**47.07**	**251**	**14.76**	**206**	**12.12**	**4,646**	**22,041**	**1,313**	**1,184**	**24,538**	**19,723**	**1,150**	**1,024**	**21,897**

Month	Weekday Vehicle Total Hrs	Sat. Vehicle Total Hrs	Sunday Vehicle Total Hrs	Combined Vehicle Total Hrs	Weekday Vehicle Revenue Hrs	Sat Vehicle Revenue Hrs	Sunday Vehicle Revenue Hrs	Combined Vehicle Revenue Hrs	Total Weekdays Service	Total Saturdays Service	Total Sundays Service	Veh in Max Serv	Valid Cust Complaint/ Compliment.	Road Calls	Collisions
July	520.07	39.52	40.73	600.32	488.77	37.44	38.92	565.13	23	4	4	4	0	0	0
August	550.40	46.26	35.30	631.96	522.36	42.26	32.44	597.06	22	5	4	4	0	0	0
September	519.89	39.60	50.49	609.98	494.51	38.71	47.67	580.89	21	4	5	4	1	1	0
October	581.45	45.31	38.00	664.76	550.02	41.83	35.94	627.79	23	4	4	4	0	1	0
November															
December															
January															
February															
March															
April															
May															
June															
FY Totals	**2,171.81**	**170.69**	**164.52**	**2,507.02**	**2,055.66**	**160.24**	**154.97**	**2,370.87**	**89**	**17**	**17**	**16**	**1**	**2**	**0**
						Total Days				**123**	**34**				

	NTD FUELING HOURS				NTD FUELING MILES			
Month	Wkdy Total Hours	Sat Total Hours	Sunday Total Hours	Combned Total Hours	Wkdy Fueling Miles	Sat Fueling Miles	Sunday Fueling Miles	Combined Fueling Miles
July	21.38	0.50	1.40	23.28	0	0	0	0
August	24.20	0.27	0.83	25.30	0	0	0	0
September	25.65	1.70	2.62	29.97	0	0	0	0
October	26.17	1.65	0.78	28.60	0	0	0	0
November								
December								
January								
February								
March								
April								
May								
June								
FY Totals	**97.40**	**4.12**	**5.63**	**107.15**	**0**	**0**	**0**	**0**

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FIXED ROUTE - PULLOUTS

October 19

Date	Day	Pullouts	Late: 1 to 5	Late: 6 to 10	Late 10+	Farebox	Signs	Climate	Lift/Ramp /Tie	Comments
10/1	Tue	13								
10/2	Wed	13								
10/3	Thu	13								
10/4	Fri	13								
10/5	Sat	6								
10/6	Sun	7								
10/7	Mon	13								
10/8	Tue	13								
10/9	Wed	7								
10/10	Thu	13								
10/11	Fri	13								
10/12	Sat	6								
10/13	Sun	7								
10/14	Mon	13								
10/15	Tue	13								
10/16	Wed	13								
10/17	Thu	13								
10/18	Fri	13								
10/19	Sat	6								
10/20	Sun	7								
10/21	Mon	13								
10/22	Tue	13								
10/23	Wed	13								
10/24	Thu	13								
10/25	Fri	13								
10/26	Sat	6								
10/27	Sun	7								
10/28	Mon	13								
10/29	Tue	13								
10/30	Wed	13								
10/31	Thu	7								
Total		**339**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

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TRANSPORTATION CONCEPTS

MAJOR REPAIRS FOR FY 2019-2020

UNIT #	OOS DATE	FAILURE	REPAIRS MADE	IN SERVICE DATE
540	4/29/2019	Engine/Metal in oil	Engine -Replacing Long Block (Head)	9/23/2019
543	5/22/2019	Knock in the engine	Replacing # 1 cylinder	7/24/2019
539	9/23/2019	Transmission	Replaced Transmission	10/4/2019
540	9/24/2019	Turbo	Replaced Turbo	10/9/2019

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Transportation Concepts

BEACH CITIES TRANSIT • 1521 Kingsdale Ave. • Redondo Beach • California 90278
Phone: 310-802-7686 • Fax: 310-921-2594

November 11, 2019

Joyce L. Rooney
Transit Operations and Transportation Facilities Manager
City of Redondo Beach
1922 Artesia Blvd.
Redondo Beach, CA 90278

Re: Beach Cities Transit Monthly Report for October 2019.

Dear Ms. Rooney:

The monthly report is enclosed along with specific operating reports for each of the fixed routes and the WAVE.

During this month we took delivery of four new Ford Champion Buses, and retired four buses. However, vehicle # 518 was only placed in service November 1, 2019 due to an electrical problem that was corrected by Creative Bus Services.

VEHICLES IN SERVICE INFO				VEHICLES OUT OF SERVICE INFO		
Vehicle #	**In Service Date**	**Miles**		**Vehicle #**	**OOS Date:**	**Miles**
517	10-17-19	170		508	10-21-19	129,586
547	10-17-19	207		509	10-21-19	135,438
548	10-17-19	163		510	10-21-19	123,001
				514	10-21-19	162,333

Please call me if there are any questions, comments or concerns.

Respectfully,



Brett Baum

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Transportation Concepts

Collisions, Complaints, Compliments, Incidents and Road Calls
October 2019

Collisions – See attached report

We have no collisions to report for the month:

Valid Complaints/Compliments- See attached report

We have five complaints to report for the month:

1) Full Bus- A parent called in on behalf of her son requesting more buses be added for the school students.
2) Pass Up- The driver passed up a passenger as he was in the wrong lane, due to him passing a bicyclist. Driver was counseled.
3) Miscellaneous -Driver failed to pull up parallel to the curb to let the passenger on and off. The driver was unable to pull in parallel due to another vehicle parked in the red curb area.
4) Late Bus- The driver departed the Pier late, and was listening to music while driving. The driver was counseled and advised to put his phone away while driving.
5) Unruly Passenger- Passenger complained the driver had him removed from the bus, and also called him homeless. The drivers was counseled and suspended for the way he handled the situation.

Incidents/Events – See attached report

We have no incidents/events to report for the month:

Road Calls – See attached report

We have five reportable road calls to report for the month:

1) FR - Bus 543 - Bus overheating- Cooling fan gear box froze.
2) FR - Bus 536 - Bus overheating- Broken coolant hose.
3) FR- Bus 539 - Bus not starting- Ignition switch failure.
4) DAR- Bus 511 - Bus shut off- Replaced the fuel pressure regulator.
5) FR- Bus 547 - Bus shut off- Electrical -warranty.

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BCT MONTHLY MILEAGE

Month: October-19

Bus #	10/1/2019	10/31/2019	Total Monthly Mileage	Lifetime Miles	Comments
508	128,648	129,586	938	129,586	**Retired 10-21-19**
509	134,655	135,438	783	135,438	**Retired 10-21-19**
510	123,001	123,001	0	123,001	**OOS-engine - Retired 10-21-19**
511	134,653	136,161	1,508	136,161	
512	137,906	139,644	1,738	139,644	
513	139,885	141,219	1,334	141,219	
514	162,333	162,333	0	162,333	**OOS-electrical - Retired 10-21-19**
516	12,494	13,098	604	13,098	
517	170	705	535	705	**In service 10-17-19**
518	147	147	0	147	**In service 11-1-19**
536	297,112	300,489	3,377	300,489	
537	297,327	301,795	4,468	301,795	
538	312,120	316,450	4,330	316,450	
539	292,039	295,821	3,782	295,821	
540	256,875	259,157	2,282	259,157	
541	274,342	279,013	4,671	279,013	
542	294,759	298,838	4,079	298,838	
543	276,503	280,528	4,025	280,528	
544	189,927	194,487	4,560	194,487	
545	194,122	197,896	3,774	197,896	
546	175,734	178,069	2,335	178,069	
547	207	510	303	510	**In service 10-17-19**
548	163	295	132	295	**In service 10-17-19**
550	21,388	22,245	857	162,694	
	TOTAL MONTH MILES		**50,415**	**4,047,374**	

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TRIPPER BUSES - October 2019

Date	Miles Total	REVENUE MILES	Hours Total	REVENUE HOURS
1-Oct	14	8	1:34	0:57
	14	8	1:21	0:47
	12	9	1:06	0:56
	7	4	1:18	1:07
	14	8	1:15	0:45
	14	8	1:02	0:37
2-Oct	18	8	1:27	0:46
	14	8	1:26	0:57
	10	5	0:54	0:26
	11	8	1:01	0:46
	8	4	0:47	0:27
	14	8	1:20	0:45
	14	8	1:08	0:45
3-Oct	13	8	1:02	0:47
	15	8	1:28	1:00
	10	4	0:59	0:33
	12	8	1:06	0:46
	8	4	0:54	0:32
	15	8	1:15	0:45
	15	8	1:15	0:33
4-Oct	14	8	1:25	0:40
	15	8	1:19	0:50
	8	2	0:50	0:24
	11	8	1:00	0:40
	8	4	0:46	0:26
	14	8	1:20	0:45
	15	8	0:59	0:32
7-Oct	15	8	1:15	0:45
	15	8	1:25	1:10
	12	8	1:06	0:51
	8	4	1:01	0:50
	15	8	1:21	0:45
	14	8	1:15	0:35
	12	8	1:19	0:48
8-Oct	14	8	1:27	0:52
	15	8	1:25	0:50
	11	8	1:00	0:45
	8	4	0:46	0:35
	15	8	1:15	0:45
	14	8	1:04	0:51
	10	4	0:56	0:22
10-Oct	15	8	1:21	0:43
	11	8	1:00	0:45
	15	8	1:13	0:37
	8	4	0:45	0:26
	15	8	1:18	0:45
	16	8	1:09	0:37
	10	4	1:00	0:30
11-Oct	10	8	0:59	0:49
	15	8	1:06	0:40
	11	8	1:00	0:45
	8	4	0:45	0:30
	14	8	1:20	0:40
	15	8	0:52	0:31
	11	8	1:10	0:43
14-Oct	14	8	1:07	0:34
	16	8	1:29	0:54
	11	8	0:55	0:40
	9	4	1:00	0:31
	14	8	1:17	0:45
	14	8	1:30	0:50
	12	9	1:08	0:43
15-Oct	14	8	1:24	0:45
	14	8	1:15	0:50
	11	8	1:02	0:51
	11	4	0:58	0:37
	15	8	1:24	0:45
	11	8	1:35	1:25
	12	8	1:05	0:20
16-Oct	14	8	1:34	0:54
	15	8	1:21	0:50
	11	8	1:12	0:47
	11	4	1:00	0:35
	16	8	1:17	0:45
	14	8	1:20	0:55
	8	6	0:48	0:18
17-Oct	16	8	1:24	0:47
	14	8	1:16	0:49
	11	8	1:04	0:45
	8	4	0:50	0:27
	18	8	1:20	0:45
	15	8	1:05	0:38
	10	4	0:50	0:20
18-Oct	15	8	1:10	0:46
	11	8	1:15	0:54
	12	8	1:07	0:47
	8	4	0:54	0:34
	15	8	1:15	0:43
	16	8	1:07	0:37
	11	5	0:55	0:33
21-Oct	13	8	1:08	1:48
	14	8	1:20	0:53
	11	8	0:57	0:42
	8	4	0:43	0:32
	14	8	1:15	0:45
	14	8	1:01	0:40
	12	7	1:09	0:43
22-Oct	12	8	1:27	0:45
	12	8	1:18	0:49
	13	8	0:58	0:47
	8	4	0:46	0:35
	16	8	1:25	0:45
	16	8	1:11	0:50
	10	6	0:45	0:15
23-Oct	16	8	1:25	0:45
	13	8	1:21	0:52
	11	8	1:04	0:49
	7	4	0:36	0:25
	15	8	1:27	0:45
	16	8	1:10	0:45
	9	5	0:50	0:20
24-Oct	16	8	1:26	0:50
	15	8	1:20	0:49
	11	8	1:09	0:49
	12	8	0:56	0:36
	15	8	1:20	0:50
	15	8	0:57	0:32
	11	4	0:55	0:25
25-Oct	14	8	1:22	0:44
	14	8	1:17	0:41
	11	8	1:04	0:47
	8	4	0:52	0:32
	15	8	1:20	0:45
	16	8	1:12	0:35
	14	4	1:06	0:31
28-Oct	14	8	1:22	0:47
	15	8	1:03	0:43
	11	8	0:57	0:42
	7	4	1:00	0:50
	14	8	1:10	0:45
	15	8	1:05	0:47
	7	3	0:47	0:26
29-Oct	15	8	1:24	0:48
	14	8	1:15	0:45
	11	8	1:00	0:50
	7	4	0:41	0:30
	14	8	1:12	0:50
	16	10	0:57	0:36
	10	5	0:55	0:25
30-Oct	14	8	1:15	0:49
	8	8	1:29	0:54
	11	8	0:59	0:44
	8	4	0:56	0:36
	14	8	1:15	0:45
	14	8	1:10	0:40
	8	4	1:00	0:20
31-Oct	16	8	1:17	0:39
	15	8	1:31	0:58
	12	8	1:00	0:45
	4	4	0:30	0:30
	15	8	1:20	0:45
	16	8	1:12	0:42
	14	8	0:50	0:20

TOTALS:	689	388	62.83	38.98

TOTALS:	707	402	64.48	40.48

TOTALS:	526	298	46.80	28.62

	TM	RM	TH	RH	# OF DAYS
GRAND TOTAL	**1,922**	**1,088**	**174.12**	**108.08**	**22**

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COMPLAINT / COMPLIMENT TRACKER

TRANSPORTATION CONCEPTS - BEACH CITIES TRANSIT

Month Of: October-19

Date of Complaint/ Compliment	Time of Complaint/ Compliment	Location of Complaint / Compliment	Complaint / Compliment Received	Response Emailed	Line Number	Driver	Complaint / Compliment Type	Response	Validity
1-Oct	7:15am	Rindge Ln/Clarke	10/01/19	10/02/19	102	All buses	Good morning. I'm begging you for more buses in the morning to get my son to high school. There's not enough buses or they don't come at all. I've had to pick him up and take to school 4 times this year.	We did not run the additional bus for a few days, and this may have caused this complaint. We added the additional bus Oct 2nd and have not had any further complaints.	V
5-Oct	12:20pm	LAX Bus Cnt/Aviation Station	10/06/19	10/08/19	109	Atilio Martinez	On Saturday, October 5, at 12:20 pm at the corner of Catalina and emerald, the driver of BCT 109 northbound drove past me in the wrong lane as I waved. I was dressed in bright colors and in Clear view standing next to the bus stop bench. Next, the driver drove to where my friend was waiting for the bus at Hermosa Avenue and 10th, and told her that because of the fair he was going to Pacific Coast Highway and would not take let her in. He shut the door in front of her.	The driver did pass up the passenger. Travelling on Catalina he had to move over into the inner lane to pass a bicyclist, and was unable to get back into the outer lane to stop safely for the passenger. With regards to the driver being rude to the complainants friend, this is not the case. The driver tried to explain to the passenger he was not going through Manhattan Beach. The passenger got off the bus and walked away.	V

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Date of Complaint/ Compliment	Time of Complaint/ Compliment	Location of Complaint / Compliment	Complaint / Compliment Received	Response Emailed	Line Number	Driver	Complaint / Compliment Type	Response	Validity
11-Oct	10:00am	LAX Bus Cnt	10/11/19	10/11/19	109	Atilio Martinez	Hi, I'm writing because I took the bus number 109 from the lax transit center to main and mariposa. I caught this bus at 109. Today started with him not getting close to the curb so my mom had a hard time getting on, we get to the green line station and he decided to argue with a woman old enough to be his mom cause she didn't have money on her tap card. I get to my stop and he didn't come close enough to the curb. Again, I've got an elderly mom that had a hard time getting off.	At LAX the driver should have done a better job stopping parallel to the curb. There was nothing obstructing his vehicle. However, he was unable to pull into the stop at Mariposa as there was a car parked within the red curb, so the tail end of the bus was sticking out. The driver was not rude to the passenger. He explained to her she needed more money on her TAP card. She put up her hand to the drivers face and raised her voice to him.	V
12-Oct	5:38pm	Redondo Pier	10/17/19	10/22/19	102	Marcus Cummings	Driver departed the Pier late, and was listening to music while driving.	The driver arrived at the Pier at 5:27pm and went to the restroom. He departed at 5:35pm. He was listening to music. He's been advised it's a safety risk and a distraction.	V
28-Oct	3:05pm	RUHS	10/28/19	10/28/19	102	All buses	Parent called to ask why the buses left partially empty and why the supervisor was trying to control how the students behave and board the buses.	The supervisor was trying to bring order to the boarding process. The students would not line up and were running around the buses and standing at the edge of the curb. A RUHS Principal came out to assist and confirmed the kids were acting up.	NV
20-Oct	11:32am	Rosecrans/ Pacific Ave	10/31/19	10/31/19	109	Atilio Martinez	Driver had the passenger removed from the bus. Driver also called him homeless	Driver should have handled the situation better, by quoting the fare and leaving it at that. The driver called for supervisor and police assistance, which angered the passenger. The police removed the passenger from the bus.	V

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BCT and WAVE - Complaint / Compliment Tracking by Line July 19 thru June 20

GRAND TOTAL:	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
	0	0	6	2	0	3	0	3	4	18

Line 102	10
Line 109	6
DAR	2

Total 18

Line 102	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Jul-19						1				1
Aug-19									2	2
Sep-19			4							4
Oct-19			1						2	3
Nov-19										0
Dec-19										0
Jan-20										0
Feb-20										0
Mar-20										0
Apr-20										0
May-20										0
Jun-20										0
Total:	0	0	5	0	0	1	0	0	4	10

Line 109	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Jul-19			1					1		2
Aug-19				1						1
Sep-19										0
Oct-19				1		2				3
Nov-19										0
Dec-19										0
Jan-20										0
Feb-20										0
Mar-20										0
Apr-20										0
May-20										0
Jun-20										0
Total:	0	0	1	2	0	2	0	1	0	6

DAR	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Jul-19										0
Aug-19								1		1
Sep-19								1		1
Oct-19										0
Nov-19										0
Dec-19										0
Jan-20										0
Feb-20										0
Mar-20										0
Apr-20										0
May-20										0
Jun-20										0
Total:	0	0	0	0	0	0	0	2	0	2

	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
GRAND TOTAL:	0	0	6	2	0	3	0	3	4	18

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BCT and WAVE Complaint / Compliment Tracking by Month - July 19 thru June 20

July-19	3
August-19	4
September-19	5
October-19	6
November-19	0
December-19	0

January-20	0
February-20	0
March-20	0
April-20	0
May-20	0
June-20	0

TOTAL 18

July

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102			1							1
Line 109						1		1		2
DAR										0
Total:	**0**	**0**	**1**	**0**	**0**	**1**	**0**	**1**	**0**	**3**

August

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102									2	2
Line 109				1						1
DAR								1		1
Total:	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**1**	**2**	**4**

September

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102			4							4
Line 109										0
DAR								1		1
Total:	**0**	**0**	**4**	**0**	**0**	**0**	**0**	**1**	**0**	**5**

October

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102			1						2	3
Line 109				1		2				3
DAR										0
Total:	**0**	**0**	**1**	**1**	**0**	**2**	**0**	**0**	**2**	**6**

November

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102										0
Line 109										0
DAR										0
Total:	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

December

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102										0
Line 109										0
DAR										0
Total:	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

GRAND TOTAL:	**0**	**0**	**6**	**2**	**0**	**3**	**0**	**3**	**4**	**18**

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Road Call Report

Transportation Concepts - Beach Cities Transit

Month: October-19

Date	Vehicle No.	Route	Defect	Comments	Category	NTD	Code
10/3	543	109	Bus overheated-shut down	Cooling fan gear box froze	Major Mechanical	Y	N
10/6	536	109	Bus overheated-shut down	Broken coolant hose	Major Mechanical	Y	N
10/8	539	109	No start	Ignition switch failure	Major Mechanical	Y	E
10/15	511	DAR	Bus shut off	Fuel pressure regulator	Major Mechanical	Y	L
10/26	547	102	Bus shut off	Electrical-CBS to repair	Major Mechanical	Y	E

Major Mechanical	5
Other Mechanical	0
Non-Mechanical	0
Total Road Calls	5

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COLLISION /INCIDENT /EVENT REPORT LOG

Transportation Concepts - Beach Cities Transit

Month of: October-19

Date	Time	Collision / Event/ Incident	Bus Number	Route #	Driver Name	Vehicle Damage (Y/N)	Vehicle Towed (Y/N)	Injuries (Y/N)	Location (Cross Streets, Freeway No.,etc)	City	Latitude	Longitude	Description of Collision/Incident	Re-Training Type	Discipline Type	P or NP
None to report.																

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Service Interruption Log

Transportation Concepts - Beach Cities Transit

Month Of: October-19

DATE	ROUTE	BUS NO	OUT OF SERVICE LOCATION	TIME OF BREAK DOWN	DEFECT / REASON	REPLACE MENT BUS	RETURN TO SERVICE TIME	RETURN TO SERVICE LOCATION	MISSED SERVICE	# OF MISSED TRIPS	ROAD CALL YES OR NO	OTHER BUS USED IN SERVICE	FUEL CARD # USED	COMMENTS
10/3	109	543	Imperial/Douglas	16:00	Cooling fan gear box	544	16:35	Aviation Station	0:35	1	Yes			
10/6	109	536	Century/International	11:48	Broken coolant hose	544	12:35	LAX Bus Center	0:47	1	Yes			
10/20	109	534	Rosecrans/Pacific Ave	11:32	Passenger related. Police called to the scene	534	12:10	Rosecrans/Pacific Ave	0:38	1	No			

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MONTHLY BUS WASHING LOG

MONTH: Oct-19

BUS #	2-Oct	6-Oct	9-Oct	13-Oct	16-Oct	20-Oct	23-Oct	27-Oct	30-Oct
508	✓	✓	✓	✓	✓	OOS			
509	✓	✓	✓	✓	✓	OOS			
510	✓	✓	✓	✓	✓	OOS			
511	✓	✓	✓	✓	✓	✓	✓	✓	✓
512	✓	✓	✓	✓	✓	✓	✓	✓	✓
513	✓	✓	✓	✓	✓	✓	✓	✓	✓
514	✓	✓	✓	✓	✓	OOS			
516	✓	✓	✓	✓	✓	✓	✓	✓	✓
517						✓	✓	✓	✓
518									✓
536	✓	✓	✓	✓	✓	✓	✓	✓	✓
537	✓	✓	✓	✓	✓	✓	✓	✓	✓
538	✓	✓	✓	✓	✓	✓	✓	✓	✓
539	✓	✓	✓	✓	✓	✓	✓	✓	✓
540	✓	✓	✓	✓	✓	✓	✓	✓	✓
541	✓	✓	✓	✓	✓	✓	✓	✓	✓
542	✓	✓	✓	✓	✓	✓	✓	✓	✓
543	✓	✓	✓	✓	✓	✓	✓	✓	✓
544	✓	✓	✓	✓	✓	✓	✓	✓	✓
545	✓	✓	✓	✓	✓	✓	✓	✓	✓
546	✓	✓	✓	✓	✓	✓	✓	✓	✓
547						✓	✓	✓	✓
548						✓	✓	✓	✓
550	✓	✓	✓	✓	✓	✓	✓	✓	✓

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FTE HOURS - FY 2019-20

Transportation Concepts (Beach Cities Transit)

October-19	Fixed Route Total Hours	WAVE Total Hours		
Drivers	4,621.71	626.29		
Admin	160.00	40.00	FR 80%	DAR 20%
Dispatch	182.51	223.08	FR 45%	DAR 55%
Supervisors	385.29	56.30	FR 80%	DAR 20%
Maintenance	404.15	269.43	FR 60%	DAR 40%
Total	**5,753.66**	**1,215.10**		
	6,968.76			

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FTE 2019-20 FTE: Total hrs/2000

Fixed Route Employee Hours

	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Apr	May	June	**Total hours**	
Drivers	4,392.91	4,125.54	4,492.03	4,621.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**17,632.19**	
Admin	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	**1,920.00**	
Dispatch	146.42	212.99	177.93	182.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**719.85**	
Supervisors	519.12	364.54	349.48	385.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**1,618.43**	
Maintenance	503.72	471.27	480.13	404.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**1,859.27**	
Total	5,722.17	5,334.34	5,659.57	5,753.66	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	**23,749.74**	11.8748675

WAVE Employee Hours

	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Apr	May	June	**Total hours**	
Drivers	746.85	646.03	621.27	626.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**2,640.44**	
Admin	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	**480.00**	
Dispatch	178.95	260.32	217.47	223.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**879.82**	
Supervisors	129.79	91.13	87.36	56.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**364.58**	
Maintenance	335.82	314.19	320.09	269.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	**1,239.53**	
Total	1,431.41	1,351.67	1,286.19	1,215.10	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	**5,604.37**	2.8021825

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Beach Cities Transit Employee List
AS OF 10/31/19

	NAME	HIRE DATE	JOB TITLE	STATUS
1	SALMON, PEGGY A	03/31/95	Driver	FT
2	RIVERA, SERGIO E	06/27/07	Driver	FT
3	CORDOVA, FLORENCIO R	07/13/07	Driver	FT
4	FERNANDEZ, BERNARDINO	04/04/08	Driver	FT
5	GOSEY, TRESSA A	09/11/08	Driver	FT
6	HUNT, LESLIE	11/24/10	Driver	FT
7	MATKO, DANIEL	10/06/11	Driver	FT
8	BLISS, DEBRA	10/06/11	Driver	FT
9	BURGOS, JOSE	05/01/12	Driver	FT
10	MYSKA, KEITH	06/17/13	Driver	FT
11	MORRIS, CHUCK	06/17/13	Driver	FT
12	LEWIS, DAMIEN	02/18/14	Driver	FT
13	MOSES, ANDREA	05/26/14	Driver	FT
14	GARCIA, JUAN	11/28/12	Driver	PT
15	THOMAS, FREDRICA	08/03/15	Driver	FT
16	LEWIS, TINA	02/15/17	Driver	FT
17	RAMIREZ, ARTURO	05/18/16	Driver	FT
18	RUFINO, CORINA	05/19/16	Driver	FT
19	MARTINEZ, CARLOS	06/01/17	Driver	PT
20	FAULKNER, ABREANNA	03/29/72	Driver	FT
21	GOMEZ, YANIRA	06/20/18	Driver	FT
22	ROBB, LYNNETTE	09/19/18	Driver	FT
23	MARTINEZ, ATILIO	10/10/18	Driver	FT
24	CUMMINS, MARCUS	06/05/19	Driver	FT
25	ROBERTS, SADE	07/09/19	Driver	FT
26	CARTER, MYKEYAH	08/09/19	Driver	FT
27	WOODS, TRACY	08/09/19	Driver	FT
28	SIMMONS, LATANDRIA	8/19/19	Driver	FT
29	BUSH, ERIC	8/19/19	Driver	FT
30	BARNES, CHAMPAGNE	8/19/19	Driver	FT
31	BOWIE, TRISTON	9/23/19	Driver	FT
32	GOLEMAN, KENNETH	9/25/19	Driver	FT
33	SIMMONS, CARL	9/28/19	Driver	FT
34	QUITCO, FELIX	10/05/15	Mechanic	FT
35	MARTINEZ, ROBERTO	02/06/17	Mechanic	FT
36	GARCIA, FRANCISCO	10/05/15	Utility	PT
37	RAYA, GEORGE	08/19/19	Maintenance Supervisor	FT
38	LOPEZ, JORGE	05/01/14	Supervisor	FT
39	LAMP, CHRISTOPHER	02/04/19	Supervisor	FT
40	TORRES, CORRIE	01/01/10	Dispatcher	FT
41	ROSS, TERRI C	01/01/10	Dispatcher	FT
42	BRYANT, DANNELL	01/01/10	Dispatcher	FT
43	DEL VALLE, GEORGE	02/19/19	Dispatcher	PT
44	LOPEZ, NANCY	01/23/19	Admin	FT
45	BAUM, BRETT	04/15/99	Director of Operations	FT
46	GWIN, RICHARD	07/01/19	Safety and Training Manager	FT

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7800 Woodley Ave * Van Nuys, CA 91406
Pmt to: FILE 1422 * 1801 W Olympic Blvd * Pasadena, CA 91199-1422

For Billing Inquiries Please Call

Customer Service at 1-888-288-5010

Account Summary

Account Information

ACCOUNT NUMBER:	1349271
BILLING DATE:	11/01/2019
DUE DATE:	*Due Upon Receipt*
PAYMENT LATE AFTER:	November 25, 2019

Charges and Payments

PREVIOUS BALANCE:	474.18
PAYMENTS:	-474.18
ADJUSTMENTS:	1.01

Our records show a PAST DUE balance.
Please remit payment TODAY.

Parking Concepts, Inc. (CPC/BPH)
1521 Kingsdale Ave
Redondo Beach CA 90278

Current Charges

SERVICE DATES: Oct 1 - Oct 31

LONG DISTANCE:	0.00
LOCAL SERVICE:	234.50
OTHER CHARGES AND TRANSFERS:	147.00
FEDERAL TAX:	9.82
STATE TAX:	9.69
LOCAL TAX:	0.00
REGULATORY FEES/SURCHARGES:	73.17
TOTAL CURRENT CHARGES:	474.18

Amount Due

TOTAL AMOUNT DUE: $475.19

Special Message

Optimize Your Connectivity with SD-WAN

SD-WAN is revolutionizing WAN networks and VoIP communications

AireSpring can help you cost-effectively optimize your cloud/SaaS applications, optimize your bandwidth and reduce network complexity. Our comprehensive Platinum SD-WAN solution broadens your bandwidth but not your budget by including a unique combination of features and services! Contact your account manager today to learn how we can help.

Payment Coupon

To ensure proper credit:
1. Please write your account number on your check.
2. Make your check payable to AireSpring.
3. Enclose check or money order with payment coupon in the return envelop supplied.

Please return this portion with your payment to ensure proper credit

Amount Due

$475.19

Amount Enclosed

REMIT PAYMENT TO:

Parking Concepts, Inc. (CPC/BPH)
1521 Kingsdale Ave
Redondo Beach CA 90278

INVOICE NUMBER:	130060294
ACCOUNT NUMBER:	1349271
BILLING DATE:	11/01/2019
DUE DATE:	*Due Upon Receipt*
PAYMENT LATE AFTER:	November 25, 2019

AireSpring
FILE 1422
1801 W. Olympic Blvd
Pasadena, CA 91199-1422

0001349271000475197

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Customer Service - 1-888-288-5010

ACCOUNT NAME:	**Parking Concepts, Inc. (CPC/BPH)**
ACCOUNT NUMBER:	**1349271**
BILLING DATE:	**11/01/2019**
DUE DATE:	***Due Upon Receipt***
PAYMENT LATE AFTER:	November 25, 2019

Additional Messages

If you believe there is an error on your bill or have a question about your service, please call Airespring, Inc. customer support at 800.825.1055 opt 2. If you are not satisfied with Airespring, Inc.'s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting http://www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

TTY/VCO/HCO to Voice English: 800-735-2929
TTY/VCO/HCO to Voice Spanish: 800-855-3000
Voice to TTY/VCO/HCO English: 800-735-2922
voice to TTY/VCO/HCA Spanish: 800-855-3000
From or to Speech-to-Speech English and Spanish: 800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Your international rates may have changed. Please log into the customer web portal (https://airecare.airespring.com/) to check your new international rates.

Changes to MSA

Please be advised that AireSpring has modified several sections of the Regulatory Charges and Surcharges, which can be located at www.airespring.com/terms. The changes are effective as of December 1, 2019.

In the Property Tax Surcharge section the word "carriers" has been changed to "providers".

In the Carrier Administration Charge section the following sentences have been modified from: "The Carrier Administration Charge is a non-discountable monthly charge, applied to help defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers, and (ii) fees and assessments on network facilities and services received directly or indirectly by AireSpring. The Carrier Administration Charge is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 2.80%."

to: "The Carrier Administration Charge is a non-discountable monthly charge, applied to help defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies, wireless providers, or intermediaries for delivering calls from our customers to their customers, and (ii) fees and assessments on network facilities and services received directly or indirectly by AireSpring. The Carrier Administration Charge is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 2.80%."

In the Administrative Expense Fee section the following sentence has been modified from: "The Administrative Expense Fee is a non-discountable monthly charge of 1.18% of billed charges to help recover a portion of costs and expenses incurred by Airespring from its underlying carriers to implement, administer and comply with the FCC and State PUC administered Universal Service Fund programs."

to: "The Administrative Expense Fee is a non-discountable monthly charge to help recover a portion of costs and expenses incurred by AireSpring from its underlying carriers to implement, administer and comply with the FCC and State PUC administered Universal Service Fund programs. The Administrative Expense Fee is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 1.18%."

A new section entitled Credit Card Finance Charge has been added: "A Credit Card Finance Charge of three percent (3%) of the amount of the payment will be applied if Customer pays AireSpring using a Visa, Mastercard, American Express or Discover credit or debit card. This charge is designed to offset the cost that credit card companies charge AireSpring for processing payments."

In the Access Recovery Charge section the following sentences have been modified from: "The Access Recovery Charge (ARC) is a non-discountable monthly charge applied to recover the cost of administration of local loops ordered by AireSpring on behalf of customer from third party providers. The Access Recovery Fee is equal to the total of all local loop/circuit MRC's, multiplied by 4.99%."

to: "The Access Recovery Charge (ARC) is a non-discountable monthly charge applied to recover the cost of administration of access circuits ordered by AireSpring on behalf of customer from third party providers. The Access Recovery Fee is equal to the total of all local loop/access circuit MRC's, multiplied by 4.99%."

In the Extreme High Cost Areas (XHCA) section the following sentence has been modified from:

"For customers with Blended Rate Plans on the Qwest, Global Crossing or Verizon underlying networks, calls originating from or terminating to certain LATA/OCN's, defined as Extreme High Cost Area (XHCA) LATA/OCN's, a list of which may be found at www.airespring.com/terms (the "XHCA List"), and which is incorporated into this Agreement by this reference, shall be billed at separate rates as specified on the XHCA List."

to: "For customers with Blended Rate Plans on all resold underlying carrier networks, calls originating from or terminating to certain LATA/OCN's, defined as Extreme High Cost Area (XHCA) LATA/OCN's, a list of which may be found at www.airespring.com/service-terms (the "XHCA List"), and which is incorporated into this Agreement by this reference, shall be billed at separate rates as specified on the XHCA List."

In the AT&T Underlying Network Recovery Fee section the following sentence has been changed from: "The AT&T Underlying Network Recovery Fee shall be five percent (5%) of the charge for the applicable services." to: "The AT&T Underlying Network Recovery Fee shall be five percent (5%) of the total net charges for all applicable services."

In the Franchise Tax Recovery Fee section the following sentence has been changed from: "The Franchise Tax Recovery Fee is a non-discountable monthly 0.7% assessment of billed charges to help recover a portion of the franchise tax fees imposed by some states or municipalities"

to: "The Franchise Tax Recovery Fee is a non-discountable monthly charge to help recover a portion of the franchise tax fees imposed by some states or municipalities. The Franchise Tax Recovery Fee is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 0.7%."

There have been several formatting changes in the Regulatory Charges and Surcharges, including removing the section numbering.

What is California Relay Service (CRS)?

CRS is a public service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This allows individuals to connect with

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Customer Service - 1-888-288-5010

ACCOUNT NAME:	**Parking Concepts, Inc. (CPC/BPH)**
ACCOUNT NUMBER:	**1349271**
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DUE DATE:	***Due Upon Receipt***
PAYMENT LATE AFTER:	November 25, 2019

family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number listed below to connect with CRS. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your voiced message by typing it to the TTY user.

Captioned Telephone (CTS)

Captioned Telephone is ideal for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word- for-word captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 866-399-9050.

How do I apply for specialized equipment?

The California Telecommunications Access Program (CTAP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones, and other equipment to eligible individuals in California who are Deaf, Deaf-Blind, Hard of Hearing, have difficulty speaking or any cognitive disability. For more information, visit http://ddtp.cpuc.ca.gov or call 800-806-1191 (voice) or 800-806-4474 (TTY).

Access Numbers: Dial 711 or

English TTY/Voice: 800-855-7100

Spanish TTY/Voice: 800-855-7200

Speech-to-Speech: 800-855-7300

Visually Assisted STS: 800-855-7400

Customer Care: English V/TTY: 877-632-9095 Spanish V/TTY: 877-419-8440

california@hamiltonrelay.com

ca-relay.com

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PAYMENT LATE AFTER:	November 25, 2019

Payment Summary

Date	CHECK # / DESCRIPTION	Amount
October 18, 2019	201634	474.18
TOTAL		**474.18**

Adjustment Summary

Date	DESCRIPTION	Amount
November 03, 2019	September State P.U.C. Tax	-1.01
TOTAL		**-1.01**

Summary of Charges

Long Distance - Monthly Recurring	Period	Quantity	Rate	Amount
LD/TF Bundles MRC	11/01/19 - 11/30/19	1	14.00	14.00
Service Total				**14.00**

Local Service - Monthly Recurring	Period	Quantity	Rate	Amount
Voice Lines MRC	11/01/19 - 11/30/19	1	203.00	203.00
AireFAX Internet Fax: Addl Lines	11/01/19 - 11/30/19	1	10.00	10.00
SMB Virtual Private Number: Virtual Private Numbers	11/01/19 - 11/30/19	1	7.50	7.50
Local Service - Monthly Recurring Subtotal				**220.50**
Service Total				**220.50**

Other Charges and Credits - Monthly Recurring	Period	Quantity	Rate	Amount
Automatic Call Recording 11/01/19-11/30/19	11/01/19 - 11/30/19	1	12.00	12.00
DTO MRC - direct trunk overflow routing 11/01/19-11/30/19	11/01/19 - 11/30/19	1	60.00	60.00
PBX Call Center Bundle 11/01/19-11/30/19	11/01/19 - 11/30/19	1	75.00	75.00
Other Charges and Credits - Monthly Recurring Subtotal				**147.00**
Service Total				**147.00**

Taxes, Surcharges and Fees

Government Fees and Taxes	Amount
Federal Excise Tax	9.82
State - 911 Service Tax	2.15
State - PUC Tax	1.01
State - Telecom Relay Service Fee	2.33
State - Telecommunications Relay Service Fund	1.49
State - Excise Tax	1.04
State - TIF	1.67
Total	**19.51**

Regulatory Fees and Surcharges	Amount
Federal - Universal Service Fund Surcharge	17.92
Access Recovery Charge	2.99
Administrative Expense Fee	4.62
Carrier Administration Charge	10.96
Property Tax Surcharge	9.16
Regulatory Cost Recovery Surcharge	13.35
State - Universal Service Fund Surcharge	14.17
Total	**73.17**

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BILLING DATE:	**11/01/2019**
DUE DATE:	***Due Upon Receipt***
PAYMENT LATE AFTER:	November 25, 2019

Call Category Summary

CALL CATEGORY	CALLS	MINUTES	AMOUNT
Local - Outbound	66	110.9	0.00
Outbound Ded. Local Toll	49	76.6	0.00
Outbound Ded. St. to St.	7	24.5	0.00
Dedicated Toll Free Termination Local Toll	2	6.4	0.00
TOTAL	**124**	**218.4**	**0.00**

Local Loop/Broadband Circuit Detail

Billing ID: 1349271-333813-10.5MB

Site Address: 735 PUBLIC SAFETY WAY *** Host Site ***
CORONA CA 92880-2005

Description	TYPE	AMOUNT	PERIOD
#70541.CustomerProvidedConnectivity.(	10.5MB	147.00	11/01/2019 - 11/30/2019
		147.00	

Telephone Number and Calling Card Summary

NUMBER	CALLS	MINUTES	AMOUNT
(310) 750-9163	35	41.4	0.00
(310) 750-9164	8	7.3	0.00
(310) 750-9166	4	8.5	0.00
(310) 750-9167	2	3.5	0.00
(310) 750-9169	9	46.8	0.00
TOTAL FOR 5 NUMBERS	**58**	**107.5**	**0.00**

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ACCOUNT NAME:	**Parking Concepts, Inc. (CPC/BPH)**
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DUE DATE:	***Due Upon Receipt***
PAYMENT LATE AFTER:	November 25, 2019

Long Distance Call Detail - (310) 750-9163

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/01/2019	02:00PM	GARDEN GRV CA	714-489-7623	0.6	0.00
10/03/2019	08:38AM	LA GRANGE GA	706-412-6871	0.6	0.00
10/03/2019	01:40PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/08/2019	03:59PM	LOSANGELES CA	323-377-2004	0.3	0.00
10/09/2019	03:12PM	SANTA ANA CA	714-265-7425	3.2	0.00
10/10/2019	09:11AM	RIALTO CA	909-546-0271	0.3	0.00
10/10/2019	09:41AM	RIALTO CA	909-546-0271	0.6	0.00
10/11/2019	06:16AM	LAS VEGAS NV	702-245-7068	1.0	0.00
10/11/2019	06:39AM	LOSANGELES CA	323-635-5746	0.5	0.00
10/11/2019	07:35AM	LAS VEGAS NV	702-245-7068	0.6	0.00
10/11/2019	11:19AM	LOS ANGELE CA	951-435-3654	0.6	0.00
10/11/2019	11:26AM	LOSANGELES CA	323-394-4846	0.7	0.00
10/12/2019	02:29PM	LA GRANGE GA	706-412-6871	0.3	0.00
10/15/2019	08:57AM	LOSANGELES CA	323-946-2075	2.8	0.00
10/18/2019	11:34AM	GARDEN GRV CA	714-489-7623	1.1	0.00
10/18/2019	11:49AM	GARDEN GRV CA	714-489-7623	2.3	0.00
10/18/2019	11:53AM	GARDEN GRV CA	714-489-7623	0.8	0.00
10/18/2019	12:01PM	GARDEN GRV CA	714-489-7623	1.1	0.00
10/18/2019	12:04PM	GARDEN GRV CA	714-489-7623	0.6	0.00
10/18/2019	12:27PM	GARDEN GRV CA	714-489-7623	5.9	0.00
10/18/2019	02:45PM	LOSANGELES CA	323-635-5746	0.3	0.00
10/20/2019	05:01PM	LOS ANGELE CA	424-644-5082	0.4	0.00
10/20/2019	05:01PM	LOS ANGELE CA	424-644-5082	0.6	0.00
10/20/2019	08:59PM	LOSANGELES CA	323-635-5746	0.3	0.00
10/21/2019	10:00AM	LOSANGELES CA	323-632-1982	0.9	0.00
10/21/2019	10:02AM	GARDEN GRV CA	714-489-7623	1.9	0.00
10/21/2019	08:39PM	LOSANGELES CA	323-946-2075	0.7	0.00
10/22/2019	12:08PM	LOSANGELES CA	323-946-2075	1.5	0.00
10/22/2019	12:30PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/22/2019	12:31PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/22/2019	12:44PM	GARDEN GRV CA	714-489-7623	1.4	0.00
10/22/2019	01:13PM	GARDEN GRV CA	714-489-7623	0.7	0.00
10/25/2019	10:30AM	LOSANGELES CA	323-946-2075	0.3	0.00
10/29/2019	01:28PM	LOSANGELES CA	323-632-1982	0.7	0.00
10/30/2019	03:02PM	AVALON CA	310-510-0081	6.9	0.00
TOTAL		**Number of Calls: 35**		**41.4**	**0.00**

Long Distance Call Detail - (310) 750-9164

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/02/2019	02:17PM	IRVINE CA	949-864-3489	1.8	0.00
10/07/2019	07:51AM	LOSANGELES CA	323-632-1982	0.5	0.00
10/12/2019	09:35AM	ALHAMBRA CA	626-679-8559	0.3	0.00
10/18/2019	10:25PM	LOSANGELES CA	323-635-5746	0.8	0.00
10/25/2019	02:00PM	BURBANK CA	818-748-5569	0.5	0.00
10/26/2019	12:38PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/28/2019	07:39AM	GARDEN GRV CA	714-489-7623	1.1	0.00
10/28/2019	08:15AM	GARDEN GRV CA	714-489-7623	2.0	0.00
TOTAL		**Number of Calls: 8**		**7.3**	**0.00**

Long Distance Call Detail - (310) 750-9166

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/17/2019	10:26AM	MONTEBELLO CA	323-728-6899	1.8	0.00
10/18/2019	02:38PM	REDONDO CA	866-486-7865	3.2	0.00
10/18/2019	02:38PM	REDONDO CA	866-486-7865	3.2	0.00
10/25/2019	01:15PM	BURBANK CA	818-288-7990	0.3	0.00
TOTAL		**Number of Calls: 4**		**8.5**	**0.00**

Long Distance Call Detail - (310) 750-9167

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/23/2019	01:58PM	WASHINGTON DC	202-366-4000	1.2	0.00
10/23/2019	02:00PM	OKLA CITY OK	405-954-3682	2.3	0.00
TOTAL		**Number of Calls: 2**		**3.5**	**0.00**

Long Distance Call Detail - (310) 750-9169

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/07/2019	03:17PM	IRVINE CA	949-864-3283	0.3	0.00
10/07/2019	03:18PM	IRVINE CA	949-864-3283	10.5	0.00
10/07/2019	03:38PM	IRVINE CA	949-864-3283	2.9	0.00

Long Distance Call Detail - (310) 750-9169

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/09/2019	09:58AM	MUSCATINE IA	563-999-2090	18.5	0.00
10/15/2019	01:27PM	IRVINE CA	949-864-3283	6.7	0.00
10/22/2019	04:04PM	IRVINE CA	949-864-3283	5.0	0.00
10/24/2019	10:49AM	IRVINE CA	949-864-3283	0.3	0.00
10/24/2019	12:27PM	IRVINE CA	949-864-3283	0.7	0.00
10/24/2019	05:11PM	LOSANGELES CA	323-854-5207	1.9	0.00
TOTAL		**Number of Calls: 9**		**46.8**	**0.00**

LOCATION: TCI-Loc 516: Redondo Beach 1521 KINGSDALE AVE

Adjustments

Date	Type	Amount

Total Adjustments for this Location **$0.00**

Current Charges

Monthly Recurring Charges

Service	From	To	Qty	Amount
Business Line Deluxe - Verizon	10/09/19	11/08/19	1	$32.62
Long Distance Access Charge	10/09/19	11/08/19	1	$0.00

Total Recurring Charges $32.62

Total Usage Charges $0.00

Other Charges

Description	From	To	Qty	Amount
End User Common Line Charge (EUCL)	10/09/19	11/08/19	1	$7.50
Local Number Portability Fee	10/09/19	11/08/19	1	$0.39
Federal Universal Service Fund Fee				$0.78
State Universal Service Fund Fee				$1.55

Total Other Charges $10.22

Government Fees and Taxes

Type	Amount
911 Tax	$0.25
California Advanced Service Fund	$0.18
California High Cost Fund A Surcharge	$0.11
California Teleconnect Fund Surcharge	$0.25
Federal Excise Tax	$1.34
P.U.C. Tax (Fees)	$0.11
Relay Service Communications Device Fund (DEAF) Surcharge	$0.16
Utility Users Tax	$2.12

Total Government Fees and Taxes $4.52

Late Payment Charge

Total Current Charges for this Location **$47.36**

Location Total **$47.36**

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

SECTRAN SECURITY INC.

P.O. BOX 227267
LOS ANGELES, CA 90022-0967

INVOICE

PHONE 562-948-1446 FOR BILLING INFORMATION

INVOICE DATE	
11/1/2019	
INVOICE NO	**PAGE**
19111467	1
TYPE	
INVOICE	
TERMS	
Net 10 Days	

903811

TRANSPORTATION CONCEPTS
1521 KINGSDALE AVE
ATTN: ACCTS PAYABLE
REDONDO BEACH, CA 90278 US

ACCOUNT NO	INVOICE TOTAL	SALES REP
TRACON	395.50	007

PURCHASE ORDER NUMBER

SERVICE FOR NOVEMBER 2019

DESCRIPTION	UNIT	DAYS/.P.O. NO	QUANTITY	EXTENDED PRICE
TRANSPORTATION CONCEPTS 1521 KINGSDALE AVE/REDONDO BEA	Mnth	MnTuWeThFr	1	350.00
Fuel Surcharges 13%	Mnth		1	45.50

HAPPY THANKSGIVING

SUB TOTAL:	395.50
SALES TAX:	0.00
PLEASE PAY:	395.50

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

DIAL- A- RIDE CNG FUEL LOG

MONTH: Oct-19

DATE	DAY OF WEEK	BUS #	CARD #	Torrance	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/1	TUE	508	193354	✓		18:16	128,716	3,600	13.40	128,716	18:16				E/B	0.00	0	3,600
10/1	TUE	512	161989	✓		14:53	137,966	3,800	11.01	137,967	15:25			✓		0.53	1	3,800
10/1	TUE	511	165329	✓		16:49	134,701	3,800	12.09	134,703	17:45	✓				0.93	2	3,800
10/1	TUE	509	161990	✓		17:17	134,712	3,900	11.65	134,713	17:45	✓				0.47	1	3,900
10/2	WED	509	161990	✓		18:25	134,777	3,900	9.55	134,779	19:05	✓				0.67	2	3,900
10/2	WED	511	165329	✓		12:16	134,762	3,900	11.84	134,763	12:48	✓				0.53	1	3,900
10/2	WED	508	193354	✓		17:21	128,772	3,900	12.36	128,773	18:00	✓				0.65	1	3,900
10/3	THU	512	161989	✓		18:57	138,084	2,800	20.01	138,084	18:57				E/B	0.00	0	2,800
10/3	THU	513	179809	✓		19:25	140,000	3,600	22.99	140,000	19:25				E/B	0.00	0	3,600
10/3	THU	511	165329	✓		13:48	134,850	3,800	11.56	134,852	14:02	✓				0.23	2	3,800
10/3	THU	509	161990	✓		15:44	134,843	3,900	12.99	134,844	16:00	✓				0.27	1	3,900
10/3	THU	508	193354	✓		18:30	128,818	3,800	9.38	128,819	18:43	✓				0.22	1	3,800
10/4	FRI	509	161990	✓		18:32	134,916	3,900	14.02	134,917	18:48	✓				0.27	1	3,900
10/4	FRI	508	193354	✓		13:31	128,894	3,800	15.32	128,895	13:46	✓				0.25	1	3,800
10/5	SAT	511	165329	✓		12:24	134,903	3,900	14.17	134,904	12:37	✓				0.22	1	3,900
10/5	SAT	512	161989	✓		14:21	138,189	3,800	31.18	138,190	14:40	✓				0.32	1	3,800
10/6	SUN	511	165329	✓		15:15	134,985	3,900	16.73	134,986	15:29	✓				0.23	1	3,900
10/6	SUN	516	193355	✓		14:39	11,250	3,800	13.38	11,250	14:39				E/B	0.00	0	3,800
10/7	MON	508	193354	✓		11:55	128,975	3,900	16.14	128,976	12:10	✓				0.25	1	3,900
10/7	MON	511	165329	✓		8:51	135,025	3,800	4.51	135,026	9:03	✓				0.20	1	3,800
10/7	MON	509	161990	✓		16:45	134,998	3,900	18.67	134,999	17:01	✓				0.27	1	3,900
10/7	MON	513	179809	✓		19:23	140,133	3,800	25.98	140,135	19:42	✓				0.32	2	3,800
10/8	TUE	508	193354	✓		12:15	129,055	3,900	14.35	129,056	12:55	✓				0.67	1	3,900
10/8	TUE	508	193354	✓		17:28	129,105	3,800	8.94	129,106	17:55	✓				0.45	1	3,800
10/8	TUE	512	161989	✓		9:30	138,275	3,900	16.21	138,276	10:12	✓				0.70	1	3,900
10/8	TUE	511	165329	✓		13:50	135,112	3,800	18.92	135,113	14:20	✓				0.50	1	3,800
10/8	TUE	509	161990	✓		19:09	134,501	3,900	4.50	134,501	19:09				E/B	0.00	0	3,900
10/9	WED	508	193354	✓		13:25	129,182	3,800	9.01	129,183	13:53	✓				0.47	1	3,800
10/9	WED	512	161989	✓		14:20	138,379	3,900	15.47	138,380	15:00	✓				0.67	1	3,900
10/9	WED	511	165329	✓		15:08	135,189	3,800	12.78	135,191	15:35	✓				0.45	2	3,800
10/9	WED	509	161990	✓		16:54	135,047	3,900	5.08	135,049	17:40	✓				0.77	2	3,900
10/10	THU	511	165329	✓		13:46	135,267	3,900	10.05	135,268	14:15	✓				0.48	1	3,900
10/10	THU	513	179809	✓		20:39	140,266	3,900	24.88	140,268	21:10	✓				0.52	2	3,900
10/11	FRI	508	193354	✓		13:36	129,251	3,800	14.21	129,252	13:59	✓				0.38	1	3,800
10/11	FRI	511	165329	✓		18:00	135,359	3,800	19.04	135,362	18:25			✓		0.42	3	3,800
10/11	FRI	512	161989	✓		12:30	138,481	3,900	19.11	138,482	12:45	✓				0.25	1	3,900
10/12	SAT	512	161989	✓		11:35	138,573	3,800	20.06	138,574	11:53	✓				0.30	1	3,800
10/12	SAT	509	161990	✓		18:45	138,190	3,900	26.39	138,191	19:03	✓				0.30	1	3,900
10/13	SUN	509	161990	✓		16:57	135,197	3,600	4.30	135,197	16:57				E/B	0.00	0	3,600
10/13	SUN	511	165329	✓		15:50	135,409	3,800	11.30	135,410	16:07	✓				0.28	1	3,800
10/14	MON	508	193354	✓		12:18	129,308	3,900	14.02	129,309	12:31	✓				0.22	1	3,900
10/14	MON	511	179811	✓		12:25	135,453	3,800	23.36	135,454	12:42	✓				0.28	1	3,800
10/15	TUE	509	193354	✓		12:43	135,298	3,900	16.68	135,299	12:57	✓				0.23	1	3,900
10/15	TUE	513	179809	✓		11:40	138,625	3,800	32.50	138,626	11:54	✓				0.23	1	3,800
10/15	TUE	508	193354	✓		17:30	129,424	3,900	22.93	129,425	17:51	✓				0.35	1	3,900
10/15	TUE	516	193355	✓		15:50	12,640	3,900	11.47	12,641	16:10	✓				0.33	1	3,900
10/16	WED	512	161989	✓		10:29	138,673	3,800	11.18	138,674	10:41	✓				0.20	1	3,800
10/16	WED	511	165329	✓		14:48	135,549	3,900	27.19	135,550	15:03	✓				0.25	1	3,900
10/16	WED	508	193354	✓		13:06	129,499	3,900	13.89	129,501	13:23	✓				0.28	2	3,900
10/17	THU	509	161990	✓		17:00	135,432	3,800	20.03	135,433	17:15	✓				0.25	1	3,800
10/17	THU	512	161989	✓		12:45	138,741	3,900	19.59	138,742	12:59	✓				0.23	1	3,900
10/18	FRI	512	161989	✓		13:10	138,828	3,900	19.11	138,830	13:27	✓				0.28	2	3,900
10/18	FRI	516	193353	✓		22:05	12,771	3,800	12.49	12,771	22:05				E/B	0.00	0	3,800
10/19	SAT	509	165329	✓		19:20	135,536	3,900	21.52	135,537	19:36	✓				0.27	1	3,900
10/20	SUN	509	165329	✓		13:42	135,612	3,800	8.84	135,613	13:58	✓				0.27	1	3,800
10/21	MON	517	193351	✓		18:25	279	3,000	12.95	279	18:25				E/B	0.00	0	3,000
10/21	MON	511	165329	✓		13:49	135,664	3,800	15.91	135,665	14:02	✓				0.22	1	3,800
10/21	MON	512	161989	✓		11:42	138,946	3,900	23.85	138,947	12:01	✓				0.32	1	3,900
10/21	MON	516	193355	✓		18:34	12,852	3,800	8.25	12,852	18:34				E/B	0.00	0	3,800
10/22	TUE	511	165329	✓		14:29	135,225	3,900	15.56	135,226	14:43	✓				0.23	1	3,900
10/22	TUE	516	193355	✓		16:23	139,023	3,800	16.05	139,024	16:37	✓				0.23	1	3,800
10/23	WED	511	165329	✓		14:50	135,782	3,900	24.00	135,784	15:07	✓				0.28	2	3,900
10/23	WED	513	161989	✓		13:32	138,755	3,800	22.24	138,756	13:50	✓				0.30	1	3,800
10/23	WED	517	194229	✓		13:41	330	3,900	13.95	331	13:58	✓				0.28	1	3,900
10/23	WED	516	19335	✓		20:00	12,867	3,800	5.26	12,870	20:04			✓		0.07	3	3,800

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WAVE -DAR FUEL REPORT

DATE	DAY OF WEEK	BUS #	CARD #	Torrance	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/24	THU	512	161989	✓		8:56	139,110	3,900	15.90	139,111	9:12	✓				0.27	1	3,900
10/24	THU	513	179809	✓		14:30	138,836	3,800	18.70	138,837	14:48	✓				0.30	1	3,800
10/25	FRI	512	161989	✓		12:06	139,256	3,900	23.79	139,258	12:24	✓				0.30	2	3,900
10/25	FRI	513	179809	✓		12:23	140,880	3,800	9.79	140,881	12:39	✓				0.27	1	3,800
10/25	FRI	516	194229	✓		16:43	397	3,900	17.47	398	16:58	✓				0.25	1	3,900
10/26	SAT	513	179809	✓		15:35	140,929	3,800	12.14	140,930	15:50	✓				0.25	1	3,800
10/28	MON	517	194229	✓		12:16	490	3,900	17.00	492	12:30	✓				0.23	2	3,900
10/28	MON	512	161989	✓		16:25	139,380	3,800	22.42	139,380	17:08	✓				0.72	0	3,800
10/28	MON	513	179809	✓		17:18	141,815	3,900	14.89	141,816	17:53	✓				0.58	1	3,900
10/28	MON	516	193355	✓		8:19	13,028	3,900	11.52	13,028	8:19				E/B	0.00	0	3,900
10/29	TUE	511	165329	✓		7:42	135,937	3,800	25.23	135,938	8:20	✓				0.63	1	3,800
10/29	TUE	512	161989	✓		13:47	139,440	3,900	14.25	139,441	14:23	✓				0.60	1	3,900
10/29	TUE	513	179809	✓		18:30	141,096	3,800	14.98	141,097	18:59	✓				0.48	1	3,800
10/29	TUE	517	194229	✓		8:15	548	3,900	10.56	549	8:53	✓				0.63	1	3,900
10/29	TUE	517	194229	✓		16:55	629	3,900	13.20	630	17:20	✓				0.42	1	3,900
10/30	WED	512	161989	✓		14:00	139,547	3,800	16.54	139,548	14:50	✓				0.83	1	3,800
10/30	WED	511	165329	✓		17:32	136,050	3,900	25.59	136,051	17:47	✓				0.25	1	3,900
10/30	WED	513	179809	✓		17:05	141,204	3,800	18.41	141,205	17:22	✓				0.28	1	3,800
10/31	THU	512	161989	✓		12:38	139,626	3,900	13.14	139,628	12:50	✓				0.20	2	3,900
10/31	THU	511	165329	✓		18:24	136,143	3,900	16.82	136,145	18:53	✓				0.48	2	3,900
10/31	THU	517	194229	✓		15:40	649	3,900	17.44	651	16:15	✓				0.58	2	3,900
				✓								✓	✓	✓		0.00	0	0
															TOTALS	28.60	94	328,900

WEEKDAY		SATURDAY		SUNDAY		TOTAL	
HRS	MILES	HRS	MILES	HRS	MILES	HRS	MILES
26.17	0	1.65	0	0.78	0	28.60	0

BCT - FIXED ROUTE CNG FUEL LOG - LINE 102

MONTH: Oct-19

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/1	TUE	544	193353	✓		6:13	189,932	3,600	42.45	189,932	6:13				E/B	**0.00**	**0**	**3,600**
10/1	TUE	544	193353	✓		20:19	190,088	3,600	41.32	190,088	20:19				E/B	**0.00**	**0**	**3,600**
10/1	TUE	545	193349	✓		20:59	194,294	3,600	47.88	194,294	20:59				E/B	**0.00**	**0**	**3,600**
10/1	TUE	541	179812	✓		21:51	274,525	3,600	48.45	274,525	21:51				E/B	**0.00**	**0**	**3,600**
10/1	TUE	550	191059	✓		13:32	21,404	3,500	11.89	21,404	13:32				E/B	**0.00**	**0**	**3,500**
10/2	WED	538	193352	✓		20:18	372,390	3,600	50.00	372,390	20:18				E/B	**0.00**	**0**	**3,600**
10/2	WED	545	193349	✓		20:59	194,468	3,600	46.46	194,468	20:59				E/B	**0.00**	**0**	**3,600**
10/2	WED	537	166921	✓		21:38	297,622	3,600	44.45	297,622	21:38				E/B	**0.00**	**0**	**3,600**
10/2	WED	543	193348	✓		11:46	276,682	3,600	41.41	276,682	11:46				E/B	**0.00**	**0**	**3,600**
10/3	THU	538	193352	✓		20:34	312,549	3,600	46.89	312,549	20:34				E/B	**0.00**	**0**	**3,600**
10/3	THU	541	179812	✓		21:13	274,896	3,600	49.81	274,896	21:13				E/B	**0.00**	**0**	**3,600**
10/3	THU	537	166921	✓		21:57	297,805	3,600	50.00	297,805	21:57				E/B	**0.00**	**0**	**3,600**
10/3	THU	550	191059	✓		6:17	21,510	3,500	40.33	21,510	6:17				E/B	**0.00**	**0**	**3,500**
10/4	FRI	541	179812	✓		20:35	275,072	3,600	45.91	275,072	20:35				E/B	**0.00**	**0**	**3,600**
10/4	FRI	545	193349	✓		21:12	194,841	3,600	16.92	194,841	21:12				E/B	**0.00**	**0**	**3,600**
10/4	FRI	537	166921	✓		21:56	297,984	3,000	37.53	297,984	21:56				E/B	**0.00**	**0**	**3,000**
10/4	FRI	539	193350	✓		19:50	292,066	3,600	40.81	292,066	19:50				E/B	**0.00**	**0**	**3,600**
10/5	SAT	536	193347	✓		21:32	297,995	3,000	50.00	298,002	21:55			✓		**0.38**	**7**	**3,000**
10/5	SAT	538	193352	✓		20:30	312,867	3,400	50.00	312,874	20:35			✓		**0.08**	**7**	**3,400**
10/5	SAT	539	193350	✓		19:20	212,177	3,200	24.74	212,184	19:36			✓		**0.27**	**7**	**3,200**
10/6	SUN	541	179812	✓		18:20	275,173	3,500	24.49	275,180	18:38			✓		**0.30**	**7**	**3,500**
10/7	MON	541	179812	✓		8:47	275,219	3,400	11.96	275,219	8:47				E/B	**0.00**	**0**	**3,400**
10/7	MON	541	179812	✓		20:26	275,345	3,600	32.86	275,345	20:26				E/B	**0.00**	**0**	**3,600**
10/7	MON	545	179812	✓		19:22	195,222	3,600	29.79	195,222	19:22				E/B	**0.00**	**0**	**3,600**
10/7	MON	542	157723	✓		10:01	296,805	3,300	30.59	296,805	10:01				E/B	**0.00**	**0**	**3,300**
10/7	MON	542	157723	✓		21:50	296,936	3,600	43.66	296,936	21:50				E/B	**0.00**	**0**	**3,600**
10/7	MON	536	193347	✓		9:27	298,080	3,300	29.34	298,080	9:27				E/B	**0.00**	**0**	**3,300**
10/7	MON	536	193347	✓		21:00	298,191	3,300	26.50	298,191	21:00				E/B	**0.00**	**0**	**3,300**
10/7	MON	550	191059	✓		18:39	21,640	3,400	36.61	21,640	18:39				E/B	**0.00**	**0**	**3,400**
10/8	TUE	546	193351	✓		18:24	176,628	3,000	21.15	176,628	18:24				E/B	**0.00**	**0**	**3,000**
10/8	TUE	545	193349	✓		20:27	195,396	3,600	45.00	195,396	20:27				E/B	**0.00**	**0**	**3,600**
10/8	TUE	536	193347	✓		21:20	298,368	3,600	50.00	298,368	21:20				E/B	**0.00**	**0**	**3,600**
10/8	TUE	542	157723	✓		22:01	296,118	3,200	45.06	296,118	22:01				E/B	**0.00**	**0**	**3,200**
10/9	WED	536	193347	✓		20:28	298,542	3,000	69.86	298,542	20:28				E/B	**0.00**	**0**	**3,000**
10/9	WED	544	193349	✓		18:21	276,081	3,600	31.00	276,081	18:21				E/B	**0.00**	**0**	**3,600**
10/9	WED	545	193349	✓		21:15	195,569	3,600	42.69	195,569	21:15				E/B	**0.00**	**0**	**3,600**
10/9	WED	539	161992	✓		21:51	212,708	3,600	48.45	212,708	21:51				E/B	**0.00**	**0**	**3,600**
10/9	WED	550	161992	✓		13:40	21,740	3,400	29.64	21,740	13:40				E/B	**0.00**	**0**	**3,400**
10/10	THU	536	193347	✓		21:02	298,727	3,600	50.00	298,727	21:02				E/B	**0.00**	**0**	**3,600**
10/10	THU	543	193348	✓		22:10	276,275	3,200	54.20	276,275	22:10				E/B	**0.00**	**0**	**3,200**
10/10	THU	538	193348	✓		18:53	312,603	3,600	27.85	312,603	18:53				E/B	**0.00**	**0**	**3,600**
10/10	THU	541	157723	✓		20:01	275,868	3,600	45.98	275,868	20:01				E/B	**0.00**	**0**	**3,600**
10/11	FRI	537	166921	✓		20:34	298,062	3,600	42.20	298,062	20:34				E/B	**0.00**	**0**	**3,600**
10/11	FRI	542	193353	✓		21:09	296,611	3,600	38.72	296,611	21:09				E/B	**0.00**	**0**	**3,600**
10/11	FRI	541	179812	✓		22:07	276,048	3,600	55.33	276,048	22:07				E/B	**0.00**	**0**	**3,600**
10/12	SAT	541	179812	✓		21:12	276,212	3,288	33.51	276,219	21:33			✓		**0.35**	**7**	**3,288**
10/12	SAT	543	193348	✓		20:30	277,621	3,600	56.363	277,628	20:52			✓		**0.37**	**7**	**3,600**
10/12	SAT	539	193350	✓		19:18	293,037	3,600	26.83	293,044	19:29			✓		**0.18**	**7**	**3,600**
10/12	SAT	536	193347	✓		8:33	292,926	3,412	34.13	292,926	8:33				E/B	**0.00**	**0**	**3,412**
10/13	SUN	544	193353	✓		13:20	191,604	3,100	15.54	191,611	13:24			✓		**0.07**	**7**	**3,100**
10/13	SUN	545	193349	✓		18:57	196,181	3,400	12.08	196,188	19:23			✓		**0.43**	**7**	**3,400**
10/13	SUN	545	193349	✓		12:50	196,118	3,400	15.68	196,125	12:57			✓		**0.12**	**7**	**3,400**
10/13	SUN	540	161992	✓		18:22	256,030	3,800	28.17	256,030	18:22				E/B	**0.00**	**0**	**3,800**
10/13	SUN	537	166921	✓		19:12	299,263	3,600	30.72	299,263	19:12				E/B	**0.00**	**0**	**3,600**
10/13	SUN	536	166921	✓		19:56	298,748	4,000	19.26	298,748	19:56				E/B	**0.00**	**0**	**4,000**
10/14	MON	546	193351	✓		13:11	177,155	2,900	30.35	177,157	13:35	✓				**0.40**	**2**	**2,900**
10/14	MON	544	193353	✓		19:27	191,750	3,000	26.61	191,750	19:27				E/B	**0.00**	**0**	**3,000**
10/14	MON	539	193350	✓		19:38	293,317	3,200	13.26	293,324	19:40			✓		**0.03**	**7**	**3,200**
10/14	MON	545	193349	✓		20:10	196,349	3,600	12.93	196,356	20:27			✓		**0.28**	**7**	**3,600**
10/15	TUE	544	193353	✓		20:24	191,922	3,600	50.00	191,922	20:24				E/B	**0.00**	**0**	**3,600**

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FR Fuel Log -October 2019 Line 102

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/15	TUE	543	193348	✓		5:49	277,806	3,600	29.72	277,806	5:49				E/B	**0.00**	**0**	**3,600**
10/15	TUE	543	193348	✓		21:02	277,980	3,600	33.68	277,980	21:02				E/B	**0.00**	**0**	**3,600**
10/15	TUE	537	166921	✓		22:07	299,655	3,200	54.10	299,655	22:07				E/B	**0.00**	**0**	**3,200**
10/16	WED	545	193349	✓		8:50	196,521	3,000	16.20	196,521	8:50				E/B	**0.00**	**0**	**3,000**
10/16	WED	550	191059	✓		9:32	21,911	3,000	31.46	21,911	9:32				E/B	**0.00**	**0**	**3,000**
10/16	WED	539	193350	✓		20:16	293,610	3,500	41.58	293,610	20:16				E/B	**0.00**	**0**	**3,500**
10/16	WED	544	193353	✓		20:59	191,105	3,600	50.00	191,105	20:59				E/B	**0.00**	**0**	**3,600**
10/16	WED	542	193353	✓		22:01	296,230	3,500	56.94	296,230	22:01				E/B	**0.00**	**0**	**3,500**
10/17	THU	540	193350	✓		19:44	256,372	3,000	20.89	256,372	19:44				E/B	**0.00**	**0**	**3,000**
10/17	THU	539	193350	✓		20:23	293,784	3,600	48.22	293,784	20:23				E/B	**0.00**	**0**	**3,600**
10/17	THU	546	193353	✓		18:48	177,300	3,600	24.74	177,300	18:48				E/B	**0.00**	**0**	**3,600**
10/17	THU	544	193353	✓		21:04	191,270	3,600	47.51	191,270	21:01				E/B	**-0.05**	**0**	**3,600**
10/17	THU	536	193352	✓		18:12	299,043	3,600	48.90	299,043	18:12				E/B	**0.00**	**0**	**3,600**
10/17	THU	538	193352	✓		21:44	312,769	3,600	44.59	312,769	21:44				E/B	**0.00**	**0**	**3,600**
10/18	FRI	550	193353	✓		18:52	21,990	3,500	50.66	21,990	18:52				E/B	**0.00**	**0**	**3,500**
10/18	FRI	546	193353	✓		21:33	177,474	3,500	41.68	177,474	21:33				E/B	**0.00**	**0**	**3,500**
10/18	FRI	539	193353	✓		20:54	293,954	3,500	44.47	293,954	20:54				E/B	**0.00**	**0**	**3,500**
10/18	FRI	544	193353	✓		20:32	192,456	3,500	41.07	192,456	20:32				E/B	**0.00**	**0**	**3,500**
10/19	SAT	543	193348	✓		20:23	278,712	3,000	33.30	278,719	20:29			✓		**0.10**	**7**	**3,000**
10/19	SAT	513	179809	✓		19:40	180,573	3,800	32.43	180,580	19:52			✓		**0.20**	**7**	**3,800**
10/20	SUN	540	161992	✓		18:17	256,677	3,700	22.28	256,684	18:29			✓		**0.20**	**7**	**3,700**
10/21	MON	546	193351	✓		17:52	177,548	3,000	9.21	177,548	17:52				E/B	**0.00**	**0**	**3,000**
10/21	MON	539	193350	✓		19:45	294,494	3,500	38.30	294,501	20:00			✓		**0.25**	**7**	**3,500**
10/21	MON	541	179812	✓		20:45	277,423	3,600	44.81	277,430	21:15			✓		**0.50**	**7**	**3,600**
10/21	MON	544	193353	✓		20:10	192,796	3,700	25.23	192,803	20:22			✓		**0.20**	**7**	**3,700**
10/21	MON	547	193350	✓		8:27	174	3,600	23.69	174	8:27				E/B	**0.00**	**0**	**3,600**
10/22	TUE	547	194231	✓		18:35	243	3,600	18.07	243	18:35				E/B	**0.00**	**0**	**3,600**
10/22	TUE	539	193350	✓		20:27	294,674	3,600	50.00	294,674	20:27				E/B	**0.00**	**0**	**3,600**
10/22	TUE	543	193348	✓		22:01	278,245	3,600	44.46	278,245	22:01				E/B	**0.00**	**0**	**3,600**
10/22	TUE	541	179812	✓		21:19	277,603	3,600	51.88	277,603	21:19				E/B	**0.00**	**0**	**3,600**
10/22	TUE	548	194232	✓		19:08	247	3,600	22.23	247	19:08				E/B	**0.00**	**0**	**3,600**
10/22	TUE	544	193353	✓		19:38	192,822	3,600	20.84	192,822	19:38				E/B	**0.00**	**0**	**3,600**
10/23	WED	550	191059	✓		18:45	22,073	3,400	27.98	22,073	18:45				E/B	**0.00**	**0**	**3,400**
10/23	WED	542	157723	✓		20:17	277,711	3,600	41.49	277,711	20:17				E/B	**0.00**	**0**	**3,600**
10/23	WED	540	161992	✓		20:43	256,977	3,600	53.26	256,977	20:43				E/B	**0.00**	**0**	**3,600**
10/23	WED	543	193348	✓		21:33	278,425	3,600	48.08	278,425	21:33				E/B	**0.00**	**0**	**3,600**
10/23	WED	546	193351	✓		19:32	177,794	3,600	37.51	177,794	19:32				E/B	**0.00**	**0**	**3,600**
10/24	THU	536	193347	✓		18:46	299,705	3,200	29.61	299,705	18:46				E/B	**0.00**	**0**	**3,200**
10/24	THU	544	193347	✓		21:15	192,190	3,600	49.35	192,190	21:15				E/B	**0.00**	**0**	**3,600**
10/24	THU	542	157723	✓		20:33	277,705	3,200	47.94	277,705	20:33				E/B	**0.00**	**0**	**3,200**
10/24	THU	540	193352	✓		19:55	256,101	3,000	27.67	256,101	19:55				E/B	**0.00**	**0**	**3,000**
10/24	THU	538	193352	✓		21:55	315,574	3,500	50.00	315,574	21:55				E/B	**0.00**	**0**	**3,500**
10/25	FRI	546	191059	✓		18:47	178,034	3,600	19.45	178,034	18:47				E/B	**0.00**	**0**	**3,600**
10/25	FRI	542	157723	✓		20:19	278,062	3,600	44.46	278,062	20:19				E/B	**0.00**	**0**	**3,600**
10/25	FRI	539	193350	✓		20:44	295,161	3,500	50.00	295,161	20:44				E/B	**0.00**	**0**	**3,500**
10/25	FRI	541	179812	✓		21:34	277,980	3,600	72.52	277,980	21:34				E/B	**0.00**	**0**	**3,600**
10/26	SAT	547	194231	✓		21:20	404	3,874	29.57	411	21:26			✓		**0.10**	**7**	**3,874**
10/26	SAT	541	179812	✓		20:25	278,127	3,600	33.27	278,134	20:39			✓		**0.23**	**7**	**3,600**
10/27	SUN	536	193347	✓		19:05	299,982	3,600	33.18	299,989	19:22			✓		**0.28**	**7**	**3,600**
10/27	SUN	547	194231	✓		18:17	497	3,600	23.09	504	18:27			✓		**0.17**	**7**	**3,600**
10/28	MON	543	193348	✓		20:20	280,176	3,500	38.64	280,183	20:29			✓		**0.15**	**7**	**3,500**
10/28	MON	538	193349	✓		20:55	316,013	3,600	31.31	316,020	21:20			✓		**0.42**	**7**	**3,600**
10/28	MON	537	166921	✓		9:35	301,247	3,600	50.00	301,247	9:35				E/B	**0.00**	**0**	**3,600**
10/29	TUE	538	193352	✓		6:12	316,019	3,500	15.48	316,019	6:12				E/B	**0.00**	**0**	**3,500**
10/29	TUE	538	193352	✓		8:32	316,192	3,600	49.19	316,192	8:32				E/B	**0.00**	**0**	**3,600**
10/29	TUE	539	193350	✓											E/B	**0.00**	**0**	**0**
10/29	TUE	539	193350	✓		21:31	295,624	3,600	50.00	295,624	21:31				E/B	**0.00**	**0**	**3,600**
10/29	TUE	542	157723	✓		19:05	278,445	3,600	23.20	278,445	19:05				E/B	**0.00**	**0**	**3,600**

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FR Fuel Log -October 2019 Line 102

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/29	TUE	543	193348	✓		19:40	298,210	3,600	22.23	298,210	19:40				E/B	**0.00**	**0**	**3,600**
10/30	WED	538	193352	✓		20:50	316,363	3,000	49.28	316,370	21:27			✓		**0.62**	**7**	**3,000**
10/30	WED	543	193348	✓		20:12	298,332	3,600	35.34	298,332	20:12				E/B	**0.00**	**0**	**3,600**
10/30	WED	544	193353	✓		20:54	194,309	3,600	54.01	194,309	20:54				E/B	**0.00**	**0**	**3,600**
10/30	WED	550	193348	✓		18:44	22,210	3,200	34.67	22,210	18:44				E/B	**0.00**	**0**	**3,200**
10/30	WED	537	193352	✓		19:34	301,620	3,600	19.01	301,620	19:34				E/B	**0.00**	**0**	**3,600**
10/30	WED	544	193353	✓		6:19	194,142	2,800	34.15	194,142	6:19				E/B	**0.00**	**0**	**2,800**
10/31	THU	537	166921	✓		20:18	301,795	3,600	43.90	301,795	20:18				E/B	**0.00**	**0**	**3,600**
10/31	THU	538	166921	✓		18:51	316,450	3,600	29.42	316,450	18:51				E/B	**0.00**	**0**	**3,600**
10/31	THU	541	179812	✓		21:37	279,013	3,600	47.24	279,013	21:37				E/B	**0.00**	**0**	**3,600**
10/31	THU	544	193353	✓		21:00	194,487	3,600	50.00	194,487	21:00				E/B	**0.00**	**0**	**3,600**
																0.00	**0**	**0**
																6.64	**177**	**368,000**

SUMMARY

	W/DAY		SATURDAY		SUNDAY		TOTAL		TOTAL
	HOURS	MILES	HOURS	MILES	HRS	MILES	HRS	MILES	PSI
102	2.80	58	2.27	70	1.57	49	6.64	177	368,000
109	59.02	388	7.32	56	5.78	56	72.12	500	845,130
TOTAL	**61.82**	**446**	**9.59**	**126**	**7.35**	**105**	**78.76**	**677**	**1,213,130**

BCT - FIXED ROUTE CNG FUEL LOG -LINE 109

MONTH: Oct-19

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/1	TUE	538	193352		✓	14:10	312,223	4,000	39.24	312,225	14:31	✓				**0.35**	**2**	**4,000**
10/1	TUE	537	193352		✓	20:56	297,433	3,900	35.00	297,433	21:14			✓		**0.30**	**0**	**3,900**
10/1	TUE	542	157723		✓	12:26	294,844	4,000	34.82	294,847	12:44	✓				**0.30**	**3**	**4,000**
10/1	TUE	542	157723	✓		21:15	294,950	3,600	20.62	294,955	21:27			✓		**0.20**	**5**	**3,600**
10/1	TUE	546	193351		✓	11:42	175,898	3,800	34.11	175,900	12:08	✓				**0.43**	**2**	**3,800**
10/1	TUE	546	193351		✓	21:48	175,920	3,600	28.27	175,920	21:58		✓			**0.17**	**0**	**3,600**
10/1	TUE	536	193347		✓	13:15	297,202	3,200	27.87	297,204	13:33	✓				**0.30**	**2**	**3,200**
10/1	TUE	536	193347	✓		21:50	297,306	3,600	17.35	297,310	22:05			✓		**0.25**	**4**	**3,600**
10/1	TUE	543	193348	✓		11:15	276,557	3,000	25.21	276,561	11:45			✓		**0.50**	**4**	**3,000**
10/2	WED	546	193351		✓	14:00	176,035	4,000	36.85	176,037	14:25	✓				**0.42**	**2**	**4,000**
10/2	WED	546	193351		✓	21:17	176,119	3,800	26.62	176,119	21:37		✓			**0.33**	**0**	**3,800**
10/2	WED	536	193347		✓	12:30	297,400	4,000	39.31	297,402	12:47	✓				**0.28**	**2**	**4,000**
10/2	WED	536	193347	✓		21:22	294,505	3,200	17.17	294,509	21:47			✓		**0.42**	**4**	**3,200**
10/2	WED	541	179812		✓	11:46	274,592	4,000	23.28	274,594	12:01	✓				**0.25**	**2**	**4,000**
10/2	WED	541	179812		✓	21:51	274,713	4,000	31.75	274,713	22:00		✓			**0.15**	**0**	**4,000**
10/2	WED	537	157723	✓		21:55	295,153	3,139	33.63	295,158	22:16			✓		**0.35**	**5**	**3,139**
10/3	THU	542	157723		✓	13:50	295,269	3,000	28.77	295,271	14:07	✓				**0.28**	**2**	**3,000**
10/3	THU	542	157723		✓	21:16	295,351	2,800	23.74	295,351	21:25		✓			**0.15**	**0**	**2,800**
10/3	THU	543	193348		✓	12:22	276,842	3,800	43.40	276,844	12:45	✓				**0.38**	**2**	**3,800**
10/3	THU	544	193348		✓	19:26	190,234	4,000	45.42	190,236	19:46	✓				**0.33**	**2**	**4,000**
10/3	THU	536	193347		✓	11:42	297,579	3,600	27.56	297,581	12:07	✓				**0.42**	**2**	**3,600**
10/3	THU	545	193349		✓	13:18	194,556	3,800	27.41	194,558	13:37	✓				**0.32**	**2**	**3,800**
10/3	THU	545	193349	✓		21:55	194,660	3,591	21.02	194,665	22:18			✓		**0.38**	**5**	**3,591**
10/4	FRI	542	157723		✓	14:06	295,468	3,000	32.90	295,470	14:36	✓				**0.50**	**2**	**3,000**
10/4	FRI	546	193351		✓	5:56	276,246	2,400	12.38	276,246	5:56				E/B	**0.00**	**0**	**2,400**
10/4	FRI	546	193351		✓	12:21	276,340	3,200	46.24	276,342	12:47	✓				**0.43**	**2**	**3,200**
10/4	FRI	546	193351		✓	19:54	276,421	3,400	21.14	276,423	20:11	✓				**0.28**	**2**	**3,400**
10/4	FRI	544	193353		✓	11:48	190,309	3,900	31.73	190,311	12:12	✓				**0.40**	**2**	**3,900**
10/4	FRI	544	193353		✓	21:47	190,429	3,200	21.08	190,429	22:04		✓			**0.28**	**0**	**3,200**
10/4	FRI	538	193352		✓	13:00	312,625	4,000	28.10	312,627	13:23	✓				**0.38**	**2**	**4,000**
10/4	FRI	536	193347	✓		11:30	297,760	3,500	31.06	297,765	11:40			✓		**0.17**	**5**	**3,500**
10/5	SAT	542	157723		✓	13:42	295,649	2,100	30.09	295,651	14:00	✓				**0.30**	**2**	**2,100**
10/5	SAT	542	157723		✓	22:25	295,751	3,200	33.12	295,751	22:43		✓			**0.30**	**0**	**3,200**
10/5	SAT	545	193349		✓	14:31	194,944	3,800	31.54	194,946	14:48	✓				**0.28**	**2**	**3,800**
10/5	SAT	545	193349		✓	21:40	195,024	3,800	25.98	195,024	21:49		✓			**0.15**	**0**	**3,800**
10/5	SAT	544	193353		✓	12:23	190,540	3,800	30.10	190,542	12:52	✓				**0.48**	**2**	**3,800**
10/5	SAT	544	193353	✓		20:28	190,600	3,400	20.44	190,605	20:53			✓		**0.42**	**5**	**3,400**
10/5	SAT	537	166921	✓		11:20	298,030	3,800	22.30	298,034	11:40			✓		**0.33**	**4**	**3,800**
10/6	SUN	537	166921		✓	13:19	298,170	2,900	14.53	298,172	13:34	✓				**0.25**	**2**	**2,900**
10/6	SUN	537	166921	✓		22:15	298,277	3,600	22.71	298,281	22:35			✓		**0.33**	**4**	**3,600**
10/6	SUN	544	193347		✓	14:35	190,641	4,000	17.90	190,643	14:50	✓				**0.25**	**2**	**4,000**
10/6	SUN	544	193347		✓	21:53	190,728	3,800	23.52	190,728	22:02		✓			**0.15**	**0**	**3,800**
10/6	SUN	538	193352		✓	12:35	312,935	3,600	29.19	312,937	13:03	✓				**0.47**	**2**	**3,600**
10/6	SUN	539	193350	✓		11:15	292,229	3,900	17.61	292,233	11:32			✓		**0.28**	**4**	**3,900**
10/7	MON	539	193350		✓	14:03	292,395	3,000	33.61	292,397	14:24	✓				**0.35**	**2**	**3,000**
10/7	MON	539	193350		✓	20:55	292,477	3,400	31.16	292,477	21:11		✓			**0.27**	**0**	**3,400**
10/7	MON	544	193349		✓	5:45	190,445	3,500	21.27	190,447	6:07	✓				**0.37**	**2**	**3,500**
10/7	MON	544	193349	✓		21:01	190,871	3,600	27.14	190,876	21:27			✓		**0.43**	**5**	**3,600**
10/7	MON	538	193352		✓	11:27	313,098	2,500	23.05	313,100	11:40	✓				**0.22**	**2**	**2,500**
10/7	MON	538	193352		✓	21:41	313,209	3,000	44.74	313,209	21:53		✓			**0.20**	**0**	**3,000**
10/7	MON	537	166921		✓	13:07	298,370	3,000	27.41	298,372	13:22	✓				**0.25**	**2**	**3,000**
10/7	MON	537	166921		✓	20:12	298,455	3,900	39.34	298,457	20:33	✓				**0.35**	**2**	**3,900**
10/7	MON	546	193351	✓		11:15	176,677	3,600	25.16	176,681	11:39			✓		**0.40**	**4**	**3,600**
10/8	TUE	538	193352		✓	14:01	313,318	3,000	31.87	313,320	14:20	✓				**0.32**	**2**	**3,000**
10/8	TUE	538	193352		✓	21:02	313,396	4,000	38.74	313,396	21:08		✓			**0.10**	**0**	**4,000**
10/8	TUE	537	166921		✓	12:30	298,572	4,000	32.65	298,574	12:50	✓				**0.33**	**2**	**4,000**
10/8	TUE	537	166921	✓		21:15	298,677	3,200	19.78	298,681	21:33			✓		**0.30**	**4**	**3,200**
10/8	TUE	541	179812		✓	11:49	275,412	4,000	22.98	275,414	12:03	✓				**0.23**	**2**	**4,000**
10/8	TUE	541	179812		✓	21:55	275,531	4,000	31.48	275,531	22:00		✓			**0.08**	**0**	**4,000**
10/8	TUE	544	193353		✓	13:16	290,967	3,000	16.46	290,969	13:30	✓				**0.23**	**2**	**3,000**
10/9	WED	543	193348		✓	14:06	276,991	4,000	49.28	276,994	14:30	✓				**0.40**	**3**	**4,000**
10/9	WED	543	193348		✓	21:06	277,076	3,900	30.17	277,076	21:14		✓			**0.13**	**0**	**3,900**
10/9	WED	542	157723		✓	12:30	296,205	4,000	36.91	296,208	12:50	✓				**0.33**	**3**	**4,000**

FR Fuel Log -October 2019 Line 109

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/9	WED	542	157723	✓		21:05	296,310	3,400	23.03	296,314	21:30			✓		**0.42**	**4**	**3,400**
10/9	WED	541	179812		✓	11:32	275,603	3,800	24.55	275,605	11:52	✓				**0.33**	**2**	**3,800**
10/9	WED	541	179812		✓	21:47	275,523	4,000	32.60	275,523	21:56		✓			**0.15**	**0**	**4,000**
10/9	WED	537	166921		✓	13:10	297,775	3,800	35.68	297,777	13:41	✓				**0.52**	**2**	**3,800**
10/9	WED	537	166921	✓		21:55	298,879	3,796	23.82	298,883	22:19			✓		**0.40**	**4**	**3,796**
10/9	WED	539	193350	✓		6:00	292,590	3,500	28.19	292,590	6:00				E/B	**0.00**	**0**	**3,500**
10/9	WED	539	193350	✓		11:20	292,644	3,500	13.34	292,648	11:23			✓		**0.05**	**4**	**3,500**
10/9	WED		161992		✓							✓				**0.00**	**0**	**0**
10/10	THU	544	193353		✓	13:48	191,185	3,000	20.82	191,187	14:03	✓				**0.25**	**2**	**3,000**
10/10	THU	544	193353		✓	21:33	191,268	3,200	38.62	191,268	22:09		✓			**0.60**	**0**	**3,200**
10/10	THU	546	193351		✓	12:35	176,753	4,000	32.64	176,755	12:53	✓				**0.30**	**2**	**4,000**
10/10	THU	546	193351		✓	19:36	176,836	4,000	26.22	176,838	19:51	✓				**0.25**	**2**	**4,000**
10/10	THU	545	193349		✓	11:46	195,635	3,600	22.55	195,637	12:16	✓				**0.50**	**2**	**3,600**
10/10	THU	545	193349		✓	21:55	195,759	3,400	25.50	195,759	22:14		✓			**0.32**	**0**	**3,400**
10/10	THU	539	193350		✓	13:05	292,790	3,000	13.70	292,792	13:21	✓				**0.27**	**2**	**3,000**
10/10	THU	541	179812		✓	22:16	275,855	3,200	57.65	275,855	22:16				E/B	**0.00**	**0**	**3,200**
10/10	THU	540	161992	✓		10:37	255,635	3,600	50.00	255,635	10:37				E/B	**0.00**	**0**	**3,600**
10/11	FRI	543	193348		✓	14:06	277,382	3,000	22.05	277,384	14:19	✓				**0.22**	**2**	**3,000**
10/11	FRI	543	193348		✓	21:25	277,468	3,000	33.54	277,468	21:46		✓			**0.35**	**0**	**3,000**
10/11	FRI	546	193351		✓	12:38	176,953	4,000	32.17	176,955	12:57	✓				**0.32**	**2**	**4,000**
10/11	FRI	545	193349		✓	11:42	195,836	3,800	29.23	195,838	12:05	✓				**0.38**	**2**	**3,800**
10/11	FRI	545	193349		✓	21:47	195,956	3,800	27.33	195,956	21:58		✓			**0.18**	**0**	**3,800**
10/11	FRI	538	193352	✓		21:53	313,793	3,000	28.45	313,797	22:20			✓		**0.45**	**4**	**3,000**
10/11	FRI	540	161992	✓		11:15	255,910	3,600	21.66	255,915	11:40			✓		**0.42**	**5**	**3,600**
10/12	SAT	537	166921		✓	13:26	299,153	3,000	14.04	299,155	13:41	✓				**0.25**	**2**	**3,000**
10/12	SAT	550	191059		✓	14:40	21,827	3,200	50.04	21,829	14:59	✓				**0.32**	**2**	**3,200**
10/12	SAT	545	193349		✓	21:40	196,068	3,800	33.18	196,068	21:49		✓			**0.15**	**0**	**3,800**
10/12	SAT	544	193353		✓	15:52	191,476	3,600	44.43	191,478	16:11	✓				**0.32**	**2**	**3,600**
10/12	SAT	544	193353	✓		20:35	191,537	3,100	24.58	191,541	21:04			✓		**0.48**	**4**	**3,100**
10/12	SAT	542	157723	✓		11:25	296,658	3,500	16.23	296,662	11:36			✓		**0.18**	**4**	**3,500**
10/13	SUN	539	193350		✓	13:27	293,130	3,000	18.58	293,132	13:40	✓				**0.22**	**2**	**3,000**
10/13	SUN	539	193350	✓		22:30	293,234	3,200	18.70	293,238	22:37			✓		**0.12**	**4**	**3,200**
10/13	SUN	538	193352		✓	14:40	313,914	3,500	33.22	313,916	14:59	✓				**0.32**	**2**	**3,500**
10/13	SUN	538	193352		✓	21:50	314,003	3,600	26.60	314,003	21:55		✓			**0.08**	**0**	**3,600**
10/13	SUN	543	193347		✓	12:32	277,692	3,700	24.05	277,694	12:56	✓				**0.40**	**2**	**3,700**
10/13	SUN	541	179812	✓		11:21	276,269	3,600	19.43	276,273	11:25			✓		**0.07**	**4**	**3,600**
10/14	MON	537	166921		✓	21:20	299,453	3,200	44.36	299,453	21:37		✓			**0.28**	**0**	**3,200**
10/14	MON	538	193352		✓	11:35	314,071	3,000	12.46	314,073	11:49	✓				**0.23**	**2**	**3,000**
10/14	MON	538	193352		✓	21:51	314,192	3,300	30.43	314,192	22:08		✓			**0.28**	**0**	**3,300**
10/14	MON	541	179812		✓	13:15	276,412	2,200	10.95	276,414	13:40	✓				**0.42**	**2**	**2,200**
10/14	MON	541	179812		✓	20:12	276,497	3,600	36.23	276,499	20:41	✓				**0.48**	**2**	**3,600**
10/14	MON	541	179812	✓		21:45	276,519	3,600	2.62	276,523	21:52			✓		**0.12**	**4**	**3,600**
10/14	MON	542	157723	✓		11:20	296,781	4,000	30.05	296,785	11:35			✓		**0.25**	**4**	**4,000**
10/15	TUE	539	193350		✓	14:00	293,429	4,000	46.50	293,431	14:29	✓				**0.48**	**2**	**4,000**
10/15	TUE	542	157723		✓	12:30	296,939	3,200	28.66	296,941	12:48	✓				**0.30**	**2**	**3,200**
10/15	TUE	542	157723	✓		21:15	297,044	3,400	24.50	297,048	21:28			✓		**0.22**	**4**	**3,400**
10/15	TUE	546	193351		✓	11:32	177,220	3,800	36.77	177,222	11:53	✓				**0.35**	**2**	**3,800**
10/15	TUE	541	179812		✓	21:47	276,643	4,000	40.57	276,643	22:05		✓			**0.30**	**0**	**4,000**
10/15	TUE	538	193352		✓	13:04	314,286	3,000	24.34	314,288	13:18	✓				**0.23**	**2**	**3,000**
10/15	TUE	538	193352	✓		22:00	314,386	3,600	23.64	314,390	22:18	✓				**0.30**	**4**	**3,600**
10/15	TUE	545	193349	✓		6:25	196,369	3,500	17.84	196,369	6:25			✓		**0.00**	**0**	**3,500**
10/15	TUE	545	193349	✓		19:00	196,477	2,978	23.71	196,481	19:35				E/B	**0.58**	**4**	**2,978**
10/15	TUE	541	179812	✓		7:54	276,538	3,600	19.76	276,538	7:54				E/B	**0.00**	**0**	**3,600**
10/16	WED	543	193348		✓	21:02	278,166	3,200	50.00	278,166	21:16		✓			**0.23**	**0**	**3,200**
10/16	WED	540	161992		✓	12:30	256,132	4,000	33.03	256,135	12:50	✓				**0.33**	**3**	**4,000**
10/16	WED	540	161992	✓		21:03	256,236	3,600	21.61	256,241	21:31			✓		**0.47**	**5**	**3,600**
10/16	WED	538	193352		✓	11:32	314,454	3,800	37.10	314,456	11:59	✓				**0.45**	**2**	**3,800**
10/16	WED	538	193352		✓	21:54	314,576	4,000	39.35	314,576	22:09		✓			**0.25**	**0**	**4,000**
10/16	WED	537	166921		✓	13:11	299,745	2,600	13.50	299,748	13:32	✓				**0.35**	**3**	**2,600**
10/16	WED	537	166921	✓		21:55	299,849	3,100	36.34	299,854	22:23			✓		**0.47**	**5**	**3,100**
10/17	THU	543	193348		✓	13:55	278,275	2,800	22.95	278,277	14:11	✓				**0.27**	**2**	**2,800**
10/17	THU	543	193348		✓	21:27	278,360	4,000	45.38	278,360	21:41		✓			**0.23**	**0**	**4,000**
10/17	THU	545	193349		✓	19:39	196,692	4,000	50.02	196,694	19:58	✓				**0.32**	**2**	**4,000**

FR Fuel Log -October 2019 Line 109

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/17	THU	537	166921		✓	11:52	299,923	3,900	33.62	299,925	12:27	✓				**0.58**	**2**	**3,900**
10/17	THU	540	161990		✓	13:10	276,865	4,000	39.30	276,867	13:24	✓				**0.23**	**2**	**4,000**
10/17	THU	540	161990	✓		21:55	276,966	3,841	23.80	276,970	22:18			✓		**0.38**	**4**	**3,841**
10/17	THU	541	179812	✓		5:55	276,770	3,600	23.24	276,770	5:55				E/B	**0.00**	**0**	**3,600**
10/18	FRI	536	193347		✓	13:52	299,148	2,800	13.52	299,150	14:07	✓				**0.25**	**2**	**2,800**
10/18	FRI	536	193347		✓	21:04	299,230	3,000	28.02	299,230	21:15		✓			**0.18**	**0**	**3,000**
10/18	FRI	540	161992		✓	12:25	256,462	4,000	42.03	256,464	13:01	✓				**0.60**	**2**	**4,000**
10/18	FRI	540	161992		✓	19:40	256,546	4,000	28.52	256,548	19:55	✓				**0.25**	**2**	**4,000**
10/18	FRI	543	193348		✓	11:42	278,435	3,800	28.65	278,437	12:03	✓				**0.35**	**2**	**3,800**
10/18	FRI	543	193348		✓	21:49	278,556	3,000	20.74	278,556	22:00		✓			**0.18**	**0**	**3,000**
10/18	FRI	541	179812		✓	13:10	277,061	4,000	27.82	277,063	13:36	✓				**0.43**	**2**	**4,000**
10/18	FRI	541	179812	✓		22:00	277,164	3,696	27.53	277,169	22:25			✓		**0.42**	**5**	**3,696**
10/18	FRI	545	193349	✓		11:26	196,772	2,800	18.15	196,776	11:32			✓		**0.10**	**4**	**2,800**
10/18	FRI	537	166921	✓		19:25	300,111	3,800	38.66	300,116	19:39			✓		**0.23**	**5**	**3,800**
10/19	SAT	537	166921		✓	10:25	300,134	3,800	21.69	300,136	10:41	✓				**0.27**	**2**	**3,800**
10/19	SAT	537	166921		✓	13:25	300,209	3,500	7.28	300,211	13:38	✓				**0.22**	**2**	**3,500**
10/19	SAT	536	193347		✓	14:30	299,348	3,800	41.35	299,350	14:51	✓				**0.35**	**2**	**3,800**
10/19	SAT	536	193347		✓	21:40	299,443	3,800	32.56	299,443	21:49	✓				**0.15**	**0**	**3,800**
10/19	SAT	539	193350		✓	12:32	294,064	3,900	27.83	294,066	13:01	✓				**0.48**	**2**	**3,900**
10/19	SAT	539	193350	✓		20:25	294,123	3,300	16.24	294,127	20:47			✓		**0.37**	**4**	**3,300**
10/19	SAT	541	179812	✓		11:29	277,217	3,900	16.37	277,222	11:36			✓		**0.12**	**5**	**3,900**
10/20	SUN	539	193350		✓	13:37	294,218	3,800	24.48	294,220	13:51	✓				**0.23**	**2**	**3,800**
10/20	SUN	539	193350	✓		22:15	294,323	3,600	18.72	294,327	22:43			✓		**0.47**	**4**	**3,600**
10/20	SUN	543	157723		✓	14:45	278,853	3,500	26.20	278,855	15:00	✓				**0.25**	**2**	**3,500**
10/20	SUN	544	157723		✓	21:40	192,626	3,800	31.39	192,626	21:52		✓			**0.20**	**0**	**3,800**
10/20	SUN	543	193348		✓	12:29	278,784	4,000	38.26	278,786	12:48	✓				**0.32**	**2**	**4,000**
10/20	SUN	538	193352	✓		11:20	314,819	3,200	17.25	314,823	11:27			✓		**0.12**	**4**	**3,200**
10/21	MON	543	191059		✓	13:50	278,970	4,000	29.22	278,972	14:07	✓				**0.28**	**2**	**4,000**
10/21	MON	543	191059		✓	20:55	279,050	3,800	26.49	279,052	21:19	✓				**0.40**	**2**	**3,800**
10/21	MON	545	193349		✓	5:45	196,900	2,200	38.15	196,902	6:02	✓				**0.28**	**2**	**2,200**
10/21	MON	545	193349		✓	12:30	196,986	2,800	22.63	196,988	12:46	✓				**0.27**	**2**	**2,800**
10/21	MON	545	193349	✓		21:10	197,089	3,600	38.95	197,093	21:37			✓		**0.45**	**4**	**3,600**
10/21	MON	537	166921		✓	11:50	300,380	3,500	34.85	300,382	12:07	✓				**0.28**	**2**	**3,500**
10/21	MON	537	166921		✓	21:43	300,504	3,600	38.18	300,504	22:00		✓			**0.28**	**0**	**3,600**
10/21	MON	536	193347		✓	6:35	299,559	3,000	27.02	299,561	6:53	✓				**0.30**	**2**	**3,000**
10/21	MON	542	193347		✓	20:05	297,323	3,900	35.74	297,325	20:26	✓				**0.35**	**2**	**3,900**
10/21	MON	538	193352	✓		11:28	314,938	3,300	25.73	314,942	11:38			✓		**0.17**	**4**	**3,300**
10/22	TUE	542	157723		✓	13:50	297,450	4,000	37.62	297,452	14:12	✓				**0.37**	**2**	**4,000**
10/22	TUE	542	157723		✓	21:02	297,541	3,900	29.19	297,541	21:08		✓			**0.10**	**0**	**3,900**
10/22	TUE	540	161992		✓	12:30	256,784	4,000	39.33	256,786	12:49	✓				**0.32**	**2**	**4,000**
10/22	TUE	538	193352		✓	11:33	315,069	4,000	41.65	315,071	11:56	✓				**0.38**	**2**	**4,000**
10/22	TUE	538	193352		✓	21:47	315,189	4,000	39.63	315,189	22:00		✓			**0.22**	**0**	**4,000**
10/22	TUE	537	166921		✓	13:12	300,598	3,000	20.26	300,600	13:25	✓				**0.22**	**2**	**3,000**
10/22	TUE	537	166921	✓		21:55	300,701	3,200	17.42	300,705	22:10			✓		**0.25**	**4**	**3,200**
10/22	TUE	546	193351	✓		19:40	177,664	3,000	50.00	177,668	19:58			✓		**0.30**	**4**	**3,000**
10/23	WED	541	179812		✓	14:00	277,705	4,000	27.06	277,707	14:15	✓				**0.25**	**2**	**4,000**
10/23	WED	541	179812		✓	21:03	277,790	3,100	22.06	277,790	21:18		✓			**0.25**	**0**	**3,100**
10/23	WED	545	193349		✓	12:30	197,210	4,000	37.60	197,212	12:54	✓				**0.40**	**2**	**4,000**
10/23	WED	545	193349	✓		21:15	197,313	3,800	28.35	197,317	21:51			✓		**0.60**	**4**	**3,800**
10/23	WED	544	193353		✓	11:32	192,885	4,000	26.24	192,887	11:58	✓				**0.43**	**2**	**4,000**
10/23	WED	544	193353		✓	21:54	193,007	4,000	30.25	193,009	22:12		✓			**0.30**	**2**	**4,000**
10/23	WED	538	193352		✓	13:18	315,285	3,100	17.63	315,287	13:31	✓				**0.22**	**2**	**3,100**
10/23	WED	538	193352	✓		21:55	315,387	3,477	27.60	315,391	22:23			✓		**0.47**	**4**	**3,477**
10/23	WED	539	193350		✓	17:11	294,785	3,600	29.63	294,787	17:33	✓				**0.37**	**2**	**3,600**
10/24	THU	546	193351		✓	14:03	177,902	3,000	20.38	177,904	14:16	✓				**0.22**	**2**	**3,000**
10/24	THU	546	193351		✓	20:40	177,987	3,600	35.74	177,987	21:18		✓			**0.63**	**0**	**3,600**
10/24	THU	539	193350		✓	12:22	279,884	3,900	38.79	279,886	12:48	✓				**0.43**	**2**	**3,900**
10/24	THU	539	193350		✓	19:27	294,985	4,000	26.96	294,985	19:46		✓			**0.32**	**0**	**4,000**
10/24	THU	543	193348		✓	12:01	279,491	3,800	28.92	279,493	12:29	✓				**0.47**	**2**	**3,800**
10/24	THU	543	193348		✓	21:47	279,612	3,200	25.74	279,612	21:58	✓				**0.18**	**0**	**3,200**
10/24	THU	537	166921	✓		5:48	300,706	3,600	16.24	300,706	5:48				E/B	**0.00**	**0**	**3,600**
10/24	THU	537	166921		✓	13:35	300,798	3,800	27.41	300,800	13:51	✓				**0.27**	**2**	**3,800**
10/24	THU	537	166921	✓		22:18	300,903	3,288	21.63	300,907	22:23			✓		**0.08**	**4**	**3,288**
10/25	FRI	543	193348		✓	13:54	299,727	3,000	26.97	299,730	14:11	✓				**0.28**	**3**	**3,000**

FR Fuel Log -October 2019 Line 109

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/25	FRI	543	193348		✓	21:16	279,809	3,600	42.68	279,809	21:49		✓			**0.55**	**0**	**3,600**
10/25	FRI	544	193353		✓	12:26	193,278	3,500	21.06	193,280	12:53	✓				**0.45**	**2**	**3,500**
10/25	FRI	544	193353		✓	19:33	193,355	4,000	30.04	193,357	19:39	✓				**0.10**	**2**	**4,000**
10/25	FRI	540	161992		✓	11:52	257,174	3,200	23.90	257,176	12:12	✓				**0.33**	**2**	**3,200**
10/25	FRI	540	161992		✓	21:48	257,295	4,000	43.39	257,295	22:03		✓			**0.25**	**0**	**4,000**
10/25	FRI	538	193352		✓	13:10	315,658	3,800	22.98	315,660	13:32	✓				**0.37**	**2**	**3,800**
10/25	FRI	538	193352	✓		22:05	315,761	3,524	27.71	315,765	22:15			✓		**0.17**	**4**	**3,524**
10/25	FRI	537	166921	✓		11:11	300,967	3,900	25.25	300,971	11:22			✓		**0.18**	**4**	**3,900**
10/26	SAT	537	166921		✓	10:18	130,090	3,500	27.73	130,092	10:35	✓				**0.28**	**2**	**3,500**
10/26	SAT	544	193353		✓	11:17	193,452	4,000	27.52	193,454	11:37	✓				**0.33**	**2**	**4,000**
10/26	SAT	544	193353		✓	21:50	193,574	3,800	34.21	193,574	22:04		✓			**0.23**	**0**	**3,800**
10/26	SAT	538	193352		✓	12:40	315,833	3,800	29.68	315,835	13:06	✓				**0.43**	**2**	**3,800**
10/26	SAT	538	193352	✓		20:41	315,933	3,000	15.84	315,937	20:48			✓		**0.12**	**4**	**3,000**
10/27	SUN	542	157723		✓	10:18	279,860	4,000	24.76	279,862	10:36	✓				**0.30**	**2**	**4,000**
10/27	SUN	542	157723	✓		22:32	280,006	3,700	12.67	280,010	22:35			✓		**0.05**	**4**	**3,700**
10/27	SUN	544	193353		✓	14:38	193,685	3,500	27.38	193,687	14:55	✓				**0.28**	**2**	**3,500**
10/27	SUN	544	193353		✓	21:40	193,772	3,800	25.17	193,772	21:50		✓			**0.17**	**0**	**3,800**
10/27	SUN	541	179812	✓		11:19	278,184	3,000	8.46	278,188	11:24			✓		**0.08**	**4**	**3,000**
10/27	SUN	543	193353		✓	12:38	298,129	3,500	25.89	298,131	13:01	✓				**0.38**	**2**	**3,500**
10/28	MON	542	157723		✓	14:00	298,340	4,000	50.00	298,342	14:24	✓				**0.40**	**2**	**4,000**
10/28	MON	541	179812		✓	12:40	278,326	2,200	22.83	278,328	13:03	✓				**0.38**	**2**	**2,200**
10/28	MON	544	193353		✓	12:00	193,843	3,200	21.68	193,845	12:14	✓				**0.23**	**2**	**3,200**
10/28	MON	544	193353		✓	21:41	193,965	3,200	22.81	193,965	21:59		✓			**0.30**	**0**	**3,200**
10/28	MON	539	193350		✓	6:29	295,242	3,000	25.92	295,244	6:51	✓				**0.37**	**2**	**3,000**
10/28	MON	539	193350		✓	13:10	295,332	2,800	18.10	295,334	13:31	✓				**0.35**	**2**	**2,800**
10/28	MON	539	193350		✓	20:20	295,395	3,600	23.01	295,395	20:27		✓			**0.12**	**0**	**3,600**
10/29	TUE	540	161992		✓	13:50	257,514	3,000	50.00	257,516	14:11	✓				**0.35**	**2**	**3,000**
10/29	TUE	540	161992		✓	21:08	257,600	3,200	36.94	257,600	21:16		✓			**0.13**	**0**	**3,200**
10/29	TUE	537	166921		✓	5:45	301,352	3,000	10.77	301,354	6:05	✓				**0.33**	**2**	**3,000**
10/29	TUE	537	166921		✓	12:30	301,440	4,000	46.59	301,442	12:53	✓				**0.38**	**2**	**4,000**
10/29	TUE	537	166921	✓		21:15	301,545	3,400	25.06	301,550	21:47			✓		**0.53**	**5**	**3,400**
10/29	TUE	545	193349	✓		5:45	197,484	2,000	28.15	197,486	6:11	✓				**0.43**	**2**	**2,000**
10/29	TUE	545	193349		✓	11:32	197,550	3,800	50.00	197,552	12:07	✓				**0.58**	**2**	**3,800**
10/29	TUE	545	193349		✓	21:40	197,665	3,100	29.14	197,665	21:50		✓			**0.17**	**0**	**3,100**
10/29	TUE	541	179812	✓		5:51	278,433	2,100	31.92	278,433	5:51				E/B	**0.00**	**0**	**2,100**
10/29	TUE	541	179812		✓	13:17	278,529	2,600	22.60	278,531	13:34	✓				**0.28**	**2**	**2,600**
10/29	TUE	541	179812	✓		21:55	278,632	3,200	22.26	278,636	22:11			✓		**0.27**	**4**	**3,200**
10/29	TUE	536	193347	✓		19:10	300,086	3,200	48.26	300,090	20:02			✓		**0.87**	**4**	**3,200**
10/30	WED	541	179812		✓	14:10	278,740	4,000	46.31	278,742	14:30	✓				**0.33**	**2**	**4,000**
10/30	WED	541	179812		✓	21:16	278,825	3,600	28.35	278,825	21:27		✓			**0.18**	**0**	**3,600**
10/30	WED	545	193349		✓	12:35	197,771	4,000	34.08	197,773	12:56	✓				**0.35**	**2**	**4,000**
10/30	WED	545	193349	✓		21:20	197,873	3,200	20.04	197,877	21:41			✓		**0.35**	**4**	**3,200**
10/30	WED	542	157723		✓	11:38	298,510	3,800	26.01	298,512	11:58	✓				**0.33**	**2**	**3,800**
10/30	WED	536	193347		✓	13:11	300,180	2,600	9.44	300,182	13:24	✓				**0.22**	**2**	**2,600**
10/30	WED	536	193347	✓		21:55	300,283	3,000	27.73	300,287	22:15			✓		**0.33**	**4**	**3,000**
10/31	THU	536	193347		✓	14:07	300,398	2,800	24.28	300,400	14:25	✓				**0.30**	**2**	**2,800**
10/31	THU	536	193347		✓	21:10	300,480	3,000	32.30	300,482	21:37	✓				**0.45**	**2**	**3,000**
10/31	THU	540	193352		✓	12:35	259,040	3,400	28.67	259,042	13:01	✓				**0.43**	**2**	**3,400**
10/31	THU	540	193352		✓	19:25	259,120	4,000	31.12	259,122	19:33	✓				**0.13**	**2**	**4,000**
10/31	THU	542	157723		✓	11:42	298,709	3,800	50.00	298,711	12:03	✓				**0.35**	**2**	**3,800**
10/31	THU	542	157723		✓	21:45	298,830	3,800	35.47	298,830	22:04		✓			**0.32**	**0**	**3,800**
10/31	THU	543	193348		✓	13:10	280,415	3,000	7.11	280,416	13:26	✓				**0.27**	**1**	**3,000**
10/31	THU	539	193350	✓		11:20	295,752	3,000	27.47	295,756	11:39			✓		**0.32**	**4**	**3,000**
											TOTAL					**72.12**	**500**	**845,130**

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VEHICLE # **550**

Current Mileage	22,214	Current Mileage	22,214
Last PMI Mileage	19,778	Last "I" Mileage	21,075
Last PMI Date	8/9/2019	Last "I" Date	9/24/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	11,283	11/21/2018	236	PMI I	11,283	11/21/2018	236	9
				PMI I	11,935	1/3/2019	652	43
				PMI I	13,269	2/15/2019	1,334	43
				PMI I	14,186	3/29/2019	917	42
PMI B	15,991	5/11/2019	4,708	PMI I	15,991	5/11/2019	1,805	43
				PMI I	17,017	6/25/2019	1,026	45
PMI A	19,778	8/9/2019	3,787	PMI I	19,778	8/9/2019	2,761	45
				PMI I	21,075	9/24/2019	1,297	46
PMI A				PMI I			-21,075	-43732
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI D				PMI I			0	0
				PMI I			0	0

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VEHICLE # **548**

Current Mileage	294	Current Mileage	294
Last PMI Mileage	0	Last "I" Mileage	159
Last PMI Date		Last "I" Date	10/17/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A				PMI I	159	10/17/2019		
PMI A				PMI I			0	0
PMI A				PMI I			0	0
PMI A				PMI I			0	0
PMI A				PMI I			0	0
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PMI A				PMI I			0	0

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VEHICLE # **547**

Current Mileage	510	Current Mileage	510
Last PMI Mileage	0	Last "I" Mileage	195
Last PMI Date		Last "I" Date	10/17/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A				PMI I	195	10/17/2019		
PMI A				PMI I			0	0
PMI A				PMI I			0	0
PMI A				PMI I			0	0
PMI A				PMI I			0	0
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VEHICLE # **546**

Current Mileage	178,069	Current Mileage	178,069
Last PMI Mileage	176,190	Last "I" Mileage	176,190
Last PMI Date	10/3/2019	Last "I" Date	10/3/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	147,478	1/15/2019	5,944	PMI I	147,478	1/15/2019	2,843	26
				PMI I	150,242	2/2/2019	2,764	18
PMI A	152,938	2/21/2019	5,460	PMI I	152,938	2/21/2019	2,696	19
PMI B	155,503	3/13/2019	2,565	PMI I	155,503	3/13/2019	2,565	20
PMI A	157,674	4/9/2019	2,171	PMI I	157,674	4/9/2019	2,171	27
				PMI I	159,786	4/26/2019	2,112	17
PMI D	162,134	5/28/2019	4,460	PMI I	162,134	5/28/2019	2,348	32
				PMI I	164,864	6/25/2019	2,730	28
PMI A	166,941	7/9/2019	4,807	PMI I	166,941	7/9/2019	2,077	14
				PMI I	168,569	8/2/2019	1,628	24
PMI A	171,361	8/23/2019	4420	PMI I	171,361	8/23/2019	2,792	21
				PMI I	173,641	9/10/2019	2,280	18
PMI B	176,190	10/3/2019	4,829	PMI I	176,190	10/3/2019	2,549	23
				PMI I			-176,190	-43,741
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0

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VEHICLE # **545**

Current Mileage	197,881	Current Mileage	197,881
Last PMI Mileage	197,881	Last "I" Mileage	197,881
Last PMI Date	10/31/2019	Last "I" Date	10/31/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	159,926	1/6/2019	2,716	21
PMI A	162,348	1/22/2019	5,138	PMI I	162,348	1/22/2019	2,422	16
					165,108	2/10/2019	2,760	19
PMI A	167,821	3/1/2019	5,473	PMI I	167,821	3/1/2019	5,473	38
				PMI I	170,659	3/20/2019	2,838	19
PMI C	172,871	4/10/2019	5,050	PMI I	172,871	4/10/2019	2,212	21
				PMI I	175,258	4/28/2019	2,387	18
PMI A	177,839	5/23/2019	4,968	PMI I	177,839	5/23/2019	2,581	25
				PMI I	179,982	6/11/2019	2,143	19
PMI B	182,289	7/11/2019	4,450	PMI I	182,289	7/11/2019	2,307	30
				PMI I	184,920	7/31/2019	2,631	20
PMI A	187,546	8/17/2019	5,257	PMI I	187,546	8/17/2019	2,626	17
				PMI I	189,827	9/3/2019	2,281	17
PMI A	192,396	9/19/2019	4,850	PMI I	192,396	9/19/2019	2,569	16
				PMI I	195,216	10/7/2019	2,820	18
PMI D	197,881	10/31/2019	5,485	PMI I	197,881	10/31/2019	2,665	24
				PMI I			-197,881	-43769
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0

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VEHICLE # **544**

Current Mileage	194,319	Current Mileage	194,319
Last PMI Mileage	191,750	Last "I" Mileage	194,319
Last PMI Date	10/14/2019	Last "I" Date	10/30/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	159,610	1/16/2019	6,353	PMI I	159610	1/16/2019	2,967	21
				PMI I	161,948	2/4/2019	2,338	19
PMI A	164,806	2/22/2019	5,196	PMI I	164,806	2/22/2019	2,858	18
				PMI I	167,609	3/12/2019	2,803	18
PMI B	167,885	4/23/2019	3,079	PMI I	167,885	4/23/2019	276	42
				PMI I	170,594	5/12/2019	2,709	19
PMI A	173,412	6/1/2019	5,527	PMI I	173,412	6/1/2019	2,818	20
				PMI I	176,194	6/21/2019	2,782	20
PMI A	179,118	7/11/2019	5,706	PMI I	179,118	7/11/2019	2,924	20
				PMI I	181,592	7/30/2019	2,474	19
PMI D	184,073	8/15/2019	4,955	PMI I	184,073	8/15/2019	2,481	16
				PMI I				
PMI A	186,743	9/3/2019	2,670	PMI I	186,743	9/3/2019	2,670	19
				PMI I	189,433	9/25/2019	2,690	22
PMI A	191,750	10/14/2019	5,007	PMI I	191,750	10/14/2019	2,317	19
				PMI I	194,319	10/30/2019	2,569	16
PMI B				PMI I			-194,319	-43768
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0

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VEHICLE # **543**

Current Mileage	280,332	Current Mileage	280,332
Last PMI Mileage	277,802	Last "I" Mileage	280,210
Last PMI Date	10/14/2019	Last "I" Date	10/29/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	252277	1/14/2019	4,971	PMI I	252277	1/14/2019	1,912	19
				PMI I	255,032	2/6/2019	2,755	23
PMI A	257,310	2/23/2019	5,033	PMI I	257,310	2/23/2019	2,278	17
				PMI I	257,814	2/27/2019	2,782	21
PMI D (was a B)	260,532	3/18/2019	3,222	PMI I	260,532	3/18/2019	2,718	19
				PMI I	262,768	4/4/2019	2,236	17
PMI A	265,318	5/2/2019	4,786	PMI I	265,318	5/2/2019	2,550	28
				PMI I				
PMI A	267,743	7/23/2019	2,425	PMI I	267,743	7/23/2019	2,425	82
				PMI I	270,345	8/21/2019	2,602	29
PMI B	272,658	9/7/2019	4,915	PMI I	272,658	9/7/2019	2,313	17
				PMI I	275,659	9/25/2019	3,001	18
PMI A	277,802	10/14/2019	5,144	PMI I	277,802	10/14/2019	2,143	19
				PMI I	280,210	10/29/2019	2,408	15
PMI A				PMI I			-280,210	-43767
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0

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VEHICLE # **542**

Current Mileage	298,643	Current Mileage	298,643
Last PMI Mileage	294,469	Last "I" Mileage	297,230
Last PMI Date	9/28/2019	Last "I" Date	10/17/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	257,843	1/11/2019	5,301	PMI I	257,843	1/11/2019	2,514	19
				PMI I	260,125	1/28/2019	2,282	17
				PMI I	262,918	2/19/2019	2,793	22
PMI A	263,547	2/23/2019	5,704	PMI I	263,547	2/23/2019	629	4
				PMI I	266,038	3/12/2019	2,491	17
PMI D	268,330	3/27/2019	4,783	PMI I	268,330	3/27/2019	2,292	15
				PMI I	271,180	4/17/2019	2,850	21
PMI A	273,984	5/6/2019	5,654	PMI I	273,984	5/6/2019	2,804	19
				PMI I	276,755	5/24/2019	2,771	18
PMI A	278,936	6/10/2019	4,952	PMI I	278,936	6/10/2019	2,181	17
				PMI I	281,451	6/25/2019	2,515	15
PMI B	284,267	7/13/2019	5,331	PMI I	284,267	7/13/2019	2,816	18
				PMI I	286,353	8/3/2019	2,086	21
PMI A	289,157	8/21/2019	4,890	PMI I	289,157	8/21/2019	2,804	18
				PMI I	291,735	9/9/2019	2,578	19
PMI A	294,469	9/28/2019	5,312	PMI I	294,469	9/28/2019	2,734	19
				PMI I	297,230	10/17/2019	2,761	19
PMI C				PMI I			-297,230	-43755
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0

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VEHICLE # **541**

Current Mileage	278,833	Current Mileage	278,833
Last PMI Mileage	275,072	Last "I" Mileage	277,799
Last PMI Date	10/5/2019	Last "I" Date	10/24/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	240,375	1/17/2019	5,257	PMI I	240,375	1/17/2019	2,416	24
				PMI I	242,904	2/8/2019	2,529	22
PMI A	245,972	3/1/2019	5,597	PMI I	245,972	3/1/2019	3,068	21
				PMI I	248,846	3/21/2019	2,874	20
PMI A	251,107	4/4/2019	5,135	PMI I	251,107	4/4/2019	2,261	14
				PMI I	253,419	4/20/2019	2,312	16
PMI B	255,806	5/6/2019	4,699	PMI I	255,806	5/6/2019	2,387	16
				PMI I	258,061	5/24/2019	2,255	18
PMI A	260,440	6/10/2019	4,634	PMI I	260,440	6/10/2019	2,379	17
				PMI I	262,816	6/26/2019	2,376	16
PMI A	265,373	7/12/2019	4,933	PMI I	265,373	7/12/2019	2,557	16
				PMI I	268,214	7/31/2019	2,841	19
PMI D	270,027	8/29/2019	4,654	PMI I	270,027	8/29/2019	1,813	29
				PMI I	272,395	9/13/2019	2,368	15
PMI A	275,072	10/5/2019	5,045	PMI I	275,072	10/5/2019	2,677	22
				PMI I	277,799	10/24/2019	2,727	19
PMI A				PMI I			-277,799	-43762
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0

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VEHICLE # **540**

Current Mileage	259,020	Current Mileage	259,020
Last PMI Mileage	255,112	Last "I" Mileage	259,010
Last PMI Date	4/10/2019	Last "I" Date	10/30/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	245,135	1/21/2019	5,658	PMI I	245,135	1/21/2019	2,624	28
				PMI I	247,483	2/5/2019	2,348	15
PMI A	250,370	3/6/2019	5,235	PMI I	250,370	3/6/2019	2,887	29
				PMI I	253,021	3/22/2019	2,651	16
PMI D	255,112	4/10/2019	4,742	PMI I	255,112	4/10/2019	2,091	19
				PMI I	256,875	9/19/2019	1,763	162
PMI A				PMI I	259,010	10/30/2019	2,135	41
				PMI I			-259,010	-43768
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0

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VEHICLE # **539**

Current Mileage	295,697	Current Mileage	295,697
ast PMI Mileage	293,242	Last "I" Mileage	295,634
Last PMI Date	10/14/2019	Last "I" Date	10/30/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	256,978	1/15/2019	2,766	26
PMI A	259,975	2/3/2019	5,763	PMI I	259,975	2/3/2019	2,997	19
				PMI I	262,947	2/20/2019	2,972	17
PMI B	265,396	3/7/2019	5,421	PMI I	265,396	3/7/2019	2,449	15
				PMI I	267,730	3/24/2019	2,334	17
PMI A	270,525	4/13/2019	5,129	PMI I	270,525	4/13/2019	2,795	20
				PMI I	273,150	5/3/2019	2,625	20
PMI A	275,488	5/18/2019	4,963	PMI I	275,488	5/18/2019	2,338	15
PMI C	278,268	6/4/2019	2,780	PMI I	278,268	6/4/2019	2,780	17
				PMI I	281,132	6/22/2019	2,864	18
PMI A	283,621	7/19/2019	5,353	PMI I	283,621	7/19/2019	2,489	27
				PMI I	286,025	8/2/2019	2,404	14
PMI A	288,267	8/23/2019	4,646	PMI I	288,267	8/23/2019	2,242	21
				PMI I	290,487	9/8/2019	2,220	16
PMI B	293,242	10/14/2019	4,975	PMI I	293,242	10/14/2019	2,755	36
				PMI I	295,634	10/30/2019	2,392	16
PMI A				PMI I			-295,634	-43768
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0

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VEHICLE # **538**

Current Mileage	316,372	Current Mileage	316,372
Last PMI Mileage	312,229	Last "I" Mileage	314,169
Last PMI Date	10/1/2019	Last "I" Date	10/18/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	278220	1/7/2019	2,432	22
PMI A	280,993	1/27/2019	5,205	PMI I	280993	1/27/2019	2,773	20
PMI A	283,881	2/20/2019	2,888	PMI I	283,881	2/20/2019	2,888	24
PMI D	286,742	3/19/2019	2,861	PMI I	286,742	3/19/2019	2,861	27
				PMI I	289,367	4/7/2019	2,625	19
PMI A	291,658	4/24/2019	4,916	PMI I	291,658	4/24/2019	2,291	17
				PMI I	294,002	5/15/2019	2,344	21
PMI A	296,371	6/3/2019	4,713	PMI I	296,371	6/3/2019	2,369	19
				PMI I	299,117	6/20/2019	2,746	17
PMI B	301,558	7/9/2019	5,187	PMI I	301,558	7/9/2019	2,441	19
				PMI I	304,089	7/27/2019	2,531	18
PMI A	306,624	8/22/2019	5,066	PMI I	306,624	8/22/2019	2,535	26
				PMI I	309,369	9/9/2019	2,745	18
PMI A	312,229	10/1/2019	5,605	PMI I	312,229	10/1/2019	2,860	22
				PMI I	314,169	10/18/2019	1,940	17
PMI C				PMI I			-314,169	-43756
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0

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VEHICLE # **537**

Current Mileage	301,620	Current Mileage	301,620
Last PMI Mileage	297,344	Last "I" Mileage	300,053
Last PMI Date	10/1/2019	Last "I" Date	10/18/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	263,147	1/4/2019	1,689	28
PMI A				PMI I	265,220	1/20/2019	2,073	16
	266,585	3/20/2019	5,127	PMI I	266,585	3/20/2019	1,365	59
				PMI I	268,761	4/2/2019	2,176	13
PMI D	271,513	4/18/2019	4,928	PMI I	271,513	4/18/2019	2,752	16
				PMI I	273,916	5/4/2019	2,403	16
PMI A	276,737	5/21/2019	5,224	PMI I	276,737	5/21/2019	2,821	17
				PMI I	279,190	6/5/2019	2,453	15
PMI A	281,730	6/20/2019	4,993	PMI I	281,730	6/20/2019	2,540	15
				PMI I	284,256	7/6/2019	2,526	16
PMI B	286,827	7/19/2019	5,097	PMI I	286,827	7/19/2019	2,571	13
				PMI I	289,126	8/4/2019	2,299	16
PMI A	291,921	8/22/2019	5,094	PMI I	291,921	8/22/2019	2,795	18
				PMI I	294,523	9/10/2019	2,602	19
PMI D	297,344	10/1/2019	5,423	PMI I	297,344	10/1/2019	2,821	21
				PMI I	300,053	10/18/2019	2,709	17
PMI A				PMI I			-300,053	-43756
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0

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VEHICLE # **536**

Current Mileage	300,291	Current Mileage	300,291
Last PMI Mileage	299,699	Last "I" Mileage	299,699
Last PMI Date	10/22/2019	Last "I" Date	10/22/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	264,597	1/23/2019	220	37
				PMI I	264,638	2/25/2019	41	33
PMI C	266,663	3/14/2019	2,311	PMI I	266,663	3/14/2019	2,025	17
				PMI I	269,127	3/30/2019	2,464	16
PMI C	271,628	4/14/2019	4,965	PMI I	271,628	4/14/2019	2,501	15
				PMI I	274,506	5/3/2019	2,878	19
PMI A	277,085	5/19/2019	5,457	PMI I	277,085	5/19/2019	2,579	16
PMI C	279,843	6/4/2019	2,758	PMI I	279,843	6/4/2019	2,758	16
				PMI I	282,241	6/18/2019	2,398	14
PMI A	285,115	7/5/2019	5,272	PMI I	285,115	7/5/2019	2,874	17
				PMI I	287,542	7/20/2019	2,427	15
PMI A	289,744	8/5/2019	4,629	PMI I	289,744	8/5/2019	2,202	16
				PMI I	292,068	8/22/2019	2,324	17
PMI B	294,262	9/13/2019	4,518	PMI I	294,262	9/13/2019	2,194	22
				PMI I	297,112	9/30/2019	2,850	17
PMI A	299,699	10/22/2019	5,437	PMI I	299,699	10/22/2019	2,587	22
				PMI I			-299,699	-43760
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0

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VEHICLE # **518**

Current Mileage	147	Current Mileage	147
Last PMI Mileage	0	Last "I" Mileage	147
Last PMI Date		Last "I" Date	10/26/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A				PMI I	147	10/26/2019		
PMI A			0				-147	-43764
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0

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VEHICLE # **517**

Current Mileage	629	Current Mileage	629
Last PMI Mileage	0	Last "I" Mileage	167
Last PMI Date		Last "I" Date	10/17/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A				PMI	167	10/17/2019		0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI B			0				0	0

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VEHICLE # **516**

Current Mileage	13,083	Current Mileage	13,083
Last PMI Mileage	12,494	Last "I" Mileage	12,494
Last PMI Date	9/30/2019	Last "I" Date	9/30/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	5,881	1/17/2019	966	PMI I	5,881	1/17/2019	966	43
PMI A	6,666	2/27/2019	785	PMI I	6,666	2/27/2019	785	41
PMI I	7,774	4/11/2019	1,108	PMI I	7,774	4/11/2019	1,108	43
PMI A	8,655	5/27/2019	881	PMI I	8,655	5/27/2019	881	46
PMI A	9,750	7/9/2019	1,095	PMI I	9,750	7/9/2019	1,095	43
PMI I	11,230	8/19/2019	1,480	PMI I	11,230	8/19/2019	1,480	41
PMI A	12,494	9/30/2019	1,264	PMI I	12,494	9/30/2019	1,264	42
PMI I			-12,494				-12,494	-43738
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI B			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI C			0				0	0
PMI I			0				0	0

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VEHICLE # **514**

Current Mileage	162,333	Current Mileage	162,333
Last PMI Mileage	162,312	Last "I" Mileage	162,315
Last PMI Date	4/20/2019	Last "I" Date	8/7/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	160,887	1/27/2019	1,900	PMI I	160,887	1/27/2019	1,900	40
PMI A	162,008	3/9/2019	1,121	PMI I	162,008	3/9/2019	1,121	41
PMI C	162,312	4/20/2019	304	PMI I	162,312	4/20/2019	304	42
PMI A			-162,312	PMI I	162,315	6/26/2019	3	67
PMI A			0	PMI I	162,315	8/7/2019	0	42
PMI A			0	PMI I			-162,315	-43684
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0
PMI D			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0
PMI B			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0
PMI B			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0
PMI A			0	PM I			0	0

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VEHICLE # **513**

Current Mileage	141,204	Current Mileage	141,204
Last PMI Mileage	139,930	Last "I" Mileage	139,930
Last PMI Date	10/2/2019	Last "I" Date	10/2/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	between Inspection	Days between Inspections
PMI A	131,991	1/20/2019	1,537	PMI I	131,991	1/20/2019	1,537	42
PMI A	133,848	3/4/2019	1,857	PMI I	133,848	3/4/2019	1,857	43
PMI C	135,045	4/16/2019	1,197	PMI I	135,045	4/16/2019	1,197	43
PMI A	135,918	5/29/2019	873	PMI I	135,918	5/29/2019	873	43
PMI A	137,196	7/8/2019	1,278	PMI I	137,196	7/8/2019	1,278	40
PMI A	138,532	8/19/2019	1,336	PMI I	138,532	8/19/2019	1,336	42
PMI B	139,930	10/2/2019	1,398	PMI I	139,930	10/2/2019	1,398	44
PMI A			-139,930	PMI I				-43740
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI B			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI D			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI B			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI B			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0

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VEHICLE # **512**

Current Mileage	139,565	Current Mileage	139,565
Last PMI Mileage	137,721	Last "I" Mileage	137,721
Last PMI Date	9/26/2019	Last "I" Date	9/26/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	125,884	1/23/2019	1,131	PMI I	125,884	1/23/2019	1,131	40
PMI A	127,247	3/4/2019	1,363	PMI I	127,247	3/4/2019	1,363	40
PMI C	129,604	4/16/2019	2,357	PMI I	129,604	4/16/2019	2,357	43
PMI A	131,575	5/29/2019	1,971	PMI I	131,575	5/29/2019	1,971	43
PMI A	133,558	7/8/2019	1,983	PMI I	133,558	7/8/2019	1,983	40
PMI B	135,818	8/16/2019	2,260	PMI I	135,818	8/16/2019	2,260	39
PMI A	137,721	9/26/2019	1,903	PMI I	137,721	9/26/2019	1,903	41
PMI A			-137,721	PMI I			-137,721	-43734
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0

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VEHICLE # **511**

Current Mileage	136,068	Current Mileage	136,068
Last PMI Mileage	134,647	Last "I" Mileage	134,647
Last PMI Date	9/29/2019	Last "I" Date	9/29/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	123,290	1/15/2019	663	PMI I	123,290	1/15/2019	663	68
PMI A	124,606	2/26/2019	1,316	PMI I	124,606	2/26/2019	1,316	42
PMI A	126,584	4/9/2019	1,978	PMI I	126,584	4/9/2019	1,978	42
PMI C	128,137	5/23/2019	1,553	PMI I	128,137	5/23/2019	1,553	44
PMI A	130,128	7/7/2019	1,991	PMI I	130,128	7/7/2019	1,991	45
PMI A	132,314	8/15/2019	2,186	PMI I	132,314	8/15/2019	2,186	39
PMI A	134,647	9/29/2019	2,333	PMI I	134,647	9/29/2019	2,333	45
PMI A			-134,647	PMI I			-134,647	-43737
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0

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VEHICLE # **510**

Current Mileage	123,001	Current Mileage	123,001
Last PMI Mileage	121,481	Last "I" Mileage	121,481
Last PMI Date	1/21/2019	Last "I" Date	1/21/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	121,481	1/21/2019	1,527	PMI I	121,481	1/21/2019	1,527	42
PMI A			-121,481	PMI I			-121,481	-43486
PMI C			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0

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VEHICLE # **509**

Current Mileage	135,438	Current Mileage	135,438
Last PMI Mileage	135,005	Last "I" Mileage	135,005
Last PMI Date	10/7/2019	Last "I" Date	10/7/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	125,643	2/1/2019	1,773	PMI I	125,643	2/1/2019	1,773	43
PMI A	127,065	3/17/2019	1,422	PMI I	127,065	3/17/2019	1,422	44
PMI C	128,588	4/25/2019	1,523	PMI I	128,588	4/25/2019	1,523	39
PMI A	130,651	6/6/2019	2,063	PMI I	130,651	6/6/2019	2,063	42
PMI A	132,073	7/19/2019	1,422	PMI I	132,073	7/19/2019	1,422	43
PMI B	132,909	8/29/2019	836	PMI I	132,909	8/29/2019	836	41
PMI A	135,005	10/7/2019	2,096	PMI I	135,005	10/7/2019	2,096	39
PMI A			-135,005	PMI I			-135,005	-43745
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI C			0	PMI I			0	0

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VEHICLE # **508**

Current Mileage	129,586	Current Mileage	129,586
Last PMI Mileage	128,438	Last "I" Mileage	128,438
Last PMI Date	9/27/2019	Last "I" Date	9/27/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	117,908	1/11/2019	1,167	PMI I	117,908	1/11/2019	1,167	40
PMI A	119,052	2/22/2019	1,144	PMI I	119,052	2/22/2019	1,144	42
PMI C	120,755	4/6/2019	1,703	PMI I	120,755	4/6/2019	1,703	43
PMI A	122,468	5/21/2019	1,713	PMI I	122,468	5/21/2019	1,713	45
PMI A	124,621	7/3/2019	2,153	PMI I	124,621	7/3/2019	2,153	43
PMI A	126,617	8/15/2019	1,996	PMI I	126,617	8/15/2019	1,996	43
PMI B	128,438	9/27/2019	1,821	PMI I	128,438	9/27/2019	1,821	43
PMI A			0	PMI I			-128,438	-43735
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0

CNG Tank Inspections

Date: Thursday, October 31, 2019

Veh #	Miles	Last CNG "TI" Date	Last CNG "TI" Miles	CNG "TI" Date	Days Remaining Until Next Tank Inspection	Odometer Reading CNG "TI" Miles Remaining	Miles Remaining Until next Inspection Date
508	129,586	8/29/17	105,096	8/28/20	302	141,096	11,510
509	135,438	11/13/17	108,147	11/12/20	378	144,147	8,709
510	123,001	8/29/17	105,482	08/28/20	302	141,482	18,481
511	136,068	8/29/17	107,395	08/28/20	302	143,395	7,327
512	139,565	6/2/17	106,795	06/01/20	214	142,795	3,230
513	141,204	6/21/17	108,995	06/20/20	233	144,995	3,791
514	162,333	6/21/17	139,906	06/20/20	233	175,906	13,573
516	13,083	5/6/18	529	05/05/21	552	36,529	23,446
517	629	10/1/19	169	09/30/22	1,065	36,169	35,540
518	147	10/1/19	147	09/30/22	1,065	36,147	36,000
536	300,291	9/6/19	293,821	09/05/22	1,040	329,821	29,530
537	301,620	9/12/19	294,832	09/11/22	1,046	330,832	29,212
538	316,372	8/27/19	307,275	08/26/22	1,030	343,275	26,903
539	295,697	8/27/19	288,626	08/26/22	1,030	324,626	28,929
540	259,020	9/24/19	255,747	09/23/22	1,058	291,747	32,727
541	278,833	8/27/19	270,003	08/26/22	1,030	306,003	27,170
542	298,643	8/26/19	289,891	08/25/22	1,029	325,891	27,248
543	280,332	11/30/18	246,822	11/29/21	760	282,822	2,490
544	194,319	9/9/19	187,233	09/08/22	1,043	223,233	28,914
545	197,881	8/27/19	188,879	08/26/22	1,030	224,879	26,998
546	178,069	9/11/19	173,652	09/10/22	1,045	209,652	31,583
547	510	10/1/19	195	09/30/22	1,065	36,195	35,685
548	294	10/1/19	159	09/30/22	1,065	36,159	35,865
550	22,214	8/24/18	8,662	8/23/21	662	44,662	22,448

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TRANSPORTATION CONCEPTS - REDONDO BEACH

Preventative Maintenance Intervals (Oil Changes)

Date: Thursday, October 31, 2019

Veh #	Miles	Last Inspection	Last "PMI " Mileage	Next "PMI" Date	Days 'till Next PMI	Next "PMI" Mileage	Miles 'til Next "PMI"
508	129,586	9/27/19	128,438	11-Nov	11	131,438	1,852
509	135,438	10/7/19	135,005	21-Nov	21	138,005	2,567
***510	123,001	1/21/19	121,481	7-Mar	-238	124,481	1,480
511	136,068	9/29/19	134,647	13-Nov	13	137,647	1,579
512	139,565	9/26/19	137,721	10-Nov	10	140,721	1,156
513	141,204	10/2/19	139,930	16-Nov	16	142,930	1,726
514	162,333	4/20/19	162,312	4-Jun	-149	165,312	2,979
516	13,083	9/30/19	12,494	14-Nov	14	15,494	2,411
517	629	10/17/19	0	1-Dec	31	3,000	2,371
518	147	10/26/19	0	10-Dec	40	3,000	2,853
536	300,291	10/22/19	299,699	[redacted]		305,699	5,408
537	301,620	10/1/19	297,344			303,344	1,724
538	316,372	10/1/19	312,229			318,229	1,857
539	295,697	10/14/19	293,242			299,242	3,545
540	259,020	4/10/19	255,112			261,112	2,092
541	278,833	10/5/19	275,072			281,072	2,239
542	298,643	9/28/19	294,469			300,469	1,826
543	280,332	10/14/19	277,802			283,802	3,470
544	194,319	10/14/19	191,750			197,750	3,431
545	197,881	10/31/19	197,881			203,881	6,000
546	178,069	10/3/19	176,190			182,190	4,121
547	510	10/17/19	0			3,000	2,490
548	294	10/17/19	0			3,000	2,706
550	22,214	8/9/19	19,778			25,778	3,564

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Daily Status Report

Date: Thursday, October 31, 2019

Fleet No.	Miles	In Serve	O.O.S.	Description	Location of Repairs	Date O.O.S.	Est. Date	Miles Of Last PMI	Date Of Last PMI	Seats
508	129,586		X	Prep for retirement	Shop	10/21/19	**TO BE RETIRED**	128,438	9/27/19	13
509	135,438		X	Prep for retirement	Shop	10/21/19	**TO BE RETIRED**	135,005	10/7/19	13
510	123,001		X	Prep for retirement	Shop	2/22/19	**TO BE RETIRED**	121,481	1/21/19	13
511	136,068	X						134,647	9/29/19	13
512	139,565	X						137,721	9/26/19	13
513	141,204	X						139,930	10/2/19	13
514	162,333		X	Prep for retirement	Shop	9/7/19	**TO BE RETIRED**	162,315	8/7/19	13
516	13,083	X						12,494	9/30/19	3
517	629	X						167	10/17/19	14
518	147	X						147	10/26/19	14
536	300,291	X						299,699	10/22/19	29
537	301,620	X						300,053	10/18/19	29
538	316,372	X						314,169	10/18/19	29
539	295,697	X						295,634	10/30/19	29
540	259,020	X						259,010	10/30/19	29
541	278,833	X						277,799	10/24/19	29
542	298,643	X						297,230	10/17/19	29
543	280,332	X						280,210	10/29/19	29
544	194,319	X						194,319	10/30/19	29
545	197,881	X						197,881	10/31/19	29
546	178,069	X						176,190	10/3/19	29
547	510		X	Warranty Repair	SHOP	10/28/19	10/31/2019	195	10/17/19	14
548	294	X						159	10/17/19	14
550	22,214	X						21,075	9/24/19	41

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TRANSPORTATION CONCEPTS - REDONDO BEACH

Preventative Maintenance Inspections ("I") Plotter

Date: **Thursday, October 31, 2019**

Veh #	Miles	Last Inspection	Last "PMI " Mileage	Next "PMI" Date	Days 'till Next PMI	Next "PMI" Mileage	Miles 'til Next "PMI"	DAYS UNTIL THE NEXT CNG TANK INSPECTION	MILES UNTIL THE NEXT CNG TANK INSPECTION	COMMENTS
508	129,586	9/27/19	128,438	11-Nov	11	131,438	1,852	302	11,510	OOS Replaced
509	135,438	10/7/19	135,005	21-Nov	21	138,005	2,567	378	8,709	OOS Replaced
510	123,001	1/21/19	121,481	7-Mar	-238	124,481	1,480	302	18,481	Bus OOS - Transmission - To be replaced in July 2019 per JR
511	136,068	9/29/19	134,647	13-Nov	13	137,647	1,579	302	7,327	
512	139,565	9/26/19	137,721	10-Nov	10	140,721	1,156	214	3,230	
513	141,204	10/2/19	139,930	16-Nov	16	142,930	1,726	233	3,791	
514	162,333	8/7/19	162,315	21-Sep	-40	165,315	2,982	233	13,573	OOS Replaced
516	13,083	9/30/19	12,494	14-Nov	14	15,494	2,411	552	23,446	
517	629	10/17/19	167	1-Dec	31	3,167	2,538	1,065	35,540	
518	147	10/26/19	147	10-Dec	40	3,147	3,000	1,065	36,000	
536	300,291	10/22/19	299,699	6-Dec	36	302,699	2,408	1,040	29,530	
537	301,620	10/18/19	300,053	2-Dec	32	303,053	1,433	1,046	29,212	
538	316,372	10/18/19	314,169	2-Dec	32	317,169	797	1,030	26,903	
539	295,697	10/30/19	295,634	14-Dec	44	298,634	2,937	1,030	28,929	
540	259,020	10/30/19	259,010	14-Dec	44	262,010	2,990	1,058	32,727	
541	278,833	10/24/19	277,799	8-Dec	38	280,799	1,966	1,030	27,170	
542	298,643	10/17/19	297,230	1-Dec	31	300,230	1,587	1,029	27,248	
543	280,332	10/29/19	280,210	13-Dec	43	283,210	2,878	760	2,490	
544	194,319	10/30/19	194,319	14-Dec	44	197,319	3,000	1,043	28,914	
545	197,881	10/31/19	197,881	15-Dec	45	200,881	3,000	1,030	26,998	
546	178,069	10/3/19	176,190	17-Nov	17	179,190	1,121	1,045	31,583	
547	510	10/17/19	195	1-Dec	31	3,195	2,685	1,065	35,685	
548	294	10/17/19	159	1-Dec	31	3,159	2,865	1,065	35,865	
550	22,214	9/24/19	21,075	8-Nov	8	24,075	1,861	662	22,448	
	I PMI	A - PMI	B - PMI	C or D- PMI	OOS					

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V. Vehicle Maintenance Plan

Transportation Concepts' goal is to provide safe, clean and well maintained vehicles to our drivers and passengers. Our main objectives in the maintenance department are as follows:

- Perform quality service inspections meeting both OEM and Client expectations.
- To be proactive in addressing proper part replacement through identifying life expectancy of parts and incorporating replacement schedules as part of the PM process.
- Assure vehicles are clean.
- Stock a proper level of inventory to reduce down time.
- Assure quality parts are being utilized.
- Assure vehicles are safe and in compliance with state and local regulations.
- Track and keep accurate records.
- Keep road calls at a minimum.

Our Maintenance Shop is staffed during all operating hours of the BCT operation. With a total of 4 FT maintenance mechanics/supervisors, we have coverage Monday-Friday from 5:00 am – 10:30 pm and Weekend coverage from 6:00 am - 10:30 pm.

Transportation Concepts has a strong commitment to fleet maintenance based upon the precepts of preventive maintenance and has developed procedures to ensure vehicle maintenance quality and fleet longevity. All maintenance personnel receive specific fleet training through manufacturers or by our Maintenance Manager, Mr. Steve Purchase or other qualified outside resources, involved in the TC maintenance program.

This training will include, at a minimum, the following:

- ✓ Review of PM monthly (City and other regulatory compliance)
- ✓ Contract compliance for safety, maintenance and cleaning.
- ✓ Minimum of 48 hours of certified training on specific bus components
- ✓ Parts inventory and vendors
- ✓ Service requirements
- ✓ ***ASE Certification Training**
- ✓ Alternative fuels awareness and safety



***ASE Certification Program**

Transportation Concepts Maintenance mission is to improve the quality of vehicle repair and service to both company owned and client provided vehicles through the testing and certification of our repair technicians

Here's how TC's ASE Transit Bus Technician Certification works:

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- Perspective candidates register for and take one or more Transit Bus Certification ASE exams. Currently, there are currently 8-H series tests grouped into specialties such as brakes (H4), electronic systems (H6) as well as CNG fuel (H1) preventive maintenance inspections (H8) etc.
- Upon passing an ASE Transit Bus exam the Technician provides proof to their Project Manager and will receive a **$200 bonus** for every ASE Transit Bus exam that is successfully passed. The **$200 bonus** per certification will continue to be **paid out annually** to the mechanic as long as that certification/recertification (retest every 5 years) is valid **or until the Technician receives his Master Transit Bus Technician Status**

- Once a Technician passes all existing H series tests he achieves the **ASE Master Transit Bus Technician** status. At that time the Technician will receive a **$2,000 bonus** immediately upon proof of status. This **$2,000 bonus** will now be **paid out annually** as long as that Master Certification Status is maintained

Both the Technician and Transportation Concepts will benefit from the ASE Transit Bus Certification Program. It is a valuable yardstick by which to measure the knowledge and skills of individual technicians as well as the commitment to quality that our company desires in employing ASE-certified technicians

Additional Maintenance Training

Although each mechanic receives continual training in all areas of maintenance technology, additionally, they receive a minimum of 12 hours training annually in each of the following OSHA required training segments:

- ✓ **Heat Stress Prevention**
- ✓ **Hazard Communication**
- ✓ **Fire Prevention**
- ✓ **First Aid**
- ✓ **IIPP**
- ✓ **Log Out /Tag Out**
- ✓ **PPE**
- ✓ **Blood Bourne Pathogen**

Steve Purchase will be ultimately responsible for the vehicle and facility maintenance efforts relative to the designated services for the Beach Cities Transit Service. Mr. Purchase will ensure that all maintenance requirements of the contract are met. Mr. Purchase is well versed in all aspects of fleet maintenance and will work directly with manufacturers relative to OEM requirements of the City's fleet and warranty procedures.

Any maintenance personnel assigned to work on the System buses will have a thorough knowledge of:

- Bus engines, transmissions, electrical, multiplex I/O electrical systems, electronic engine and transmission controls, hydraulic and air systems, engine cooling

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systems, radiators, passenger heating and cooling (A/C), and related mechanical parts.

- Methods and procedures used in servicing mechanical equipment.
- Bus chassis and bodies.
- Tools, precision instruments, equipment, and procedures used in the general repair and maintenance of bus equipment.
- Decimals, fractions, and specifications related to bus mechanics.
- Specialized areas such as painting, upholstering, brake relining, air-conditioning, destination signs and wheelchair lifts.

Maintenance personnel shall be able to:



- Inspect bus engines, transmissions, and other related parts.
- Diagnose bus engine, transmission, electrical, multiplex I/O electrical, hydraulic, and air system problems and related parts.
- Repair bus engine, transmission, electrical, hydraulic, and air system problems and related parts.
- Perform wheelchair/lift/ramp inspections
- Perform annunciator and destination sign inspections
- Inspections on video recording devices
- Document, on City-approved forms, all repairs performed.

Transportation Concepts' maintenance program consists of five primary components:

- **Daily Vehicle Inspections**
- **Preventive Maintenance**
- **Vehicle Repairs**
- **Vehicle Cleaning**
- **Maintenance Record Keeping**

Daily Vehicle Inspections:



Transportation Concepts requires all operators to complete a thorough pre-trip inspection prior to placing the vehicle into service, as well as a post-trip inspection at the end of each day. The inspections are performed and documented by the vehicle operator on a Daily Bus Report (DBR). If any defects are noted, a written record for use by the Maintenance Department is created. For defects needing immediate repair, the dispatcher or on-duty supervisor will contact the maintenance department to immediately make the repair so the vehicle can be released for service on time, or will assign a different vehicle for service. These pre-trip and post-trip inspections are important to help ensure that service continues with the highest level of operating safety and to minimize service delays by identifying mechanical problems prior to the vehicle pulling into service.

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Preventative Maintenance Inspections:
The company uses a series of preventative maintenance inspections, which are conducted at varying mileage levels depending upon the fleet type and contractual requirements.

The PMI Process is generally broke down as follows:

- Drive on inspection – This portion is utilized to check specific gauges, warning lights, indicators, driver area specific items, switches, windshield etc.
- Interior inspection- This portion is dedicated to inspecting floors, seats, windows, emergency window operation, lights, heat, vent and A/C operation, stanchions, safety equipment, registration and other required items.
- Exterior inspection- this portion will include the inspection of the exterior including body condition, tires, windows lights, bumpers, tires, rims, lift, interlock and other applicable items.
- Chassis inspection- This portion will include a thorough inspection of the undercarriage, suspension, brakes and look for leaks and perform various filter and fluid changes per specific PM type.
- Test drive- This portion is used to check for proper shift points, engine performance, braking etc.

Any defects noted during the process will be reviewed and safety items repaired before being placed back into service.

Transportation Concepts utilizes preventive maintenance programs based on OEM and Client specific requirements. Maintenance staff will perform the review of failed items in efforts to determine premature failure or to identify potential issues that can be added to the PMI process in efforts to schedule replacement cycles for specific items reducing vehicle road calls and improving proficiency.

All preventive maintenance will be performed at regularly scheduled intervals according to OEM standards for the designated fleet.

All maintenance (including, but not limited to, vehicle PM inspections, brake inspections, lift inspections, major lift PM's, oil changes, engines washes, radiator cleans, interior cleans, upholstery shampoos, climate control inspections) will be tracked utilizing an computerized system

TC will maintain change out records for all components. This includes warranty repairs/replacements whether work is performed internally or through outside vendors. These reports will assist the City in maintaining the integrity of the fleet and maximizing efficiency of the Mid Duty **EZ Rider buses** which are listed as **12 year/500,000 mile vehicles.** TC maintains a warranty tracking file for each vehicle in the fleet.

TC will comply with all Federal, state and local exhaust emission requirements. In addition, all vehicles will have a valid vehicle registration and permanent license plates. All vehicles in revenue service will carry proof of insurance.

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Vehicle Repairs:



Transportation Concepts policy is structured to assure that quality and thorough repairs are made on all vehicles. Repairs will be thorough and performed to industry standards. Parts will meet and or exceed OEM specifications. Work orders will be used to document repair functions, diagnostics performed, itemized parts and fluids that were used.

All wheelchair lifts, ramps, tie-downs, and related equipment will meet ADA requirements and shall be inspected, serviced, and lubricated at intervals as necessary to insure that the wheelchair lifts and ramps are safe and fully operational before the vehicle is used in revenue service. Operator pre-trip inspections will be utilized to check lift operation before pull-out from the garage. The vehicle will not be placed in service for any safety related item, including inoperable wheelchair lifts at the time of pull-out. The bus will either be placed out of service until repaired.

All body damage, corrosion, stress cracking, and defects not covered by the original manufacturer will be repaired in a professional manner. All repairs and painting will be done in a professional manner.

Visibility for driver and passengers will not be obstructed, and glass shall be replaced when, pits, cracks, abrasions and/or scratches are excessive. Excessive rattles and other annoyances to passenger comfort shall be repaired.

All mechanical, electrical, multiplex I/O electrical, fluid, air, and/or hydraulic systems will be maintained in a safe and operating condition.



Heating and air-conditioning (A/C) (climate control) systems will be maintained and used to insure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times on all in-service runs. TC will maintain the climate control system, heating and A/C systems, in an operable condition throughout the entire year. TC will meet all Federal, state, and local EPA requirements related to freon.

Heating and Air Conditioning units will be inspected at every preventative inspection interval. The following details this inspection:

- ✓ Inspect drive compressor belt for proper tension/wear
- ✓ Replace return air filter
- ✓ Monitor oil level
- ✓ Inspect control thermometer
- ✓ Check all wiring and connections
- ✓ Analyze system for proper operation
- ✓ Inspect Blowers for proper operation
- ✓ Inspect evaporator and condenser cores, clean if needed

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- ✓ Check site glass for proper refrigerant fill
- ✓ Check all lines

In addition, every 24,000 miles the following will be completed:

- ✓ Change filter dryer as specified by manufacturer
- ✓ Clean cores
- ✓ Torque component mounting bolts
- ✓ Inspect water control valve for proper operation
- ✓ Check condenser and evaporator for proper operation

Seats will be maintained in proper operating condition. All tears, cuts, gum, graffiti, and other damage will be repaired in a professional manner. TC will replace seat covers and/or cushion materials which are worn or cannot be professionally repaired, using seat cover materials which are identical in design and color as those materials being replaced.

Parts Inventory

Vehicle repairs are completed using the highest quality parts available. Transportation Concepts participates in a number of national parts programs, which allows significant time- savings in most cases. We employ a first-in and first-out inventory system. Spare parts inventory is based on a cost per vehicle system. Transportation Concepts will stock spare parts to meet preventative maintenance an inspection needs, graffiti and vandalism, electrical, wheelchair lift and other maintenance related items. Quantity is predicated on the item's failure rate. Transportation Concepts also takes into consideration the availability of local parts and suppliers. We utilize air- freight overnight delivery if a local supplier cannot meet our immediate need.

TC will continue to maintain an ongoing spare parts inventory that has proven successful in having readily available components available to reduce vehicle down time and always meet peak hour vehicle requirements for service delivery.

All repairs will be made in accordance with applicable procedures listed in the vehicle manufacturer's maintenance manuals and shall comply with all local, state, and Federal regulations.

Vehicle Cleaning

The cleanliness of the vehicles that are used for the provision of transit service is an important indicator to the passengers of the quality of the service. The exterior and interior cleanliness of the vehicle is readily noticed by the passengers and contributes greatly to their perception of the service quality. As previously stated, in order to address this critical service component, Transportation Concepts will utilize a utility worker as well as an outside vendor who will be responsible to maintain the consistent



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cleanliness of the fleet. The Project Manager will use a calculated schedule to monitor the cleaning of the fleet and to ensure that each vehicle receives its' required cleaning and detail.

On a daily basis, all vehicles utilized in revenue service will have the interiors swept and wiped down. Related to exterior washes, although the RFP establishes that vehicles are to be washed a minimum of once (1) per week, TC has throughout the last several years conducted complete **exterior washes twice weekly.** This is due to the proximity of the service area to the ocean. We are proposing to continue a complete **exterior cleaning twice weekly at a minimum** to maintain the professional and clean image of the BCT. In addition, the wheels and inside of all windows will be cleaned, and scrubbing of oil or other excessive residue off the rear end; dusting or vacuuming of all seats, dashboard, stanchions and exposed surfaces; and sweeping or vacuuming of all floor areas, including the removal of gum, grease, oil, etc will be performed.

All graffiti, interior and exterior, that is cleanable will be removed as soon as practicable. If the graffiti is obscene, or gang related, it will be removed immediately, or the vehicle shall not be used in revenue service until corrected. All seats will be dry when in revenue service.



Complete interior/exterior vehicle details will occur every 6 months to maintain the cleanliness levels expected by both TC and the City of Redondo Beach. These will include steaming seats, performing a deep clean on the interior floors, applying a wax sealant on the exterior bus, polishing all wheels and reconditioning all rubber components.

Vehicle Records

The proper functioning of the maintenance department relies upon an accurate system of record keeping verifying the performance of the department. TC will provide an up-to-date vehicle file for each vehicle which shall contain all pertinent vehicle and maintenance information including but not limited to vehicle make, model, running repairs, pm schedules and activity, work orders, other equipment, road call information, warranty information, and inspection documentation.

The preventive maintenance inspection reports will be kept for the term of the contract. Daily bus condition reports will be kept for a 90-day period, in accordance with CHP requirements.

Annual CHP Terminal Inspections

Since Transportation Concepts began operating BCT in 2009, we have received a "satisfactory" rating on each annual terminal inspection from the California Highway Patrol in Redondo Beach. Although this is a minimum standard, it is just one measurement that we use in determining excellence in our fleet maintenance program. This same measurement of success with the annual CHP terminal inspections has been consistent in every operation we have had in California.

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W. Operating Facility Plan



Although we have had some limitations with the existing City provided facility, together with the city assistance we've been able to maintain a functional and effective working environment over the last 10 years. This included painting and installing flooring in the main offices, enclosed an area for management and staff and painted the dispatch center. Additionally, we worked with the City to procure and install security camera's and door locks throughout the facility.

We have structured the City provided space so that we have a dedicated and secure dispatch area, appropriate driver room and management offices, in addition to a shop area that meets the need of the BCT fleet.

Over at City Hall we utilize the City provided room for our Classroom training area.



We are proposing to keep the facility plan as-is for the next contract term, however, as we have in the past, we will continue to work very closely with the Transit Manager on the new transit facility specifically to accommodate the BCT services.

Office and Maintenance Equipment

Transportation Concepts has utilized the City provided facility for the last 10 years. Beginning in 2009 we procured the necessary office and maintenance shop equipment needed successfully operate the BCT. Over the course of these 10 years TC has continued to purchase/replace equipment for both the shop and the office to meet the needs of both technological and system advancements.



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X. Project Implementation Plan

Work Plan – Transition/Implementation

Transportation Concepts (TC) clearly understands the City of Redondo Beach / Beach Cities Transit requirements and standards for service quality and safety. Transportation Concepts has addressed all aspects of operations relative to operating the BCT service and meeting and exceeding such standards over the last 10 years. However, in order to ensure success, Transportation Concepts first priority is starting the new contract effectively. TC is fortunate to currently operate this project; providing increased stability during the negotiation of the new contract. Service sometimes suffers during a contractor change due to the learning curve associated with the unknown Agency and operational culture, the routes, scheduling, equipment, and required training and required activity relative to employee transition.

The implementation of the service builds the foundation from which to grow and continuously improve the operation. After going through the initial transition 10 years ago we are fortunately in a place of continuous growth and improvement. Although we already have the operational components in place to ensure service operates smoothly during the transition phase' we will implement a new radio system along with the continued coordination of the new Transit Center, which is still in the planning stages but may be completed for move in during this next contract term. These are the only significant transition activities for TC.

New Contract Implementation Plan

Transportation Concepts (TC) realizes that the implementation of the new contract is critical to our continued success of the operation. We take this very seriously. This is a tremendous responsibility and our approach to a new contract term will continue to be one of dedication and commitment. Although the Scope of Work and Operational Plan will not be changing, becoming complacent is not something that our organization will allow.

Relative to the construction of the transit center, as it is planned to occur during this next contract term, we stand ready to insure a change of offices is handled seamlessly. All employees will be involved and communicated with in a systematic approach. Dispatch set up, facility amenities, and procedures will be in place prior to physically moving our employees. Our goal is that each employee participates in the move and when the actual day happens it is as simple as reporting to a different building will be business as usual.

TC operates several contracts that involved an initial transition from public to private operator, from competitor to TC, or new service altogether. In addition, the nature of this business requires the need to transition from day to day on many levels day to include: the addition of service, route revisions, new employees, implementation of new policies, new technology, or new contractual obligations, even traffic or weather conditions can facilitate the need for making a transition. TC believes the most important element of effectively carrying out a designated "transition" is open, clear, and consistent communication. If all of the people involved in implementing a transition along with all of the



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people who will be affected by the transition are informed and prepared to make the transition, we are guaranteed success.

This is where the strength of **our team under the continued leadership of Brett Baum** really makes the difference. Our **team** has a comprehensive understanding of this service and the nuances that surround it relative to equipment, fuel types, fueling, route timing etc. Our **team** is clearly the most qualified and best suited to ensure that service is uninterrupted due to a new contract. Passengers will be happy and in turn the City Transit manager, her staff and City officials will be satisfied.

The new contract begins July 1, 2020 as stated in the RFP. Although we have been communicating with City staff regarding the new facility, we will continue to partner with staff to discuss the implementation of a facility move when it begins to get closer. Our plan will be adjusted based on any facility construction changes that may occur over the next contract term.

Workforce

Our workforce is in place so very little transition time or resources will be required relative to workforce. However, the workforce will be instrumental relative to the facility move if it occurs during this next contract term. All information will be communicated to employees relative to expectations and overall strategic plan for facility transition to include key dates and activities.

Administrative Duties

All administrative functions are currently in place and handled locally under the direction of our Project Manager.

Addressing Operational Issues

Transportation Concepts is successful due to the incredible strength of our local management team coupled with the ability to be **flexible** in effectively managing the day to day operations. As stated, all operational functions are in place for this contract. We are familiar with all service characteristics and associated operational requirements.

Over the last 10 years the primary ingredient in the success of the BCT has been the strong partnership that has been forged between TC and the City of Redondo Beach. We have collectively built an open and honest level of communication while working together as a team. We believe we have demonstrated our commitment throughout these last 10 years. Brett Baum and the other local team members as well as Rich Rogers, our COO will continue to work hand-in-hand with the City Staff to insure that we continue to focus on the future to strive towards our collective desire to meet and exceed the community expectations of the Beach Cities Transit System.

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Y. Technical Resource Plan

Over our many years of transit experience, Transportation Concepts has worked with and assisted our transit clients in implementing technologies such as; Electronic Farebox (GFI), Drive Cam, Next Bus, TransLoc, Swiftly, Simpli Transport, Route Match, Metro TAP, REI camera systems, Hanover and Clever Devices. We are an avid promoter of these and future technical enhancements for our transit system, and look forward to assisting and working with the city in future technological advancements in the future.

Real-Time Information Systems

As described back in Section S, Transportation Concepts has close to 8 years in working with our transit clients in the selection, implementation and on-going utilization of these systems. We will be implementing and using the City of Redondo Beach's selected real-time system in the coming months and will have it fully operational by the time of the new contract term.

Zero Emission Bus

Transportation Concepts has actually been partnering with transit clients since 2014 in the procurement, infrastructure planning and operational implementation of Zero Emission Buses. We have operated ZEB's in the following locations and operating environments since 2015:

- **Port of Los Angeles**

  Procured 3-20 passenger ZEB buses, established facility infrastructure and have operated and maintained those ZEB buses for close to 5 years.

- **Ontario Airport**

  Procured 3-20 passenger ZEB buses, however anticipate the delivery of 5 additional ZEB buses to be delivered by the end of 2019. Worked with manufacturer to set up the facility infrastructure and have operated and maintained these ZEB buses for 5 years

- **City of Avalon**

  The City of Avalon procured 3 medium duty 22 passenger ZEB buses prior to TC being awarded an operating contract back in 2016. TC worked with the City in the infrastructure development and installation. Our Regional Maintenance Director worked with and trained the City of Avalon mechanics on the requirements of ZEB mechanical maintenance. TC began the operation of those buses however, after a one year period we determined that the vehicles were not properly designed and presented a steering engineering safety issue. We immediately removed them from service and hired a third party maintenance consultant to inspect and work with the City to validate our findings. Unfortunately, these units remain out of service as the City and the bus manufacturer have not been able to resolve those issues.



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Additional Technical Resources

As the transit industry continues to evolve with advanced technology, our commitment to our local and corporate staff continues to be to continually advance their skills in those technology advancements. As demonstrated with the City of Avalon, although our maintenance staff had the expertise and recommended the correct outcome, we opted to further assist the City by hiring a 3rd party maintenance expert. We even shared in that expense with the City.

Our commitment to the City of Redondo Beach is that we will continue to share our technical expertise on upcoming advancements. If we do not have the knowledge, we will bring forth the additional resources that can assist both TC and the City of Redondo Beach move ahead. As the contractor, we feel that is our obligation and one that we have always lived up to over the last 45 years in business.

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2. Financial Statements

We have provided the last two years of audited financial statements for review. This further demonstrates that our company has the financial stability and capacity to continue to serve as the selected contractor for the Operations and Maintenance of the Beach Cities Transit Service.

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PARKING CONCEPTS, INC.

FINANCIAL STATEMENTS

YEAR ENDED SEPTEMBER 30, 2018

WITH INDEPENDENT AUDITORS' REPORT

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PARKING CONCEPTS, INC.
TABLE OF CONTENTS
SEPTEMBER 30, 2018

Page

Independent Auditors' Report 1

Financial Statements:

Balance Sheet 3

Statement of Operations 4

Statement of Comprehensive Income 5

Statement of Changes in Stockholder's Equity 6

Statement of Cash Flows 7

Notes to Financial Statements 8

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INDEPENDENT AUDITORS' REPORT

To the Management of
Parking Concepts, Inc.
Irvine, California

We have audited the accompanying financial statements of Parking Concepts, Inc. (a California S corporation) (the "Company"), which comprise the balance sheet as of September 30, 2018, and the related statements of operations, comprehensive income, changes in stockholder's equity, and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the Company's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

2875 Michelle Drive, Suite 300, Irvine, CA 92606 • Tel: 714.978.1300 • Fax: 714.978.7893

Offices located in Orange and San Diego Counties

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Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Parking Concepts, Inc. as of September 30, 2018, and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

White Nelson Diehl Evans LLP

Irvine, California
January 24, 2019

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PARKING CONCEPTS, INC.
BALANCE SHEET
SEPTEMBER 30, 2018

ASSETS

Current Assets:	
Cash and cash equivalents	$ 4,534,410
Marketable securities	166,887
Accounts receivable, net	6,510,433
Other receivables	384,165
Prepaid expenses and other current assets	1,089,799
Total Current Assets	12,685,694
Property and Equipment, at Net Book Value	3,210,905
Other Assets:	
Other receivables	936,179
Deposits and other long-term assets	608,712
Total Assets	$ 17,441,490

LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities:	
Accounts payable	$ 4,309,713
Accrued liabilities	3,149,860
Current portion of capital lease obligations	156,024
Total Current Liabilities	7,615,597
Long-Term Liabilities:	
Capital lease obligations	96,558
Total Long-Term Liabilities	96,558
Total Liabilities	7,712,155
Stockholder's Equity:	
Common stock	1,000
Accumulated other comprehensive gain	63,666
Retained earnings	9,664,669
Total Stockholder's Equity	9,729,335
Total Liabilities and Stockholder's Equity	$ 17,441,490

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF OPERATIONS
YEAR ENDED SEPTEMBER 30, 2018

Gross Revenues	$ 111,536,643
Less: Landowner revenues remitted, net	(58,501,963)
Revenues	53,034,680
Cost of Revenues	46,334,572
Gross Profit	6,700,108
General and Administrative Expenses	6,048,457
Income from Operations	651,651
Other Income (Expense):	
Interest income	13,846
Interest expense	(20,980)
Other income	1,784
Total Other Income (Expense)	(5,350)
Income before Provision for Income Taxes	646,301
Provision for Income Taxes	2,500
Net Income	$ 643,801

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF COMPREHENSIVE INCOME
YEAR ENDED SEPTEMBER 30, 2018

Net Income	$ 643,801
Other Comprehensive Income:	
Unrealized holding gains on marketable securities arising in current year, net of income tax of $0	36,541
Comprehensive Income	$ 680,342

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF CHANGES IN STOCKHOLDER'S EQUITY
YEAR ENDED SEPTEMBER 30, 2018

	Common Stock	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Total Stockholder's Equity
Balance, September 30, 2017	$ 1,000	$ (61,037)	$ 10,009,330	$ 9,949,293
Net income	-	-	643,801	643,801
Distributions	-	-	(900,300)	(900,300)
Unrealized gain on investments	-	36,541	-	36,541
Reclassificaton of unrealized gains		88,162	(88,162)	-
Balance, September 30, 2018	$ 1,000	$ 63,666	$ 9,664,669	$ 9,729,335

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF CASH FLOWS
YEAR ENDED SEPTEMBER 30, 2018

Cash Flows From Operating Activities:	
Net Income	$ 643,801
Noncash Items Included in Net Income:	
Depreciation and amortization	942,147
Gain on sale of property and equipment	2,559
Allowance for doubtful accounts	17,288
Changes in:	
Accounts receivable	(1,250,315)
Other receivables	(1,134,938)
Prepaid expenses and other current assets	348,122
Deposits and other long-term assets	(23,393)
Accounts payable	604,553
Accrued liabilities	466,615
Net Cash Provided by Operating Activities	616,439
Cash Flows from Investing Activities:	
Purchases of property and equipment	(617,433)
Proceeds from sale of property and equipment	1,250
Net Cash Used in Investing Activities	(616,183)
Cash Flows from Financing Activities:	
Payments on long-term debt	(12,805)
Payments on capital lease obligations	(171,439)
Distributions to stockholder	(900,300)
Net Cash Used in Financing Activities	(1,084,544)
Net Decrease in Cash and Cash Equivalents	(1,084,288)
Cash and Cash Equivalents, Beginning of Year	5,618,698
Cash and Cash Equivalents, End of Year	$ 4,534,410
Supplemental Disclosures:	
Interest paid	$ 20,980
Income taxes paid	$ 92,212
Supplemental Disclosure of Noncash Investing and Financing Activities:	
Acquisition of property and equipment through capital lease financing	$ 84,447

The accompanying notes are an integral part of these financial statements.

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Note 1: Nature of Business and Summary of Significant Accounting Policies

Nature of Business

Parking Concepts, Inc. (the "Company") was incorporated in the state of California in 1974. The Company's principal business activities include the management and leasing of various parking facilities throughout California and Texas for both municipalities and the private sector.

The Company also has a division, Transportation Concepts, which operates several public and private transportation contracts.

Basis of Presentation

The accompanying financial statements are presented using the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America ("US GAAP"). References to the "ASC" hereafter refer to the Accounting Standards Codification established by the Financial Accounting Standards Board ("FASB") as the source of authoritative US GAAP.

Revenue Recognition

The Company's parking revenues are primarily derived from leased locations and managed properties and providing ancillary services. In accordance with the guidance related to revenue recognition, revenue is recognized when persuasive evidence of an arrangement exists, the fees are fixed and determinable, collectability is reasonably assured, and as services are provided. The Company recognizes gross receipts (net of taxes collected from customers) as revenue from leased locations and management fees for parking services, as the related services are provided. Ancillary services are earned from management contract properties and are recognized as revenue as those services are provided. The Company's transportation service revenues are recognized as earned and are based on contracted billable hours.

Cost of Revenues

The Company recognizes costs for leases, nonreimbursed costs from managed facilities, and reimbursed expenses as costs of parking services. The costs of parking services consist primarily of rent and payroll-related costs. The costs of transportation services consist primarily of wages and payroll-related costs of drivers and mechanics, repairs and maintenance of busses, and other bus operation-related expenses.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Cash and Cash Equivalents

For purposes of the statement of cash flows, cash and cash equivalents include the operating cash accounts of the Company and all short term-investments with original maturities of three months or less.

Accounts Receivable

Accounts receivable consist of trade accounts arising in the normal course of business. The Company uses the allowance method to account for bad debts as required by US GAAP. Allowance for doubtful collections is based upon a review of outstanding receivables, historical collection information, and existing economic conditions. Customer accounts are analyzed for collectability through analysis of the customer creditworthiness, past transaction history with the customer, current economic industry trends, and changes in customer payment terms. Uncollectible accounts are written off after the Company has exhausted reasonable collection efforts.

Property and Equipment

Property and equipment are stated at cost. Major improvements and betterments are capitalized. Maintenance and repairs are expensed as incurred. Depreciation of property and equipment is provided over the estimated useful lives of the respective assets using the straight-line method. Leasehold improvements are amortized on a straight-line basis over the terms of the respective leases. The estimated useful lives of the related assets are as follows:

Transportation equipment	5-7 years
Furniture, fixtures, and equipment	5-7 years
Leasehold improvements	15-39 years

Long-Lived Assets

The Company accounts for impairment and disposition of long-lived assets in accordance with FASB ASC 360-10, *Property, Plant, and Equipment*. FASB ASC 360-10 requires impairment losses to be recognized for long-lived assets used in operations when indicators of impairment are present and the undiscounted future cash flows are not sufficient to recover the assets' carrying amount. There was no impairment of the value of such assets for the year ended September 30, 2018.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Income Taxes

The Company has elected by consent of its stockholder to be taxed under the provisions of Subchapter S of the Internal Revenue Code. Under those provisions, the Company does not pay federal corporate income taxes on its taxable income and is not allowed a net operating loss carryover or carryback as a deduction. Instead, the stockholder is liable for individual income taxes on the respective share of the Company's taxable income.

The Company also files tax returns in the states of Arizona, California, and Texas. These states have conformed to the federal law that allows domestic corporations to be taxed under similar provisions of Subchapter S of the Internal Revenue Code. However, unlike the federal provision, these states impose taxes on the Company's net income or a derivative of income.

The fees for doing business in these states for the year ended September 30, 2018, were approximately $92,000 and are included in general and administrative expenses and the provision for income taxes in the accompanying statement of operations.

The Company accounts for uncertain tax positions in accordance with FASB ASC 740-10. The application of income tax law is inherently complex. Laws and regulations in this area are voluminous and are often ambiguous. The Company is required to make subjective assumptions and judgments regarding its income tax exposures. Interpretations and guidance surrounding income tax laws and regulations change over time. As such, changes in the Company's subjective assumptions and judgments can materially affect amounts recognized in the balance sheet and the statement of operations.

The Company's policy is to recognize interest and/or penalties related to all tax positions in income tax expense. To the extent that accrued interest and penalties do not ultimately become payable, amounts accrued will be reduced and reflected as a reduction of the overall income tax provision in the period that such determination is made. No interest or penalties were accrued as of September 30, 2018. The Company's tax years from 2014 to 2017 are open to review for federal tax purposes, and its tax years from 2013 to 2017 are open to review for state income tax purposes.

Marketable Securities

Marketable securities held by the Company at September 30, 2018, are classified in accordance with FASB ASC 320-10, *Investments - Debt and Equity Securities*, as available-for-sale securities. Available-for-sale securities are recorded at fair value, with the change in value during the period excluded from earnings and recorded net of tax as a component of other comprehensive income. Realized gains or losses from the sale of marketable securities are computed based on specific identification of historical cost.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Comprehensive Income

The Company utilizes FASB ASC 220-10, *Comprehensive Income*, which requires the reporting of comprehensive income in addition to net income from operations. Comprehensive income is a more inclusive financial reporting methodology that includes disclosure of certain financial information that historically has not been recognized in the determination of net income.

Insurance Reserves

The Company purchases comprehensive casualty insurance covering certain claims that arise in connection with its operations. In addition, the Company purchases umbrella/excess liability coverage. The Company's various liability insurance policies have deductibles that must be met before the insurance companies are required to pay directly to or reimburse the Company for costs incurred relating to covered claims. As a result, the Company is, in effect, self-insured for all claims up to the deductible levels. The Company's recognition of expense is based upon the Company's determination of an unfavorable outcome of a claim being deemed as probable and capable of being reasonably estimated, as defined in the guidance related to accounting for contingencies. This determination requires the use of judgment in both the estimation of probability and the amount to be recognized as an expense. The Company utilizes historical claims experience along with regular input from third-party insurance advisors in determining the required level of insurance reserves. Future information regarding historical loss experience may require changes to the level of insurance reserves and could result in increased expense recognition in the future.

Compensated Absences

Employees of the Company are entitled to paid vacation, paid sick days, and personal days off, depending on job classification, length of service, and other factors. Employees are represented by a number of labor unions, and each contract contains different provisions for such employee-compensated absences. In addition, management and other nonunion employees also have contracts or agreements with the Company that provide for compensated absences. It is impracticable to calculate the amount of compensation for future absences, and accordingly, the Company has estimated an accrual of $100,000 for future compensated absences, which is recorded in the accompanying financial statements.

Advertising and Promotional Costs

Advertising and promotional costs are charged to operations when incurred. For the year ended September 30, 2018, advertising and promotional costs totaled approximately $1,000 and are included in general and administrative expenses in the accompanying statement of operations.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Taxes Collected from Customers and Remitted to Governmental Authorities

Taxes assessed by governmental authorities on revenue-producing transactions are recorded on a net basis and have been excluded from sales in the accompanying statement of operations.

Use of Estimates

The process of preparing financial statements in accordance with US GAAP requires the use of estimates and assumptions regarding certain types of assets, liabilities, revenues and gains, and expenses and losses. Such estimates primarily relate to unsettled transactions and events as of the date of the financial statements. Accordingly, upon settlement, actual results may differ from estimated amounts.

New Accounting Pronouncements

In May 2014, the FASB issued Accounting Standards Update ("ASU") 2014-09, *Revenue from Contracts with Customers (Topic 606)*. The ASU establishes a comprehensive revenue recognition standard for virtually all industries in US GAAP, including those that previously followed industry-specific guidance, such as the real estate, construction, and software industries. The ASU's core principle is to recognize revenue to depict the transfer of goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. During 2014-2016, the FASB issued various amendments to this topic and the amendments clarified certain positions and extended the implementation date until annual periods beginning after December 15, 2018. Early adoption is permitted, but no earlier than periods beginning after December 15, 2016. The Company is currently evaluating the effect of ASU 2014-09 on the presentation of its financial statements.

In January 2016, the FASB issued ASU No. 2016-01, *Financial Instruments-Overall (Subtopic 825-10).* One of the main provisions of this ASU is that it requires investments in equity securities with readily determinable fair values to be measured at fair value, with changes in the fair value recognized through net income. An entity's equity investments that are accounted for under the equity method of accounting or result in consolidation of an investee are not included within the scope of this ASU. For equity investments that do not have readily determinable fair values, the ASU allows them to be remeasured at fair value either upon the occurrence of an observable price change or upon identification of an impairment; and requires an assessment for impairment qualitatively at each reporting period. ASU 2016-01 is effective for fiscal years beginning after December 15, 2018, and interim periods within fiscal years beginning after December 15, 2019. Early adoption is permitted as of the fiscal years beginning after December 15, 2017, including interim periods within those fiscal years. The Company is currently evaluating the impact of the provisions of ASU 2016-01 on the presentation of its financial statements.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

New Accounting Pronouncements (Continued)

In February 2016, the FASB issued ASU 2016-02, *Leases (Topic 842)*. ASU 2016-02 requires the recognition of lease assets and lease liabilities by lessees for those leases classified as operating leases under previous standards. For leases with a term of 12 months or less, a lessee is permitted to make an accounting policy election by class of asset not to recognize lease assets and lease liabilities. ASU 2016-02 is effective for fiscal years beginning after December 15, 2019, and early application is permitted. The Company is currently evaluating the effect of ASU 2016-02 on the presentation of its financial statements.

In June 2016, the FASB issued ASU 2016-13, *Measurement of Credit Losses on Financial Instruments*, which requires credit losses on most financial assets measured at amortized cost and certain other instruments to be measured using an expected credit loss model (referred to as the current expected credit loss (CECL) model). The ASU also replaces the current accounting model for purchased credit impaired loans and debt securities. Further, the ASU makes certain targeted amendments to the existing impairment model for available-for-sale debt securities. For nonpublic entities, the amendments are effective for fiscal years beginning after December 15, 2021, and interim periods within fiscal years beginning after December 15, 2021. The Company is currently evaluating the effect of ASU 2016-13 on the presentation of its financial statements.

Note 2: Concentrations, Risks, and Uncertainties

The Company maintains its cash balances at several banks. At September 30, 2018, accounts at each institution are insured by the Federal Deposit Insurance Corporation for up to $250,000. Throughout the course of the year, the Company regularly maintains bank deposits in excess of federally insured limits. The Company historically has not experienced any losses in such accounts, and management believes that the Company is not exposed to any significant credit risk with respect to its cash and cash equivalents.

A substantial portion of the Company's revenue was received from one customer. During the year ended September 30, 2018, gross revenues collected from this customer aggregated approximately $18,632,000. At September 30, 2018, there are no outstanding amounts due from this customer.

Credit is extended for some customers and is based on financial condition, and generally, collateral is not required. Credit losses are provided for in the financial statements and consistently have been within management's expectations.

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Note 3: Marketable Securities

Available-for-sale securities consist of the following at September 30, 2018:

	Fair Value	Cost	Gross Unrealized Holding Gain	Gross Unrealized Holding Loss
Money market funds	$ 36,124	$ 36,124	$ -	$ -
Common stock	130,763	67,097	63,666	-
Total	$ 166,887	$ 103,221	$ 63,666	$ -

There were no sales of available-for-sale securities during the year ended September 30, 2018.

Note 4: Accounts Receivable, Net

Accounts receivable, net at September 30, 2018, consist of the following:

Trade accounts receivable	$ 6,543,126
Less: Allowance for doubtful accounts	(32,693)
Accounts Receivable, Net	$ 6,510,433

Note 5: Other Receivables

At September 30, 2018, the Company has a receivable from a customer totaling $1,177,620 for installation of equipment on the customer's premise. The receivable is payable over a period of 5 years, with interest at the rate of 9.8 percent. The balance is included in current and long-term portion of other receivables in the accompanying balance sheet. The balance sheet also includes $142,724 of receivables from employees and various sources.

Note 6: Prepaid Expenses and Other Current Assets

Prepaid expenses and other current assets at September 30, 2018, consist of the following:

Prepaid insurance	$ 604,879
Other prepaid expenses	484,920
Total Prepaid Expenses and Other Current Assets	$ 1,089,799

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Note 7: Property and Equipment

At September 30, 2018, property and equipment consist of the following:

Transportation equipment	$ 4,619,121
Furniture, fixtures, and equipment	5,295,168
Leasehold improvements	86,373
Constructions in progress	311,056
Total property and equipment, at cost	10,311,718
Less: Accumulated depreciation	(7,100,813)
Property and Equipment, at Net Book Value	$ 3,210,905

Depreciation and amortization expense for the year ended September 30, 2018, was $942,147.

Note 7: Accounts Payable and Accrued Liabilities

Accounts payable and accrued liabilities at September 30, 2018, consist of the following:

Accounts Payable:	
Accounts payable trade	$ 1,678,483
Due to landowners	2,631,230
Total Accounts Payable	$ 4,309,713
Accrued Liabilities:	
Insurance reserve	$ 101,947
Accrued vacation	100,000
Accrued payroll and related taxes	977,410
Parking taxes payable	476,640
Deposits and advances	107,820
Claims overbilled	727,076
Pensions payable	305,000
Accrued franchise taxes	200,674
Other accrued liabilities	183,293
Total Accrued Liabilities	$ 3,149,860

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Note 8: Line of Credit

The Company maintains a revolving line of credit with a bank to assure credit availability. The line of credit, which provides for maximum borrowings up to $8,000,000, is secured by substantially all assets of the Company. The maximum borrowings are reduced by the amount of outstanding letters of credit. For a prime revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 2.0 percent or the prime rate less 1.0 percent, payable monthly. The prime rate was 5.25 percent as of September 30, 2018. For the London InterBank Offered Rate ("LIBOR") revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 1.5 percent a year or the fluctuating LIBOR plus 1.5 percent a year. As of September 30, 2018, the Company did not have any borrowings on this line of credit. The line of credit expires in June 2020.

As a subfeature to the line of credit, the Company also has available letters of credit up to $5,000,000. The form and substance of each of the letters of credit are subject to the approval of the bank. At September 30, 2018, approximately $1,468,000 was designated as standby letters of credit pursuant to an agreement with the Company's workers' compensation insurance carrier and requirements of parking contracts.

The line of credit agreement with the bank contains various covenants pertaining to the maintenance of working capital and tangible net worth. At September 30, 2018, the Company was in compliance with respect to all terms of the line of credit agreement.

Note 9: Common Stock

The Company has authorized 75,000 shares of $1 par value common stock. At September 30, 2018, 1,000 shares were issued and outstanding.

Note 10: Commitments and Contingencies

Facility Operating Leases

The Company leases offices under operating lease agreements expiring in various years through 2020. The remaining minimum lease payments as of years ending September 30 are as follows:

2019	$ 46,200
2020	11,550
Total Minimum Lease Payments	$ 57,750

The Company leases two operating facilities on a month-to-month basis from the stockholder of the Company at a cost of $156,000 for the year ended September 30, 2018.

Facility rental expense, including amounts paid to the stockholder, for the year ended September 30, 2017, totaled approximately $218,000.

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Note 10: Commitments and Contingencies (Continued)

Parking Lot Leases

The Company leases parking facilities under an operating lease agreement expiring in various years through 2019. The remaining minimum lease payments as of years ending September 30 are as follows:

2019	$ 1,705,400
2020	399,300
Total Minimum Lease Payments	$ 2,104,700

Parking facilities rent expense for the year ended September 30, 2018, totaled approximately $1,446,000.

Obligations Held under Capital Leases

The Company leases transportation equipment under noncancelable capital leases expiring in various dates through 2022. The assets and liabilities held under capital lease are recorded at the lower of the present value of the minimum lease payments or the fair value of the asset. The assets are depreciated over the lower of the related lease terms or their estimated productive lives. Depreciation of assets under capital leases is included in depreciation and amortization expense for the year ended September 30, 2018.

The following is a summary of property held under capital leases:

Transportation equipment	$ 778,221
Less: Accumulated depreciation	(525,997)
Property Held under Capital Leases, Net	$ 252,224

Depreciation on assets held under capital leases and charged to expense for the year ended September 30, 2018, was $160,656.

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Note 10: Commitments and Contingencies (Continued)

Obligations Held under Capital Leases (Continued)

Minimum future lease payments as of September 30, 2018, are as follows:

2019	$ 180,260
2020	61,563
2021	20,259
2022	20,259
2023	2,253
Total minimum lease payments	284,594
Less: Amount representing interest	(32,012)
Present value of net minimum lease payments	252,582
Current maturities of obligations held under capital leases	156,024
Long-Term Portion of Obligations Held under Capital Leases	$ 96,558

Coverage

The Company has insurance policies that allow the Company to control the risks related to loss claims that exceed certain minimum deductible limits, but not to exceed a predetermined maximum ceiling of exposure. Based on recent claims history and the Company's estimates of the aggregate liability, a provision for claims under this insurance coverage is recorded and revised monthly for appropriateness. As of September 30, 2018, the accrued provision for claims was approximately $102,000. The accrual is included in accrued liabilities in the accompanying balance sheet. The Company pays all claims monthly as required by the carrier.

Performance Bonds

As of September 30, 2018, the Company maintained approximately $3,111,000 in bonds issued by various surety companies to provide protection against the Company's failure to perform certain contracts in accordance with their terms. These bonds are guaranteed by the Company.

Litigation

The Company experiences routine litigation in the normal course of its business. Management does not believe that any pending or threatened litigation will have a material adverse effect on its financial statements.

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Note 11: Related-Party Transactions

The Company purchased a supplemental insurance policy from a related party through common ownership. The Company paid premiums of $2,100,000 during the year ended September 30, 2018, to cover the period from November 1, 2017 through October 31, 2018. During the year ended September 30, 2018, the Company overbilled this entity for claims reimbursement. At September 30, 2018, the Company has an amount payable to this entity of $727,076 for the overbilled that is included in accrued liabilities in the accompanying balance sheet.

As discussed in Note 10, the Company leases two facilities from the stockholder, with monthly rental expense totaling $13,000. Total rent expense for the year ended September 30, 2018, paid to the stockholder was $156,000. These leases are month to month per the agreement with the stockholder. The Company does not intend to terminate these leases at the present time.

Note 12: Pension Plans

In accordance with the collective bargaining agreements, the Company makes contributions to the Western Conference of Teamsters Pension Trust Fund on behalf of all covered employees for Teamsters Local 911 Ontario and Teamsters Local 665 San Francisco. For the year ended September 30, 2018, the Company has agreed to contribute $0.10 and $0.30, respectively, per hour worked for employees who have been employed less than 90 days and $2.75 and $2.19, respectively, per hour worked for employees who have been employed more than 90 days. These collective bargaining agreements expire in June 2022 and November 2022, respectively.

In addition, the Company makes contributions to the Teamsters Local 665 San Francisco 401(k) plan on behalf of all covered employees. For the year ended September 30, 2018, the Company has agreed to contribute $0.25 per hour worked to the 401(k) plan for employees who have been employed more than 90 days.

For the year ended September 30, 2018, the Company made contributions to the SF Western Conference of Teamsters Pension Trust Fund in the amount of approximately $337,000, which is included in cost of revenues in the accompanying statement of operations. The Company's contribution to the plan makes up less than 5 percent of total plan contributions per the 2017 annual report.

The Company's participation in this plan for the annual periods ended December 31, 2017, is outlined below. The "EIN/Pension Plan Number" provides the Employee Identification Number ("EIN") and the three-digit plan number. The most recent Pension Protection Act zone status available is January 1, 2018. The zone status is based on information that the Company receives from the plan and is certified by the plan's actuary.

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Note 12: Pension Plans (Continued)

Among other factors, plans in the red zone are generally less than 65 percent funded, plans in the yellow zone are less than 80 percent funded, and plans in the green zone are at least 80 percent funded. FIP/RP Status Pending indicates plans for which a financial improvement plan ("FIP") or a rehabilitation plan ("RP") is either pending or has been implemented. There have been no significant changes that affect the comparability of 2017 contributions.

Pension Fund Name: SF Western Conference of Teamsters Pension Trust Fund
EIN/Pension Plan Number: 91-6145047/001

Pension Protection Act Zone Status	Green
FIP/RP Status Pending	N/A
Surcharge Imposed	No
Expiration Date of Collective Bargaining Agreement(s)	November 30, 2020 and June 30, 2022

The risks of participating in a multiemployer pension plan are different from a single-employer plan in the following aspects:

a. Assets contributed to the multiemployer plan by one employer may be used to provide benefits to employees of other participating employers.

b. If a participating employer stops contributing to the plan, the unfunded obligations of the plan may be borne by the remaining participating employers.

c. If the Company chooses to stop participating in the multiemployer plan, it may be required to pay the plan an amount based on the underfunded status of the plan, which is referred to as the withdrawal liability.

Note 13: Fair Value Measurements

The Company accounts for fair value transactions using FASB ASC 820, *Fair Value Measurements and Disclosures*. FASB ASC 820-10 defines fair value, establishes a framework for measuring fair value, and requires enhanced disclosures about fair value measurement.

FASB ASC 820 establishes a three-level valuation hierarchy for disclosure of fair value measurements. The valuation hierarchy is based upon the transparency of inputs in the valuation of an asset as of the measurement date.

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Note 13: Fair Value Measurements (Continued)

The three levels are defined as follows:

Level 1: Quoted market prices in active markets for identical assets or liabilities.

Level 2: Valuations based on quoted prices in markets that are not active or for which all significant inputs are observable, either directly or indirectly.

Level 3: Valuations based on inputs that are unobservable and significant to the overall fair value measurement.

Fair value is a market-based measurement considered from the perspective of a market participant rather than an entity-specific measurement. Therefore, even when market assumptions are not readily available, the Company's own assumptions are set to reflect those that market participants would use in pricing the asset or liability at the measurement date.

A financial instrument's categorization within the valuation hierarchy is based upon the lowest level of input that is significant to the fair value measurement.

Assets measured at fair value on a recurring basis are composed of the following:

Description	Fair Value at September 30, 2018
Marketable Securities (Equity Securities)	$ 166,887

Fair value was determined based on quoted market prices in an active market (Level 1).

The Company did not recognize any unrealized loss on marketable securities in the statement of operations for the year ended September 30, 2018.

Note 14: Subsequent Events

Events occurring after September 30, 2018, have been evaluated for possible adjustment to the financial statements or disclosure as of January 24, 2019, which is the date the financial statements were available to be issued.

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PARKING CONCEPTS, INC.

FINANCIAL STATEMENTS

YEAR ENDED SEPTEMBER 30, 2017

WITH INDEPENDENT AUDITORS' REPORT

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PARKING CONCEPTS, INC.
TABLE OF CONTENTS
SEPTEMBER 30, 2017

Page

Independent Auditors' Report 1

Financial Statements:

Balance Sheet 3

Statement of Operations 4

Statement of Comprehensive Income 5

Statement of Changes in Stockholder's Equity 6

Statement of Cash Flows 7

Notes to Financial Statements 8

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INDEPENDENT AUDITORS' REPORT

To the Management of
Parking Concepts, Inc.
Irvine, California

We have audited the accompanying financial statements of Parking Concepts, Inc. (a California S corporation) (the "Company"), which comprise the balance sheet as of September 30, 2017, and the related statements of operations, comprehensive income, changes in stockholder's equity, and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the Company's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

2875 Michelle Drive, Suite 300, Irvine, CA 92606 • Tel: 714.978.1300 • Fax: 714.978.7893
Offices located in Orange and San Diego Counties

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Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Parking Concepts, Inc. as of September 30, 2017, and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

White Nelson Diehl Evans LLP

Irvine, California
February 27, 2018

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PARKING CONCEPTS, INC.
BALANCE SHEET
SEPTEMBER 30, 2017

ASSETS

Current Assets:	
Cash and cash equivalents	$ 5,618,698
Marketable securities	130,346
Accounts receivable, net	5,277,406
Prepaid expenses and other current assets	1,623,327
Total Current Assets	12,649,777
Property and Equipment, at Net Book Value	3,454,981
Other Assets:	
Deposits and other long-term assets	585,319
Total Assets	$ 16,690,077

LIABILITIES AND STOCKHOLDER'S EQUITY

Current Liabilities:	
Accounts payable	$ 3,705,160
Accrued liabilities	2,683,245
Current portion of long-term debt	12,805
Current portion of capital lease obligations	184,036
Total Current Liabilities	6,585,246
Long-Term Liabilities:	
Capital lease obligations	155,538
Total Long-Term Liabilities	155,538
Total Liabilities	6,740,784
Stockholder's Equity:	
Common stock	1,000
Accumulated other comprehensive loss	(61,037)
Retained earnings	10,009,330
Total Stockholder's Equity	9,949,293
Total Liabilities and Stockholder's Equity	$ 16,690,077

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF OPERATIONS
YEAR ENDED SEPTEMBER 30, 2017

Gross Revenues	$ 112,700,566
Less: Landowner revenues remitted, net	(57,584,976)
Revenues	55,115,590
Cost of Revenues	48,657,295
Gross Profit	6,458,295
General and Administrative Expenses	5,973,360
Income from Operations	484,935
Other Income (Expense):	
Interest income	9,802
Interest expense	(25,570)
Other income	368
Total Other Income (Expense)	(15,400)
Income before Provision for Income Taxes	469,535
Provision for Income Taxes	3,400
Net Income	$ 466,135

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF COMPREHENSIVE INCOME
YEAR ENDED SEPTEMBER 30, 2017

Net Income	$ 466,135
Other Comprehensive Income:	
Unrealized holding gains on marketable securities arising in current year, net of income tax of $0	14,770
Comprehensive Income	$ 480,905

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF CHANGES IN STOCKHOLDER'S EQUITY
YEAR ENDED SEPTEMBER 30, 2017

	Common Stock	Additional Paid-In Capital	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Total Stockholder's Equity
Balance, September 30, 2016	$ 1,000	$ 1,400,000	$ (75,807)	$ 10,034,195	$ 11,359,388
Net Income	-	-	-	466,135	466,135
Other Comprehensive Income	-	-	14,770	-	14,770
Return of Capital	-	(1,400,000)	-	-	(1,400,000)
Distributions	-	-	-	(491,000)	(491,000)
Balance, September 30, 2017	$ 1,000	$ -	$ (61,037)	$ 10,009,330	$ 9,949,293

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
STATEMENT OF CASH FLOWS
YEAR ENDED SEPTEMBER 30, 2017

Cash Flows From Operating Activities:	
Net Income	$ 466,135
Noncash Item Included in Net Income:	
Depreciation and amortization	916,434
Changes in:	
Accounts receivable	628,310
Prepaid expenses and other current assets	510,401
Deposits and other long-term assets	109,464
Accounts payable	(552,254)
Accrued liabilities	(1,038,899)
Net Cash Provided by Operating Activities	1,039,591
Cash Flows from Investing Activities:	
Purchases of property and equipment	(352,279)
Proceeds from sale of property and equipment	19,000
Net Cash Used in Investing Activities	(333,279)
Cash Flows from Financing Activities:	
Payments on long-term debt	(13,580)
Payments on capital lease obligations	(176,827)
Return of capital	(1,400,000)
Distributions to stockholder	(491,000)
Net Cash Used in Financing Activities	(2,081,407)
Net Decrease in Cash and Cash Equivalents	(1,375,095)
Cash and Cash Equivalents, Beginning of Year	6,993,793
Cash and Cash Equivalents, End of Year	$ 5,618,698
Supplemental Disclosures:	
Interest paid	$ 25,570
Income taxes paid	$ 105,385
Supplemental Disclosure of Noncash Investing and Financing Activities:	
Acquisition of property and equipment through capital lease financing	$ 71,688

The accompanying notes are an integral part of these financial statements.

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PARKING CONCEPTS, INC.
NOTES TO FINANCIAL STATEMENTS
SEPTEMBER 30, 2017

Note 1: Nature of Business and Summary of Significant Accounting Policies

Nature of Business

Parking Concepts, Inc. (the "Company") was incorporated in the state of California in 1974. The Company's principal business activities include the management and leasing of various parking facilities throughout Arizona, California, and Texas for both municipalities and the private sector.

The Company also has a division, Transportation Concepts, which operates several public and private transportation contracts.

Basis of Presentation

The accompanying financial statements are presented using the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America ("US GAAP"). References to the "ASC" hereafter refer to the Accounting Standards Codification established by the Financial Accounting Standards Board ("FASB") as the source of authoritative US GAAP.

Revenue Recognition

The Company's parking revenues are primarily derived from leased locations and managed properties and the providing of ancillary services. In accordance with the guidance related to revenue recognition, revenue is recognized when persuasive evidence of an arrangement exists, the fees are fixed and determinable, collectability is reasonably assured, and as services are provided. The Company recognizes gross receipts (net of taxes collected from customers) as revenue from leased locations, and management fees for parking services, as the related services are provided. Ancillary services are earned from management contract properties and are recognized as revenue as those services are provided. The Company's transportation service revenues are recognized as earned and are based on contracted billable hours.

Cost of Revenues

The Company recognizes costs for leases, nonreimbursed costs from managed facilities, and reimbursed expenses as costs of parking services. The costs of parking services consist primarily of rent and payroll-related costs. The costs of transportation services consist primarily of wages and payroll-related costs of drivers and mechanics, repairs and maintenance of busses, and other bus operation-related expenses.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Cash and Cash Equivalents

For purposes of the statement of cash flows, cash and cash equivalents include the operating cash accounts of the Company and all short term-investments with original maturities of three months or less.

Accounts Receivable

Accounts receivable consist of trade accounts arising in the normal course of business. The Company uses the allowance method to account for bad debts as required by US GAAP. Allowance for doubtful collections is based upon a review of outstanding receivables, historical collection information, and existing economic conditions. Customer accounts are analyzed for collectability through analysis of the customer creditworthiness, past transaction history with the customer, current economic industry trends, and changes in customer payment terms. Uncollectible accounts are written off after the Company has exhausted reasonable collection efforts.

Property and Equipment

Property and equipment are stated at cost. Major improvements and betterments are capitalized. Maintenance and repairs are expensed as incurred. Depreciation of property and equipment is provided over the estimated useful lives of the respective assets using the straight-line method. Leasehold improvements are amortized on a straight-line basis over the terms of the respective leases. The estimated useful lives of the related assets are as follows:

Transportation equipment	5-7 years
Furniture, fixtures, and equipment	5-7 years
Leasehold improvements	15-39 years

Depreciation and amortization expense for the year ended September 30, 2017, was $916,434.

Long-Lived Assets

The Company accounts for impairment and disposition of long-lived assets in accordance with FASB ASC 360-10, *Property, Plant, and Equipment*. FASB ASC 360-10 requires impairment losses to be recognized for long-lived assets used in operations when indicators of impairment are present and the undiscounted future cash flows are not sufficient to recover the assets' carrying amount. There was no impairment of the value of such assets for the year ended September 30, 2017.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Income Taxes

The Company has elected by consent of its stockholder to be taxed under the provisions of Subchapter S of the Internal Revenue Code. Under those provisions, the Company does not pay federal corporate income taxes on its taxable income and is not allowed a net operating loss carryover or carryback as a deduction. Instead, the stockholder is liable for individual income taxes on the respective share of the Company's taxable income.

The Company also files tax returns in the states of Arizona, California, and Texas. These states have conformed to the federal law that allows domestic corporations to be taxed under similar provisions of Subchapter S of the Internal Revenue Code. However, unlike the federal provision, these states impose taxes on the Company's net income or a derivative of income.

The fees for doing business in these states for the year ended September 30, 2017, were approximately $94,000 and are included in general and administrative expenses and the provision for income taxes in the accompanying statement of operations.

The Company accounts for uncertain tax positions in accordance with FASB ASC 740-10. The application of income tax law is inherently complex. Laws and regulations in this area are voluminous and are often ambiguous. The Company is required to make subjective assumptions and judgments regarding its income tax exposures. Interpretations and guidance surrounding income tax laws and regulations change over time. As such, changes in the Company's subjective assumptions and judgments can materially affect amounts recognized in the balance sheet and the statement of operations.

The Company's policy is to recognize interest and/or penalties related to all tax positions in income tax expense. To the extent that accrued interest and penalties do not ultimately become payable, amounts accrued will be reduced and reflected as a reduction of the overall income tax provision in the period that such determination is made. No interest or penalties were accrued as of September 30, 2017. The Company's tax years from 2013 to 2016 are open to review for federal tax purposes, and its tax years from 2012 to 2016 are open to review for state income tax purposes.

Marketable Securities

Marketable securities held by the Company at September 30, 2017, are classified in accordance with FASB ASC 320-10, *Investments - Debt and Equity Securities*, as available-for-sale securities. Available-for-sale securities are recorded at fair value, with the change in value during the period excluded from earnings and recorded net of tax as a component of other comprehensive income. Realized gains or losses from the sale of marketable securities are computed based on specific identification of historical cost.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Comprehensive Income

The Company utilizes FASB ASC 220-10, *Comprehensive Income*, which requires the reporting of comprehensive income in addition to net income from operations. Comprehensive income is a more inclusive financial reporting methodology that includes disclosure of certain financial information that historically has not been recognized in the determination of net income.

Insurance Reserves

The Company purchases comprehensive casualty insurance covering certain claims that arise in connection with its operations. In addition, the Company purchases umbrella/excess liability coverage. The Company's various liability insurance policies have deductibles that must be met before the insurance companies are required to pay directly to or reimburse the Company for costs incurred relating to covered claims. As a result, the Company is, in effect, self-insured for all claims up to the deductible levels. The Company's recognition of expense is based upon the Company's determination of an unfavorable outcome of a claim being deemed as probable and capable of being reasonably estimated, as defined in the guidance related to accounting for contingencies. This determination requires the use of judgment in both the estimation of probability and the amount to be recognized as an expense. The Company utilizes historical claims experience along with regular input from third-party insurance advisors in determining the required level of insurance reserves. Future information regarding historical loss experience may require changes to the level of insurance reserves and could result in increased expense recognition in the future.

Compensated Absences

Employees of the Company are entitled to paid vacation, paid sick days, and personal days off, depending on job classification, length of service, and other factors. Employees are represented by a number of labor unions, and each contract contains different provisions for such employee-compensated absences. In addition, management and other nonunion employees also have contracts or agreements with the Company that provide for compensated absences. It is impracticable to calculate the amount of compensation for future absences, and accordingly, the Company has estimated an accrual of $100,000 for future compensated absences, which is recorded in the accompanying financial statements.

Advertising and Promotional Costs

Advertising and promotional costs are charged to operations when incurred. For the year ended September 30, 2017, advertising and promotional costs totaled approximately $6,000 and are included in general and administrative expenses in the accompanying statement of operations.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

Taxes Collected from Customers and Remitted to Governmental Authorities

Taxes assessed by governmental authorities on revenue-producing transactions are recorded on a net basis and have been excluded from sales in the accompanying statement of operations.

Use of Estimates

The process of preparing financial statements in accordance with US GAAP requires the use of estimates and assumptions regarding certain types of assets, liabilities, revenues and gains, and expenses and losses. Such estimates primarily relate to unsettled transactions and events as of the date of the financial statements. Accordingly, upon settlement, actual results may differ from estimated amounts.

New Accounting Pronouncements

In May 2014, the FASB issued Accounting Standards Update ("ASU") 2014-09, *Revenue from Contracts with Customers (Topic 606)*. The ASU establishes a comprehensive revenue recognition standard for virtually all industries in US GAAP, including those that previously followed industry-specific guidance, such as the real estate, construction, and software industries. The ASU's core principle is to recognize revenue to depict the transfer of goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. During 2014-2016, the FASB issued various amendments to this topic and the amendments clarified certain positions and extended the implementation date until annual periods beginning after December 15, 2018. Early adoption is permitted, but no earlier than periods beginning after December 15, 2016. The Company is currently evaluating the effect of ASU 2014-09 on the presentation of its financial statements.

In February 2016, the FASB issued ASU 2016-02, *Leases (Topic 842)*. ASU 2016-02 requires the recognition of lease assets and lease liabilities by lessees for those leases classified as operating leases under previous standards. For leases with a term of 12 months or less, a lessee is permitted to make an accounting policy election by class of asset not to recognize lease assets and lease liabilities. ASU 2016-02 is effective for fiscal years beginning after December 15, 2019, and early application is permitted. The Company is currently evaluating the effect of ASU 2016-02 on the presentation of its financial statements.

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Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)

New Accounting Pronouncements (Continued)

In June 2016, the FASB issued ASU 2016-13, *Measurement of Credit Losses on Financial Instruments*, which requires credit losses on most financial assets measured at amortized cost and certain other instruments to be measured using an expected credit loss model (referred to as the current expected credit loss (CECL) model). The ASU also replaces the current accounting model for purchased credit impaired loans and debt securities. Further, the ASU makes certain targeted amendments to the existing impairment model for available-for-sale debt securities. For nonpublic entities, including not-for-profit entities and employee benefit plans within the scope of Topics 960-965 on plan accounting, the amendments are effective for fiscal years beginning after December 15, 2020, and interim periods within fiscal years beginning after December 15, 2021. The Company is currently evaluating the effect of ASU 2016-13 on the presentation of its financial statements.

Note 2: Concentrations, Risks, and Uncertainties

The Company maintains its cash balances at several banks. At September 30, 2017, accounts at each institution are insured by the Federal Deposit Insurance Corporation up to $250,000. Throughout the course of the year, the Company regularly maintains bank deposits in excess of federally insured limits. The Company historically has not experienced any losses in such accounts and management believes that the Company is not exposed to any significant credit risk with respect to its cash and cash equivalents.

A substantial portion of the Company's revenue was received from one customer. During the year ended September 30, 2017, gross revenues collected from this customer aggregated approximately $18,564,000. At September 30, 2017, there are no outstanding amounts due from this customer.

Credit is extended for some customers and is based on financial condition, and generally, collateral is not required. Credit losses are provided for in the financial statements and consistently have been within management's expectations.

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Note 3: Marketable Securities

Available-for-sale securities consist of the following at September 30, 2017:

	Fair Value	Cost	Gross Unrealized Holding Gain	Gross Unrealized Holding Loss
Money Market Funds	$ 20,384	$ 20,384	$ -	$ -
Common Stock	109,963	48,926	61,037	-
Total	$ 130,347	$ 69,310	$ 61,037	$ -

There were no sale of available-for-sale securities during the year ended September 30, 2017.

Note 4: Accounts Receivable, Net

Accounts receivable, net at September 30, 2017, consist of the following:

Trade accounts receivable	$ 5,292,811
Less: Allowance for doubtful accounts	(15,405)
Accounts Receivable, Net	$ 5,277,406

Note 5: Prepaid Expenses and Other Current Assets

Prepaid expenses and other current assets at September 30, 2017, consist of the following:

Prepaid insurance	$ 612,441
Other prepaid expenses	825,480
Other receivables	185,406
Total Prepaid Expenses and Other Current Assets	$ 1,623,327

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Note 6: Property and Equipment

At September 30, 2017, property and equipment consist of the following:

Transportation equipment	$ 4,339,659
Furniture, fixtures, and equipment	5,320,343
Leasehold improvements	86,373
Total property and equipment, at cost	9,746,375
Less: Accumulated depreciation	(6,291,394)
Property and Equipment, at Net Book Value	$ 3,454,981

Note 7: Accounts Payable and Accrued Liabilities

Accounts payable and accrued liabilities at September 30, 2017, consist of the following:

Accounts Payable:	
Accounts payable trade	$ 1,604,447
Due to landowners	2,100,713
Total Accounts Payable	$ 3,705,160
Accrued Liabilities:	
Insurance reserve	$ 503,774
Accrued vacation	100,000
Accrued payroll and related taxes	994,780
Parking taxes payable	436,279
Deposits and advances	83,270
Other accrued liabilities	565,142
Total Accrued Liabilities	$ 2,683,245

Note 8: Line of Credit

The Company maintains a revolving line of credit with a bank to assure credit availability. The line of credit, which provides for maximum borrowings up to $8,000,000, is secured by substantially all assets of the Company. The maximum borrowings are reduced by the amount of outstanding letters of credit. For a prime revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 2.0 percent or the prime rate less 1.0 percent, payable monthly. The prime rate was 4.25 percent as of September 30, 2017. For the London InterBank Offered Rate ("LIBOR") revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 1.5 percent a year or the fluctuating LIBOR plus 1.5 percent a year. As of September 30, 2017, the Company did not have any borrowings on this line of credit. The line of credit expires in March 2018.

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Note 8: Line of Credit (Continued)

As a subfeature to the line of credit, the Company also has available letters of credit up to $5,000,000. The form and substance of each of the letters of credit are subject to the approval of the bank. At September 30, 2017, approximately $2,645,000 was designated as standby letters of credit pursuant to an agreement with the Company's workers' compensation insurance carrier and requirements of parking contracts.

The line of credit agreement with the bank contains various covenants pertaining to the maintenance of working capital and tangible net worth. At September 30, 2017, the Company was in compliance with respect to all terms of the line of credit agreement.

Note 9: Long-Term Debt

At September 30, 2017, the Company has a note payable to a financial institution, with monthly payments of principal and interest of $1,181, with interest accruing at 2.95 percent and maturing in July 2018. The note is collateralized by a vehicle. The note matures in July 2018 and has been classified as current liabilities in the accompanying financial statements.

Note 10: Common Stock

The Company has authorized 75,000 shares of $1 par value common stock. At September 30, 2017, 1,000 shares were issued and outstanding.

Note 11: Commitments and Contingencies

Facility Operating Leases

The Company leases offices under operating lease agreements expiring in various years through 2020. The remaining minimum lease payments as of years ending September 30 are as follows:

2018	$ 43,800
2019	43,800
2020	10,950
Total Minimum Lease Payments	$ 98,550

The Company leases two operating facilities on a month-to-month basis from the stockholder of the Company at a cost of $156,000 for the year ended September 30, 2017.

Facility rental expense, including amounts paid to the stockholder, for the year ended September 30, 2017, totaled approximately $237,000.

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Note 11: Commitments and Contingencies (Continued)

Parking Lot Leases

The Company leases parking facilities under an operating lease agreement expiring in various years through 2019. The remaining minimum lease payments as of years ending September 30 are as follows:

2018	$ 2,395,400
2019	182,900
Total Minimum Lease Payments	$ 2,578,300

Parking facilities rent expense for the year ended September 30, 2017, totaled approximately $1,434,000.

Obligations Held under Capital Leases

The Company leases transportation equipment under noncancelable capital leases expiring in various dates through 2020. The assets and liabilities held under capital lease are recorded at the lower of the present value of the minimum lease payments or the fair value of the asset. The assets are depreciated over the lower of the related lease terms or their estimated productive lives. Depreciation of assets under capital leases is included in depreciation and amortization expense for the year ended September 30, 2017.

The following is a summary of property held under capital leases:

Transportation equipment	$ 786,414
Less: Accumulated depreciation	(444,653)
Property Held under Capital Leases, Net	$ 341,761

Depreciation on assets held under capital leases and charged to expense for the year ended September 30, 2017, was $215,682.

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Note 11: Commitments and Contingencies (Continued)

Obligations Held under Capital Leases (Continued)

Minimum future lease payments as of September 30, 2017, are as follows:

2018	$ 203,165
2019	151,586
2020	26,513
Total minimum lease payments	381,264
Less: Amount representing interest	(41,690)
Present value of net minimum lease payments	339,574
Current maturities of obligations held under capital leases	(184,036)
Long-Term Portion of Obligations Held under Capital Leases	$ 155,538

Coverage

The Company has insurance policies that allow the Company to control the risks related to loss claims that exceed certain minimum deductible limits, but not to exceed a predetermined maximum ceiling of exposure. Based on recent claims history and the Company's estimates of the aggregate liability, a provision for claims under this insurance coverage is recorded and revised monthly for appropriateness. As of September 30, 2017, the accrued provision for claims was approximately $504,000. The accrual is included in accrued liabilities in the accompanying balance sheet. The Company pays all claims monthly as required by the carrier.

Performance Bonds

As of September 30, 2017, the Company maintained approximately $3,441,000 in bonds issued by various surety companies to provide protection against the Company's failure to perform certain contracts in accordance with their terms. These bonds are guaranteed by the Company.

Litigation

The Company experiences routine litigation in the normal course of its business. Management does not believe that any pending or threatened litigation will have a material adverse effect on its financial statements.

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Note 12: Related-Party Transactions

The Company purchases supplemental insurance policies from two parties related through common ownership. One policy provides coverage for claims below $60,000 per claim, while the other policy provides coverage for claims in excess of $60,000 per claim. The Company paid premiums of $900,000 and $1,200,000, respectively, during the year ended September 30, 2017, to cover the period from November 1, 2016 through October 31, 2017. The Company has no premiums payable due to the related party as of September 30, 2017. At September 30, 2017, the Company had an insurance claims reimbursement included in accounts receivable of $135,560.

As discussed in Note 10, the Company leases two facilities from the stockholder, with monthly rental expense totaling $13,000. Total rent expense for the year ended September 30, 2017, paid to the stockholder was $156,000. These leases are month to month per the agreement with the stockholder. The Company does not intend to terminate these leases at the present time.

Note 13: Pension Plans

In accordance with the collective bargaining agreements, the Company makes contributions to the Western Conference of Teamsters Pension Trust Fund on behalf of all covered employees for Teamsters Local 911 Ontario and Teamsters Local 665 San Francisco. For the year ended September 30, 2017, the Company has agreed to contribute $0.10 and $0.30, respectively, per hour worked for employees who have been employed less than 90 days and $2.25 and $2.19, respectively, per hour worked for employees who have been employed more than 90 days. Starting January 1, 2017, required contributions for Teamsters Local 911 Ontario increased to $2.75 per hour worked. These collective bargaining agreements expire in June 2022 and November 2020, respectively.

In addition, the Company makes contributions to the Teamsters Local 665 San Francisco 401(k) plan and the SF Western Conference of Teamsters Pension Trust Fund on behalf of all covered employees. For the year ended September 30, 2017, the Company has agreed to contribute $0.25 per hour worked to the 401(k) plan for employees who have been employed more than 90 days.

For the year ended September 30, 2017, the Company made contributions to the SF Western Conference of Teamsters Pension Trust Fund in the amount of $288,011, which is included in cost of revenues in the accompanying statement of operations. The Company's contribution to the plan makes up less than 5 percent of total plan contributions per the 2016 annual report.
The Company's participation in this plan for the annual periods ended December 31, 2016, is outlined below. The "EIN/Pension Plan Number" provides the Employee Identification Number ("EIN") and the three-digit plan number. The most recent Pension Protection Act zone status available is January 1, 2017. The zone status is based on information that the Company receives from the plan and is certified by the plan's actuary.

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Note 13: Pension Plans (Continued)

Among other factors, plans in the red zone are generally less than 65 percent funded, plans in the yellow zone are less than 80 percent funded, and plans in the green zone are at least 80 percent funded. FIP/RP Status Pending indicates plans for which a financial improvement plan ("FIP") or a rehabilitation plan ("RP") is either pending or has been implemented. There have been no significant changes that affect the comparability of 2016 contributions.

Pension Fund Name: SF Western Conference of Teamsters Pension Trust Fund
EIN/Pension Plan Number: 91-6145047/001

Pension Protection Act Zone Status	Green
FIP/RP Status Pending	N/A
Surcharge Imposed	No
Expiration Date of Collective Bargaining Agreement(s)	November 30, 2020 and June 30, 2022

The risks of participating in a multiemployer pension plan are different from a single-employer plan in the following aspects:

a. Assets contributed to the multiemployer plan by one employer may be used to provide benefits to employees of other participating employers.

b. If a participating employer stops contributing to the plan, the unfunded obligations of the plan may be borne by the remaining participating employers.

c. If the Company chooses to stop participating in the multiemployer plan, it may be required to pay the plan an amount based on the underfunded status of the plan, which is referred to as the withdrawal liability.

Note 14: Fair Value Measurements

The Company accounts for fair value transactions using FASB ASC 820, *Fair Value Measurements and Disclosures*. FASB ASC 820-10 defines fair value, establishes a framework for measuring fair value, and requires enhanced disclosures about fair value measurement.

FASB ASC 820 establishes a three-level valuation hierarchy for disclosure of fair value measurements. The valuation hierarchy is based upon the transparency of inputs in the valuation of an asset as of the measurement date.

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Note 14: Fair Value Measurements (Continued)

The three levels are defined as follows:

Level 1: Quoted market prices in active markets for identical assets or liabilities.

Level 2: Valuations based on quoted prices in markets that are not active or for which all significant inputs are observable, either directly or indirectly.

Level 3: Valuations based on inputs that are unobservable and significant to the overall fair value measurement.

Fair value is a market-based measurement considered from the perspective of a market participant rather than an entity-specific measurement. Therefore, even when market assumptions are not readily available, the Company's own assumptions are set to reflect those that market participants would use in pricing the asset or liability at the measurement date.

A financial instrument's categorization within the valuation hierarchy is based upon the lowest level of input that is significant to the fair value measurement.

Assets measured at fair value on a recurring basis are composed of the following:

Description	Fair Value at September 30, 2017
Marketable Securities (Equity Securities)	$ 130,346

Fair value was determined based on quoted market prices in an active market (Level 1).

The Company did not recognize any unrealized loss on marketable securities in the statement of operations for the year ended September 30, 2017.

Note 15: Subsequent Events

Events occurring after September 30, 2017, have been evaluated for possible adjustment to the financial statements or disclosure as of February 27, 2018, which is the date the financial statements were available to be issued.

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3. Compliance with Specifications

Transportation Concepts hereby agrees that the material, equipment and services offered will meet or exceed all of the requirements of the specifications in this RFP and that no deviations have been proposed or exceptions taken.

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EXHIBIT "E"

INSURANCE REQUIREMENTS

Without limiting Contractor's indemnification obligations under this Agreement, Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, or employees.

Minimum Scope of Insurance

Coverage shall be at least as broad as:

Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001).

Insurance Services Office form number CA 0001 (Ed. 1/87) covering Automobile Liability, code 1 (any auto).

Workers' Compensation insurance as required by the State of California.

Employer's Liability Insurance.

Minimum Limits of Insurance

Contractor shall maintain limits no less than:

General Liability: $10,000,000 per occurrence for bodily injury, personal injury and property damage. The general aggregate limit shall apply separately to this program or be twice the occurrence limit.

Automobile Liability: $10,000,000 per occurrence.

Employer's Liability: $1,000,000 per accident for bodily injury or disease.

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: (1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its officers, officials, employees and volunteers or (2) the Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.

Other Insurance Provisions

The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

Additional Insured Endorsement:

General Liability: The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers, elected and appointed officials, employees, and volunteers are to be

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covered as insureds with respect to liability arising out of work performed by or on behalf of the Contractor. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance, or as a separate owner's policy.

Automobile Liability: The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers, elected and appointed officials, employees, and volunteers are to be covered as insureds with respect to liability arising out of automobiles owned, leased, hired or borrowed by or on behalf of the Contractor.

For any claims related to this project, the Contractor's insurance coverage shall be primary insurance as respects to the Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, its officers, elected and appointed officials, employees, and volunteers. Any insurance or self-insurance maintained by the Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled by either party, except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City.

Each insurance policy shall be endorsed to state that the inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, and the coverages afforded shall apply as though separate policies had been issued to each insured.

Each insurance policy shall be in effect prior to awarding the contract and each insurance policy or a successor policy shall be in effect for the duration of the project. The maintenance of proper insurance coverage is a material element of the contract and failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract on the Contractor's part.

Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII and which are authorized to transact insurance business in the State of California by the Department of Insurance.

Verification of Coverage

Contractor shall furnish the City with original certificates and amendatory endorsements effecting coverage required by this clause. The endorsements should be on the City authorized forms provided with the contract specifications. Standard ISO forms which shall be subject to City approval and amended to conform to the City's requirements may be acceptable in lieu of City authorized forms. All certificates and endorsements are to be received and approved by the City before the contract is awarded. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time.

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Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

Risk Management

Contractor acknowledges that insurance underwriting standards and practices are subject to change, and the City reserves the right to make changes to these provisions in the reasonable discretion of its Risk Manager.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

EXHIBIT “F”

COST PROPOSAL

See attached.

DocuSign Envelope ID: F0AE48A4-0155-43D2-A0D2-730DBE4B909C

EXHIBIT F
Cost Proposal

This COST PROPOSAL FORM is the Cost Proposal for all work described in the Transit Service Agreement.

The Cost Proposal consists of Fixed Fees and Fixed Hourly Rates in accordance with 7.b - Fee Structure, of the Transit Services Agreement. The rates shall be for each of the three (3) periods in the Base Term of the Agreement, and shall be based on the levels of service in terms of vehicle revenue hours, as stated below. The detailed budget breakdown included with this COST PROPOSAL FORM shall be consistent with rates proposed.

A.	**Price Proposal**	**Period 1**	**Period 2**	**Period 3**
	Months in Contract Period	**12**	**12**	**12**
	Revenue Vehicle Hours in Period	**41,000**	**41,000**	**41,000**
1	Fixed Monthly Rate	$91,198.02	$95,062.34	$98,667.18
2	Fixed Hourly Rate	$42.719	$44.525	$46.300
	CALCULATION OF TOTAL ANNUAL COSTS			
3	Fixed Monthly Rate X Months in Period	$1,094,376.24	$1,140,748.08	$1,184,006.16
4	Fixed Hourly Cost X Vehicle Revenue Hours in Period	$1,751,479.00	$1,825,525.00	$1,898,300.00
	Proposed Total Annual Cost	$2,845,855.24	$2,966,273.08	$3,082,306.16

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EXHIBIT "G"

OUT OF CONTRACT RATES DIRECTLY ARISING OUT FEDERAL, STATE OR LOCAL EMERGENCIES

Out of contract services, specifically non-driving services directly related to pandemics, such as additional services beyond the requirements described in "Exhibit B", are subject to the rates set forth below.

Description	Year 1	Year 2	Year 3
Driver Wages	$ 20.87	$ 21.54	$ 22.22
Driver Workers Compensation	$ 2.70	$ 2.78	$ 2.87
Driver Health Insurance	$ 1.51	$ 1.56	$ 1.60
Other Driver Fringe Benefits	$ 2.28	$ 2.35	$ 2.43
Fixed Hourly Rate	**$ 27.35**	**$ 28.23**	**$ 29.12**

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EXHIBIT "H"

TERMS FOR COMPLIANCE WITH CALIFORNIA LABOR LAW REQUIREMENTS

1. Contractor acknowledges that the project as defined in this Agreement between Contractor and the City, to which this Terms for Compliance with California Labor Law Requirements is attached and incorporated by reference, is a "public work" as defined in Division 2, Part 7, Chapter 1 (commencing with Section 1720) of the California Labor Code ("Chapter 1"), and that this Agreement is subject to (a) Chapter 1, including without limitation Labor Code Section 1771 and (b) the rules and regulations established by the Director of Industrial Relations ("DIR") implementing such statutes. Contractor shall perform all work on the project as a public work. Contractor shall comply with and be bound by all the terms, rules and regulations described in 1(a) and 1(b) as though set forth in full herein.

2. California law requires the inclusion of specific Labor Code provisions in certain contracts. The inclusion of such specific provisions below, whether or not required by California law, does not alter the meaning or scope of Section 1 above.

3. Pursuant to Labor Code Section 1773.2, copies of the prevailing rate of per diem wages for each craft, classification, or type of worker needed to perform the Agreement are on file at City Hall and will be made available to any interested party on request. Contractor acknowledges receipt of a copy of the DIR determination of such prevailing rate of per diem wages, and Contractor shall post such rates at each job site covered by this Agreement.

4. Contractor shall comply with and be bound by the provisions of Labor Code Sections 1774 and 1775 concerning the payment of prevailing rates of wages to workers and the penalties for failure to pay prevailing wages. The Contractor shall, as a penalty to the City, forfeit the maximum amount allowable by law for each calendar day, or portion thereof, for each worker paid less than the prevailing rates as determined by the DIR for the work or craft in which the worker is employed for any public work done pursuant to this Agreement by Contractor or by any subcontractor.

5. Contractor shall comply with and be bound by the provisions of Labor Code Section 1776, which requires Contractor and each subcontractor to (1) keep accurate payroll records and verify such records in writing under penalty of perjury, as specified in Section 1776, (2) certify and make such payroll records available for inspection as provided by Section 1776, and (3) inform the City of the location of the records.

6. Contractor shall comply with and be bound by the provisions of Labor Code Sections 1777.5, 1777.6 and 1777.7 and California Administrative Code title 8, section 200 *et seq*. concerning the employment of apprentices on public works projects. Contractor shall be responsible for compliance with these aforementioned Sections for all apprenticeable occupations. Prior to commencing work under this Agreement, Contractor shall provide City with a copy of the information submitted to any applicable apprenticeship program. Within sixty (60) days after concluding work pursuant to this Agreement, Contractor and each of its subcontractors shall submit to the City a verified statement of the journeyman and apprentice hours performed under this Agreement.

7. Contractor acknowledges that eight (8) hours labor constitutes a legal day's work. Contractor shall comply with and be bound by Labor Code Section 1810. Contractor shall comply with and be bound by the provisions of Labor Code Section 1813 concerning penalties for workers who work excess hours. The Contractor shall, as a penalty to the City, forfeit twenty-five dollars ($25) for each worker employed in the performance of this Agreement by the Contractor or by any

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subcontractor for each calendar day during which such worker is required or permitted to work more than eight (8) hours in any one (1) calendar day and forty (40) hours in any one calendar week in violation of the provisions of Division 2, Part 7, Chapter 1, Article 3 of the Labor Code. Pursuant to Labor Code section 1815, work performed by employees of Contractor in excess of 8 hours per day, and 40 hours during any one week shall be permitted upon compensation for all hours worked in excess of 8 hours per day at not less than 1 and 1/2 times the basic rate of pay.

8. California Labor Code Sections 1860 and 3700 provide that every contractor will be required to secure the payment of compensation to its employees. In accordance with the provisions of California Labor Code Section 1861, Contractor hereby certifies as follows:

> "I am aware of the provisions of Section 3700 of the Labor Code which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this contract."

9. For every subcontractor who will perform work on the project, Contractor shall be responsible for such subcontractor's compliance with Chapter 1 and Labor Code Sections 1860 and 3700, and Contractor shall include in the written contract between it and each subcontractor a copy of those statutory provisions and a requirement that each subcontractor shall comply with those statutory provisions. Contractor shall be required to take all actions necessary to enforce such contractual provisions and ensure subcontractor's compliance, including without limitation, conducting a periodic review of the certified payroll records of the subcontractor and upon becoming aware of the failure of the subcontractor to pay his or her workers the specified prevailing rate of wages. Contractor shall diligently take corrective action to halt or rectify any failure.

10. To the maximum extent permitted by law, Contractor shall indemnify, hold harmless and defend (at Contractor's expense with counsel acceptable to the City) the City, its officials, officers, employees, agents, independent contractors, and volunteers from and against any demand or claim for damages, compensation, fines, penalties or other amounts arising out of or incidental to any acts or omissions listed above by any person or entity (including Contractor, its subcontractors, and each of their officials, officers, employees and agents) in connection with any work undertaken or in connection with the Agreement, including without limitation the payment of all consequential damages, attorneys' fees, and other related costs and expenses. All duties of Contractor under this Section shall survive termination of the Agreement.