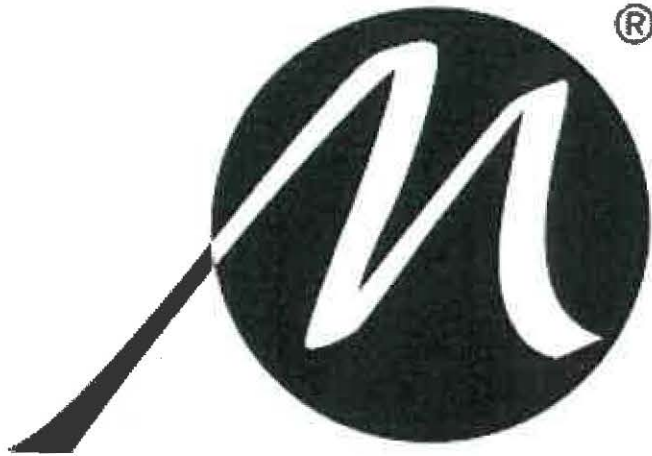


TotalTransit

City of Maricopa



Request for Proposal 14TRA042114

City Transit Service

June 23, 2014

Original

Total Transit

June 23, 2014

Ms. Pattie Lacombe
Purchasing Manager
39700 W. Civic Center Plaza
Maricopa, AZ 85138

Re: RFP: 14TRA042114 –City Transit Service

Dear Ms. LaCombe,

Enclosed is Total Transit/Valutrans' bid to continue providing City Transit Services for the City of Maricopa. We are aware that City Transit Service 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 30 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 Chris R. S. Hager at 602-200-2065 or by email at chager@totaltransit.com.

We look forward to the opportunity to discuss our proposal with you.

Sincerely,



Bill Blair
Director of Operations

Executive Summary

The City of Maricopa takes pride in providing safe, comfortable and reliable service to your Demand Response/Deviated Fixed Route 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 30 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:

- Current experience providing service to the City of Maricopa
- 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.

Total Transit	
Core Principles	
•	Operate transparently with integrity and honesty at all times
•	Manage risk and our impact on the environment
•	Attract, retain and mentor the best people
•	Understand the customer's needs and exceed their expectations
•	Be an indispensable member of our community
•	Encourage innovation and embrace change

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 30 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!

Total Transit



**City of Maricopa
Demand Response Proposal
RFP: 14TRA042114**

1 – Offer Sheet

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



39700 W. Civic Center Plaza
 Maricopa, AZ 85138
 Ph: 520.568.9098
 Fx: 520.568.9120
 www.maricopa-az.gov

REQUEST FOR PROPOSALS
City Transit Service
RFP: 14TRA042114

INTRODUCTION

The City of Maricopa will accept competitive sealed proposals for City Transit Service 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 -14TRA042114 City Transit Service" 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:	June 11, 2014, 10:00 am City Hall
Proposal Due Date:	June 25, 2014
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:	patricia.lacombe@maricopa-az.gov
Mailing Address:	39700 W. Civic Center Plaza, Maricopa, Arizona 85138
Location:	39700 W. Civic Center Plaza, Maricopa, Arizona 85138

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: Chris Hager Email: chager@totaltransit.com

Federal Employer Identification Number: _____

Authorizing Offeror Signature: Bill Blair

Company Name: Total Transit/VasTrans

Printed Name: Bill Blair

Address: 4600 W Camelback Rd

Title: Director of Operations

City: Glendale State: AZ Zip Code: 85301

Telephone: 602 200 5501 x 1642
 Fax: 602 200 5505

2 - Letter of Transmittal

Total Transit/ValuTrans is extremely well qualified to help the City of Maricopa achieve its objectives, since we provide 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 buses and 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 fare box 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 a local car wash; 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/ValuTrans 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/:

Chris R.S. Hager – Public Transportation General Manager
4600 W. Camelback Rd., Glendale, AZ 85301
602-200-2065 (Phone) 602-200-5505 (Fax)
chager@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/ValuTrans to a contract with the City.

3 - Table of Contents

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Does your firm have at least one office located in the State of Arizona?	5
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.	5
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4. Firm Overview and Management Structure

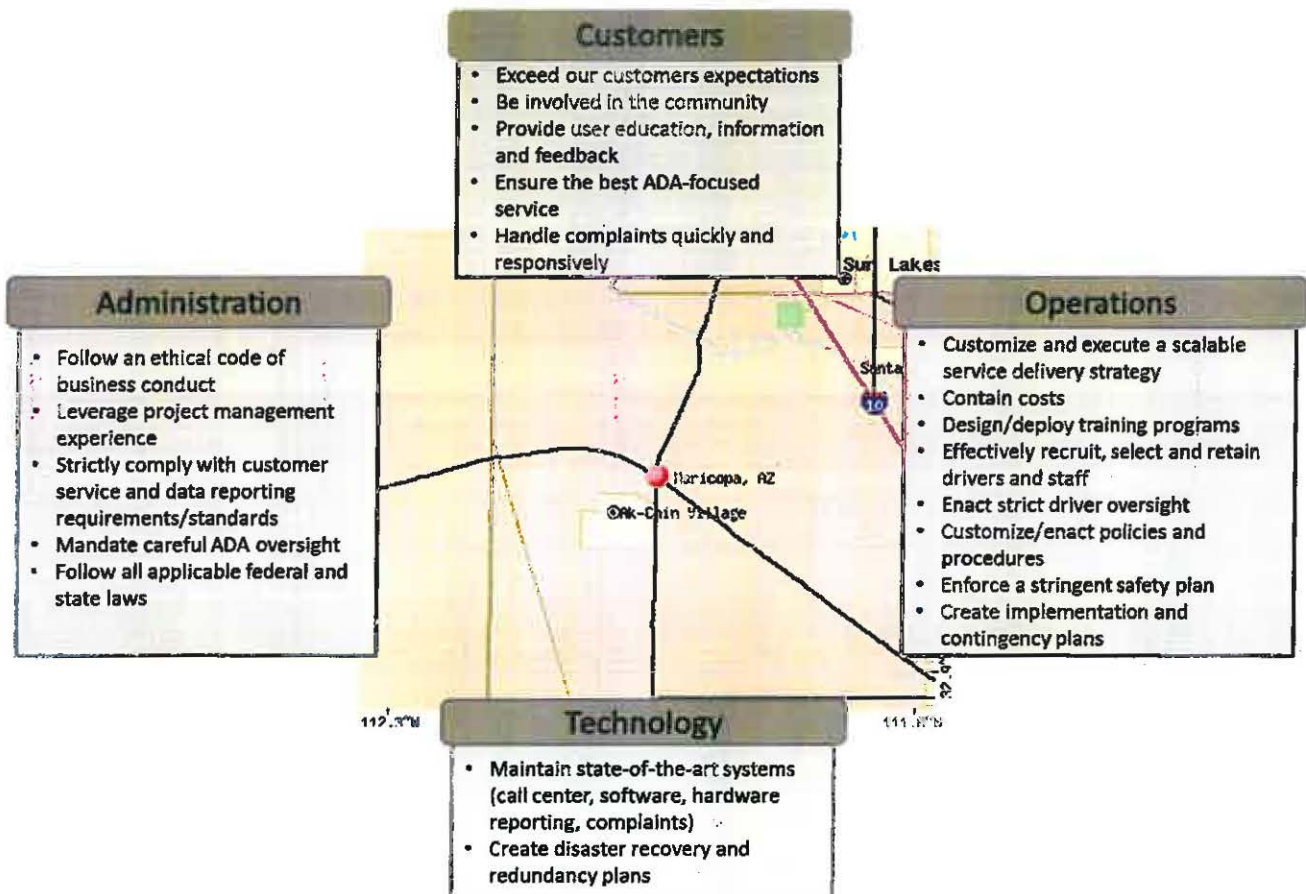
Your firm is in what primary line of business?

Total Transit/ValuTrans 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 1000 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/ValuTrans is the perfect partner to provide demand-response/Deviated Fixed and transportation management that will deliver so much more than just a ride on a bus.

The following chart illustrates our approach to total transportation management focused on customers, administration, technology and operations.



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

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

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/ValuTrans is an Arizona corporation. The owners are Craig and Chris Hughes. Total Transit/ValuTrans has been in business for 30 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 4**. 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/ValuTrans 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.

- Chris R.S. Hager – Public Transportation General Manager
- Adel Shleef – Trainer/Sr. Operations Supervisor
- Tom Rice - Customer Solutions Center – call center/dispatch

Organizational Chart

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

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

Total Transit/ValuTrans operating license is in **Appendix 1**.

5. Disclosures of Conflict of Interest

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

6. Experience

Total Transit/ValuTrans currently operates the City of Maricopa Demand Response Transportation Program for the City Of Maricopa, which is a Dial-A-Ride (door-to-door) service for the general public. 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.

Total Transit/ValuTrans operates the Maricopa County Demand Response 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.

Technical Capacity – Operations

Total Transit/ValuTrans understands the scope of work to be as follows: We will operate City-supplied vans and buses 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 fare box 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/ValuTrans 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/ValuTrans' 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 bus. Total Transit/ValuTrans 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 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 2**.

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/ValuTrans 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/ValuTrans 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 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 2**.

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/ValuTrans' Safety and Security Plan is included as **Appendix 5**.

Employee Training

The assurance of excellent customer service for your valued passengers is the result of qualified and well-trained Total Transit/ValuTrans 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 3** contains both Driver and Customer Service Agent training material.

In addition to the training outlined in **Appendix 3**, 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/ValuTrans’s Operating Policy and Procedure for our current operation with the City of Maricopa is included in **Appendix 6**.

Route/Scheduling Flexibility

We operate the routes within the guideline provided by the City of Maricopa.

Bus Breakdown Response Plan

Total Transit/ValuTrans in consultation with the City of Maricopa, developed an operation policy related to bus breakdowns. That policy is included in **Appendix 6**.

Insurance

Total Transit/ValuTrans will maintain required insurance.

7. Substitute W9 Form

This form can be found along with the other forms containing signatures behind the Executive Summary. (**Attachment F**).

8. Bonds – Not applicable

9. Amendment of proposal

Solicitation Amendment No. 1 - Signed

SOLICITATION AMENDMENT No.1
RFP 14TRA042114
City Transit Services
Questions and Answers

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. Pre-Proposal Meeting Questions and Answers

A pre-proposal meeting was held on Wednesday, June 11, 2014 at the Maricopa City Hall at 10:00 am and the questions listed below were posed during the meeting or received via email prior to the meeting.

Please be sure to include a signed original of this Amendment Form with your submittal, indicating you have received the Q & A. Failure to include a signed original Amendment Form will result in your firm being deemed as non-responsive.

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

Offeror hereby acknowledges receipt and understanding of the above amendment.			The above referenced Solicitation Amendment is hereby executed this seventeenth (17 th) Day of June, 2014, at Maricopa, Arizona.
<u>Bill Blair</u> <u>6-24-14</u>			
Signature	Date		
<u>Bill Blair Director of Operations</u>			
Typed Name and Title			
<u>Total Transit/ValuTrans</u>			
Company Name			
<u>4600 W Camelback Blvd</u>			
Address			
<u>Glen</u>	<u>AZ</u>	<u>85301</u>	<u>Patricia A. LaCombe</u> Patricia A. LaCombe, CPPB Purchasing Manager City of Maricopa, AZ
City	State	Zip	

10. References

Scott Wisner
Business Services Delivery Manager
Valley Metro/RPTA
101 N. 1st Ave. Suite 1100
Phoenix, AZ 85003
480-858-7775

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

Kristen Sexton
Transit Coordinator
City of Avondale
11465 W. Civic Center Dr.
Avondale, AZ 85323
623-333-1030
Circulator service since July 2011

James McGinnis
Transit Planner RTA-PAG
Regional Transportation Authority
1 E. Broadway Blvd. Suite # 401
Tucson, AZ 85701
520-792-01093
Fixed Route and Dial-A-Ride Services

David Kohlbeck
Assistant Director Internal Services
City of Surprise
16000 N. Civic Center Plaza
Surprise, AZ 85374
623-222-6025
Door-to-door Dial-A-Ride (paratransit) services

11. Price Proposal

Please see attachment E

12. Qualifications, Experience and Competence

Total Transit/ValuTrans 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 1,000 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

Total Transit operates the East Valley Dial-A-Ride Program for Valley Metro/RPTA, which is a Dial-A-Ride (door-to-door) service for seniors and ADA passengers in the East 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.

Total Transit/ValuTrans operated Route 660 from July 2006 – 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 services 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/ValuTrans operates fixed routes, express routes and shuttle services for Valley Metro/RPTA, This service requires compliance with ADA guidelines and FTA requirements.

Total Transit/ValuTrans 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 and dedication, Total Transit/ValuTrans is the perfect partner to continue providing City Transit Services and transportation management that will deliver so much more than just a ride on a bus.

13. Pre-Submittal Meeting

Attended by Chris R.S. Hager

14. Additional Required Documents

- Attachment A - Acceptance of Federal Terms Form, signed
- Attachment B - Buy American Form, signed
- Attachment C - ADOT/DBE certificate, not applicable
- Attachment D - Certificate Regarding Lobbying, signed
- Attachment E - Price Sheets
- Attachment F - W-9, signed
- Attachment G - Vehicle Inspection Report
- Appendix 1 - Operating License
- Appendix 2 - DOT Drug & Alcohol Policy Employees
- Appendix 3 - Employee Training
- Appendix 4 - Organizational Chart, Drivers List, CDL Copies of Front and Back
- Appendix 5 - Total Transit Safety & Security Plan 2014
- Appendix 6 - City of Maricopa Policies & Procedures Rev July 2013

Total Transit

2008



39700 W Civic Center Plaza
Maricopa, AZ 85138
Ph: 520.568.9098
Ex: 520.568.9120
www.maricopa-az.gov

Attachment A

ACCEPTANCE OF FEDERAL TERMS
(Must be submitted)

PLEASE PROVIDE THE FOLLOWING INFORMATION AS ACCEPTANCE OF THESE TERMS.

VENDOR BUSINESS:

Total Transit/ValuTrans

NAME: Bill Blair

TITLE: Director of Operations

SIGNATURE: *Bill Blair*

DATE: 6-24-14

Total Transit





39700 W. Civic Center Plaza
Maricopa, AZ 85138
Ph: 520.568.9098
Ex: 520.568.9120
www.maricopa-az.gov

Attachment B

BUY AMERICAN
(Only if over \$100,000)

Certification requirement for procurement of steel, iron, or manufactured products.

Certificate of Compliance with 49 U.S.C. 5323(j)(1)

The bidder or offeror hereby certifies that it will meet the requirements of 49 U.S.C. 5323(j)(1) and the applicable regulations in 49 C.F.R. Part 661.5.

Date: 6-24-14

Signature: Bill Plan

Company Name: Total Transit/ValuTrans

Title: Director of Operations

Certificate of Non-Compliance with 49 U.S.C. 5323(j)(1)

The bidder or offeror hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j)(1) and 49 C.F.R. 662.5, but it may qualify for an exception pursuant to 49 U.S.C. 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 C.F.R. 661.7.

Date: _____

Signature: _____

Company Name: _____

Title: _____

Total Transit



Total Transit



Attachment D

49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements
(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] 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 making lobbying contacts to 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 [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]
- 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 sub recipients 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 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). 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.

Bill Blair
Signature/Authorized Certifying Official

Bill Blair, Director Of Operations
Typed Name and Title

Total Transit/ValuTrans
Applicant/Organization

6-24-14
Date Signed

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

Total Transit



ATTACHMENT E

PRICE SHEET

2014 – 2015 BUDGET	
SUBSTANCE ABUSE PROGRAM	
Collection Site	\$
Medical Review Officer	\$
Laboratory Testing	\$ 400
Related Travel	\$
OPERATING BUDGET	
Driver/Dispatcher Salaries	\$ 53,899
Fringe Benefits	\$ 14,127
Uniform Purchase	\$ 1,000
Cell Phone Service	\$ 1,440
Operating Supplies	\$ 122,134

Total Bid: \$ 193,000

Optional second year (2nd) if contract is recommended and approved for renewal

PRICE SHEET

2015 – 2016 BUDGET	
SUBSTANCE ABUSE PROGRAM	
Collection Site	\$
Medical Review Officer	\$
Laboratory Testing	\$ 500
Related Travel	\$
OPERATING BUDGET	
Driver/Dispatcher Salaries	\$ 68,870
Fringe Benefits	\$ 16,011
Uniform Purchase	\$ 1,000
Cell Phone Service	\$ 1,440
Operating Supplies	\$ 146,179

Total Bid: \$ 234,000

Note: 2016-2017 pricing sheet is available upon request

Total Transit



ATTACHMENT F

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	*Choose the tax classification
<input type="checkbox"/> Partnership	<input type="checkbox"/> Disregarded Entity
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Corporation
	<input type="checkbox"/> Partnership
6. Order Address:

<u>41600 W Camelback Rd Glendale</u>	<u>AZ</u>	<u>85301</u>	
(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? 30 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)

Director of Operations

Title (Please print)

Bill Blair

Signature

6-24-14

Date

Total Transit



Total Transit/ValuTrans will comply with the requirements in the RFP for Vehicle Inspections

ATTACHMENT G

VEHICLE INSPECTION REPORT

Date: _____ **Contractor:** _____

Mileage: Start _____ **Stop** _____

Driver's Name: _____

Check Each Item: ✓ - OK or

X - Needs Work

Pre-Trip	Post-Trip	Item	Remarks	Pre-Trip	Post-Trip	Item	Remarks
		Interior Lights				Temperature Gauge	
		Dash Lights				Mobile Data Terminal	
		Fuel Gauge Full				Registration Card	
		4 Way Flashers				Insurance Card	
		Headlights				Seat Belt Harness	
		Turn Signal Int.				All Seat Belts	
		Turn Signal Ext.				Seat Belt Cutter	
		Parking Lights				Fire Extinguisher	
		All Marker Lights				Accident Kit	
		Back Up Lights				First Aid Kit	
		Brake Lights				Three Triangles	
		Tail Lights				Interior Clean	
		Rear View Mirrors				Fluids	
		Side View Mirrors				Driver F/Side Tire	

Pre-Trip	Post-Trip	Item	Remarks	Pre-Trip	Post-Trip	Item	Remarks
		Windows				Passenger F/Side Tire	
		Windshield Wipers				Driver R/Side Tire	
		Heat & Defrost				Passenger R/Side Tire	

		Air Conditioning				Exterior Body Damage	
		Horn				Exterior Clean	
		Radio Check				Gas Cap on Tank	
		Back Up Alarm				Doors	
		Brakes				Stepstool	
		Antilock Working				Wheel Chair Lift	
		Emergency Brake				Tie Downs	
		Oil Pressure Gauge				License Plate	

I have checked the above items and found them as noted:

Driver's Signature: _____ **Date:** _____

Mechanic's Signature: _____ **Date:** _____

Fleet Manager's Signature: _____ **Date:** _____

Total Transit



**VALID UNTIL REVOKED
OR UNTIL EXPIRES**

CITY OF GLENDALE

NOT TRANSFERABLE

TAX & LICENSE DIVISION, GLENDALE, AZ 85301

BUSINESS NAME / LOCATION ADDRESS

VALUTRANS HOLDINGS LLC
4600 W CAMELBACK RD
GLENDALE AZ 85301

ISSUED: January 01, 2014
EXPIRES: December 31, 2014
LICENSE NO: 200005769
Business Class(es):
TYPE: Business/Occupational License

RECEIVED
JAN 13 2014

BY:-----

THIS LICENSE MUST BE DISPLAYED IN A CONSPICUOUS PLACE

(DETACH UPPER SECTION AND POST IN A CONSPICUOUS PLACE)

The business or firm listed is hereby licensed to conduct business at the mentioned location upon the condition tax returns are filed and taxes remitted to the City of Glendale as required under the provisions of the City Code.

Thank you for doing business in the City of Glendale! The City is an exciting place to locate your business, and we hope it is a pleasant and prosperous experience for you. Please let us know how we can assist you. Potentially helpful local resources available to your business:

Tax and License Information: <http://www.glendaleaz.com/taxandlicense>
Email address: taxlic@glendaleaz.com **Telephone:** (623) 930-3190
Fax: (623) 930-2186 **TTY:** (623) 930-2197

Community and Economic Development Department Information: <http://www.glendaleaz.com/CommunityEconomicDevelopment>
Telephone: (623) 930-2983

Glendale Chamber of Commerce Information: <http://www.glendaleazchamber.org>
Telephone: (623) 937-4754



CITY OF GLENDALE
Tax & License Division
5850 West Glendale Ave.
Glendale, AZ 85301-2563

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VALUTRANS HOLDINGS LLC
4600 W CAMELBACK RD
GLENDALE AZ 85301-7609



Total Transit



Drug and Alcohol Testing Policy

Topic: Summary Statement - Employees

Effective Date: November 1, 2010—Revised: May 2013

Policy: Total Transit, Inc. ("Total Transit" or "Company") - and all its related lines of business, provides public transit and private transportation services. The Management of Total Transit adopted Drug and Alcohol Policies to ensure:

- these services are provided safely, efficiently and effectively in a drug- and alcohol-free environment;
- Total Transit remains free from the effects of drug and alcohol abuse or misuse; and
- the health and safety of employees and the general public is promoted.

Therefore, Total Transit, Inc. declares the unlawful manufacturing, distributing, dispensing, possessing or using of controlled substances or the misuse of alcohol is prohibited for all employees.

Additionally, these policies establish guidelines and procedures for the company to comply with Federal and State regulations, including the Drug-Free Workplace Act of 1988, the Omnibus Transportation Employee Testing Act of 1991, A.R.S. §23-493, et. seq. as well as the U.S. Dept. of Transportation 49 CFR Part 655 and Part 40, all as they may be amended.

Availability: A complete copy of Total Transit's Drug and Alcohol Testing policy is available for employees' review in the Human Resources and Area Safety Managers offices. Copies of 49 CFR Part 655 and Part 40 and A.R.S. §23-493, et. seq. are also available in the Human Resources and Area Safety Managers office.

Scope: This Drug and Alcohol Testing Policy applies to all covered employees in safety-sensitive positions (full- or part-time & on-call) as defined in Part 655, as amended, when performing safety-sensitive functions.

1. *Safety-Sensitive Function* means:
 - a) Operation of a mass transit or public service vehicle ("revenue service vehicle"), in or out of revenue service; or
 - b) Operation of a non-revenue vehicle requiring a CDL; or
 - c) Maintenance (including repairs, overhaul and rebuilding) of a revenue service vehicle or equipment used in revenue service; or
 - d) Dispatching or controlling the movement of revenue service vehicles.
2. A list of safety-sensitive positions wherein one or more of the above-mentioned duties is performed is provided in Appendix A.
3. Supervisors, Managers and other employees are covered individuals only if they perform one of the above functions. Volunteers are considered covered individuals and subject to testing, if they

are required to hold a CDL to perform their duties or if they receive remuneration for their services in excess of actual expenses.

Contacts: Any questions regarding this policy or any other aspect of the substance abuse policy should be directed to the appropriate individual identified in Appendix B.

Procedure:

1. Education and Training

- a. All employees will receive a summary of the Drug and Alcohol Testing Policy as well as have access to it as described above in "Availability."
- b. All covered employees in safety-sensitive positions as well as supervisory and management positions to determine Reasonable Suspicion will receive mandated training.

2. Prohibited Conduct

Employees are prohibited from reporting for duty or remaining on duty any time there is a quantifiable presence of a prohibited drug or alcohol in the body above the minimum thresholds defined in Part 655, as amended, for DOT-covered employees and otherwise as provided for non-DOT-covered employees.

3. Prohibited Substances

- a. Marijuana
- b. Cocaine
- c. Amphetamines
- d. Opiates
- e. Phencyclidine
- f. MDMA
- g. Alcohol
- h. Any other controlled substances or drugs under the Drug Free Workplace Act of 1988, as amended, drugs not approved for medical use by the U.S. DEA or FDA; misuse of legally prescribed drugs; any others that may be added by law.

Refer to Section F, of the policy for a detailed statement and authority.

4. Drug Statute Conviction

Employees are required to notify the Human Resources Representative or the Area Safety Managers of any criminal drug statute conviction for a violation occurring in the workplace with five (5) days after such conviction.

5. Testing

All applicants for employment are required to undergo urine drug testing as a condition of employment. All employees are required to undergo drug and/or alcohol testing as directed by Total Transit management and must report to a designated drug collection center within the time constraints given them. Designated collection sites are specified on Form A, a copy of which is attached to this Summary.

- a. Procedure

All drug and alcohol testing will be conducted as required in 49 C.F.R. Part 40, as amended for DOT-covered employees in safety-sensitive positions and otherwise as required for non-DOT-covered employees.

b. Types of Testing

- i. Pre-employment
- ii. Reasonable Suspicion
- iii. Post-accident (both fatal and non-fatal, DOT)
- iv. Random
- v. Return-to-duty
- vi. Individual self-referral follow-up

c. Dilute Specimen

If the specimen was dilute, under Part 40, as amended, immediate recollection under direction observation will be conducted.

d. Split Sample

An employee who questions the results of a required drug test under this policy may request that the split sample be tested. This request must be made through the Medical Review Officer within 72 hours of being notified of the original sample verified test result.

Total Transit will guarantee that the cost for the split specimen test is covered in order for a timely analysis of the sample; however, the individual is required to pay for the split sample test.

e. Consequences of Testing

Following a positive drug or alcohol (BAC at or above 0.04) test result or test refusal, the employee will be immediately removed from duty, referred to a Substance Abuse Professional ("SAP") and terminated from employment.

f. Test Refusal

Refusal to submit to a drug or alcohol test will have the same consequences as a positive test result and will be considered a direct act of noncompliance, resulting in removal from Total Transit's employment. A covered individual has refused to take a test, if he or she:

- i. fails to appear for any test within a reasonable time after being directed to do so by the DER; for pre-employment testing this will be considered the same as a refusal resulting in retraction of the offer of employment or removal from Total Transit's employment; or
- ii. Fails to provide a specimen within a three (3) hour period from the time the first collection attempt is made; or
- iii. once the test is underway, fails to remain at the site and provide a specimen or fails to remain at the testing site until the testing process is complete; or for pre-employment testing leaving prior to receiving the collection cup will be considered the same as a refusal resulting in retraction of the offer of employment or removal from Total Transit's employment or
- iv. fails to provide a urine/breath sample for any drug test required in 49 C.F.R., Part 40, as amended, or DOT agency regulations; or

- v. fails to permit the observation or monitoring of a specimen collection; or
- vi. provides an insufficient volume of urine or breath without a valid medical explanation. The medical evaluation for “shy bladder” or “shy lung” will take place within five (5) days of the initial test attempt; or
- vii. fails or declines to take a second test when ordered by the DER or collector; or
- viii. fails to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the DER as part of the “shy bladder” or “shy lung” procedures; or
- ix. fails to cooperate with any part of the testing process (e.g., refuses to empty pockets when so directed by the collector, behaves in a confrontational way that disrupts the collection process, tampers with the specimen bottle seal, etc.); or
- x. has a urine sample that has been verified by the MRO as substitute or adulterated; or
- xi. leaves the scene of an accident without a legitimate explanation prior to submitting to a drug/alcohol test; or
- xii. consumes alcohol within eight (8) hours following involvement in an accident without first having submitted to a post-accident alcohol test; or
- xiii. fails to sign Step 2 of the Alcohol Testing form; or
- xiv. adulterates or substitutes a specimen in connection with a drug/alcohol test; or
- xv. makes a verbal or written declaration, exhibits obstructive behavior, or is physical absent resulting in the inability to conduct the test within the specified time frame.
- xvi. For an observed collection, failure to follow the observer’s instructions to raise your clothing above waist, lower clothing and underpants, and to turn around to permit the observer to determine if you have any type of prosthetic or other device that could be used to interfere with the collection process
- xvii. Possess or wear a prosthetic or other device that could interfere with the collection process
- xviii. Admit to the collector or MRO that you adulterated or substituted the specimen
- xix. As an employee, if the MRO reports that you have a verified adulterated or substituted test result, you have refused to take a drug test
- xx. As an employee, if you refuse to take a drug test, you incur the consequences specified under DOT agency regulations for a violation of those DOT agency regulations

6. Application of Policy

Total Transit is dedicated to assuring fair and equitable application of this Drug and Alcohol Testing Policy.

7. Information Disclosure

Drug and alcohol testing records will be maintained by the company's Corporate Safety & Security Manager and, except as provided by law or other limited circumstances, will not disclose the results of any drug or alcohol test without the express written consent of the tested employee.

8. Contacts

Questions regarding this policy should be directed to the appropriate individual identified in Appendix B.

9. Employees Not Covered by DOT Regulations

Employees of Total Transit who are not "covered employees" in "safety-sensitive" positions are subject to all the conditions and requirements of this policy, with the exception that the drug and alcohol tests conducted will be based on non-DOT specifications.

10. Zero Tolerance

Per Total Transit policy, any employee who tests positive for drugs and/or alcohol or refuses to test will be referred to a Substance Abuse Professional and his or her employment terminated.

Attachments: Form A
Appendix A – Safety Sensitive Positions
Appendix B – Contacts
Appendix C – Informed Consent
Signature Acknowledgement form

Total Transit

Form A - ORDER FOR DRUG/ALCOHOL TESTING

Date: _____ Time: _____ Hrs

To: The Clinical Technician - Please accept this letter of introduction on behalf of

(Name): _____ SSN#: _____

DL#: _____ of the Total Transit Location in: **Glendale AZ**

We are requesting the individual named above as an: **Independent Contractor -DOT** be given a
test(s) at your location for Drugs and/or Alcohol.
Driver

Services Requested	Reason For Testing
Drug Test:	Alcohol Test:
DOT FTA Drug Test	Breath Alcohol - Certified
	Random

Location of Testing:

Total Transit, Inc. 4600 W. Camelback Rd., Glendale, AZ

Donor must provide photo ID at the time of collection.

unless accompanied by Supervisor with company ID photo!!!

Please use the applicable collection kits and chain of custody paperwork provided by Minert & Associates, Inc. who are acting as the representative of the Medical Review Officer (MRO). Please fax the MRO copy of the Chain of Custody to Minert & Associates, Inc. at (208) 884-4111. If you have any questions regarding the collection process, please contact Minert & Associates, Inc. at 800-388-3204 or the Total Transit DER at 602-200-2065 or 602-889-0735.

Name: _____

You are required to proceed to the designated location or laboratories listed above and cooperate in the testing process immediately upon receiving this notification. You must appear within a reasonable time from the time of this notice, but no later than:

_____ (fill in the deadline for arrival)

Failure to arrive timely and/or remain inside of the Collection Site until released by the collector or cooperate with the testing process, will all be deemed a test refusal. Refusals are considered a Positive Test Result.

If you have any questions regarding this, please contact Total Transit's DER at 602-200-2065/602-889-0735.

Individual/Donor Signature: _____

Printed Name: _____

Date and Time of notification: _____ Hrs

Note to Company Authorizer: Reasonable suspicion, Post-Accident, or Post-Injury test require transport of the individual to the testing location.

Company Authorized Signature: _____

Printed Name: **Lyle Perry**

Lab Arrived time: _____ Hrs - 24hr format Lab Representative: Name _____
Initials: _____

Print and Signatures on Two (2) Copies- One for Donor/ One for file

Form A 02-2012

APPENDIX A

Safety Sensitive Positions and Testing Authority

Testing Authority	Test Types	Safety Sensitive Functions	Total Transit, Inc. Class Title/
DOT	Post-Accident Drug and/or Alcohol, Pre-Employment Drug, Random Drug and/or Alcohol, Reasonable Suspicion Drug and/or Alcohol	Revenue Operation (whether or not in revenue service)	Vehicle Operators
DOT	Post-Accident Drug and/or Alcohol, Pre-Employment Drug, Random Drug and/or Alcohol, Reasonable Suspicion Drug and/or Alcohol	Revenue Vehicle Control and Dispatch	Transit Supervisors and Manager(s) Leasing Agents Leasing Office Mgmt. Yard Attendants Facilitators Area Operations Mgmt. Area Safety Managers CSC Dispatchers CSC Mgrs., Supvs. and Leads
DOT	Post-Accident Drug and/or Alcohol, Pre-Employment Drug, Random Drug and/or Alcohol, Reasonable Suspicion Drug and/or Alcohol	Revenue Vehicle Equipment Maintenance and Repair	Mechanics Heavy Line Techs Transmission Techs Shop Foreman, Supervisor & Mgr.
Total Transit, Inc.	Post-Accident Drug and/or Alcohol, Pre-Employment Drug, Random Drug and/or Alcohol, Reasonable Suspicion Drug and/or Alcohol	All other non-safety-sensitive functions not listed above	All other positions not listed above

APPENDIX B

Total Transit, Inc. Contacts:

Designated Employer Representative	Corporate Safety & Security Manager 602 200-2065 FAX 602 200-5505
HR Manager	602 200-5500 X1659
Director, Operations	602 200-5500 X1642
East Valley Area Manager	602 200-5500 X1401
Southern Arizona Manager	602 200-5500 X1515
West Valley Area Manager	602 200-5500 X1652

APPENDIX C

Total Transit

ACKNOWLEDGEMENT OF RECEIPT

In conjunction with Total Transit's Drug and Alcohol Testing Policy for Employees,

I, _____, acknowledge receipt of
(Individual's Printed Name)

Total Transit's Drug and Alcohol Testing Policy Summary Statement for Employees and understand that compliance with this policy is a condition of my employment.

Further, I understand that a complete copy of Total Transit's Drug and Alcohol Testing Policy is available for me in the Human Resources Manager's office and in the Area Safety Managers office, a copy will be given to me upon written request. I also understand that copies of 49 CFR, Part 655 and Part 40, are also available in the Human Resources and or the Area Safety Managers office.

Employee's Signature: _____

Date: _____

Witnessed by: _____

Date: _____

THIS FORM MUST BE SIGNED, DATED AND RETURNED TO HUMAN RESOURCES

Total Transit



Appendix 3 – Training

Customer Service Agent Training Program

Days 1-3:

- Who are our customers?
- Transportation reservation system
- Dispatch software system
- Working with maps
- Call handling etiquette
- Listening skills
- Policies and procedures
- Call escalation process
- Routing calls
- Call script
- Service goals
- Trip entry system
- Role play
- Disability awareness

Days 4-5:

- Trainees are paired with others to 'buddy jack' and listen to phone calls by experienced Customer Service Agents, switching off and taking calls with the assistance of a buddy once a comfort level is reached

Weeks 2-5:

- The new employee receives daily meetings, coaching and mentoring

Week 6:

- The new Customer Service Agent will receive 2 more days of advanced training to be able to take account service calls

Total Transit Bus Training

Day One – Classroom - 8 hours

Orientation

1. New Hire Paperwork
2. Facility Tour
3. Policies and Procedures
 - a. Driver's Handbook
 - b. Cell Phone Policy
 - c. Harassment Policy
4. Drug and Alcohol Policy
5. Stress Management
6. State Laws
7. OSHA
 - a. Bloodborne Pathogens
 - b. On-the-Job Injury
 - c. Hazard Communication
 - d. Lockout/Tagout
8. Radio Procedures

Day Two – Classroom - 8 hours

Customer Relations & Emergency Management

1. Passenger Service and Safety (PASS)
2. Transportation Safety Institute (TSI)
3. ADA Empathy and Sensitivity
4. Lift/Ramp Operation
5. Mobility Aid Securement (wheelchair)
6. Vehicle Emergency Operations
7. Accident/Incident Reporting
8. Fare Collection System/Farebox
9. TARR
 - a. System Security Awareness
 - b. The Mark

Day Three – Classroom - 8 hours

Vehicle Operations

1. Pre and Post Trip – Zonar
2. Vehicle Management Systems – Smart MDT
3. Headsign
4. Vehicle Cleanliness
5. Fuel Process
6. Schedules/Mapping/Bus Books
7. Smith Defensive Driving Course

Day Four – 8 hours

Behind the Wheel with the Instructor

1. Closed Course
2. Smith System Commentary

Day Five – 8 hours

Behind the Wheel with the Instructor – Service Area Driving

Days Six – Ten – At least 20 hours

Driving with trainer on a route with passengers

Total Classroom Hours – 24

Total Hours Behind the Wheel – 16

Total Hours Driving a Route with Passengers – 16 or more

Cumulative Training Hours – 56+

Annual Training includes:

- a. ADA Sensitivity Training – 4 hours
- b. Safety Training – 4 hours
- c. Driver Training – 4 hours
- d. Customer Service Training – 4 hours