

***TotalTransit***

**City of Maricopa**



**Request for Proposal 13TRA032513**

**Demand Response Services**

**June 3, 2013**

**Original**

# TotalTransit

May 30, 2013

Ms. Pattie Lacombe  
Purchasing Manager  
45145 West Madison Avenue  
Maricopa, AZ 85139

Re: RFP13TRA032513 – Demand Response Service

Dear Ms. LaCombe,

Enclosed is Total Transit/Valutrans' bid to continue providing Demand Response Services for the City of Maricopa. We are aware that Demand Response is an important part of the services the City of Maricopa offers its citizens and we know how important it is to the City of Maricopa that this service is provided in an exemplary fashion. You can feel confident and assured with Total Transit – we have 29 years of experience operating a transportation business right here in Arizona. We provide Dial-A-Ride, shuttle, taxi, fixed and flex route transit and non-emergency medical transportation services at the rate of 2.5 million trips every year. We are recognized as a leader in the industry, having been chosen as the 2009 TLPA Large Fleet Operator of the Year by the Taxi, Limousine and Paratransit Association (TLPA). We separate ourselves even further from the competition by extending our transportation solutions to three lines of business – private, public and transportation management. We truly are setting the benchmark for other companies to follow!

You will find our pricing to be very competitive and includes a fully integrated, passenger focused delivery system, local transportation experience, the full services of our 24/7/365 Customer Solutions Center in Glendale and free consulting services to help you cut costs and enhance services. We are ready to continue providing our industry- leading performance excellence to you and are committed to continue servicing the City of Maricopa in an exemplary fashion.

Thank you for the opportunity to submit this bid. Should you have any questions about our response, please contact Ron Barnes at 602-200-5500 or by email at [rbarnes@totaltransit.com](mailto:rbarnes@totaltransit.com). We look forward to the opportunity to discuss our proposal with you.

Sincerely,



Bill Blair  
Director of Operations

OFFICE 602.200.5500 | FAX 602.200.5505 | ADDRESS 4600 W. Camelback Road, Glendale, AZ 85301-7609

[www.TotalTransit.com](http://www.TotalTransit.com)

# Total Transit

## Executive Summary

The City of Maricopa takes pride in providing safe, comfortable and reliable service to your Demand Response passengers. We can see this commitment in the requirements set forth in this RFP. Total Transit feels like we are the perfect partner to continue giving your Demand Response passengers exemplary service.

Our 29 years of experience in the transportation business right here in Arizona has taught us a lot about the transportation industry and how best to serve every passenger – Dial-A-Ride, taxi, fixed route, public transit, flex route commuter, shuttle or non-emergency medical transportation.

Our winning formula is something that we've painstakingly developed over decades. We would welcome the opportunity to continue serving the City of Maricopa. Some key highlights are:

- Local transportation experience
- A full understanding of your market
- Free consulting services
- A passenger focused approach to service delivery
- Continuous investment in driver training
- Dispatch center that is available 24/7/365
- Bilingual services

The City of Maricopa is working to make a difference for Demand Response passengers. Total Transit's Core Principles speak of our desire to make a difference also – a difference that will be obvious to City of Maricopa passengers.

<b>Total Transit</b>
<b>Core Principles</b>
<ul style="list-style-type: none"><li>• Operate transparently with integrity and honesty at all times</li><li>• Reduce risk and our impact on the environment</li><li>• Attract, retain and mentor the best people</li><li>• Understand the customer's needs and exceed their expectations</li><li>• Be an indispensable member of our community</li><li>• Encourage innovation and embrace change</li></ul>

Total Transit, founded in March of 1984, has grown into one of the premier transportation companies in the country. In fact, the Taxi, Limousine and Paratransit Association (TLPA) recognized Total Transit as the 2009 TLPA Large Fleet Operator of the Year. We point out this award not to brag, but to provide additional evidence that we are indeed well qualified to meet and exceed your needs and expectations.

We stand ready and hopeful that the City of Maricopa will continue allowing us to bring our 29 years of experience to partner with you in providing every passenger with timely, efficient and professional service in a clean vehicle driven by a courteous driver committed to the overall positive experience of each passenger.

***The City of Maricopa and Total Transit – A Winning Team!***

**REQUEST FOR PROPOSALS**  
**Demand Response Services**  
**RFP: 13TRA032513**

**INTRODUCTION**

The City of Maricopa will accept competitive sealed proposals for Demand Response Services at the address or physical location until the date and time detailed below. Proposals shall be delivered to the location listed below and shall be in the actual possession of the City on or prior to the exact date and time indicated below. Late proposals will not be considered. **Proposals shall be submitted in a sealed package with "RFP -13TRA032513 Demand Response Services" and the Offeror's name and address clearly indicated on the front of the package.** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the **entire** Request for Proposal.

Pre-submittal Meeting:	May 22, 2013, 10:00 am, Interim City Hall
Proposal Due Date:	June 4, 2013
Proposal Time:	2:00:00 PM Arizona time
Number of Qualifications:	1 unbound original and 5 bound copies (please label original)
Contact:	Pattie LaCombe, Purchasing Manager
E-Mail:	<a href="mailto:patricia.lacombe@maricopa-az.gov">patricia.lacombe@maricopa-az.gov</a>
Mailing Address:	P.O. Box 610, Maricopa, Arizona 85139
Location:	45145 West Madison Avenue, Maricopa, Arizona 85139

**OFFER**

To the City of Maricopa: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with the Terms and Conditions contained in the Request for Proposal package issued by the City.

OFFEROR CONTACT INFORMATION	
For clarification of this offer contact:	
Name: <u>Bill Blair</u>	Email: <u>bblair@totaltransit.com</u>
Federal Employer Identification Number: <u>86-0484495</u>	Authorizing Offeror Signature: <u>Bill Blair</u>
<u>TOTAL TRANSIT</u> Company Name	<u>Bill Blair</u> Printed Name
<u>4600 W. Camelback Rd.</u> Address	<u>Director of Operations</u> Title
<u>Glendale AZ 85301</u> City State Zip Code	Telephone: <u>602-200-5500</u> Fax: <u>602-200-5505</u>

# ***TotalTransit***

**City of Maricopa  
Demand Response Proposal  
RFP: RFP13TRA032513**

**1 – Offer Sheet**

This document is located after the Cover Letter and Executive Summary.

# Total Transit

## 2 - Letter of Transmittal

Total Transit/Valutrans is extremely well qualified to help the City of Maricopa achieve your objectives, since we handle this service today. We understand the scope of work for this Request for Proposal and are ready to fulfill each requirement

We will operate City-supplied vans for the pick-up and delivery of your passengers as per the schedule provided in the RFP; supply bus operators who are trained as required by the RFP; perform drug and alcohol testing as defined by the FTA; supply daily supervision of operators and dispatchers; provide dispatch services using our existing dispatch location; implement and sustain a driver training, customer service and safety program; collect, record, prepare and submit financial and non-financial information as required on a monthly basis; deliver the farebox to the City at the end of each shift; report passengers that repeatedly do not have money to pay fare; provide uniforms to drivers; provide daily interior and weekly exterior cleaning of vehicles at the City facility; fuel vehicles with a City of Maricopa fuel card at designated locations; perform daily safety and vehicle inspections prior to beginning the daily route; maintain insurance as described in the RFP; participate in community events as requested; and assist the City in public relations and promotional activities as requested.

Total Transit offers **additional services** to enhance the City of Maricopa's ability to provide complete passenger satisfaction. These additional services include a fully integrated, passenger focused delivery system, local transit experience and a full understanding of your market, and free consulting services to improve and enhance service while cutting costs.

The following are authorized to make representations on behalf of Total Transit/Valutrans:

Ron Barnes, National Business Development Manager  
4600 W. Camelback Rd., Glendale, AZ 85301  
602-200-5500 (Phone) 602-200-5505 (Fax)  
rbarnes@totaltransit.com

Bill Blair, Director of Operations  
4600 W. Camelback Rd., Glendale, AZ 85301  
602-200-5500 (Phone) 602-200-5505 (Fax)  
bblair@totaltransit.com

Bill Blair, Director of Operations, is authorized to bind Total Transit to a contract with the City.

# **Total Transit**

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# Total Transit

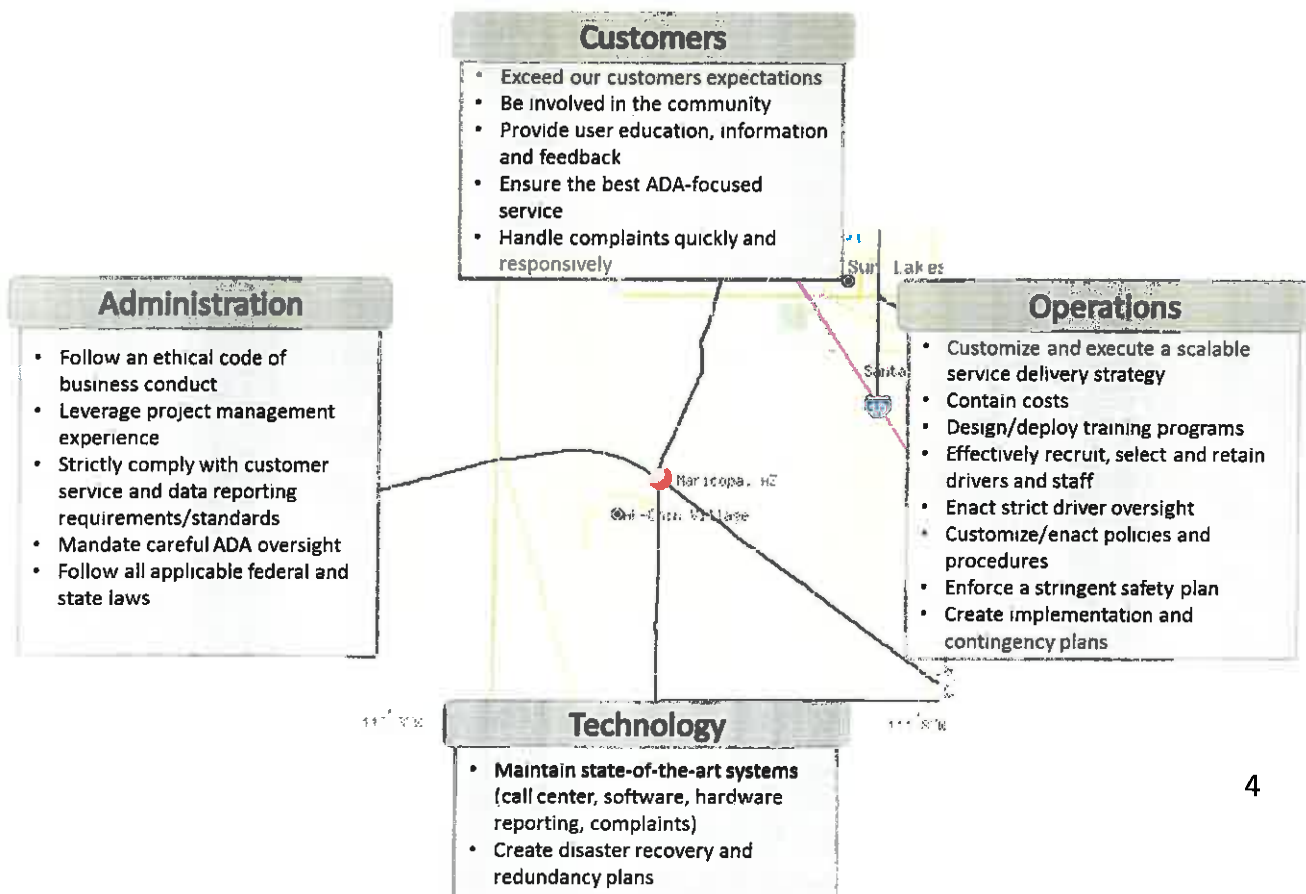
## 4 - Firm Overview and Management Structure

### a. Your firm is in what primary line of business?

Total Transit is a transportation management company. Our three lines of business are:

- Public Transportation – Fixed and flex route, express, dial-a-ride and other transit related services for private and public entities as well as transit authorities
- Private Transportation – Discount Cab – over 800 vehicles serving east and west Maricopa County and Tucson completing an average of 12,000 trips per day
- Transportation Management – Full service transportation management services for state agencies, managed care organizations, transit authorities and social service agencies

Relative to this proposal, Total Transit is the perfect partner to provide demand-response transportation management that will deliver so much more than just a ride on a van. The following chart illustrates our approach to total transportation management focused on customers, administration, technology and operations.





# Total Transit

**b. Does your firm have at least one office located in the State of Arizona?**

Total Transit is based in Glendale, Arizona with additional locations in Mesa and Tucson.

**c. Discuss the structure of your firm. If a private firm, state whether a corporation, partnership, sole proprietorship or combination. Provide a listing of all principals and/or owners. Indicate the length of time the firm has been in business under the current business name as well as any previous business names.**

Total Transit is an Arizona corporation. The owners are Craig and Chris Hughes. Total Transit has been in business for 29 years, starting out as a 16-cab operation growing to the multi-faceted transportation company detailed in question 4.a.

Our complete organization chart is in **Appendix 3**. We are led by Founder and CEO Craig Hughes and a Board of Directors with managers reporting to them. The major departments within Total Transit encompass:

- Operations
- Finance
- Contractor Leasing Services
- Full-service Customer Solutions Center for call intake and dispatch
- Shop capable of all vehicle maintenance except painting
- Human Resources
- Contractor Recruiting and Development
- Business Development
- Risk Management
- Safety and Security Management
- Fleet Services
- Information Technology

In support of the City of Maricopa, the services covered by the RFP would be under our Public Transportation Division. The following people will have lead roles in providing Dial-A-Ride services for the City of Maricopa.

- Ron Barnes – National Public Transportation Manager
- Chris R.S. Hager – Operations Manager
- Adel Shleef – Trainer/Sr. Operations Supervisor
- Jim Simpson - Customer Solutions Center – call center/dispatch

# Total Transit

## d. Organizational Chart

An organizational chart is provided in **Appendix 4**. The positions related to this proposal are highlighted in **blue**.

## e. Provide documentation that the Offeror is licensed under the applicable laws of the State of Arizona.

Total Transit's operating license is in **Appendix 1**.

## 5 – Disclosures of Conflict of Interest

The Offeror shall include a statement that no conflicts of interest exist as defined by Arizona Revised Statutes, Title 38, Chapter 3, Article 8. In the event any professional or personal financial interest does exist, the nature of the relationship shall be disclosed to the City and examined by the City of the material facts of the disclosure. The above referenced statute shall govern the actions of the City in the event a conflict exists.

Total Transit has no conflicts of interest as described in the Statute referenced above.

## 6 - Experience

### a. Describe comparable transit services provided by the firm to municipalities since January 2007 similar in scope to the City's request.

#### Comparable Services

Total Transit operated Route 660 – Wickenburg Connector for Valley Metro RPTA from July 2006 until October 2011 when funding was removed due to low ridership. The Wickenburg Connector was a rural flex route service between Wickenburg and the Arrowhead Towne Center in Glendale serving Wickenburg, Surprise and Glendale with stops in Circle City, Wittmann, Morristown and Sun City. We were responsible for all facets of service including administrative, personnel, operation, ADA compliance, trip scheduling and maintenance of equipment. We were also responsible for providing the maintenance and storage facility to meet the needs of the service.

Total Transit operates the Maricopa County Demand Transportation Program for Valley Metro/RPTA, which is a Dial-A-Ride (door-to-door) service for seniors and ADA passengers in the Sun City/West Valley area. This service requires compliance with ADA guidelines and FTA requirements. This program provides ADA trained drivers,

# Total Transit

day-to-day management, program oversight, administration, NTD reporting and dispatch services utilizing our 24/7/365 state-of-the-art computerized call center.

## Technical Capacity – Operations

Total Transit understands the scope of work to be as follows: We will operate City-supplied vans for the pick-up and delivery of passengers as per the schedule provided in the RFP; supply bus operators who are trained as required by the RFP; perform drug and alcohol testing as defined by the FTA; supply daily supervision of operators and dispatchers; provide dispatch services using our existing dispatch location; implement and sustain a driver training, customer service and safety program; collect, record, prepare and submit financial and non-financial information as required on a monthly basis; deliver the farebox to the City at the end of each shift; report passengers that repeatedly do not have money to pay fare; provide uniforms to drivers; provide daily interior and weekly exterior cleaning of vehicles at the City facility; fuel vehicles with a City of Maricopa fuel card at designated locations; perform daily safety and vehicle inspections prior to beginning the daily route; maintain insurance as described in the RFP; participate in community events as requested; and assist the City in public relations and promotional activities as requested.

Total Transit offers **additional services** to enhance the City of Maricopa's ability to provide complete passenger satisfaction. These additional services include a fully integrated, passenger focused delivery system, local transit experience and a full understanding of your market, and free consulting services to improve and enhance service while cutting costs.

We understand that a critical component of these services for the City of Maricopa is the call center. Without dependability in receiving calls and dispatching trips, the whole program fails. The City of Maricopa can feel completely confident with Total Transit's Customer Solutions Center. We have one of the largest dispatch centers in the nation dispatching an average of 12,000 calls per day from our state-of-the-art facility in Glendale, Arizona. Over 100 Customer Service Agents and support staff work around the clock, 24/7/365, to ensure your passengers receive courteous, prompt and efficient call response and trip dispatch.

Your passengers deserve a safe, courteous driver every time they ride on a City of Maricopa van. Total Transit is fully committed to seeing that every driver we provide meets your expectations. We will continue to use the current driver for this contract and will provide back-up drivers, as needed, from our current pool of bus drivers used for our express and fixed route buses. We have a

# Total Transit

stringent drug and alcohol policy that complies with DOT/FTA requirements. Every employee undergoes a 5-panel drug and alcohol screening before hire and randomly thereafter or upon reasonable suspicion. Our drug and alcohol policy is included in **Appendix 1**.

In order to ensure that our drivers are the safest possible, we have a number of qualifications they must meet for this contract including:

- Possess a current valid commercial driver's license with no restrictions other than corrective lenses
- Have no limitation or restrictions that would interfere with safe driving, including but not limited to, medical conditions, ignition interlock restriction or prescribed medication that would interfere with the safe, lawful operation of a motor vehicle
- Pass an initial 5-panel drug screening
- Pass a Department of Criminal Investigation (DCI) background check
- Pass a child and dependent adult abuse background check
- Not be identified on the Office of Inspector General (OIG) Excluded Parties List System (EPLS)
- Be trained in the use of ADA access equipment
- Use passenger restraint devices as required by law
- Provide assistance to passengers, as needed or requested, particularly for passengers with mobility impairments requiring assistance in boarding, de-boarding or securing a mobility device
- Not smoke while in the vehicle or while transporting members
- Not transport members while under the influence of alcohol or any drug that impairs the ability to drive safely
- Not provide transportation if they have an illness that could pose a threat to the health and well-being of the member
- Submit to random drug and alcohol screenings

Total Transit is committed to community outreach as means to ensure the success of the City of Maricopa's program. We propose the creation of an advisory committee of City of Maricopa employees and passengers meeting quarterly to discuss this program. We propose the creation of a "champion's" group of community leaders, who will meet with us on a quarterly basis to receive updates on the program, provide input and be encouraged to provide their continued support.

The City of Maricopa conducts several public events throughout the year that provide the opportunity to reach out to the community and introduce them to the City of Maricopa's transportation service. We at Total Transit totally embrace and support community outreach activities. As we have been doing during the current contract, we will provide staff to assist in showcasing City of Maricopa vehicles, as

# Total Transit

well as distributing brochures, comment cards, performance/satisfaction surveys and other material as requested by the City.

## Technical Capacity – Administration

Although our goal is to provide excellent service every time, we understand that issues do occasionally arise, and we have created a thorough complaint-handling process to ensure we recover effectively from any service related issue. Our proprietary, fully automated mobility management system is used to collect any new complaints, launch and manage the investigation and provide complete reporting. The investigation process consists of a customer interview, driver interview and police report review when available. A corrective action is determined, as necessary, executed, and communicated to the City of Maricopa.

## Safety Program

We have a rigorous drug and alcohol policy which is provided in **Appendix 1**.

All drivers receive extensive safety training as described in the next section. Our safety and training materials are both video and written material. The video material as well as the volume of written material makes it impractical to provide with the proposal. However, we are happy to offer access to our training program, including attendance at our three-day classroom training, to the City of Maricopa upon request.

Total Transit's Safety and Security Plan is included as **Appendix 4**.

## Training

The assurance of excellent customer service for your valued passengers is the result of qualified and well-trained Total Transit employees. Training is provided as part of on-going training scheduled at our Corporate Offices in Glendale. Each driver receives comprehensive training including classroom and behind-the-wheel instruction. This training includes vehicle, equipment, operating area, operating procedures, ADA Sensitivity, safety and customer service training. Our Customer Service Agents are also well trained, receiving six weeks of training upon hire and on-going yearly and "as needed" training including initial and yearly ADA sensitivity, HIPAA and customer service training. You can know, without a doubt, that **every** employee that interacts with your passengers in any way is fully trained both in the technical and customer services aspects of their job. **Appendix 2** contains both Driver and Customer Service Agent training material.

# Total Transit

In addition to the training outlined in **Appendix 2**, each driver will receive Passenger Service and Safety (PASS) training. This training will further ensure a safe and customer-sensitive experience for your passengers.

## **Operating Policy and Procedures**

Total Transit's Operating Policy and Procedure for our current operation with the City of Maricopa is included in **Appendix 1**.

Total Transit maintains complete operating policies and procedures that are too extensive to include in this proposal. Our policies and procedures on any issue that may be of interest to the City of Maricopa are available upon request.

- b. Complete and return the attached City of Maricopa Substitute W-9 form (Attachment B).**

This form can be found along with the other forms containing signatures behind the Executive Summary.

## **Route/Scheduling Flexibility**

We operate the routes within the guideline provided by the City of Maricopa. The routes are predefined, as are the reservation criteria. We are willing and able to flex routes and schedules as requested by the City of Maricopa.

## **Bus Breakdown Response Plan**

Total Transit created, in consultation with the City of Maricopa, an operation policy related to bus breakdowns. That policy is included in **Appendix 1**.

## **7 - Bonds – Not Applicable**

## **8 - References**

Jim Wright  
Director of Operations  
Valley Metro/RPTA  
3320 N. Greenfield Rd.  
Mesa, AZ 85215  
480-287-5980

Fixed Route services-Express services, Dial-A-Ride Sun City/West Valley since 2006, East Valley Dial-A Ride since 2011;

# Total Transit

Kristen Sexton  
Transit Coordinator  
City of Avondale  
11465 W. Civic Center Dr.  
Avondale, AZ 85323  
623-333-1030

Circulator service since July 2011

Maher Hazine  
Deputy Public Works Director  
City of Peoria  
9875 N. 85<sup>th</sup> Ave.  
Peoria, AZ 85345  
623-773-7502

Door-to-door Dial-A-Ride (paratransit) services since November 2010

David Kohlbeck  
Assistant Director Internal Services  
City of Surprise  
16000 N. Civic Center Plaza  
Surprise, AZ 85374  
623-222-6025

## 9 – Proposed Fees/Compensation

**Complete one (1) Cost Sheet for all of the proposals that your firm wishes to bid (Attachment A). Costs quoted should be the total costs to the City.**

Attachment A and Attachment A-1 are on the following two pages.

**ATTACHMENT A**

**PRICE SHEET**

2013 – 2014 BUDGET	
<b>SUBSTANCE ABUSE PROGRAM</b>	
Collection Site	\$
Medical Review Officer	\$
Laboratory Testing	\$ 200
Related Travel	\$
<b>OPERATING BUDGET</b>	
Driver/Dispatcher Salaries	\$ 29,500
Fringe Benefits	\$ 6,400
Uniform Purchase	\$ 800
Cell Phone Service	\$ 780
Operating Supplies	\$ 60,320

**Total Bid: \$ 98,000**



**ATTACHMENT A-1**

**PRICE SHEET**

<b>2014 – 2015 BUDGET</b>	
<b>SUBSTANCE ABUSE</b>	<b>PROGRAM</b>
Collection Site	\$
Medical Review Officer	\$
Laboratory Testing	\$ 210
Related Travel	\$
<b>OPERATING BUDGET</b>	
Driver/Dispatcher Salaries	\$ 30,975
Fringe Benefits	\$ 6,720
Uniform Purchase	\$ 840
Cell Phone Service	\$ 819
Operating Supplies	\$ 63,336

**Total Bid: \$ 102,900**

**SUBSTITUTE W-9 FORM**

**PART I: Company Information:**

1. Name (as shown on Income Tax Return): TOTAL TRANSIT, INC.
2. Business Name (if different than above): \_\_\_\_\_
3. DUNS #: 18-2594960
4. Federal employer identification number (or SSN): 86-0484495
5. Type of organization (check one):
 

<input type="checkbox"/> Individual/Sole Proprietor	<input type="checkbox"/> Limited Liability Company*
<input checked="" type="checkbox"/> Corporation	<b>*Choose the tax classification</b>
<input type="checkbox"/> Partnership	<input type="checkbox"/> Disregarded Entity
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Corporation
	<input type="checkbox"/> Partnership
6. Order Address: 4600 W. Camelback Rd. Glendale AZ 85301  
 (Order address) (City) (State) (Zip code)
7. Remittance address (if different than above):  
 \_\_\_\_\_  
 (Remittance address) (City) (State) (Zip code)
8. Contact person for bid invitations: Bill Blair
9. Phone Number: 602-200-5500 Fax Number: 602-200-5505
10. Email address of contact person: bblair@totaltransit.com
11. Applicant is a (check one):
 

<input type="checkbox"/> Factory Representative	<input type="checkbox"/> Jobber
<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Authorized distributor
<input type="checkbox"/> Retail dealer	<input type="checkbox"/> Contractor
<input type="checkbox"/> Consultant	<input checked="" type="checkbox"/> Other: <u>Transportation Service Provider</u>
12. Indicate if the business is registered as a minority or woman-owned company.
 

<input type="checkbox"/> Minority-owned	<input type="checkbox"/> Woman-owned	<input checked="" type="checkbox"/> Not Applicable
---	--------------------------------------	--
13. How long has the company been in business? 29 years
14. Does applicant currently hold a valid business license issued by the City of Maricopa?
 

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
------------------------------	--

**PART II: COMMODITY OR SERVICE DESCRIPTION**

1. Commodity/Service description (this section must be completed):

*Transportation*

**PART III: APPLICANT TERMS & CERTIFICATION**

**Terms:**

The City of Maricopa may take up to 30 calendar days after the receipt of vendor's invoice to render payment unless other arrangements are made through a written contract. Applicant's signature below signifies acceptance of those terms.

**Under Penalties of perjury, I certify that:**

1. The number shown on this form is my correct federal employer identification number.
2. I am not subject to backup withholding because of failure to report interest and dividend income.
3. I am a U.S. person (including a U.S. resident alien).

*(NOTE: You must cross out item 2. above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return).*

4. The following business ownership classifications are applicable:

Disadvantaged Business Enterprise Ownership Classification (Select One Only):

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> 1. Non-Small/Non-Minority/Non-Disabled    | <input type="checkbox"/> 8. Small Business/Disabled Owner                 |
| <input type="checkbox"/> 2. Small Business (Per ARS §41-1001.14)              | <input type="checkbox"/> 9. Minority Woman Owned Business                 |
| <input type="checkbox"/> 3. Minority Owned Business [Per 15 CFR §1400.1(a)]   | <input type="checkbox"/> 10. Disabled-Minority Owned Business             |
| <input type="checkbox"/> 4. Woman Owned Business                              | <input type="checkbox"/> 11. Disabled-Woman Owned Business                |
| <input type="checkbox"/> 5. Owned By Disabled Individual (Per ARS §41-1492.5) | <input type="checkbox"/> 12. Small Business/Minority-Woman Owned          |
| <input type="checkbox"/> 6. Small Business/Minority Owned                     | <input type="checkbox"/> 13. Small Business/Disabled-Minority Owned       |
| <input type="checkbox"/> 7. Small Business/Woman Owned                        | <input type="checkbox"/> 14. Small Business/Disabled-Minority-Woman Owned |

"The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding."

Bill Blair  
 Name (Please print)

Bill Blair  
 Signature

Director of Operations  
 Title (Please print)

5-31-13  
 Date

**ACCEPTANCE OF ALL FEDERAL TERMS**  
*(Must be submitted)*

**PLEASE PROVIDE THE FOLLOWING INFORMATION AS ACCEPTANCE OF THESE TERMS.**

**VENDOR BUSINESS:**

Total Transit

**NAME:** Bill Blair

**TITLE:** Director of Operations

**SIGNATURE:** Bill Blair

**DATE:** 5-31-13

**(BALANCE OF PAGE INTENTIONALLY LEFT BLANK)**

## 10 – Qualifications, Experience and Competence

Total Transit is a transportation management company. Our three lines of business are:

- Public Transportation – Fixed and flex route, express, dial-a-ride and other transit related services for private and public entities as well as transit authorities
- Private Transportation – Discount Cab – over 800 vehicles serving east and west Maricopa County and Tucson completing an average of 12,000 trips per day
- Transportation Management – Full service transportation management services for state agencies, managed care organizations, transit authorities and social service agencies

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Total Transit operates the Maricopa County Demand Transportation Program for Valley Metro/RPTA, which is a Dial-A-Ride (door-to-door) service for seniors and ADA passengers in the Sun City/West Valley area. This service requires compliance with ADA guidelines and FTA requirements. This program provides ADA trained drivers, day-to-day management, program oversight, administration, NTD reporting and dispatch services utilizing our 24/7/365 state-of-the-art computerized call center.

As you can see from our experience, Total Transit is the perfect partner to continue providing demand-response transportation management that will deliver so much more than just a ride on a Dial-A-Ride van.

**An original signed copy of this amendment shall be received by the City of Maricopa Purchasing Office with your offer or prior to the Solicitation due date and time.**

Offeror hereby acknowledges receipt and understanding of the above amendment.		
<i>Bill Blain</i> <i>5-31-13</i>		
Signature	Date	
<i>Bill Blain, Director of Operations</i>		
Typed Name and Title		
<i>TOTAL TRANSIT</i>		
Company Name		
<i>4600 W. Camelback Rd.</i>		
Address		
<i>Glendale</i>	<i>AZ</i>	<i>85301</i>
City	State	Zip
The above referenced Solicitation Amendment is hereby executed this twenty-eighth (28) day of May, 2013, at Maricopa, AZ		
<i>Patricia A. LaCombe</i>		
Patricia A. LaCombe, CPPB Purchasing Manager City of Maricopa, AZ 85139		

## AMENDMENT NO 1 REVISED DOCUMENTS

**General Liability Insurance:** All liability insurance shall cover comprehensive general and automobile liability for both bodily injury, including death, and property damage, including but not limited to aggregate products, aggregate operations, aggregate protective and aggregate contractual with the following minimum limits:

For the ARBOC vehicles aA combined single-limit policy with aggregate limits in the amount of \$5,000,000 and an underinsured/uninsured policy with aggregate limits in the amount of \$300,000.

For the Mini-Vans, a combined single-limit policy with aggregate limits in the amount of \$1,000,000 and an underinsured/uninsured policy with aggregate limits in the amount of \$300,000.

Policies or certificates and completed forms of City's Additional Insured Endorsement (or a substantially equivalent insurance company form acceptable to the City Attorney) evidencing the coverage required by this section shall be filed with City and shall include City as an additional insured. The policy or policies shall be in the usual form of a public liability insurance, but shall also include the following provision:

"Solely as respects work done by or on behalf of the named insured for the City of Maricopa, Arizona, it is agreed that the City of Maricopa, Arizona, City of Chandler and City of Casa Grande and the Arizona Department of Transportation and their respective officers, employees, and contractors are added as additional insured under this policy."

- 14.2 In addition to the above, separate insurance certificates shall also be established and submitted to the City of Maricopa as noted above, that include an additional statement for Additional Insured Endorsements for the Cities of Chandler, Arizona and Casa Grande, Arizona, respectively.

"Solely as respects work done by or on behalf of the named insured for the City of Chandler, Arizona, it is agreed that the City of Chandler, Arizona and its officers, employees, and contractors are added as additional insured under this policy."

And,

"Solely as respects work done by or on behalf of the named insured for the City of Casa Grande, Arizona, it is agreed that the City of Casa Grande, Arizona and its

**SOLICITATION AMENDMENT No.1:**  
**RFP 13TRA032513**  
**Demand Response Services**

An **original signed** copy of this amendment shall be received by the City of Maricopa Purchasing Office with your offer or prior to the Solicitation due date and time. This Solicitation is amended as follows:

**1. SPECIAL TERMS AND CONDITIONS – Item #14 Insurances: page 22**  
**General Liability Insurance should read:**

For the ARBOC vehicles, a combined single-limit policy with aggregate limits in the amount of \$5,000,000 and an underinsured/uninsured policy with aggregate limits in the amount of \$300,000.

For the Mini-Vans, a combined single-limit policy with aggregate limits in the amount of \$1,000,000 and an underinsured/uninsured policy with aggregate limits in the amount of \$300,000.

**2. SCOPE OF SERVICES – Item #4 Service Provider’s Responsibilities, letter “S” on page 46:**

Statement # S will be eliminated as this issue is addressed on page 58, Item # 29.

**3. SCPE OF SERVICES – Item # 10 Fare Boxes on page 48:**

Paragraph # 3 should read:

Service provider’s vehicle operators shall collect fares as established by the City, and maintain an accurate count of all boarding passengers by stop and fare category. Fare boxes ~~revenue~~ will be delivered to City staff at City Hall on a daily basis. Staff will take the fare boxes to an office to be counted by the service provider’s delegated office employees on a daily basis, and reconciled against the stated number of passenger trips. Any shortages must be investigated and corrected by the service provider. The service provider will deliver a daily deposit of the fare box revenue to Maricopa City Hall by 5:45 pm. Fare box revenue is the property of the City of Maricopa and the service provider will submit written reports of revenue collection to the City with the monthly Demand Response operations invoices. ***Fares are subject to adjustment by the City.***

**Please see attached revised documents.**

***ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.***

**An original signed copy of this amendment shall be received by the City of Maricopa Purchasing Office with your offer or prior to the Solicitation due date and time.**



- i. Prepare and collect financial and non-financial data pertaining to the operation of Demand Response service and provide accurate statistical reports on a monthly basis (include copies of form currently in use).
- j. Collect, record, prepare and submit to the CITY all passenger information and operation data as required by the CITY, and applicable requirements of the Federal Transit Administrations National Transit Database reporting system.
- k. Provide uniforms for all employees. The Contractor shall provide and maintain clean, color-coordinated, and identical uniforms approved by the City for all contracted employees. The Contractor shall enforce a dress and appearance code. At a minimum, the dress requirement shall include a collared shirt and slacks. Headgear is optional, but if worn, will be a design of a baseball-type cap. Jacket will be optional for use in cold or rainy weather. All shirts and jackets will have name badges and identification patches with the Contractor's logo. Sandals or open-toed shoes are not allowed.
- l. Maintain vehicle appearance in an acceptable manner with a routine daily interior cleaning and a weekly exterior washing program on all transit vehicles.
- m. All other activities not listed in the request that the service provider believes are essential to the day-to-day operation of the system will be the responsibility of the service provider.
- n. Operators to deliver vehicles to City of Maricopa Department of Public Works Shop for mechanical/maintenance per schedule as required by the Federal Transit Administration and State of Arizona.
- o. Provide and maintain vehicle liability insurance in the amount of \$5 million (Combined Single Limit) with the City of Maricopa and Arizona Department of Transportation listed as "additional insured".  
Provide complete vehicle damage insurance. Provide all necessary workers compensation and general liability insurance.
- p. Provide complete customer service, including but not limited to: public relations, promotion of the transit system, complaints, suggestions for service, accident reporting, ticket sales, information, etc.
- q. Drug and Alcohol testing of all safety sensitive employees as defined and required by the Federal Transit Administration (FTA Circular 9070.1D, October 1, 1998).
- r. The service provider shall have a plan to address vehicular breakdowns during operating hours.
- ~~s. In the event of a vehicle breakdown, accident, or any other event causing the vehicle to be unexpectedly out of service, the driver shall promptly notify the City of Maricopa Fleet Manager and the City of Maricopa COMET Program Manager, in that order, of the event causing the vehicle to be out of service.~~
- t. Ensure that the driver's manual includes an up-to-date section regarding the City of Maricopa's service specific policies and procedures. Also ensure that

**10) FARE BOXES**

Fare boxes are provided on all Demand Response vehicles. Vehicle operators will not handle money of any kind, and they will not make change for the passengers. Service will be provided on a cash per ride basis. The system runs on three (3) separate service areas: City of Maricopa; City of Casa Grande and the City of Chandler. The current rates for advanced reservations within the specified service area are: \$1.00 per trip within Maricopa and \$3.00 for round trip to Chandler or Casa Grande. All children ages 0-5 ride for free with a paid adult fare regardless of advanced or same day reservations.

The Fare box revenue shall be considered the property of the City. Drivers are required to collect fares at the time of the trip. Service Provider is to reconcile all fares. All cash revenue collected from the Transit System must be reported with proper verification and be given to the Transit Coordinator no later than three (3) days after the last day of the month. Weekends and holidays the revenue is to be kept in a locked location until reconciled the following business day. The service provider shall repay Fare box receipts lost or stolen while in the possession of the service provider to the City.

Service provider's vehicle operators shall collect fares as established by the City, and maintain an accurate count of all boarding passengers by stop and fare category. Fare boxes revenue will be delivered to City staff at City Hall on a daily basis. Staff will take the fare boxes to an office to be counted by the service provider's delegated office employees on a daily basis, and reconciled against the stated number of passenger trips. Any shortages must be investigated and corrected by the service provider. The service provider will deliver a daily deposit of the fare box revenue to Maricopa City Hall by 5:45 pm. Fare box revenue is the property of the City of Maricopa and the service provider will submit written reports of revenue collection to the City with the monthly Demand Response operations invoices. **Fares are subject to adjustment by the City.**

## **12 – Additional Required Documents**

- a. Total Transit will not operate as a DBE.
- b. The Driver for this contract will be current driver, Carla Wright. Included on the next page is the copy of her CDL. We have 43 CDL licensed drivers, so the pool is very deep if we need to pull additional drivers for any reason.
- c. The organization chart is included as Appendix 3.
- d. Total Transit's Operating and Procedures (Driver's Handbook) is included in Appendix 2.
- e. Training for Carla is included on the next page. Carla has passed all pre-employment drug/alcohol and background screenings.

**ARIZONA**  
 Commercial Driver License

Member Expires 06/06/2017  
 Date of Birth 04/08/1976  
 Issued 12/03/2011

008837163

CARLA RENEE WRIGHT  
 4417 W MARICOPA AVE  
 MARICOPA, AZ 85138-9902

Class: B  
 Sex: F  
 Eyes: BRO Height: 506  
 Hair: BR Weight: 200

*Carla R Wright*



40-1504 R01 09 MEDICAL EXAMINER CERTIFICATE

Driver Name: CARLA WRIGHT

I certify that I have examined this driver in accordance with the Federal Motor Carrier Safety Regulations (49 CFR 391.41-391.49) and with the knowledge of the driving duties. I find this person is qualified; and, if applicable, only when:

Wearing corrective lenses  Wearing a hearing aid

Accompanied by a \_\_\_\_\_ waiver/exemption

Driving within an exempt intracity zone

Qualified by operation of 49 CFR 391.64

Accompanied by a Skill Performance Evaluation Certificate (SPE)

The information I provided regarding this physical examination is true and complete. A complete examination form with any attachment embodies my findings completely and correctly, and is on file in my office.

Medical Examiner Name (Print): Armando Torres, PAC This Medical Certificate Expires 9/24/2013

Medical License Number: 11111 State: AZ

MD  DO  Chiropractor  Physician's Assistant  Registered Nurse Practitioner

Medical License or Certificate Number: 542037A57B2 State: ARIZONA

City, State: Phoenix, AZ

Address: 30496 W Pampaloma Ave

Zip: 85038

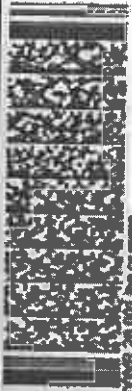
Phone: 602 371 5300

License Number: 005837153

Signature: *Armando Torres*

You Must Report a Change of Address Within 10 Days

Number D05837183  
Expires 04/02/2017  
Issued 12/02/2011



Class: S Single vehicle with GVWR 25,001 lbs. or more. S School Bus  
Endorsements: P Non-School Bus  
Restrictions: A Corrective Lenses

DOT Card



www.azdot.gov

Heartsaver®  
First Aid CPR AED



American  
Heart  
Association

**Carla Renee Wright**

This card certifies that the above individual has successfully completed the objectives and skills evaluations in accordance with the curriculum of the AHA Heartsaver First Aid CPR AED Program. Optional completed modules are those NOT marked out:

Child CPR AED  
**October 14, 2011**

**October 2013**

Issue Date

Recommended Renewal Date

Training Center Name **HCEd&Tmg** TC ID # **AZ03949**

TC Info **Casa Grande, AZ 85122 520-836-7248**

Course Location **MUSD**

Instructor Name **Lisa Stephen # 01112259517** Inst. ID #

Holder's Signature

# TRAINING RECORD

NAME

CARLA WRIGHT

DOH

SUBJECT	NOTES	DATE	TIME SPENT	TRAINEE'S SIGNATURE	INSTRUCTOR'S INITIALS
Total Transit Employee Handbook	*	5/2/13		Carla Wright	AW
TTI Organizational Chart with relation to RPTA		5/2/13		Copy of Guid ATTACHED	AWL
Overview of Valley Metro Transit System/Bus Book					
Drug and Alcohol Policy		5/2/13			
Total Transit Language Standard of Conduct					
Total Transit Signoff Sheet					
Employee New Hire Orientation Acknowledgment		5/3/13			
VTH Fleet Safety Policy		5/7/13			
<del>MANIFEST READING</del>					
Pre Trip/DVIR		5/6/13			
Zonar N/A					
ValuTrans Driver Handbook		5/2/13			
Cell Phone & Other Technologies Policy		5/3/13			
Harassment Policy		5/3/13			
Stress Management		5/6/13			
State Motor Vehicle Laws		5/6/13			
Fare Collection		5/6/13			
Human & Passenger Relations techniques		5/7/13			
Bloodborne Pathogens		5/7/13			
Accident/Incident Reporting Process		5/6/13			
ADA Sensitivity		5/9/13			
Lift/Ramp Operation on Various Vehicle Types		5/9/13			
Fueling Procedures		5/8/13			
VMS - SmartMDT	N/A	N/A			
Paddles/Scheduling	MANIFEST READING				
Vehicle Cleansing		5/10/13			
Headsign Procedures	N/A				
Vehicle Emergency Operations		5/9/13			
Radio Procedures		5/7/13			
TARR		5/8/13			
Defensive Driving - Smith System		5/9-5/10/13			
Standard Operating Procedures		5/10/13			
ROAD Test		5/6/13		Carla Wright	
<b>ADD'L TRAINING NEEDED FOR 5311 OPERATORS</b>					
CPR	COPY OF CEATS PROVIDED				
First Aid					
PASS					
START					

## VALUTRANS TRAINING GUIDE 2013

### DAY ONE

#### Orientation

- |                            |                |
|----------------------------|----------------|
| 1) New Hire Paperwork      | 2 hours        |
| a. Total Transit Inc       |                |
| b. Organizational Chart    |                |
| c. Tour of Facility        |                |
| 2) Policies and Procedures | 2 hours        |
| a. Driver's Handbook       |                |
| b. Cell Phone Policy       |                |
| c. Harassment Policy       |                |
| 3) Drug & Alcohol Policy   | 1 hour         |
| 4) Stress Management       | 1 hour         |
| a. Have a Nice Day         |                |
| 5) State Laws              | ½ hour         |
| 6) OSHA                    | 1 hour         |
| a. Bloodborne Pathogens    |                |
| b. On-the-Job Injury       |                |
| c. Hazard Communication    |                |
| d. Lockout/Tagout          |                |
| 7) Radio Procedures        | ½ hour         |
|                            | <u>8 hours</u> |

### DAY TWO

#### Customer Relations

#### Emergency Management

- |  |                |
|--|----------------|
| 1) Passenger Relations                   | 2 hours        |
| a. Passenger Service and Safety (PASS)   |                |
| b. Transportation Safety Institute (TSI) |                |
| 2) ADA Empathy and Sensitivity           | 2 hours        |
| a. Lift/Ramp Operation                   |                |
| b. Mobility aid securement               |                |
| 3) Vehicle Emergency Operations          | 1 hour         |
| 4) Accident/Incident Reporting Process   | 1 hour         |
| 5) Fare Collection System                | 1 hour         |
| a. S & B Farebox                         |                |
| 6) TARR                                  | 1 hour         |
| a. System Security Awareness             |                |
| b. The Mark                              |                |
|  | <u>8 hours</u> |



# VALUTRANS

Revised 1/2011

## DAY THREE

### Vehicle Operations

- |                               |           |
|-------------------------------|-----------|
| 1) Pre and Post Trips         | 1 ½ hours |
| a. Zonar                      |           |
| 2) Vehicle Management Systems | 1 hour    |
| a. Smart MDT                  |           |
| 3) Headsign                   | ½ hour    |
| 4) Vehicle Cleanliness        | ½ hour    |
| 5) Fuel Process               | ½ hour    |
| 6) Schedules/Mapping          | 1 hour    |
| a. Paddles                    |           |
| b. Bus Books                  |           |
| 7) Defensive Driving Course   | 3 hours   |
| a. Smith System               |           |
|                               | <hr/>     |
|                               | 8 hours   |

## DAY FOUR

### Behind the Wheel

- |                            |                 |
|----------------------------|-----------------|
| 1) Closed Course           | 4 hours         |
| 2) Smith System Commentary | <u>4 hours.</u> |
|                            | 8 hours         |

## DAY FIVE

### Behind the Wheel

- |                         |         |
|-------------------------|---------|
| 1) Service Area Driving | 8 hours |
|-------------------------|---------|

DAYS SIX through TEN  
Revenue Training

min 4 hours –  
Up to 40 hours

# VALUTRANS

Total Class Hours  
Total BTW Hours

24 hours  
20 hours

Minimum Hours Trained

44 hours min.

THIS IS CONFIRMATION THAT I HAVE RECEIVED  
VALUTRANS INITIAL TRAINING COURSE LISTED  
IN VALUTRANS 2013 TRAINING GUIDE.

DATE: 5/10/2013

NAME: Carla Wright

SIGNATURE: Carla Wright

INSTRUCTOR: Adel Shleeh

## APPENDICES

Attachment A

## Facility Safety Inspection Checklist

<b>Location:</b> <input type="checkbox"/> Glendale      Mesa <input type="checkbox"/> Tucson <input type="checkbox"/>	<b>Dept/Area &amp; Grounds</b>	<b>Facility</b>
---	--------------------------------	-----------------

<b>Inspection Conducted by:</b> Corp Safety Chris R. S. Hager	<b>DATE:</b>
--	--------------

<b>Further Action Required?</b> <span style="color:red">YES</span> <input type="checkbox"/> NO <input type="checkbox"/>	<b>Non Compliance Order Submitted?</b> X
---	--

***NC (Non Compliance) items checked must be PHOTO Documented before and after correction***

Hazards	PASS	NC	Issues Noted	PTS (-)
---------	------	----	--------------	---------

**A. General Housekeeping & Sanitation**

1.All Public Area's				
2.Mechanics Areas				
3.Storage Areas				
4.Break Rooms / Areas				
5.Outside/surrounding Area				
6. Shop Areas				
7. Body Shop Area / Contracted Area				
8. Parts Room & Storage above Parts Room				
9. Other				
10. Other - Offices				

**B. Fire Safety -Prevention, Fire Equipment-Exits-Fire Training**

1. Fire Extinguishers				
2. Exits				
3.Combustible Material				
4. Fire Equipment Maintained				
5. Other				

<b>C. Electrical</b>				
1. Outlets & Cords				
2. Electrical Panels				
3. Other				
<b>D. First Aid</b>				
1. Eye Wash Stations				
2. Supplies				
3. Emergency Notification				
<b>E. Yard &amp; Attendant Areas</b>				
1. Inspection Area				
2. Work Space				
3. Vehicle Parking Areas				
4. Other				
<b>F. Ladders - Rolling Staircases &amp; Elevated Platforms / Railings</b>				
1. Ladders				
2. Portable Stairs				
3. Scissor Jacks				
4. Other				
<b>G. Hand Tools, Power Operated Tools &amp; Equipment</b>				
Hand Tools				
Electrical Power Tools				
Pneumatic Power Tools				
Other				
<b>H. Welding Equipment &amp; Compressed Gas Cylinders</b>				
1. Welding Equipment				
2. Gas Cylinders				
3. Other				
<b>I. Parts Cleaning Equipment</b>				
1. Equipment				
2. Service Intervals				
3. Other				

<b>J. Personal Protective Equipment</b>				
1. Equipment				
2. Equipment				
3. Other				
<b>K. Hazard Communication Program</b>				
1. Posters/ book				
2. Containers				
3. Other				
<b>L. Lighting, Ventilation, Walking &amp; Working Surfaces</b>				
1. Lighting				
2. Emergency Lighting				
3. Walking Surfaces				
4. Work Surfaces				
<b>M. Lifting Equipment: Floor Jacks, Hoists, Forklifts, Pallet Jacks, Cranes, Material Handling &amp; Storage</b>				
1. Floor Jacks				
2. Hoists				
3. Forklift				
4. Cranes				
5. Other - Vehicle Lifts				
<b>N. Machine Guarding &amp; Eye Protection</b>				
1. Chop Saw				
2. Drill Press				
3. Bench Grinder				
4. Bench Vise				

<b>O. Tire Equipment &amp; Inflation</b>				
1. Procedure posted				
2. Proper equipment				
3. Tire Area				
<b>P. Safety Administration</b>				
1. Signs posted properly, in common place.				
2. MSDS book accessible and up to date.				
3. Staff knowledge of Safety Procedures & Policy				
4. Safety Training & Training Records				
<b>Q. Other - Shop Equipment</b>				
Press, Grease Dispensing,				
<b>R. Recycling</b>				
1. Aluminum, Plastics, Glass, Metals				
2. Light Bulbs				
3. Liquids				
4. Batteries				
<b>Non Compliance Issues Noted – Check When Completed - Slated for Re-inspection-30 days</b>				
<b>Further Attention Required References and Notes for items marked "NO"</b>				
<b>NCO# Assigned</b>	<b>Completed</b>	<b>Date</b>	<b>Corrected by</b>	<b>Photo Ref #</b>

Photos are in G Drive Under Facility Inspections				
Training Issued Noted				
Forklift Inspection Sheet				Score 1 thru 10
Parts Room Organization - Inventory - Documentation Spot Inspection				Score 1 thru 10
Organization and General cleanliness of Parts Room				
Organization and Storage of Parts -				
Parts clearly identified and labeled				
Inventory of parts accomplished on a regular basis				
Documentation of parts or work orders correct				
Not Looked at:			Score	

**Safety Checklist Scoring**

Area of Inspection	Pts Assigned	Sub categories inspected in Area	Non Compliance sub categories (1 pt each category)	Total Score = Pts assigned to area (-) Non Compliance Pts
A. General Housekeeping & Sanitation	16			
B. Fire Safety Prevention - Fire Equipment - Exits - Fire Training	8			
C. Electrical	5			
D. First Aid	5			
E. Yard & Attendant Areas	6			
F. Ladders - Rolling Staircases & Elevated Platforms / Railings	4.5			
G. Hand Tools, Power operated Tools & Equipment	6			



H. Welding Equipment & Compressed Gas Cylinders	4.5			
I. Parts Cleaning Equipment	4			
J. Personal Protective Equipment	4			
K. Hazard Communication Program	4			
L. Lighting, Ventilation, Walking & Working Surfaces	6			
M. Lifting Equipment: Floor Jacks, Hoists, Forklifts, Pallet Jacks, Cranes, Material Handling & Storage	7			
N. Machine Guarding & Eye Protection	6			
O. Tire Equipment & Inflation	5			
P. Safety Administration	6			
Q. Other	1			
R. Recycling	2			
Safety Inspection Score	100		0	0
Previous Inspection Score				

Reviewed by Safety Manager \_\_\_\_\_  
Reviewed by Fleet Manager \_\_\_\_\_



Safety Inspection Grading		
96-100	Excellent	A+
90-95	Very Good	A
80-89	Good	B
70-79	Satisfactory	C
60-69	Needs Improvement	D
> 60	Fails 29 day POA required	F