





First Vehicle Services, Inc.

Comprehensive Fleet Management Services

First Vehicle Services

RFP -017-23-RS December 2022

First Vehicle Services

600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 Phone: 513-241-2200 Fax: 513-684-8852

December 8, 2022

Randy Stovall
City of Hollywood
2600 Hollywood Blvd.
Hollywood, FL 33020

RE: RFP-017-23-RS, Comprehensive Fleet Management and Maintenance Services

Dear Mr. Stovall,

First and foremost, First Vehicle Services appreciates the opportunity to participate in the solicitation for both the *Comprehensive Fleet Management and Maintenance Services* opportunities. Since the RFP release, we have listened, asked questions, and have been proud to be a part of your fleet management and maintenance procurement process.



At First Vehicle Services, we are prepared to offer the City of Hollywood a comprehensive, tailored fleet management and maintenance solution based on our full understanding of the City's needs, user requirements, expectations, cost-reduction goals, and the City's desire for a turnkey solution at a fair dollar value. This would include management and maintenance of the City's entire fleet as provided in the Vehicle Equipment Report, providing the opportunity to employ existing maintenance technicians not part of the ASFME union, and assisting the City with vehicle and equipment replacement and repair guidelines. We look forward to discussing our submittal with the Evaluation Team.

In our proposal, the City will find a complete fleet management and maintenance program – a program created to accommodate your unique fleet specifications and user demands. We have designed a comprehensive fleet management and maintenance services program that **meets each of the requirements in the City's solicitation**, as well as provides cost-effective services through efficient and proficient use of skilled technicians.

As your partner, First Vehicle Services will meet your preventive maintenance requirements and improve the quality of repairs, while offering a total solution to reduce your cost and extend the lifecycle of your vehicle and equipment fleet.



FIRST VEHICLE SERVICES: AN INDUSTRY LEADER

Founded in 1981, First Vehicle Services is the largest provider of fleet maintenance services to the public sector in North America—with 64 client locations and managing more than 36,500 vehicles and pieces of equipment daily. First Vehicle Services offers economies of scale, industry experience, qualifications, tenure, and best fleet practices that are unparalleled in public-sector vehicle maintenance. With our tenured experience, we are uniquely positioned to provide exceptional service, cost savings, and the most responsible proposal.



Our sister companies include **First Student** (44,000 school buses in North America), and **First Transit** (335 contracts and over 10,500 transit vehicles in the United States).

DIVERSE FLEET MANAGEMENT AND MAINTENANCE EXPERIENCE

We maintain more than 36,500 diverse types of vehicles and pieces of equipment, including law enforcement vehicles and equipment, sedans, vans, light duty trucks, forklifts, construction equipment, snow removal equipment, sanitation equipment, buses, aerial lift equipment, and miscellaneous equipment of all types and sizes. This unique and broad experience in all types of equipment allows us to offer a comprehensive and all-encompassing approach to every vehicle class that the City currently operates to serve the local community.

POLICE FLEET MANAGEMENT AND MAINTENANCE EXPERIENCE

Our company is fully capable of managing large-scale police fleets and has done so successfully for many years across North America, including the District of Columbia Metropolitan Police Department with more than 1,600 vehicles.

We take immense pride in the maintenance expertise we have gained across a comprehensive range of law enforcement and first-responder vehicles and equipment including, but not limited to, marked and unmarked patrol cars, motorcycles, command buses, armored personnel carriers, transport vans, and more. We understand the critical importance of ensuring first-responder vehicle readiness for the City of Hollywood.

STRONG INDUSTRY TENURE

We would also like to highlight that 26 of our customers have been with First Vehicle Services for more than 15 years, and this year marks our 35th anniversary with the City of **Jacksonville Beach, Florida**. Our tenure with our client base is the ultimate measure of our dedication, experience, and ability to deliver exceptional service at the best value.

STRONG FLORIDA CLIENT PRESENCE

First Vehicle Services and sister company, First Transit, currently operates eighteen (18) client locations in the State of Florida, providing maintenance, operations, and management. We have conducted business in State of Florida for nearly 50 years. An additional benefit to this extensive footprint is our ability to mobilize technicians and the skill set of fleet professionals from any of our Florida client locations to support the fleet management and maintenance operation for the City of Hollywood in the event of an emergency or time of need. Furthermore, George Cavelle, First Vehicle Services' Region Vice President on this opportunity, permanently resides in southern Florida.

PROCESS EXCELLENCE

We deliver comprehensive fleet management and maintenance, quality control, employee training, and safety and environmental processes at our client service centers daily. Process excellence—the driving force of our business approach—is essential to providing the best value to our clients and the delivery of exceptional service and cost savings through some of the key fleet management and maintenance program elements:

- · Preventive maintenance approach based on best fleet practices
- Our trademarked First Quality Management Program
- ISO 9001 Certification in Fleet Management and Maintenance
- Lean Six Sigma Principles and Processes for our employees
- Lean Maintenance and 5s Processes for our service centers
- Oil and Fluid Sampling Program
- Fleet Replacement Lifecyle Program
- ASE certified technicians, and training and certification program for ASE advancement
 - First Vehicle Services, along with our sister company, First Transit, is
 pleased to have trained technicians with more than 3,800 ASE certifications
 for our nationwide fleet services operations.
- ASE Blue Seal Facility Recognition Program
 - First Vehicle Services will strive to achieve ASE Blue Seal Recognition (where available/applicable) for our fleet maintenance facility within 12 to 18 months of Contract commencement.
- OSHA's Voluntary Protection Program (VPP) Program
- Use of industry-leading maintenance technology, including Paperless Shop technology, Mitchell 1's and Noregon Systems diagnostic software, Hexagon EAM Fleet Asset Management System, and our Management Information Dashboard for KPI monitoring and reporting.



We remain confident that our fleet services solutions offer the best fleet management approach for the maintenance and repair of the City's unique vehicles and equipment in the law enforcement fleet. The innovative fleet services programs presented in our proposal will provide the City with tangible results—improving fleet safety/ availability and user satisfaction, while reducing vehicle maintenance expenses and extending vehicle lifecycles.

We look forward to your review of this proposal and the opportunity to create a successful, long-term partnership with you in the provision of these important fleet management and maintenance services. Should you have any questions, please feel free to contact Gerald (Jerry) West, Director of Business Development, at (513) 214-4973, or Gerald.West@firstgroup.com.

Sincerely,

Bradley A. Thomas, President First Vehicle Services, Inc.

Corporate Address: 600 Vine Street, Suite 1400, Cincinnati, OH 45202

State of Incorporation: Delaware

Tax Identification Number for First Vehicle Services, Inc.: 20-0441528

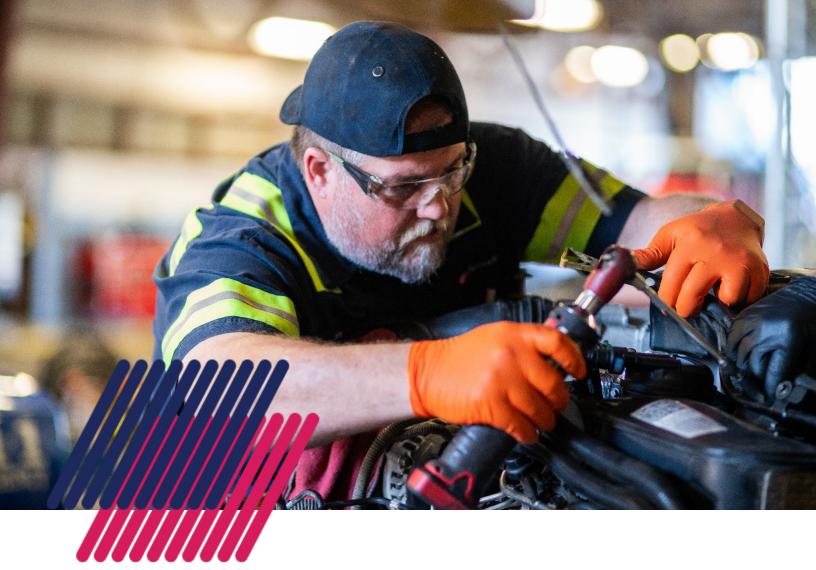


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SECTION 1: Project Understanding

First Vehicle Services

1. PROJECT UNDERSTANDING

OVERVIEW

We understand that the City of Hollywood is seeking a qualified fleet management and maintenance contractor to provide preventive maintenance and repair and other allied services necessary to maintain the City's vehicles and equipment and provide optimal readiness of the City's diverse vehicle and equipment fleet.

First Vehicle Services is pleased to submit the enclosed proposal for the *Comprehensive Fleet Management Services* on behalf of the City of Hollywood. Our strong commitment to the City reflects in our dedication to our employees and the City's vehicle and equipment operators, as well as our efforts to minimize costs while improving availability over the term of a new contract.

We will furnish all necessary supervision, labor, parts supply and management, and outside repair work required to maintain the City's fleet in a state-of-repair and service consistent with industry best fleet practices and as more specifically defined in the City's RFP.

COMPANY INTRODUCTION

Since 1981, First Vehicle Services has been providing efficient and costeffective fleet management and maintenance services at our client locations which include governments, petrochemical companies, transportation firms, and private organizations throughout the United States and Puerto Rico.

Today, First Vehicle Services is the largest North American provider of fleet management and maintenance services to governments.



Headquartered in Cincinnati, Ohio, First Vehicle Services operates in 64 location and is responsible for the maintenance and management of more than 36,500 vehicles and pieces of equipment.

Our fleet management and maintenance solutions are designed to meet our clients' fleet specifications and operator requirements. From police, fire apparatus, and rescue units to sanitation and construction equipment, trailers, and utility trucks, we work with our clients to design a maintenance solution that significantly reduces costs, while increasing fleet availability and safety of our clients' vehicle and equipment fleet.



With a long and proud tradition in fleet management and maintenance, we stand behind our promise of superior level of service, performance, and support that is second to none in the industry.

OUR VALUES

At First Vehicle Services, we hold strong to our five core values and our employees exemplify these values every day. We prove our **commitment to our customers**, with over 91% overall client satisfaction. Our **dedication to safety** is in every task our employees complete, from starting every meeting with a safety message, to personal protection equipment (PPE) and stringent location safety practices. We **set the highest standards** for ourselves and each other, demonstrated by having more ASE Blue Seal Recognized maintenance shops than any other competitor. We **support each other** with regional management teams standing ready to aid local managers with daily challenges. We **hold each other accountable** for our performance with our proprietary Hexagon EAM (for total fleet maintenance tracking and reporting) and our proprietary Management Information Dashboard application (for key performance indicator tracking and reporting) at the location, region and corporate level.



People are our most valuable asset, including both our customers and our employees. First Vehicles Services will be there to deliver the value and customer service that our clients expect and deserve. We, as the leading provider of public-sector fleet management and maintenance services, work passionately and in partnership with our clients and the communities in which we serve. Safety is our way of life, not a trend. "Think Safe, Act Safe, Be Safe" is the heart of our philosophy.

First Vehicle Services is responsible on all levels—holding ourselves accountable with high standards and sharing a single focus: provide high-quality and reliable fleet management and maintenance services that are second to none in the industry, while delivering world-class customer service on a day-to-day basis.

Optimistic, responsive, and confident, First Vehicle Services is uniquely positioned to provide innovative fleet management solutions to customers—whenever, wherever, and however they need them. Dedicated to the services they provide, the employees of First Vehicle Services will be here for you—today, tomorrow, and every day.

TRUSTED PARTNERSHIP

More than a vendor, we will become the City's fleet maintenance and business partner—a privilege and responsibility we take very seriously.

Operating 64 client service centers daily, we are responsible for the management and maintenance of more than 36,500 vehicles and pieces of equipment.

Following a careful review of the City's RFP and issued addendum, we took the opportunity to understand the City's fleet maintenance operation, operator requirements, and goals in order to develop a comprehensive fleet management and maintenance program. Our proven fleet maintenance solutions for governments are specifically designed to increase vehicle lifecycles and improve fleet availability, safety, and reliability.



"The qualifications of their personnel and the quality of their services are great. They will do what is necessary to enure our equipment is well maintained and serviceable."

-Richland County Client Feedback



CONTACT INFORMATION

Name of Organization Type of Business	First Vehicle Services, Inc. 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 Phone: (513) 241-2200 Fax: (513) 672-2998 Corporation
Service Provided	Fleet Management and Maintenance Services
NAICS Code	811198 State of incorporation Delaware
Proposal Point of Contact	Gerald (Jerry) West, Director of Business Development First Vehicle Services, Inc. 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 Mobile: (513) 214-4973 Gerald.West@firstgroup.com
Person Authorized to Negotiate	Cal Alexander, Senior Vice President First Vehicle Services, Inc. 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 Mobile: (513) 954-2548 Cal.Alexander@firstgroup.com
	George Cavelle, Region Vice President First Vehicle Services, Inc. 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 Mobile: (954) 488-0431 George.Cavelle@firstgroup.com
Federal Tax ID	20-0441528 Dun & Bradstreet 14-316-9386
Corporate and Region Staff	Bradley Thomas, Chief Executive Officer Cal Alexander, Senior Vice President George Cavelle, Region Vice President Alex Valladares, Maintenance Operations

UNDERSTANDING OF THE CITY'S OBJECTIVES

As the City's fleet management and maintenance partner, we will deliver a fleet management and maintenance program that meets and exceeds the City's vehicle and equipment operating requirements, user demands as specified in the RFP Scope of Services, and all areas covered in the City's addendum. Specifically, our program for the City and application of best fleet practices will:

X	Reduce overall fleet maintenance cost
—	Improve vehicle and equipment availability
•	Increase overall operating efficiencies including a reduction in capital expenditures for fleet assets
E	Improve services offered to the City's departments using fleet vehicles by professionalizing the total fleet function
	Improve reporting of vehicle maintenance costs at specified intervals
**	Assist the City of Hollywood's Public Works Department Fleet Management Division through the City's Director of Public Works in developing a fleet equipment lifecycle replacement plan
دُيُ	Help lower the City's Green House Gasses by offering low-emission vehicles to the fleet



INNOVATIVE FLEET MAINTENANCE SOLUTIONS

In partnering with the City of Hollywood, we will be committed to the delivery of exceptional service each and every day through a partnership built on a foundation of trust, respect, and mutual benefit. This partnership will involve an active and collaborative exchange of ideas and suggestions, resulting in a solid, long-term relationship with our clients and enhanced interactions with the vehicle and equipment users.

This relationship coupled with our industry knowledge will allow First Vehicle Services to stay in touch with the City's changing fleet needs and requirements, and to address issues and concerns of the City.

Some of the key innovative fleet service solutions that we will provide to address the unique RFP objectives and concerns of the City include the following:

X	Reduce Overall Fleet Maintenance Cost
Comprehensive Preventive Maintenance (PM) Services and Quality Control Focus	We perform a comprehensive preventive maintenance (PM) service using a thorough inspection checklist based on best fleet practices, OEM specifications and the City fleet maintenance requirements. This quality PM process identifies existing and/or developing maintenance issues in the shop as opposed to experience a costly maintenance breakdown occurring on the roadways—ultimately reducing your total maintenance expense.
Corporate Purchasing Agreements for Quality Parts Supply	We purchase more than \$250M in parts annually and we can leverage our national fleet discount programs consisting of more than 100 vendors, resulting in the highest quality parts at the lowest possible price.
OEM Warranty Administration	Aggressive identification of repairs covered by equipment manufacturer or supplier warranties. We have a direct relationship with Ford and Dodge for OEM warranty administration.

	Improve Vehicle and Equipment Availability
Preventive Maintenance Program	We will implement a robust preventive maintenance program that meets and exceeds your fleet maintenance requirements and operator demands, while complying with OEM specifications—ultimately increasing your fleet availability and safety.
Industry-leading Vehicle Diagnostic Equipment	We utilize two important vehicle maintenance technologies: Mitchell 1's ProDemand® and Noregon Systems Vehicle Diagnostic System. ProDemand effectively delivers real-time information to the technician on vehicle maintenance and repairs. Similarly, Noregon Systems is a diagnostic tool that quickly scans a vehicle's computer system and provides specific OEM fault codes, assisting the technician in finding the components in need of repair. As the result, these two advanced technologies increase the efficiency of repairs.
World-class Maintenance Team	We use logical and experience-based proposed staffing level of certified ASE technicians to perform maintenance and repairs for a safe and reliable fleet.
Process Excellence Programs	We strictly adhere to the ASE technician training and certification process in conjunction with our trademarked First Quality Management program, ISO 9001 Certification in Fleet Maintenance, Lean Maintenance Practices for our service centers and a Lean Six Sigma program for our employees – ensuring delivery of a safe and reliable fleet maintenance operation.
Automated PM Scheduling Process	We maintain vehicle operator compliance thorough a PM scheduling process via our fleet management information system (Hexagon EAM) in an effort to increase the City's vehicle and equipment fleet reliability and availability.



(Increase Overall Operating Efficiencies including a Reduction in Capital Expenditures for Fleet Assets
Comprehensive Fleet Management Programs	Our fleet management programs included in our response address all of your requirements and will increase your fleet availability and overall efficiencies—allowing you to reduce your total vehicle count and decrease your fleet capital expenditures and monthly operating costs.
Paperless Shop Initiative	We will institute a Paperless Shop program for the City of Hollywood's fleet services operation. Our Paperless Shop program increases technician productivity by providing all maintenance forms, work orders, and tasks via tablets in real time.

* <u>=</u>	Improve services offered to the City's departments using fleet vehicles by professionalizing the total fleet function
Dedicated Local Project Manager	Our proposed, local Project Manager Jon Olsen for the City's fleet management and maintenance services operation will be available at all times to maintain the optimal readiness of the City's vehicle and equipment fleet for its users. Our local Project Manager will serve as the single point-of-contact person for all fleet-related issues and will work with you every step of way for full client satisfaction with our service delivery.
Technician Training and Certification Program	Strict adherence to the ASE technician training and certification process in order to provide a high level of service to each City department. Through partnerships with OEMs, we provide onsite training programs for technicians with Ricon, Waltco, Ford, Dodge, and other major vehicle OEMs.
Trademarked First Quality Management Program	Our trademarked First Quality Management program which includes ISO 9001:2015 Certification in Fleet Management and Maintenance, Lean Maintenance Practices for our service centers and a Lean Six Sigma program for our employees, will improve delivery and efficiency of services, while reducing operating costs.

	Improve Reporting of Vehicle Maintenance Costs at Specified Intervals
Fleet Management Information System (Hexagon EAM)	First Vehicle Services will provide and manage our fleet management information system (FMIS)—Hexagon EAM—to track vehicle maintenance and parts supply activities and provide customized fleet reporting that includes vehicle repair costs. Fleet reporting will be vital to the analysis of the City's fleet maintenance operation to effectively reduce costs, improve service delivery, and increase client satisfaction.
Highly Trained Fleet Maintenance Professionals	Our local team of certified ASE technicians for the City of Hollywood fleet services operation will be devoted to the proper and timely repair of your vehicle and equipment fleet: • Increasing your fleet availability and overall operation efficiencies. • Allowing you to reduce your spare vehicle ratio and total vehicle count—resulting in decreased fleet capital expenditures.

	Assist in the Development of a Fleet Replacement Lifecycle Plan
Vehicle Lifecycle Replacement Plan	First Vehicle Services will work with the City of Hollywood to develop and implement a vehicle replacement lifecycle plan for vehicles and equipment that begin to exceed recommended lifecycles. Adding new vehicles to the fleet as replacements for out-of-lifecycle vehicles will maximize long-term savings for the City, while maintaining high user satisfaction across all City departments.



COMPREHENSIVE FLEET SERVICES PROGRAM

By submitting our proposal, we are prepared to provide turnkey fleet management and maintenance services necessary to properly maintain the City's vehicle and equipment fleet. These services will include, but not limited to, the following:

Fleet Maintenance Services	Fleet Management Services
 ✓ Preventative Maintenance ✓ Repair Work ✓ Quick Fixes ✓ Vehicle Preparation and Disposal ✓ Road Calls and Towing Service ✓ Outside Repairs ✓ Warranty Administration ✓ Directed Work ✓ Emergency Services ✓ Welding and Fabrication ✓ Accident Repair Administration 	 ✓ Management Control ✓ Workflow Control ✓ Safety Management ✓ Inventory Control ✓ Quality Control ✓ Administrative Control ✓ Vendor Administration ✓ Invoicing ✓ Recordkeeping and Reporting ✓ Hexagon EAM, our Fleet Management Information System ✓ Fleet Replacement Lifecycle Administration ✓ Create Vehicle Leasing Options ✓ Assist in Green House Gas (GHG) Fleet Reductions

OUR COMMITMENT TO THE CITY

First Vehicle Services' breadth of experience in North America includes services very similar to the fleet management and maintenance services requested by the City. Our ability, experience, and approach to serve as the best partner for the City will serve to enhance the quality of the transportation system and provide exceptional customer service to our staff, employees, and customers we serve together. First Vehicle Services will deliver on its promises to provide high-quality, efficient, and cost-effective transportation solutions, through our use of **Dedicated Management Teams**, Innovative Fleet Management Solutions, Community Involvement and Sustainability, our all-encompassing Maintenance Program, and our Future Commitment.



OCCUPATIONAL LICENSE / BUSINESS TAX RECEIPTS

Please see the **Attachments** section of this technical proposal for our Occupational License/Business Tax Receipts as required by the City of Hollywood.



SECTION 2: Scope of Services

First Vehicle Services

2. SCOPE OF SERVICES

OVERVIEW

First Vehicle Services will provide preventive maintenance, remedial repairs, towing, parts inventory acquisition and management, and other associated fleet management services – a comprehensive fleet solution tailored to your needs and requirements. To ensure the satisfaction and safety of both the City and the customers we serve together, we will ensure the continuity of effective and economical operation of the City's vehicles and equipment listed in the solicitation.

We will furnish all necessary supervision, labor, parts, supplies, and outside repair work required to maintain the fleet in a state-of-repair and service consistent with best fleet practices and as more specifically defined in the solicitation. Extending the life of the City's fleet and protecting the investment in the vehicles is one of our top priorities. The entire First Vehicle Services operation will revolve around meeting and exceeding all requirements stated in Section III – Scope of Work/Services of the RFP.

The use of a robust MIS database is important for the optimum fleet

"I've been very happy with the staff at

FVS and the way they truly care about the quality and effectiveness of their work product."

- South Jersey Industries Client Feedback

maintenance and repair, and detailed fleet management reporting to the City. We will provide and maintain our fleet management information system, Hexagon EAM, to electronically record the maintenance and repair activity for each the City vehicle and piece of equipment.

Our industry leading maintenance operations starts with the right people. Our employees attend vigorous trainings to make repairs right the first time, our local Project Manager Jon Olson, brings with him over 40 years of experience. We also have our Hexagon EAM database for optimum fleet management. This FMIS system stores all the maintenance activity for each vehicle. In the spirit of partnership, every report available in Hexagon EAM will be provided to the City whenever requested.

Committed to delivering world-class fleet maintenance services for the City's vehicles and equipment, we are prepared to meet and exceed all RFP requirements specified in the Scope of Services. We want to enter a long-term private/public partnership with the City of Hollywood for all of your vehicle maintenance and repair needs.

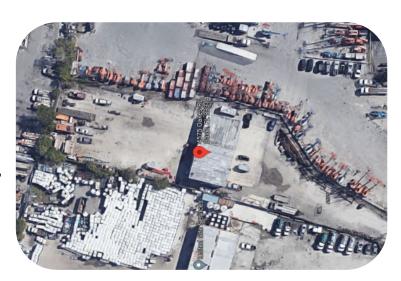
As the leading public-sector fleet maintenance contractor with more than 40 years of experience, we understand the importance of a safe and reliable fleet to deliver day-to-day public services.

FACILITY

Upon a signed contract, First Vehicle Services will perform the contract work at a fleet maintenance facility located at 4575 Oakes Rd, Davie FL, or another similar and available property local to the City of Hollywood. The chosen facility will meet the requirements of the City's RFP

HOURS OF SERVICE

Our facility operation for the City of Hollywood will be open and operating every scheduled City workday, with the exception of City designated holidays and/or weekends. We will observe the City's holiday schedule. We may work on scheduled the City holidays, but we will not expect delivery of vehicles scheduled for PM inspections or other maintenance services. We will also always have at least one (1) fully qualified



technician on-call to support all City vehicle Users. On-call service will be provided for all vehicles during emergencies, special events, and other occasions. The Project Manager or Lead Technician will have a cell phone available to address any needs from the City to provide on-call services.

VEHICLE SECURITY

We are uniquely aware of the real-world security issues involving the fleet maintenance of law enforcement vehicles. We maintain law enforcement fleets at the majority of our contract locations with a combined total of more than 8,200 marked and unmarked units, hot-seat pursuit vehicles, and specialty law enforcement units such as SWAT and bomb response. This includes one of the largest law enforcement agencies in the United States—the DC Metropolitan Police Department.



We restrict access to the maintenance shop while repairing the units. In certain instances, we use car covers to conceal undercover vehicles from public view while in and around our shops. We will use 'out-of-service' light bar covers while transporting or test-driving marked vehicles.

We ask that officers remove all weapons from their vehicles. If at any time we find drugs, weapons, paraphernalia, or other evidence in a vehicle, we will stop work on that vehicle, clock off the work order, and lock the vehicle where it sits. We will then notify the vehicle user and the City's representative.



First Vehicle Services proudly supports more than 8,200 law enforement vehicles at our nationwide client locations.

Our Project Manager will monitor the behavior of our employees for adherence to these restrictions. Our employees will be informed that violation of the integrity of the security of these vehicles will be a disciplinable offense, up to and possibly including termination.

During new employee orientation, the employee will be trained on the importance of maintaining strict security of the City's vehicles and equipment, particularly undercover law enforcement vehicles in order to protect the identity of these vehicles. Some topics include:

- Need to refrain from idle conversation about unmarked, undercover vehicles.
- Proper procedures regarding weapons, drugs, and other evidence discovered in vehicles.
- The handling of special equipment installed on marked or unmarked vehicles.

EMPLOYMENT SCREENING

These procedures are in addition to pre-employment background checks that are conducted on all potential employees. The background investigation includes:

- Drug Screening
- Criminal Search
- Employment Verification
- Motor Vehicle Report
- Education Verification

We also mandate ongoing drug and alcohol testing on a random individual basis, post-accident, and full facility. Motor vehicle reports for our personnel who are required to operate the City's vehicles and equipment as part of the maintenance program are checked annually.

PREVENTATIVE MAINTENANCE

OVERVIEW

First Vehicle Services provides industry-leading maintenance services that increase vehicle and equipment uptime, extend vehicle lifecycles, and focus on promoting efficiencies. Our innovative maintenance program, delivered by ASE-certified technicians using best fleet practices with more than 40 years of nationwide fleet management experience, provides the City with an unparalleled maintenance operation. Our maintenance operation is built on three basic concepts to provide our clients with the most innovative and extensive maintenance program in the vehicle maintenance industry:



IMPORTANCE OF AN EFFECTIVE PREVENTIVE MAINTENANCE PROGRAM

The development of an effective preventive maintenance (PM) program that yields maximum vehicle uptime and cost efficiencies requires an experienced fleet maintenance contractor who understands the repair requirements of diverse vehicle and equipment types.



Preventive maintenance inspections (PMIs) scheduled **too frequently** can result in excessive and unwarranted vehicle downtime, elevated costs, and user inconvenience.

Conversely, PMIs scheduled **too infrequently** can lead to problems such as excessive brake and tire wear and other safety deficiencies, often resulting in breakdowns or major component failures.

First Vehicle Services develops a PM schedule that maximizes vehicle efficiency by scheduling the PMs just right, ensuring our operation remains cost-effective for the City and convenient for your operators. We serve the people that serve your community.

Driving cost savings to your bottom line and improving vehicle safety and availability are the primary goals of our customized PM program for the City.

KEY PREVENTIVE MAINTENANCE PROGRAM BENEFITS

The key benefits of our customized PM program for the City are significant and include:

Key Preventive Maintenance Program Benefits		
Comprehensive PM Inspections	Performed in concert with best fleet practices	 Reduces overall vehicle maintenance and repair costs Improves fleet safety and availability while reducing incidents of equipment breakdown Reduces the needs for spare, reserve or backup equipment Allow for proactive identification of vehicle repairs covered by manufacturer or supplier warranties
Detailed PM Scheduling and Notification Process	Generates a PM schedule via the fleet management information system	 Maintains a high rate of vehicle user compliance with PM schedules Maintains compliance with all Federal and State mandated safety and emission requirements
Exclusive Fleet Maintenance Information System (Hexagon EAM)	Tracks maintenance and repair activities performed	 Provides a repository of exact vehicle maintenance history Supports better management decisions regarding fleet size, vehicle

Key Preventive Maintenance Program Benefits			
		replacement cycles, and vehicle procurement Improves quality of data and availability of information	
Parts Supply and Management	Provides adequate levels of OEM or equivalent parts	 Maintains parts inventory at the most economical level Reduces vehicle downtime with correct parts and supplies in stock 	
Paperless Shop Program	Equips technicians with tablets for real time communication and maintenance history	Ensures all elements of the maintenance process are in constant communication, reducing costs, and improving overall cost effectiveness of the PM program	

PREVENTIVE MAINTENANCE INSPECTIONS

We will handle the prompt inspection and maintenance of the City's fleet and the return of each unit to an in-service status. We will have readily available any routine parts, fluids, testing equipment, etc. that may be required to complete all necessary PM services at the time those services are scheduled to reduce out-of-service and downtime of the fleet. We will perform PM inspections in accordance with OEM recommended service intervals and the City's requirements as stated in this solicitation and in the City's addendum, including servicing the City vehicles routinely once every six (6) months and police vehicles once every three (3) months. We will road test all vehicles following inspections/repairs and prior to returning vehicles to service.

Sample PM Inspection sheets are provided in the **Attachments** section of this proposal.

OIL AND LUBRICANT SAMPLING ANALYSIS PROGRAM

We propose to use an oil and lubricant sampling analysis program for purposes of determining repairs, service levels and intervals, as well as adjusting vehicle replacement schedules. As part of our preventive maintenance program, this fluid analysis is highly effective in safeguarding against vehicle breakdowns and mechanical damage by providing vital information concerning the presence different metal levels and other harmful contaminants.



As part of our comprehensive PM process, we utilize an oil and lubricant sampling analysis program to proactively identify any developing issues prior to a component failure.

The benefits of this program are as follows:

- Allows hidden or emerging problems to be identified before they lead to a vehicle breakdown and expensive repairs
- Permits oil change intervals to be safely extended, thereby favorably impacting your budget
- Allows us to potentially extend PM intervals; therefore, reducing the amount of oil and filters for disposal
- Reduces expensive road breakdowns
- Extends the useful life of equipment while increasing residual vehicle and equipment value
- Provides the quickest and most cost-effective way of reducing the City's environment footprint

The oil and lubricant sampling analysis program includes, but not be limited to, the following:

- All diesel and gasoline main and auxiliary engines
- Automatic and manual transmissions, transaxles and similar machinery, and tools used in all classes of vehicles
- Hydraulic systems for all vehicle-mounted hydraulics, exclusive of hydraulic brake systems
- Any vehicle designated by the City that may or may not fall within the range or categories of vehicles designated stated above

PREVENTIVE MAINTENANCE SCHEDULING

First Vehicle Services understands the importance of scheduling PM activities to ensure minimal interference with the operator's normally required work schedule.

We will utilize an automated PM scheduling process with sufficient lead time as mutually determined by First Vehicle Services and the City for notice to City vehicles users. PM schedule notification, referencing both the department and unit number, will be provided to the designated department representative. We will be responsible for all contact with departments regarding vehicle PM scheduling. The City, the designated department representatives, and the vehicle and equipment operators will be responsible for keeping the appointments for scheduled maintenance.

MISSED PM APPOINTMENTS

Adhering to the PM schedule is very important because the units are scheduled in order by **type of PM service** and by **class of vehicle** to maintain a steady workflow. This, ultimately, will improve the cycle time for the return of vehicle to the end user.

We understand that the vehicle user's immediate priority is to complete their assigned duties, especially in an emergency, such as a water main break, storm response, or other urgent need. In such instances, rescheduling of the PM service may be required.

Should a vehicle for any reason fail to appear on the original PM schedule date, we will provide the City's representative with a report listing We undestand the importance of scheduling PM services so they do not impace the City's

normal workflow.

vehicles that have missed PM appointments at a mutually agreed upon time frame. This report will be sent to the different user groups to reschedule an appointment. These vehicles will continue to appear on this "no-show" report until the PM is performed. After several attempts to bring "no-show" PM units to the shop, the report will be submitted monthly to the City's representative for an acknowledgment signature.

ROUTINE MAINTENANCE AND REPAIRS

To maintain the safety and availability of the City's fleet, we will perform repairs as required to correct deficiencies and road test vehicle following repairs and prior to returning vehicle to service.

YEARLY MAINTENANCE AND INSPECTIONS

We will inspect and test vehicles and power-operated equipment on an annual basis in accordance with Federal and State laws. Inspections and tests will be performed in our fleet maintenance facility by properly authorized and trained technicians.

We will be responsible for performing other statutory inspections and tests that may be required by Federal or State laws.

NON-VEHICULAR EQUIPMENT

We will maintain hourly miscellaneous equipment in compliance with the OEM specifications or as necessary.



PREVENTIVE MAINTENANCE PERFORMANCE

We will handle the timely performance of PM services for all the City vehicles and equipment. We will schedule, notify, and perform all scheduled maintenance by the above-listed PM inspection/ scheduling and rescheduling process.

REPAIRS

We will perform specific repairs to vehicles and equipment that are identified through PM services, by users, and by breakdown or malfunction. Repairs will be made as required, limiting the nature and extent of repairs to those which are consistent with the age, mileage, and cost to repair criteria of industry best fleet practices.

First Vehicle Services understands the repair priorities can change daily, depending on emergencies, work priorities and the availability of backup units. We will handle following repair priorities as set by the City's representative to meet the City's expectations for fleet availability

REPAIR LIMITATIONS

If a vehicle repair exceeds a monetary amount as mutually established by the City and First Vehicle Services, we will contact the City to discuss the cost effectiveness of the repair versus a replacement vehicle, as well as approval of such repair or replacement. When equipment replacement appears to be more cost effective than repair, such recommendation will be presented in writing by First Vehicle Services to the City.

QUICK FIXES

We will provide a quick fix function for minor repairs of less than a one-hour duration when the vehicle operator chooses to wait for the service. Vehicles repaired under quick fix will be moved to top priority and work will begin within 15 minutes from the time the vehicle is dropped off, provided the operator made an appointment with First Vehicle Services and brought the unit to the appointment on time.

Example quick fix repairs include fluid replenishing, windshield wiper service, and headlight replacement. PM services are not considered a quick fix function.

WARRANTY ADMINISTRATION

We will administer a warranty program, both for vehicles and parts, associated with management and repair of the City's fleet. Such work will be reimbursed directly to First Vehicle Services by the equipment manufacturer.

The Annual Services Schedule will be used to note any required warranty service and check that our technicians perform the service. Warranty requirements will be entered into our fleet management information system, Hexagon EAM. This system will automatically notify our Project Manager as to the expiration date of each warranty.

Manufacturer recalls or modifications to equipment will be used for updating and scheduling. Hexagon EAM will be used to monitor the vehicle during its warranty period and ensure that the vehicle performs at maximum efficiency and meets all manufacturers' safety requirements, as well as preventing subsequent costly "out-of-warranty" repairs.

RE-WORK

We will track and identity multiple repairs for the same deficiency on the same vehicle (re-work) and we will not invoice the City for any second and subsequent repairs within the parameters listed in the table below. Such re-work labor costs will be calculated and reimbursed to the City.

First Vehicle Services Re-Work Guidelines for the City		
Engine Overhaul	12 months or 12,000 miles, whichever occurs first	
All other Work	90 days or 4,500 miles, whichever occurs first	

ROAD CALLS / TOWING

First Vehicle Services will have technicians on call 24/7 to expeditiously handle vehicle breakdowns—ensuring minimal downtime of your fleet.

We will perform repairs primarily at our fleet maintenance facility. There will be a six (6) percent administration fee on each towing event. We will respond to requests for emergency road service or towing services on a 24/7 basis. After normal business hours, a call-forwarding or cellular phone system will refer emergency requests to the on-call technician who is assigned to provide road service at the

We will have technicians on-call 24/7 to handle critical fleet breakdowns, ensuring minimal downtime.

site of the vehicle breakdown via a service truck. When repairs cannot be performed on site, we will be responsible for transporting or arranging towing services to transport the vehicle to our fleet maintenance facility for repair.



OUTSIDE REPAIRS

We will be responsible for arranging and managing the conduct of outside repairs that cannot be performed economically in-house; and will be responsible for continued review of the need for specific outside repairs as opposed to performing in-house repairs. Examples of these outside repairs may include glass replacement, transmission repair, radiator work, alignments, and such other work that can be utilized at minimum cost to the City.

We will constantly monitor the performance of our repair vendors to maintain a quality level that is consistent with industry best fleet practices. We will evaluate vendor performance based on quality, reliability, delivery, customer service, and cost and provide appropriate feedback to the vendor.



We will evaluate vendor performance based on quality, reliability, delviery, customer service, and cost.

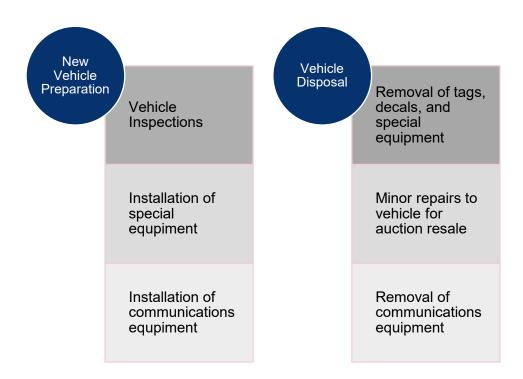
Should deficiencies arise in these areas, we will meet with the vendor to assist them in rectifying their deficiencies in a timely fashion so we can continue to purchase their services. We will discontinue the use of vendors who fail to meet our fleet quality standards.

All outside repair work will be performed to enhance the overall fleet performance in concert with industry best fleet practices. Whenever possible, repairs will be performed inhouse to better control quality and cost, maximize turnaround time, and minimize repeat repairs. We will periodically meet with the City to review and revise outside repair services so that the outside repair versus in-house repair remains justifiable.

We will be responsible for all vendor paperwork, invoicing, quality control, vehicle movement, vehicle security, etc. Vendor invoices will be accepted solely by First Vehicle Services.

VEHICLE PREPARATION AND DISPOSAL

We will prepare newly acquired vehicles for service, as well as removing vehicles from service after they have exceeded their life expectancy. First Vehicle Services will be responsible for the following, but not limited to:



When a vehicle is sold, we will follow the policies and practices of the City. We will assist the City in the preparation of vehicle and equipment for auctions.

ACCIDENT REPAIRS ADMINISTRATION

We will be responsible for processing accident repairs including appraisals, obtaining repair bids, transportation of vehicle to/from repair site, repair quality and timeliness, and will be responsible for administration, including the payment of invoices. We will obtain at least three (3) competitive bids for each accident repair.

FUEL MANAGEMENT

We will comply with the RFP requirements the City has defined in section **3.7 Fuel Management for Fleet Covered Vehicles** to reduce the cost to the City and to meet your greenhouse gas reduction goals. We will additionally ensure fuel availability during declared emergency situations by maintaining a consistent supply of fuel for use as needed. Through our expanded network of fuel resources and contract in the Florida area, we will maintain this consistency for the City.



FUEL SUPPLY PROGRAM

First Vehicle Services, along with its sister companies, First Transit and First Student, offer a retail and bulk fuel procurement program which can provide the City with reduced costs on fuel purchases and maintain sufficient fuel supply at all times. This option is a full turn-key approach for fuel management, reducing or relieving the City of obligations associated with fuel management. Pricing for fuel purchase is not included in our proposed pricing — Should the City choose to exercise this option, we will negotiate fuel pricing and purchasing provisions with the City of Hollywood.



Fuel is one of the largest expenses, so we continually search for ways to use our corporate purchasing power wherever possible to maximize savings. Over the years, we have established effective fuel-management relationships to help drive down costs for our company and our clients. We have fuel programs in place to best serve the needs of all fleets, regardless of location, size, or fuel demands.

Some locations have limited fueling options. No matter what those limitations may be, we have on-site fueling solutions that keep fleets running on time. First Vehicle Services has the ability to install above and below ground tanks with remote monitoring, along with options for mobile fueling from a tanker truck. Because tanker fueling is more expensive, we encourage clients to consider alternatives.

Our fuel program consists of two primary segments—bulk and retail supply. Bulk fuel delivery provides coverage to more than 400 company client locations throughout the United States and Canada.

Our annual bulk fuel purchases exceed 80 million gallons. Combined with our retail fuel needs, the annual fuel demand we generate is in excess of 100 million gallons.

BULK FUEL

National bulk fuel supply contracts are the best way we can plan for an adequate fuel supply free of price fluctuation and supply disruption. In the event of extraordinary circumstances such as hurricanes or other natural disasters, our bulk fuel supply contract guarantees first priority at fueling terminals. In addition, fixed freight clauses keep delivery charges constant for the

duration of our contract. This helps guard against an increase of in-ground fuel expense resulting from fluctuating delivery costs and location variables such as tank size, type, etc.

Bulk fuel supply contracts can effectively deliver the following benefits to our customers:

- Consistent fuel supply, even during emergencies
- Fixed freight cost, which does not drive up our 'in-ground' fuel expense
- Protection against rising commodity prices
- Lowest consistent price of fuel every day

Standard day-to-day fuel pricing is not set by individual suppliers but is based on actual purchases at individual terminals across North America. As a result, fuel prices on the West Coast may be substantially different from those in the Midwest or in the Southeast. Factors such as local supply and demand, fuel specifications in metropolitan areas, and the future market can greatly impact price volatility. The pricing in our bulk fuel supply contract is based on publicly available OPIS fuel pricing at individual markets across the country—enabling us to take advantage of the lowest possible fuel prices every day.

RETAIL FUEL

Our retail fuel program is managed with the use of a national fuel card. This universal MasterCard is widely accepted across North America at nearly all retail fueling stations, and our discount is applied on every gallon of diesel fuel and gasoline dispensed. Data on each transaction is available for managers to review as they analyze overall fuel purchases and consumption.

Additional components of our fuel program include:

- **Tank compliance and management** This ensures each location maintains proper paperwork according to regulatory requirements.
- Repair and maintenance services We provide full fuel system and fuel component parts repair and maintenance. This includes the physical tank, automated fuel tank gauges, hoses, dispensers, card readers, and items considered part of the fuel system.
- **Equipment financing options** We minimize capital expenditures by incorporating fuel tank systems into fuel pricing.
- **Centrally managed program** This ensures consistency throughout the organization and complete transparency on a transaction-by-transaction basis.
- Alternative fuel options We make available ethanol blends, bio-diesel, and compressed natural gas fueling options.

LEASE PURCHASING PROGRAM / VEHICLE REPLACEMENT

We are fully prepared to conduct a Lease Purchasing Program/Vehicle Replacement program based on the inventory list provided by the City. Typically, we would classify each item on this list by an APWA unit classification, and will use this to determine a replacement. We can provide recommendations during the interview process.



LICENSE ADMINISTRATION PROGRAM

We will be responsible for leading a vehicle license administration program on behalf of the City of Hollywood. Our Office Clerk will be tasked with this responsibility, ensuring proper registration and licensing of all City vehicles by performing the following key duties:

- Perform timely filing of documents and payments required to renew vehicle registrations
- Communicate with City departments in order to process vehicle renewals on behalf of the City
- Work directly with City department representatives to ensure renewals are processed in a timely manner
- Ensure each City vehicle is up-to-date and compliant on their licenses between all local, state, and federal requirements

FLEET REPLACEMENT LIFECYCLE PROGRAM

We will assist the City's Director of the Public Works or his/her designee in determining when fleet vehicles and equipment have reached their optimum period of retention. We will perform a mechanical evaluation as scheduled or directed by the City of all units under consideration for replacement, complete required inspection forms, and make recommendations as to which units will be replaced and which units qualify as backup or reserve units.

We will assist the City in using fleet size reduction as the first step in the City's replacement process. We would recommend a complete review of the current preventive maintenance intervals and inspection checklists to include analysis of OEM recommendations and fluids used. With this information, opportunities will be discovered to extend intervals to safe levels and improve user productivity.

We will review low use assignments and overall utilization of the fleet. We will review the fleet's annual utilization and identify those units that will be considered for reduction and a supporting plan to provide short-term transportation for those City operators.

We will conduct an annual review of the fleet and equipment needs of the City and prepare and submit annual budget estimates for new and replacement vehicles and equipment to the City's Director of the Public Works Department or his/her designee.

We will act in the capacity of technical advisor to the City regarding the acquisition of new vehicles and equipment and will provide historical maintenance data on proposed equipment as may be useful in determining selection of vehicles. We will consult with City department managers regarding specifications (i.e., purpose of vehicle, GVW, engine size, optional equipment, repair histories, quality of vehicles available for purchase, leasing options, availability of repair parts, and dealership support).

We will provide the following replacement planning and technical assistance services to support these efforts:

- Repair versus replacement analyses on any unit requested by the City
- Development of specifications for new, additional or replacement vehicles
- Inspections and assessments of used vehicles under consideration for purchase
- Compliance assessments and recommendations meeting alternative fuel, clean air and energy mandates of City, State, and Federal government (Clean Fleet Model ordinance
- Demonstration and evaluation of new vehicle and maintenance technologies, including the coordination of demonstrations, the establishment of test protocols, and the collection of test data
- Participation in vehicle and equipment test programs for the purpose of evaluating new models for purchase by the City
- Participation in alternative fuel and green fleet planning projects, evaluations and demonstrations as requested by the City's Director of the Public Works Department or his/her designee

PARTS

PARTS SUPPLY

During the contract term, we will be responsible for the procurement and management of all parts, inventories, and supplies required to maintain and repair the City's vehicle and equipment fleet. Our goal is to control costs while providing an inventory of high-quality parts for our technicians to use as necessary to maintain the City's fleet.

Parts installed on the City's vehicles and equipment will be identified by part number and cost on the repair order for the appropriate assignment.

Use OEM Quality Parts or Equivalent purchased at Competitive Prices. Just as we strive to cultivate partnerships with our customers, we do the same with our vendors.

During the contract we will procure and manage all parts and supplies necessary to maintain the integrity of the City's vehicles and equipment. Our goal is to control costs, and we leverage our purchasing power to keep tho]0se costs to a minimum. Following the City's standards First Vehicle Services will only use OEM, or equivalent, quality parts purchased at competitive prices.



CORPORATE PURCHASING AGREEMENTS

The vendor relationships we have in place through Corporate Purchasing Agreements (CPAs) ensures that we get quality parts, best service, and competitive pricing. Our CPAs with major parts suppliers include Ford, Chrysler, General Motors, Cummins, Detroit Diesel, Freightliner, International/Navistar, Bridgestone, Firestone, Goodyear, Michelin, Bandag, AutoZone, Petro Canada, Fleet Pride, NAPA, Barnes, Imperial Supplies, and others that provide significant pricing advantages.

We have established Corporate
Purchase Agreements with nearly 200
vendors that represent 120,000
unique parts. First Vehicle Services
along with sister companies, First
Transit and First Student, purchases
over \$250 million in parts and tires annually.



First Vehicle Services, and sister companies, purchase over \$250M in parts and tires each year.

Most of the National CPA vendors we use provide parts and services through their network of local dealers. Additionally, as your service partner, we have a commitment to support the businesses in the Florida community. We will utilize other local vendors, whenever it is advantageous and meets the needs of the City.

PROACTIVELY MANAGE STOCKING LEVELS

We will use both regular physical inventories and our fleet management information system, Hexagon EAM, to manage the parts inventory. We will establish a preferred vendor, a backup vendor, alternate part numbers, reorder points, and restocking levels for every part in the MIS system. Minimum order points are based on your usage and the time it takes to receive an order. When the part reaches a defined level, a purchase order will be automatically generated, reviewed, and adjusted as necessary, prior to the part running out of stock

SCHEDULED INVENTORIES

We perform a physical inventory semi-annually at each of our locations. In addition to our regular cycle counts, outside auditing firms randomly certify the physical counts.

DATA-DRIVEN DECISIONS

Our corporate maintenance team performs monthly inventory audits to monitor CPA usage, stocking levels, parts usage, out-of-stock items, and unused inventory. We use this process to improve buying and stocking procedures for our individual locations.

ORGANIZED PARTS ROOMS

We help keep costs low by maintaining a properly stocked and organized parts area. This helps ensure proper placement and grouping of parts.

PARTS WARRANTY ADMINISTRATION

We will administer warranties for parts identified to be either defective, inferior, or non-fit items following repair of the City's vehicle or piece of equipment. We will perform necessary work to replace a defective part and such work will be reimbursed directly to First Vehicle Services by the OEM supplier.

INVENTORY

Within thirty (30) days after the commencement of the contract period, we will produce a recommended inventory list to be approved by the City.

We will be responsible for maintaining an adequate parts inventory during the contract term. We will use our fleet management information system, Hexagon EAM, to monitor the parts inventory and track parts usage on the City's fleet. We will use our Hexagon EAM to generate a complete inventory by part number and part cost, and a usage rate history for each part normally stocked.

The City will purchase, at cost from First Vehicle Services, all of the active parts in inventory upon completion or termination of the contract.

DISPOSAL OF OBSOLETE INVENTORY

We will assist the City with disposal of the inactive, unusable, excess, and obsolete parts in the City's parts stock to maximize the value from these items. This will be accomplished in three (3) stages:



We will post the parts availability on our company's intranet site. This will give national exposure at our client locations. If any of our locations have a need for some of these parts, we will purchase the parts at the City's acquisition cost, less shipping costs.

We will attempt to identify vendors that accept returns. We propose that the City use this option for any items that will realize at least 50 percent of the acquisition cost.

We will auction remaining inventory. the City will only be responsible for costs associated with the auction.

INNOVATIVE FLEET MAINTENANCE TECHNOLOGY

VEHICLE DIAGNOSTICE SOFTWARE

MITCHELL 1 SOFTWARE



Through an exclusive partnership with Mitchell 1, First Vehicle Services uses **Mitchell 1's ProDemand® and TruckSeries software** programs for the City's fleet maintenance and repair operation. Both

programs provide information to properly diagnose, repair and maintain, as well as write estimates for most makes and models of cars, light trucks, Class 4-8 trucks, and buses. The Mitchell 1 software applications are powerful tools for our technicians, allowing them to spend less time in front of a computer and more time doing what they do best—providing quality repairs and excellent service to our customers.

ProDemand provides comprehensive OEM repair, estimation, and maintenance information, while delivering exclusive real-world industry insights to help our technicians repair vehicles more efficiently. Some of the key features are:

- SureTrack OEM and real-world repair information together in a single lookup
- Real Fixes Industry insights based on actual repair orders and experiences from expert technicians
- Common Replaced Parts Real-world data trends that guide you quickly to a diagnosis
- **1Search** Brings together complete repair information in a single lookup
- Top 10 Repairs Dashboard provides the most common repair issues for the vehicle in the shop
- Wiring Diagrams Industry-leading scalable diagrams with consistent formatting across all OEMs

The Mitchell 1's TruckSeries application—the only complete repair information software suite of its kind for Class 4-8 trucks and buses—provides important vehicle repair information including scalable wiring diagrams, digital pictures, and DTC-to-diagnostics.

More information on the Mitchell1 ProDemand software can be found in the **Attachments** section of this proposal.

Noregon Systems – Vehicle Diagnostic System



First Vehicle Services uses the **Vehicle Diagnostic System (VDS) of Noregon Systems, Inc.** throughout our national service centers. Each system consists of a DLI tablet computer, Noregon JPRO Vehicle Interface Device, JPRO Fleet Diagnostic Software, and various OEM software applications.



JPRO® Commercial Vehicle Diagnostics (CVD) scans any Class 7-8 truck or bus in less than a minute and displays over 44,000 detailed OEM fault codes. With JPRO, a technician sees and solves all issues related to the multiple systems found on the truck that may be causing problems with other vehicle

components. The JPRO system helps the technician save time, increasing efficiency during diagnosis and repair.

In addition, JPRO provides comprehensive diagnostic solutions with just the click of a button, allowing a technician to determine:

- The total vehicle health status by clearing fault codes and diagnosing all vehicle components in a single application
- Record data for playback or print reports containing faults and key vehicle data
- Launch OEM applications and troubleshooting guides
- View current engine status (i.e., regen mode, etc.) and monitor exhaust gas
 recirculation (EGR), diesel particulate filter (DPF), selective catalytic reduction (SCR),
 and (diesel exhaust fluid) DEF tank sensors (these components are critical to a healthy
 vehicle exhaust system and have a direct effect on the emissions each vehicle
 produces)
- Provide status of vehicle fluid levels in a singular, simplistic display
- · Provide information on status indicators, switches, and gears

The JPRO product brochure and coverage information can be found in the **Attachments** section of this proposal.

FLEET MANAGEMENT INFORMATION SYSTEM

We will provide and utilize our fleet management information system (FMIS), Hexagon EAM, to provide customized reporting and data gathering on maintenance, repair, and parts management activities.





Hexagon EAM will capture critical data about the City's fleet and provide fleet analysis with customized reporting.

Hexagon EAM is a versatile system that simultaneously tracks and monitors maintenance and repair activities that include:



Hexagon EAM includes multiple levels of concise reporting that assists management and technicians with daily maintenance and supervisory tasks. It tracks our entire maintenance operation, searchable by fleet type or individual vehicle, and consolidates tasks into the following reports:



Reports are combined into a database and are available to the City on a secured, read-only section of our maintenance web site. The Project Manager reviews the fleet reports to find any recurring maintenance trends that will be addressed. the City will be provided software application login credentials to access our Hexagon EAM via a mobile phone, tablet, or desktop computer. In the spirit of true partnership and transparency the City will be able to view any reports or operational KPIs on an ongoing basis.

First Vehicle Services' nationwide network of locations provides an additional resource to the City, linking your service to similar operations and fleets. This reporting method ensures that the best, industry-leading fleet practices in all First Vehicle Services' maintenance activities.

KEY MIS FEATURES AND BENEFITS

Hexagon EAM Component	Description	Benefits	
Task Scheduling	Schedules PM automatically based on processes defined for vehicle classes or individual units. Reports can document equipment due for PM and sort it by company, region, department, or location. Separates tasks by priority, such as critical work orders and routine tasks.	Reduces fleet downtime by facilitating regularly scheduled preventive maintenance service	
Warranty and Road Call Management	Tracks warranties, recall campaigns and related data. Users can query the database by VIN for units that are affected by specific road calls and issue work orders.	Allows flexibility in managing warranty data	



Hexagon EAM Component	Description	Benefits
Parts Inventory	Includes comprehensive parts inventory data management that supports purchasing, inventory tracking, and transfer, location-level data, and similar information.	Automated parts ordering and requisition saves money and time.
Fleet Performance Reporting	Provides real-time, on-screen reports in several industry-standard categories. Reports can be generated to track costs per vehicle, location, and equipment type.	Facilitates vehicle lifecycle analysis and replacement planning.
Benchmarking	Generates daily, weekly, and/or monthly reports from operating and performance statistics tracked in the system.	Results are reviewed to identify potential trends to prevent fleet downtime and unnecessary maintenance costs.

MIS WORKFLOW PROCESS

We will use our Hexagon EAM MIS to schedule preventative maintenance inspections for the City's fleet. Once the vehicle is delivered to our facility, our Lead Technician will generate a work order in the Hexagon EAM system and then assign the work. The technician will perform any repairs found during the inspection, recording parts and labor on work orders that is attached to the completed PM inspection sheet. Upon completion of repair work, all records are retained on file and electronically through our Hexagon EAM MIS.

KEY PERFORMANCE INDICATORS

Hexagon EAM is a valuable tool for Key Performance Indicator (KPI) reporting to ensure the City's fleet is well-maintained and, most of all, safe and reliable for your users. Benchmark targets are established for maintenance activities and then tracked and reported through Hexagon EAM for continuous trend analysis.

Hexagon EAM allows for complete analysis of a wide range of fleet information—improving and accelerating critical management decisions regarding the City's fleet. Sample FMIS reports are provided in the **Attachments** section of this proposal.

MIS TRAINING

Our MIS support and regional staff will be available to provide FMIS support to the location throughout the contract term, including training our technicians and management staff on the use of Hexagon EAM. We will provide ongoing FMIS support, training and system configuration, as needed. We plan to draw on the IT expertise of our local and regional First Vehicle Services' resources to assist in providing essential IT support.



TRAINED MIS SUPPORT PROFESSIONALS

First Vehicle Services has trained IT management professionals who are intimately familiar with our clients' fleet management needs and work in collaboration to identify and propose recommendations for improved process flow and increased cost efficiencies. They are experts in the design of customized IT solutions that meet and exceed your fleet management program requirements—from parts procurement and reordering for sufficient inventory supply to PM schedule notifications for the timely performance of maintenance inspections. They understand that proper and accurate tracking of all maintenance activity and reporting is crucial to ensure the City's vehicles and equipment are performing properly and safely

PAPERLESS SHOP TECHNOLOGY

First Vehicle Services offers an innovative approach to the typical maintenance workflow through our Paperless Shops initiative. In a typical shop, a paperwork order is on average touched 10 times before maintenance resolves the issue. Our paperless shops streamline the process by offering all forms, work orders, and tasks via tablets.

- Employees can document preventative maintenance inspections and record maintenance functions and work orders from anywhere in the shop on tablets.
- Tablet usage helps correct documentation by storing the data directly into Hexagon EAM.
 This is a quicker way to fill out forms and ensure the accuracy of information for future repairs and client reporting.

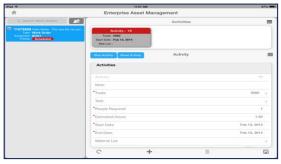




- Technicians complete all follow up work orders from the tablet, ending the need for extra forms and processing time.
- Parts are pre-assigned to jobs and technicians can easily sign out parts on the tablets, which helps in inventory control and creates a seamless process for inspections and repairs.
- Supervisors plan their work based on KPI data loaded onto the tablets from Hexagon EAM, showing them average work time and the number of vehicles out of service, awaiting parts, and other key factors for daily scheduling.
- Technicians get tasks assigned via tablets. By reviewing their days' work assignments on the devices, allows technicians to check-in for the day and easily see schedule changes as they occur in real time.

First Vehicle Services and its sister division—First Transit, have successfully implemented 390 tablets that support 590 technicians at more than 48 shops.





Post Total to Activity





RECORDS AND REPORTING

RECORDS

Upon prior notice to our Project Manager, we will provide the City's authorized representative(s) access to all electronic and hard data, books, records, correspondence, instructions, plans, drawings, receipts, vouchers, and memoranda of every description related to our fleet management and maintenance services for the City, and will provide to the City's authorized representative(s) cost verification for work.

FILES

We will maintain a complete file of service manuals, service bulletins, lubrication charts, and other information needed to properly service and repair the City's fleet. These files will remain the property of the City.

We will also maintain a hard copy history folder for each vehicle and piece of equipment. This folder will contain, in chronological order, all work orders generated on the vehicle/equipment. The folder will also contain the vehicle's make, model, year, and Vehicle Identification Number (VIN) along with invoice information.

All electronic data stored in our fleet management information system, Hexagon EAM, will be owned by the City and made available, upon request, to the City's authorized representatives at any time during the contract. The software and FMIS will be maintained by First Vehicle Services.

WEEKLY AND MONTHLY REPORTS

We will generate a weekly and monthly report for delivery to the City. Both reports will be provided in accordance with reporting requirements listed in the solicitation.

ANNUAL REPORT

We will provide the City with a written annual performance report which summarizes the year's activity, within thirty (30) days following the end of the contract year. The annual performance report will include yearly data for those categories presented in the monthly reports, as well as any additional performance information we believe is necessary and pertinent to the City.

INVOICES

We will invoice the City for services provided subject to the applicable costs set forth in our proposal. We understand the City follows the guidelines for payment of invoices as set forth in the Prompt Payment Act of Florida Statutes.



VALUE-ADDED SERVICES

EMERGENCIES

We will mobilize the shop and provide repair and maintenance services for the duration of emergency situations. Such service will include adequate staffing to ensure continued vehicle operations at a level determined to be required by the City. Costs incurred during emergency situations will be invoiced to the City at our proposed labor rate.

PURCHASES

We will assist the City in the preparation of purchase specifications for additional or replacement vehicles and/or replacement equipment. In addition, we will assist the City with inspections and assessments of used vehicles and equipment that the City is considering for purchase or lease. We will also identify and recommend to the City both services and equipment for purchase

Strong Focus on Customer Service

"I am satisfied with [the] First
Vehicle Services organization.
The value we have received
from your organization
maintaining our fleet has
exceed my expctation. Keep
up the good work!"

- M. Washington, City of Pembroke Pines

that will reduce the cost of maintenance and/or improve the quality of vehicular services provided to the City.

DIRECTED WORK

We understand that the City or its designee may direct us to perform additional tasks (i.e., tasks not related to ongoing and normal operations) under this contract. We will perform such assignments in accordance with an agreed to schedule and level of effort. Cost of such assignments will be invoiced to the City at our proposed labor rate.

INVESTIGATIONS

We will support the City with technical investigations related to the fleet. Such investigations may support accidents, fire, or other issues of a technical nature.

WASTE

We will propose/retain vendors for the disposal of all trash and other wastes generated during the contract. We will maintain records on all hazardous chemicals and other hazardous waste. The records will contain the materials' origin, use, transportation, and ultimate distribution and disposal. All disposals will be in accordance with current City, State and Federal laws and EPA

regulations. We will provide training and management for employees working with and handling hazardous materials, in accordance with laws and EPA regulations. At contract commencement, we will provide a written Hazard Communication Program. We will hold the City free of liability for all our actions relating to waste disposal.

PERFORMANCE

RIGHT TO REQUIRE PERFORMANCE

the City's failure at any time to require performance of any provisions thereof by First Vehicle Services will in no way affect the right of the City thereafter to enforce same. Nor will any waiver by the City of any breach of any provision hereof be taken or held to be waiver of any succeeding breach of such provision or as a waiver of any provision itself.

INSURANCE

We will be responsible for maintaining insurance coverage as required in this solicitation. Please see the **Attachments** section of this proposal for a copy of the First Vehicle Services Certificate of Insurance that meets the requirements of this solicitation.



SECTION 3: Transition Plan

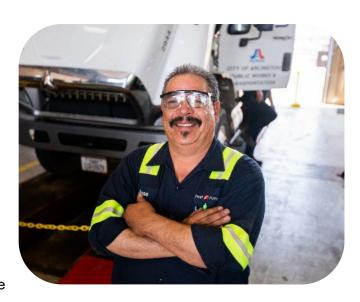
First Vehicle Services

3. TRANSITION PLAN

TRANSITION/ START-UP PLAN

OVERVIEW

First Vehicle Services is committed to providing a seamless transition of the City's fleet maintenance operation to ensure that the services you provide daily are uninterrupted. With more than 40 years of industry-leading experience, First Vehicle Services has in-depth knowledge of managing diverse fleet types, both government and private-sector, including start-up and transitioning projects from either another vendor or through a conversion of a client-operated project to private control. As our numerous clients can attest, we honor our commitments during the implementation and transition phase.



The First Vehicle Services Transition Model includes coordination of all activities by a dedicated, local transition management team whose only work responsibility is the transition of the City's fleet maintenance and repair operation. This transition team will spend time onsite leading up to the start-up and ensuring initial success on day one of the contract. **Transition work will begin 60 to 90 days before the start-up of contract services**.

While we will work hard to be a trusted partner with the City, we will be mindful of our specific role and responsibility as a Contractor, which is to meet or exceed your expectations. We have learned that the most effective and seamless transition of fleet management services requires many specific and fundamental steps.

TRANSITION/ START-UP IMPLEMENTATION PROCESS

Through more than four decades of experience in fleet maintenance, First Vehicle Services has learned that achieving a successful transition presents more challenges than any other aspect of forging a successful partnership. Our transition plan represents an effective approach to maintaining a high level of service quality to the City, while addressing the important issues that accompany a change in service delivery.

Provided in the **Attachments** section of this proposal is a chronologically designed plan that reflects the timing of the transition as it will occur for this project. Our transition plan requires a well-developed project timeline to manage the task effectively and ensure a seamless transition.

TRANSITION LEADERSHIP TEAM

First Vehicle Services stands ready to offer the necessary resources to manage a service transition of this magnitude, including mobilizing a Transition Leadership Team of experienced fleet management professionals. Each experienced manager directs and manages the activities of our transition process. In this role, these individuals will report to our Region Vice President George Cavelle.

The primary team leader for this transition will be our local Project Manager Jon Olson who will work closely with our Region Vice President George Cavelle to begin coordinating our transition efforts. In addition, support of this transition process will come from other Transition Leadership Team professionals listed as follows:

Transition Leadership Team for the City of Hollywood

- Jon Olson, Project Manager
- George Cavelle, Region Vice President
- Victor Arboleda, Region Maintenance and Quality Manager
- Alex Valladares, Director of Maintenance
- Timothy McCloskey, Director of Safety and Environmental Services
- Nita Mauer, Human Resources Manager
- Michael Carr, Inventory Manager
- Other Technical Advisors in Fleet Management (Examples: Parts Supply, Shop Operations Manager, Info. Technology Manager, etc.)

COMMUNICATION WITH KEY THE CITY PERSONNEL

Our dedicated transition team will meet regularly with key the City personnel including the City's representatives. During this time, we will find and address any problems or concerns with the fleet and/or vehicle maintenance requirements. We will work cooperatively with the City to assess the current preventive maintenance scheduling program and determine if there are any unique scheduling and vehicle operator requirements.



SECTION 4: Management Approach

First Vehicle Services

4. MANAGEMENT APPROACH

LOCATION STAFFING APPROACH

First Vehicle Services has a clear understanding of the unique needs of the City's fleet, as the only contractor with a dedicated fleet maintenance division, our staff will efficiently and effectively provide these valuable services. As the leading public-sector fleet maintenance contractor for more than four decades, no other contractor is as prepared to meet the unique fleet requirements and vehicle operator demands of the City of Hollywood than First Vehicle Services.

We are the leading contractor of fleet services for governments, with more than four decades of industry experience of hiring, training, and managing qualified technicians to maintain our customers' fleets.

Our staffing approach focuses on improving the customer experience while achieving greater cost efficiency. This approach starts with the diligent management of our staff, led by our local Project Manager Jon Olson. He will monitor daily key performance indicators that reflect quality and efficiency, as well as leads his team of dedicated technicians. Our staff of expertly trained technicians get repairs right the first time, decreasing the amount of vehicle and equipment downtime. Jon and his staff have the expertise of regional and corporate management as well as a network of locations and knowledge from across the nation.

We will use a staffing approach that is arranged functionally to provide the most efficient control of all services under the direct daily oversight of our dedicated service team. Our organization is designed with the appropriate division of responsibility, supervision, staffing, and skill sets for cost-effective management by cross-trained personnel. Our local

personnel can draw upon our surrounding client locations to supplement the workforce at our facility with qualified staff, as needed. W734 PULIDE

"[First Vehicle Services] will do what is necessary in order to ensure our equipment is well maintained and sericeable. The organization's management from the local staff to the Regional and Corporate people are responsive and helpful. They understand our priorities and respond to our requests promptly."

- Richland County Client Feedback

PROPOSED STAFFING PLAN

We recognize that none of the tools and approaches covered in this proposal matter without the right team to implement them. We will provide the City with the following dedicated team of qualified management and staff who will be responsible for the delivery of quality services in the maintenance and repair of the City's vehicle and equipment fleet.

Position	Shift	FTE Employees
Project Manager	First Shift	1 FTE
Fleet Manager	First Shift	1 FTE
Office / MIS Clerk	First Shift	1 FTE
Parts Clerk	First Shift	1 FTE
Lead Technician	First Shift	1 FTE
Lead Technician	Second Shift	1 FTE
Technician III	First Shift	3 FTE
Technician III	Second Shift	3 FTE
Technician II	First Shift	1 FTE
Technician II	Second Shift	1 FTE
Total Staffing		14 FTE

QUALIFIED AND LICENSED STAFF

First Vehicle Services' managers, technicians, and other staff understand that maintaining maximum vehicle safety and availability for the City is their top priority. The technicians will be properly trained to perform maintenance and repair on the diverse vehicle and equipment types in the City's fleet. The service work of the technicians will consistently conform to the highest standards of quality and efficiency, as well as industry best fleet practices.

To ensure that we are hiring the right people and developing our maintenance staff, we focus on three areas:

- **Hiring**: We strive to find the best technicians
- **Training**: First Vehicle Services provides each new technician with a minimum of forty (40) hours of training, as well as on-the-job training
- **Incentivizing**: Our ASE incentive program provides the City with skilled technicians while improving employee morale



All First Vehicle Services employees who operate the City's vehicles or equipment will have all necessary licenses such as a Commercial Driver's License or CDL. In addition, our employees will possess the appropriate industry and state required certifications (Automotive Service Excellence or ASE, State of Florida, etc.) for maintaining and repairing the City's vehicles and equipment. We are committed to the training and certification of our employees and offer financial incentives to encourage ASE certification advancement.

Our stringent hiring standards are evident in every aspect of the application process. All employee candidates are required to pass a criminal background and driver's license (including CDL) checks. Any applicant selected as an employee is required to pass a pre-employment alcohol/drug tests and all current employees are subject to random alcohol/drug tests during the contract term. We will also perform pre-employment alcohol/drug tests for all employees to be hired, criminal background checks, and driver's license/CDL checks for all potential employees and will administer random alcohol/drug tests during the contract term. First Vehicle Services management will dismiss any employee who fails any of these tests, who is involved in misconduct, drugs, or alcohol on the City's premises, or whose performance or actions are obviously detrimental to the program.

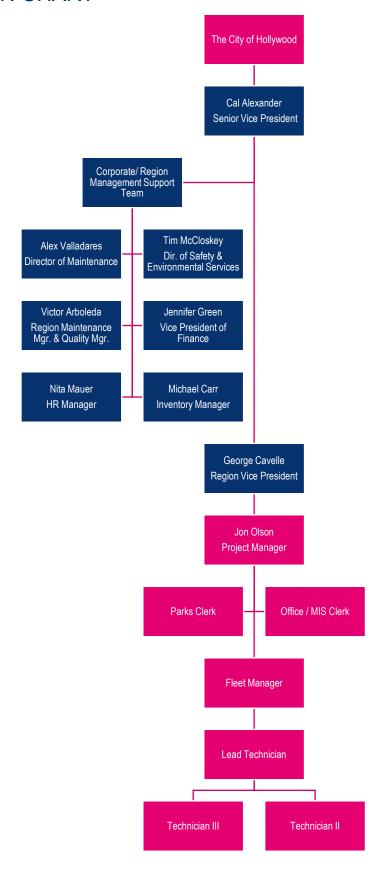
Resumes of our key project management team who will provide project oversight and support including monitoring contract performance are included in the **Attachments** section of this proposal.

VENDOR LICENSES AND CERTIFICATIONS

We will administer a management program that utilizes our vendor network in the Florida area to ensure our certifications are compliant with the City's RFP. Upon award of the contract, we will submit to the City any and all ASE certifications of our hired technicians.

Please see further in this proposal section **Local Project Leadership** for our Project Manager Jon Olson's certifications for this opportunity.

ORGANIZATION CHART





LOCAL PROJECT LEADERSHIP

JON OLSON, PROJECT MANAGER



We are pleased to present Jon Olson to serve as the local Project Manager for the City's fleet maintenance operation. In this role, Jon's efforts will ensure success in leading our local world-class maintenance team. He will be 100% dedicated to this service, fulfilling contract duties associated with the maintenance and repair of the City's vehicle and equipment fleet. Jon has diverse skills in developing policies and procedures that contribute to reduced operating expenses, improved services for the City, increased vehicle availability and world-class customer service.

Jon is an accomplished manager with more than 40 years of experience in fleet management and repairs.

Jon will have overall responsibility for the provision of vehicle maintenance services to the City through direct involvement of all daily operational functions and will serve as our primary point-of-contact for the City. He will ensure the successful and safe functioning of all phases of the City's vehicle maintenance operation. Specifically, he will oversee the supervision of the daily activities of the location staff, vendors, and other personnel necessary to support the City's fleet maintenance operation. Jon will ensure all expectations and requirements are met and exceeded while complying with corporate policies



"[Our location's General Manager] communicates well, is easy to work with, and I feel like I have an honest partner... [He] has my fleet in his best interest and I appreciate that."

-Colonial Williamsburg Foundation Client Feedback

and procedures. He will be responsible for the entire management and operation role locally, including safety, employees, and customer service satisfaction.

With the support of George Cavelle, our Region Vice President, Jon will work with the City to ensure preventive maintenance program compliance, identify cost-saving measures, provide essential fleet reporting, and ensure world-class service is maintained. Jon Olson and George Cavelle both stand ready to respond to any of the City's issues with our service delivery, with the added guidance of Cal Alexander, our Senior Vice President.

Supported by our corporate and regional staff and resources, Jon ensures our local functional relationships, lines of authority, and employee responsibilities are clear and consistent. Jon will make sure all employees on the project have the tools to stay up-to-date in their job duties. He will also see that every employee is qualified and trained for his/her specific role within this project. Jon will be available during all normal service hours and an on-call technician will be available 24/7 to respond to after-hours emergencies such as vehicle breakdowns.

Conducting frequent meetings with all employees, Jon will maintain open lines of communication and expects the same from all employees. This will include interactions and coordination with the City and vendors used to support the contract.

Jon received certifications on Computer Command Control (General Motors), Fuel Injection Systems, and Air Conditioning Systems from Triton College, and a certification on Automotive Technology from Wyoming Tech Institute.

Resume of our Project Manager can be found in the **Attachments** section of this proposal.

CUSTOMER SUPPORT MANAGEMENT TEAM

We support each of our operations with both regional and corporate oversight to ensure that our project management receives expert operational support and audit of activities by off-site staff. This assistance is provided to our clients throughout the contract term. Our customer support management is comprised of experts who are trained in every aspect of diverse fleet management. Resumes of our entire customer support management team listed below can be found in the **Attachments** section of this proposal.

Excellent business relationship built over the past 20 plus years... Continues to provide excellent service. Strong leadership and Teamwork.

- 2022 Monroe Public Schools Client Feedback





CAL ALEXANDER, SENIOR VICE PRESIDENT



Cal works closely with our Region Vice President George Cavelle to ensure 100 percent customer satisfaction with the Contract services we deliver every day. He ensures that our operations are focused on industry-leading **performance excellence** through continuous process improvements, **quality excellence** through compliance with ISO and Lean Six Sigma standards, as well as our trademarked First Quality Management program. He also maintains a focus on **safety excellence** through the OSHA VPP and our own rigorous safety

program and **employee excellence** through comprehensive training and testing for ASE certifications.

Cal is a fleet management professional with more than 25 years of experience. Prior to becoming the current senior vice president of First Vehicle Services, he served as district Project Manager for Rush Idealease, and as vice president of lease and rental with Summit Idealease, LLC. Cal graduated from Grand View College with a B.A. in Education and a Business Minor, and is Green Belt certified in Lean Six Sigma.

GEORGE CAVELLE, REGION VICE PRESIDENT



George is responsible for overseeing the overall Contract performance including Key Performance Indicators and cost savings initiatives. He will report directly to the City's contract representative and First Vehicle Services' corporate management. George handles monitoring the performance of the vehicle maintenance operation to ensure contract requirements are met and exceeded. He is responsible for developing and implementing tailored solutions to streamline and improve the fleet service delivery processes to better serve the City's needs. George also permanently resides in southern Florida.

He receives weekly and monthly statements from the local Project Manager for review and advises and directs the Project Manager in any corrective actions necessary to ensure the delivery of world-class customer service to the City. He will meet regularly with the City's contract representative to discuss contract matters and areas where we can be more responsive to the City's needs.

George has more than 15 years of fleet management and maintenance experience. He received an associate degree covering maintenance program studies from Daley Community College in conjunction with American Airlines Maintenance Academy.

ALEX VALLADARES DIRECTOR OF MAINTENANCE



Alex assists our Senior Vice President in providing oversight and direction to all our client locations to ensure company resources are managed and coordinated in an efficient and professional manner to meet and exceed company and client's objectives. He coordinates and directs our operations and quality programs to ensure process standardization and service quality consistent with company and industry best fleet practices. Alex is a fleet management professional with more than 20 years of industry experience.

VICTOR ARBOLEDA, REGION MAINTENANCE AND QUALITY MANAGER



Victor works closely with our Director of Maintenance Alex Valladares to support ISO 9001 standardization and monitor operational performance across all client locations, while **ensuring our locations are providing quality services on an ongoing basis**. He also monitors the location's Key Performance Indicators (KPIs) objectives that include preventive maintenance and repair turnaround rates, fleet availability, quality of work, and parts availability.

He assists with the training of our personnel and implements cost savings programs and customer satisfaction initiatives. In addition, Victor assists in the planning, organizing, and staffing of new contract startups/service transitions. He has experience in process improvement technologies, budget analysis, and technology implementation. Victor has more than five years of fleet maintenance industry experience and is a graduate of the University of Florida.

TIM McCloskey, Region Manager of Safety



Tim develops and implements safety policies and procedures in compliance with local, State, and Federal Occupational Safety and Health Administration (OSHA) rules and regulations. He upholds our **First to Zero safety goal** to ensure an accident-free workplace for all employees. Furthermore, he handles service center compliance with all local, State, and Federal environmental regulations through company environmental programs and policies.

Tim has more than 30 years of safety management experience. He

has received a Bachelor of Science Degree in Human Resources Management from Palm Beach Atlantic University and is a graduate of the City University of New York at Kingsborough with an associate degree in Biology Environmental Science.



JENNIFER GREEN, VICE PRESIDENT OF FINANCE



With more than 25 years of experience in finance, Jennifer is First Transit's Vice President of Finance. She provides management reporting and analyses of all financial and operating data for our central region locations as well as our international locations. She handles business and financial forecasts for the division and each of its locations. Jennifer also prepares financial and business updates, progress and variance reports, and other ad hoc reports for management evaluation. She earned her master's degree in business

administration from Binghamton University and her finance and accounting degree from Indiana University of Pennsylvania.

NITA MAUER, HUMAN RESOURCES MANAGER



Nita began her career in Human Resources in 2004 as a Human Resources Assistant. She progressively increased her responsibilities and became Human Resources Manager at First Vehicle Services in 2014. In this role, Nita is responsible for providing human resource oversight and assistance to First Vehicle Services' contract locations. Nita has more than 15 years of experience in the field of Human Resources and has served in her role as Human Resources Manager for the past eight (8) years.

EMPLOYEE RECRUITING AND HIRING PROCESS

RECRUITING TALENTED EMPLOYEES

At First Vehicle Services, we look at our company as more than just a provider of fleet management and maintenance services; we are a community resource. Our clients rely on First Vehicle Services to maintain the safety and reliability of their fleet, thereby allowing our clients to deliver daily and critical services to their community.

To be a part of the community, we must involve the community. That is why we actively recruit employees from the same communities and neighborhoods in which we serve. We do this by sending our team to the community to attend local career fairs and events, along with partnering with local technical and vocational schools to provide opportunities for new graduates.

In addition to hiring employees from the City's current service provider, we also work with many national industry organizations to identify best practices and effective ways to recruit technicians. We will work with local and state employment agencies, workforce development agencies, multi-cultural organizations, Veteran Affairs, and military outplacement programs to find dedicated, hard-working people who want to be valued members of the First Vehicle Services team.





CONNECTING VETERANS TO CAREERS

First Vehicle Services has partnered with Recruit Military to employ current active military and veterans. Recruit Military is a full-service military-to-civilian recruitment firm that connects job seekers who have military backgrounds with employers.

Our field managers and recruitment teams have completed hours of training to expand our employment marketing, improve recruitment of military applicants, and retain some of America's experienced veterans.



TALENT ACQUISITION TEAM

A major component of a First Vehicle Services local Project Manager's role is to understand the cycle of their workforce needs retention trends during the start-up period, variation of seasonal activities, and other unique service expectations. To be successful, the local Project Manager must be extremely knowledgeable of the local job market in addition to leading our teams toward delivering safe and dependable service every day. That is why we make certain they are never alone in their recruiting efforts.



First Vehicle Services' talent acquisition team provides an unmatched level of recruitment support. This team of specialists work with our local team and region vice president to keep the process moving.

The role of a talent acquisition specialist includes the following:

- Posts all job openings to the applicant tracking system, eArcu
- Managing online job boards
- Supporting hiring events (producing promotional pieces, modifying advertising copy, providing giveaways and verifying labor law and equal opportunity employer compliance)
- Monitoring submissions and ensuring applicants are contacted by locations within 48 hours
- Assisting applicants through the process as needed

APPLICANT TRACKING SYSTEM



All vehicle maintenance employers are all competing for skilled and dependable technicians. Finding and attracting the right applicants requires time, expertise, and resources. First Vehicle Services' applicant

tracking system enables a streamlined, full-cycle recruitment process – monitoring vacancies, sourcing, interviewing, and placing. Our central talent acquisition team monitors submissions on

our applicant tracking system to ensure application flow. Centralizing a part of the process allows our Project Manager, along with support of our region vice president, to focus on local recruitment channels and contacts within the community.

We use **eArcu**, an online recruiting tool to generate interest in applying for work at First Vehicle Services. **eArcu** is an applicant tracking system that automates the recruiting process, creating thorough records of each candidate's journey through the hiring process. maximizes return on investment for advertising endeavors, advertises job postings automatically, and collects valuable data about the individuals we hire and those who show an interest in our company.

In addition to centralizing the more standard phases of the process, the system controls recruitment costs by negotiating single contracts with national and local vendors.

The applicant tracking system generates a series of reports that help our teams understand what will work best for the City of Hollywood. The talent acquisition specialists can research where our hires are coming from exactly, allowing recruitment efforts to be directed and redirected wisely. Metrics used to measure the effectiveness of our recruitment strategy include:

- Time from offer-to-hire
- Completed applications-to-hired ratio
- Time to fill

First Vehicle Services works hard to be an employer of choice and that means being responsive. Tools within the tracking system lets applicants know where they are in the process, and they enable our teams to keep the process moving before a great candidate is lost.

The following are some of the ways we strengthen communication with candidates:

- Completion status monitored by talent acquisition specialists to conduct follow-up calls
- Automated alerts and notifications sent directly to applicants
- Self-selection of interview date and time made by applicants

PROGRAMMATIC ADVERTISING

Alongside **eArcu**, First Vehicle Services, and our sister company – First Transit, have incorporated the automated job placement software Programmatic Advertising to ensure the best visibility from our advertising efforts. The Programmatic Advertising platform utilizes intelligence to post our positions on various job boards based on jobseeker traffic. **This tool helps First Vehicle Services spend money on advertising where it makes sense and where it will most likely produce results.**



Media platforms are as follows:

- Glassdoor
- Monster
- Neuvoo
- SnagAJoba

- Indeed
- Nexxt
- Appcast
- J2C

- ZipRecruiter
- Upward.Net

LOCAL TECHNICIAN RECRUITMENT ACTION PLAN

First Vehicle Services' startup process includes the formation of a local technician recruitment team and creation or update of the location's recruitment action plan for the year. The action plan is led by our local Project Manager who works with the trained location recruitment team to implement the plan as well as track the status of goals, tasks, and events. We support these local efforts with the assistance of a central talent acquisition specialist.

Local and Targeted Recruiting Efforts

Signs posted in yard

Technicians
encouraged to spread
the word about
employment
opportunities

Create/enhance partnerships with local technical/vocational schools to host campus visits and career events Flyers for neighborhood events; parades, flea markets, farmer's markets, and sporting events, as well as at local businesses, churches, libraries, police and fire stations, and community centers Job fairs; onsite, local,

and regional

Employment agencies

Online Job Postings; basic and sponsored postings

Social Media

Newspaper advertisements, community newsletters, and bulletins

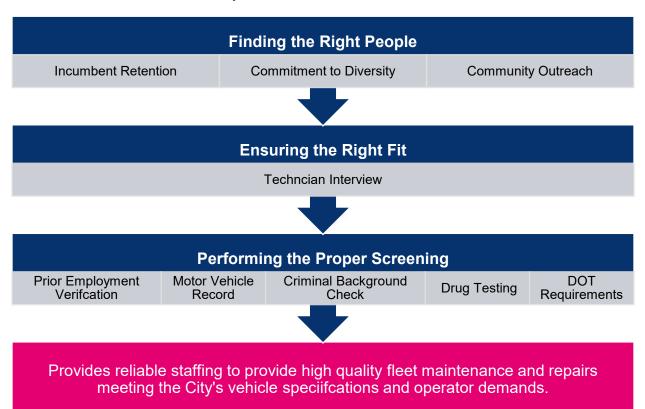
Letters or postcards mailed to local area residents

HIRING QUALIFIED EMPLOYEES

Working for First Vehicle Services requires a sense of commitment, attention, and diligence that is not found in other companies. That's because we're in the business of delivering high quality vehicle maintenance and repair services to our clients and user groups who trust First Vehicle Services to provide vehicles and equipment that are safe and available, as well as properly maintained and reliable. We insist that our employees understand our commitment to safety, reliability, and customer service. To ensure this happens, we require a past employment verification, a criminal background check, motor vehicle record review, employment eligibility verification, and a drug screen.

TECHNICIAN SELECTION PROCESS

First Vehicle Services understands that our technicians do not only represent First Vehicles Services; they represent the City and are part of your community. Because of the importance of the job, proper selection of qualified technicians is vitally important to the success of the fleet maintenance operation. We follow a stringent technician selection process to ensure we are providing the City with technicians who are properly trained, certified and licensed, as well as focused on our customer – the City.





FINDING THE RIGHT PEOPLE

CITY FLEET MAINTENANCE EMPLOYEE RETENTION

First Vehicle Services understands the value of technicians who are already maintaining and repairing your vehicle and equipment fleet. We make every effort to retain the current technicians who want to continue maintaining the City's vehicle and equipment. As such, we will interview the current incumbent's employees and hire those who meet our hiring standards, up to our proposed staffing levels. We understand the value of hiring as many qualified incumbent employees as possible to reduce additional training and maintain familiarity with the City's fleet maintenance operation.

COMMITMENT TO DIVERSITY

It is in the best interest of our company, employees, and clients to attract, retain and develop a diverse pool of talent. An inclusive workplace allows employees to reach their fullest potential, which contributes to our overall productivity and profitability.

In 2020, First Vehicle Services created the Diversity, Inclusion, and Belonging Council in response to a growing nationwide concern for equality in the workplace. The council includes 28 members from various departments and locations throughout First Vehicle Services and sister company, First Transit, to discuss ways to advance an inclusive and welcoming culture.

The diversity of our employees is the foundation of our competitive advantage. It's the individual differences – backgrounds, experiences, talents, knowledge, and creativity that make First Vehicle Services strong and successful.

D&I Council Mission Statement

"We aspire to have a culture where all people are first. We strive to attract and develop a diverse workforce by promoting teamwork and embracing cultural differences. We all play a role in advancing an inclusive environment where everyone is empowered to share their perspectives, listen and respect others. We will achieve this by our leadership fostering a people focused environment and engaging with our employees, customers, and communities.

In doing so, we will sustain an inclusive culture that supports future growth and fulfills our social responsibility."

To this end, we make every effort to treat candidates and employees equally and fairly. All decisions concerning hiring and promotions are based solely on objective, job-related criteria.

Recruiting efforts focus on diversity, seeking candidates from all backgrounds who have the same commitment to customer service, reliability, and safety that First Vehicle Services requires of its employees.

First Vehicle Services is proud of our diverse team. As shown in the table below, we have a higher percentage of black/African American workers than the average for the U.S. Additionally, nearly 15% of our workforce comprises Hispanic, Asian, Pacific Islander, and other minority groups¹.

Workforce Diversity				
U.S. Workforce ¹	First Vehicle Services Workforce			
78% White12% Black/African American47% Women	23% White25.34% Black/African American37% Women			
¹ At this time, more than a third of our workforce has not specified their ethnicity. ¹ U.S. Bureau of Labor Statistics, 2020 data				

While the numbers above demonstrate we need to strengthen our hiring of female employees, our corporate team boasts many women who are experts in their field. For example, our company thrives under the experienced leadership of Chief Operating Officer Beverly

Edwards, an executive with nearly 40 years of transit expertise.

COMMUNITY OUTREACH

First Vehicle Service knows the value of employees who are familiar with the City daily fleet maintenance operation, including user demands and vehicle specifications. In addition to hiring employees from the City current service provider, we will work with local and state employment agencies, workforce development agencies, multi-cultural organizations, and Veteran Affairs and military outplacement programs to find dedicated, hard-working people who want to be valued members of the First Vehicle Services team.





ENSURING THE RIGHT FIT

TECHNICIAN INTERVIEWS

First Vehicle Services invites prospective technicians to interview in order to ensure they are a right fit for the operation. The knowledge we have gained from hundreds of thousands of interviews helps in facilitating the interview conducted by the local Project Manager with support of the region vice president. Through the interview process, we consistently screen and select individuals with the characteristics needed to become successful technicians. Specific areas covered in the interview include:

- Relevancy of experience
- Response to stress
- Commitment to customer service
- Schedule suitability
- Commitment to safety
- Teamwork orientation

Upon a successful interview, the local Project Manager will extend an offer letter to the prospective technician that details pay, necessary training, and a start date. Assuming the prospective employee accepts the employment offer, internal First Vehicle Services staff will begin further background screening.

PERFORMING THE PROPER SCREENING

PROCEDURES FOR BACKGROUND CHECKS

Early employment record checks for our personnel are a continual part of our employeeevaluation process – before and after hiring.

Criminal record checks are part of the employment process, as a requirement for all new employees. After hire employees have background checks on a bi-annual basis, or an asneeded basis as determined by the City. Repeated background evaluations allow First Vehicle Services and the City to ensure quality technicians and staff for our customers.

EMPLOYMENT STANDARDS TEAM (EST)

First Vehicle Services' internal **Employment Standards Teams (EST)** collaborates with **First Advantage**, our third-party background check vendor, to conduct primary reviews of all background criminal records, motor vehicle records, previous employment records and drug screenings.

The EST is a group of trained and dedicated professionals tasked with managing background checks for all our candidates and employees. The EST staff conducts individual reviews of every background with potentially disqualifying events, incidents, or discrepancies. The EST ensures that all hiring practices are following FCRA regulations and Ban the Box ordinances. All backgrounds are held to the standards of First Vehicle Services and the City as well as all federal and local laws that apply.



If a potential disqualifying

event is discovered on a background the location is notified via email that the employee or applicant is temporarily suspended from employment. The EST sends a letter to the applicant or employee letting them know of their suspension and providing them with the information needed for an appeal. This appeal is an opportunity for the applicant to explain the circumstances surrounding the disqualifying event. An Appeals Committee meets to discuss every appeal and thoroughly review First Vehicle Services and the City's standards, decisions are made on a case-by-case basis.

The diligent reviews performed by the EST gives peace of mind knowing that all First Vehicle Services managers, technicians, and employees are fully qualified to serve the City, and your customers.

MULTIPLE LEVELS OF EMPLOYEE SCREENINGS

First Vehicle Services takes the obligation to perform careful background checks very seriously. In ensuring applicants are right for employment, First Vehicle Services performs an array of criminal background checks. Each applicant must sign a statement of release, thereby allowing the check to be conducted. A third-party administrator, **First Advantage**, conducts our criminal record checks.

The following minimum employment criteria are applied to all First Vehicle Services candidates who are offered positions.



Pre-Employment Screening Process		
Prior Employment and Background	Verification of the last five years of employment and residency Explanation for any gap in employment or residency exceeding thirty (30) calendar days	
	A valid driver's license for the state in which the candidate resides At least 21 years of age with a minimum of three years driving experience	
Motor Vehicle	No more than two moving violations within the past 12 months	
Record	No more than three moving violations within the past 36 months No more than two accidents within the past 36 months (verified by corresponding violation or points associated with accident) The ability to obtain a CDL (as required)	
	Criminal convictions involving one of the following may potentially disqualify a candidate from employment opportunities with First Vehicle Services:	
	Any crime against a child or vulnerable adult (i.e., disabled, elderly, or infirmed)	
	Kidnapping, abduction, murder, manslaughter, attempted murder, vehicular homicide	
Criminal History	The possession, manufacture, cultivation, use, or distribution of illegal substances or associated paraphernalia	
	The unlawful use, possession, distribution, disposal, or alteration of a firearm or weapon	
	Any act of violence upon another individual	
	Theft or dishonesty	
	Any offense of a sexual or indecent nature, including the unlawful possession or downloading of publications and images	
	Driving Under the Influence (DUI) or Driving While Intoxicated (DWI)	
DOT Requirements	The ability to pass a DOT-mandated physical examination, or an approved state-specific physical for non-DOT driving positions	

DRUG AND ALCOHOL TESTING PROGRAM

First Vehicle Services, along with sister companies, First Transit and First Student, has a strict zero-tolerance policy regarding drug and alcohol abuse. Resources are available to any employee who seeks assistance or rehabilitation for substance abuse. The Drug and Alcohol Policy of First Vehicle Services can be found in the **Attachments** section of this proposal.

To ensure the safety of all employees, we have adopted a drug and alcohol policy designed to:

- Create a work environment free from the adverse effects of drug and alcohol abuse
- Deter and detect employee abuse of illegal drugs and alcohol
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances
- Encourage employees to seek professional assistance any time personal problems, including drug or alcohol dependency, may adversely affect their ability to safely perform their assigned duties

DRUG TESTING

We use only authorized independent facilities to conduct our drug and alcohol testing. First Vehicle Services follows all federal, state, and Department of Transportation (DOT) regulations as part of this testing process. Safety-sensitive employees will be tested for the presence of illegal drugs under the following circumstances:

Drug Testing		
Pre-Employment, Post Offer Letter	Offers of employment with First Vehicle Services are contingent upon testing negative for use of illegal drugs. A negative drug result must be received before any candidate can be allowed to perform any job functions for the first time. Any employee returning from a leave of absence of ninety (90) days or more must submit to a drug test prior to returning to their duties.	
Random Testing	All employees are subject to random testing for illegal drugs. We test 50 percent of our safety-sensitive employees in accordance with government mandates. We test 10 percent of our non-safety sensitive employees monthly. Non-biased computer selections determine random tests. This may result in some employees testing more often than once per year.	
Reasonable Suspicion	We may decide to conduct a test for illegal drugs when a safety- sensitive employee's work performance, conduct, appearance, speech, or other behavior on the job creates a reasonable question of whether the employee is under the influence of illegal drugs.	
Post-Accident	We require any safety-sensitive employee involved in a work-related accident, which meets the federal regulation threshold for testing, to test for illegal drugs	



Consequences for Positive Results

First Vehicle Services takes very seriously any infractions involving positive test results, as detailed below.

DRUG TESTS

If an employee tests positive for drug use, the individual will be notified by a medical review officer (MRO), a licensed physician with the knowledge and training to interpret and evaluate confirmed positive test results. The MRO will review the test results with the employee. Only after this review will the MRO contact First Vehicle Services regarding the positive test result.

An employee who tests positive for drugs or alcohol is referred to a substance abuse professional for help. This individual is subject to termination under our zero-tolerance program, unless otherwise dictated by state law.

BREATH ALCOHOL TESTS

An employee who tests positive at a level of 0.02 or greater is subject to termination under our zero-tolerance program, unless otherwise dictated by state law. In the case of a positive test result, arrangements will be made to transport the employee home. If the employee insists on driving, the individual will be advised that law enforcement officials will be contacted.

REFUSAL TO TEST

Any employee who refuses to submit to a drug or alcohol test is considered to have tested positive and will be subject to immediate termination, unless otherwise dictated by state law.

VOLUNTARY EMPLOYEE ASSISTANCE PROGRAM

We recognize alcohol and drug abuse as a treatable disease and encourage our employees to seek professional treatment, if applicable. We tell any employee seeking help of the resources available for evaluating and resolving problems associated with prohibited drug use and alcohol misuse.

We encourage our employees to participate in our company-sponsored employee assistance program (EAP). The EAP includes two voluntary programs:

COUNSELING AND REFERRAL PROGRAM

Regular full-time employees are eligible to participate in this program. It is designed to help an employee and his or her dependents deal with personal or family problems before they become overwhelming. Assistance is available for issues ranging from family or marital conflicts to substance abuse. We pay the full cost of an initial assessment and up to two counseling sessions. Additional sessions may be covered under the employee's medical plan.

SUBSTANCE ABUSE REHABILITATION PROGRAM

This program is available to regular full-time employees with one full year of service with First Vehicle Services. The program is designed to help an employee correct or eliminate alcohol or drug-related performance problems.

EMPLOYEE WELFARE

The mental wellbeing of our employees has never been more critical to our shared success. To give our employees the respect and dignity they deserve, First Vehicle Services offers employees the You First program to create a workplace of positive mental health and well-being. One of these resources is the Employee Assistance Program, a free and confidential helpline to reduce stress, improve mental health, and empower our employees and managers to improve their emotional, psychological, and social well-being. This service is available for all employees – not just those participating in a First Vehicle Services health insurance plan.

First Vehicle Services also offers opportunities for advancement. While this first communicates to employees that their experience and knowledge of our industry is vital to our shared success, it also allows for our employees to understand their own value and contribution to our company's goals. In 2021, Forbes surveyed 50,000 Americans working for businesses with at least 1,000 employees and found First Vehicle Services and sister companies, First Transit and First Student, were one of "America's Best Large Employers."

EMPLOYEE TRAINING AND CERTIFICATION PROGRAM

OVERVIEW

Training and development of all maintenance personnel is important to the performance of quality repair services for the City. We understand the importance of retaining certified technicians and encourage our employees to become Master Automotive Service Excellence (ASE) technicians through the ASE training and certification program. First Vehicle Services requires each technician to participate in at least 40 hours of training each year to increase skills and knowledge of industry technology advancements.

The technician training program is customized to the individual, based





upon their current skill set, the City's vehicle and equipment fleet specifications, and contractual obligations. Our foundation to maintenance excellence begins with enhancing the abilities of our technicians. This reflects First Vehicle Services' dedication to fleet safety and reliability. In addition to training and testing, technicians must have two (2) years of on-the-job training and a two-year degree in automotive repair.



A highly-trained technician performs quality repairs in an efficient manner—resulting in a better maintained fleet with less downtime for the City of Hollywood.

TECHNICIAN TRAINING

First Vehicle Services provides unmatched technician training that leads to higher quality maintenance and repairs for the City vehicle and equipment fleet. A well-trained technician performs quality repairs in a more efficient manner – resulting in a consistent maintenance approach, more reliable fleet, and reduced vehicle downtime.



SELECTION PROCESS

First Vehicle Services technicians must pass a thorough background screening. They are selected based on their background, skills set, and maintenance experience.

SKILLS ASSESSMENT

Our comprehensive online skills assessment allows technicians and managers to objectively baseline knowledge in specific areas. Each assessment measures technical competency to a detailed level of theory, application, and diagnostic ability in a number of technical areas.

All First Vehicle Services technicians undergo a basic skills assessment to determine their individual skills and suitability for the City contract. Technicians will complete a comprehensive online skills assessment to establish an objective knowledge baseline in specific areas. Each assessment measures technical competency to a detailed level of theory, application, and diagnostic ability across several technical areas.

Once onboarded, we use this pre-hire assessment to determine which areas the new technician should focus on. We have also found this assessment to be an integral step towards improving a technician's specific skill set and achieving personal training goals.

CUSTOMIZED TRAINING

Based on the assessment described above, First Vehicle Services uses the training resources below to prepare our technicians to keep the City's vehicle and equipment fleet in top operating condition. Technician training combines hands-on training with online training to strengthen our maintenance team's skill level.

FIRST TRANSIT TECHNICAL COLLEGE

First Vehicle Services locations use First Transit Technical College (FTTC) for training new technicians and providing annual required training for experienced technicians. **FTTC is an industry-leading, extensive, interactive, online training program with hundreds of modules specific to fleet maintenance.**

FTTC offers numerous courses in support of our technicians' professional development. These include vehicle maintenance practices and ASE test preparation courses, which include sample ASE-style tests and a timed test duplicating the actual ASE Exam.

FTTC's self-paced modules contain critical content, which is reinforced through interactive graphics and animations. The training is available at any time, so technicians can work through the materials at their convenience.

Each required module requires a course review and exam before completion. These tests combine helpful remediation while addressing the unique needs of the technician with text-based theory for enhanced learning and retention.

Managers and supervisors may log into the system at any time to monitor technician activity within the training program. Managers and supervisors can produce a Course Usage Report to track of hours dedicated to the training curriculum to encourage technicians to continue progressing through their customized training program.

The First Vehicle Services maintenance training team also has a **Vimeo channel with dozens of training videos**. After technicians view a video on this channel, they complete the knowledge assessment on FTTC to confirm they have completed their training.

HANDS-ON TRAINING

After technicians have completed their FTTC training, they will perform hands-on training onsite. The Project Manager, operation manager, or lead technician will observe new technicians completing jobs, offering constructive feedback and instruction. Managers/Supervisors will demonstrate specific skills and procedures and then watch the technician perform corresponding procedures. This hands-on training ensures that all maintenance technicians are



demonstrating required skills in accordance with the City and with First Vehicle Services requirements and best practices.

MANUFACTURER TRAINING

First Vehicle Services technicians also receive classroom instruction and on-the-job training provided by manufacturers and parts suppliers, including:

- General Motors
- Ford Motor Company
- International
- Case
- Intercon
- Heil
- AC/Delco
- Noregon Diagnostics

- Cengage Learning/Delmar
- Altect
- Fluid Power Hydraulics
- Force America
- Leach
- Elgin
- Other OEMs

We leverage our relationships with these vendors, who send trainers to our locations to improve our team's skill set and ensure technicians have up-to-date skills and maintenance knowledge specific to the different vehicle types we maintain.

ASE CERTIFICATION

First Vehicle Services requires our technicians to become Automotive Service Excellence (ASE) certified. Our technicians attend training and certification testing provided by the National Institute for Automotive Service Excellence. The ASE training program has a series of fifty (50) tests that measures skill level in vehicle maintenance and repair. These tests are grouped by specialty including front-end alignment, brakes, air conditioning, electrical, engine repair, etc. for automotive, heavy equipment, school buses, and alternate fuel vehicles, for example.

ASE certification means that our clients always receive the best service quality each time First Vehicle Services maintains a vehicle—reducing unnecessary repairs to the fleet and vehicle downtime.

Service Excellence

- ✓ First Vehicle Services has technicians with over 3,800 ASE certifications at our contract locations across the United States.
- ✓ 82% of the technicians we employ have at least one (1) ASE Certification.



MASTER ASE TECHNICIAN CERTIFICATION

We understand the value of employing highly skilled technicians to maintain a safe and fully available fleet for the City. We are committed to the training of our technicians in the latest technology by providing financial incentives for achieving Master ASE certifications.

ASE BONUS PROGRAM

Our employee incentive program promotes the development of our employees by rewarding those who achieve training milestones and keep their certifications current.



We believe that technicians completing training are more effective, efficient, and productive.

Technicians are entitled to a pay increase for each ASE certification that is earned above those required for their skill level. Technicians have an opportunity to earn significant pay increases over their normal wage rate and are not restricted in the number of badges that can be earned at any given time.

ASE BLUE SEAL SHOP RECOGNITION PROGRAM

First Vehicle Services places a major emphasis on the ASE Blue Seal Recognition Program. This program recognizes that the technicians working in the ASE Blue Seal garage are properly trained and tested in their field. To attain ASE Blue Seal recognition, the repair shop must have at least 75% of technicians ASE certified. Also, each area of service offered in the facility must be covered by at least one ASE certified technician.



We will strive to achieve ASE Blue Seal status within 12 to 18 months of the contract start date for our fleet maintenance facility.



Key Benefits of an ASE Blue Seal Facility			
Safety and Quality	ASE Blue Seal Shops hold the highest standard of fleet maintenance. Our clients rest assured in the knowledge that their fleet experiences fewer breakdowns, increasing vehicle safety and reliability for our clients and vehicle users.	ASE Blue Seal	
Efficiency	ASE Blue Seal Shops fix it right the first time eliminating the need for repair work and decreasing vehicle downtime.	of Excellence RECOGNIZED BUSINESS	

First Vehicle Services along with sister companies, First Transit and First Student, have more than 180 ASE Blue Seal recognized shop locations across the United States.

FIRST AMERICA UNIVERSITY

First Vehicle Services recognizes that our valued employees are the keys to our success. Because of this, we have made a significant investment in the tools to help develop our promising employees. One such tool is First America University, an online resource to help motivated employees reach that next level in their careers.



Since launching First America University in 2014, we have expanded our online course catalog to over 4,000 classes, some of which are custom-designed for First Vehicle Services employees. We continually update content and add new courses to the library, ensuring that employees have a wide selection of opportunities available. Courses range from professional development tips to advanced Microsoft Office trainings. Many courses have been translated into Spanish and French, in addition to English.

First America University courses are available along with in-person training to supplement our employees' career development and individual training needs. First America University allows new employees to receive professional training from the convenience of their own computer, without the hassle or expense of traveling. Many First Vehicle Services employees use this valuable resource.



First Vehicle Services has also created customized learning plans specifically for management/ supervisory positions. These plans, which we refer to as the Keys to Success, include jobspecific courses and information relevant to specific roles. Current employees, and employees looking to move up to the next level in their careers, have access to these learning plans. Not often do employees get the opportunity to attend online training for the next level of management prior to promotion; First Vehicle Services gives them that chance.

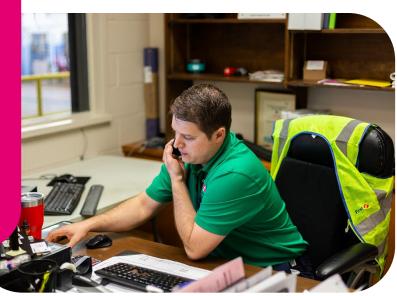
FIRST QUALITY MANAGEMENT QUALITY CONTROL PROGRAM

As a part of our business approach, we will implement a **Quality Control program** for the repair, management, and maintenance of the City's vehicles and equipment.

First Vehicle Services is an industry leader – our clients rely on us to provide the highest level of support and expertise. As the City's partner for the provision of quality fleet management services, we will deliver on this expectation.

At First Vehicle
Services, 'quality
service' means being
dependable, efficient,
and effective, while
delivering on our
promises. It also
means doing whatever
it takes to meet the
requirements of the
City and achieve our
mutual goals.

Quality service is a fundamental part of our operations at every level—from the trained technicians we employ, to the shared best practices of our 64 client locations, and the First Vehicle Services achievements as a firm.



First Vehicle Services guarantees the quality of our

work to ensure that the City and receive world-class customer service every day. We understand that fleet efficiency is vital to the delivery of the City's daily services. We will enforce all elements of our trademarked First Quality Management program for quality control monitoring of services in our operations.

FIRST QUALITY MANAGEMENTTM PROGRAM INITIATIVES

We will use our trademarked First Quality Management (FQM) program in the maintenance and repair of the City's vehicles and equipment. No other fleet maintenance provider offers this



systematic managerial approach to ensuring the highest quality of maintenance services. The major elements of FQM are:

FQM Program Components			
Customer Relationship	We focus on the unique needs of the City and foster a positive partnership.		
Customer Communication	We maintain a customer satisfaction measurement and management system to continuously obtain feedback from direct users of our service, as well as our contractual customers. Similarly, our management personnel provide the City with frequent indications on corrective actions for any negative feedback.		
Personnel Development	We encourage training and development for all operating and management personnel to improve their effectiveness, productivity, and capabilities, and to prepare them for greater levels of responsibility and reward.		
Recognition	We encourage and provide opportunities for operating personnel to earn and receive industry recognition for their accomplishments of ASE and ANSI certifications.		
Vendor Partnership	We foster a positive partnership with vendors and, through corporate alliances with key vendors, provide added customer value and/or services.		
Safety	We maintain an ongoing safety improvement program to ensure ongoing safety our staff.		
Environmental	We focus on clean, safe, and environmental-friendly facilities to increase employee productivity, pride, and morale.		
Continuous Improvement	With our extensive network of First Vehicle Services' locations nationwide, we take advantage of benchmarking and best practices of other service centers, and the full range of available corporate resources.		
Quality Assurance	We maintain a strict quality assurance process to prevent repeat work, and to improve overall fleet availability, reliability, and cost effectiveness.		

FQM Program Components

Predictable Fleet Operations

We provide quality and predictability to the client's fleet maintenance operation through consistent application of the company's proven fleet management and maintenance policies, practices, and methodologies.

We focus on maintaining strong channels of communication with the City to ensure a public-private relationship that goes beyond merely providing a service. Our Project Manager, Jon Olson, will meet with the City representatives regularly to discuss mutual goals for the operation. We are committed to our client partnerships, delivering on our quality service promise every step of the way.

"[First Vehicle Services] will do what is necessary in order to ensure our equipment is well maintained and serviceable. They understand our priorities and respond to our requests promptly."



- Richland County (SC) Client Feedback

FIRST QUALITY MANAGEMENT™: FIRM

ISO 9001 CERTIFICATION IN FLEET MANAGEMENT AND MAINTENANCE

As an ISO 9001-certified firm, we have proven to the Independent Standardization Organization that we employ the world's most rigorous processes for quality management systems. ISO Certifications are globally recognized as the pinnacle of process excellence. The certification is issued after an organization receives a seal of approval from a third-party.

ISO certification is one of the most significant ways we can demonstrate to the City that we understand the critical nature of your fleet and operation. This extensive certification process involves a thorough review of all aspects of our operations, processes, and procedures. Most importantly, our ISO certification means that the City will realize the efficiency and cost benefits of our programs and processes.



We are proud to be the first North American company to receive ISO 9001 certification in fleet management and maintenance services.

This certification includes the administrative and managerial functions of fleet maintenance, including:



- Quality Management System: Control of documents, organized recordkeeping, and updated industry standard manual of operations
- Management Responsibility: Customer commitment and focus, as well as company authority and communication, and management review
- Resource Management: Management's responsibility to provide infrastructure, work environment, and human resources
- Product Realization: Planning, designing, developing, and creating a product (or service) and monitoring that product (or service)
- Measurement, Analysis, and Improvement: Assessing customer satisfaction, performing internal audits, and instituting corrective and preventive actions
- Difficulties in Implementation: Improvement of the system by ensuring that policies, procedures, processes, and records meet the needs of the company and their customers

ISO 9001 CERTIFICATION BENEFITS

Our ISO 9001 certification means First Vehicle Services has a team of professionals committed to the delivery of quality services that will meet and exceed your expectations. Each day, our management and staff embrace the FQM process principles to deliver world-class customer service—and nothing less. As a result, our ISO 9001 certified quality approach provides the following key client benefits:

- Maximum fleet uptime through effective asset management
- Improved quality of repair work and reduced rework through highly trained and empowered employees
- Reduced cost to operate your fleet with efficient use of resources
- Increased fleet efficiency
- Reduced parts and supply costs from corporate buying discounts and increased brand selection from national vendor relationships
- Courteous service and positive attitude interaction
- Highly repeatable and measurable maintenance services that deliver consistent quality results
- Open communication path (to the City) on maintenance status and (from the City) on feedback and satisfaction levels

Our FQM program embodies the rigorous principles of ISO 9001 certification. The operational processes and procedures found in our FQM program allow us to analyze your unique service requirements and consistently meet demands through quality fleet services. Our FQM program, predicated on rigid ISO 9001 system standards, reflects the quality management principles listed below:

- Customer focus
- Involvement of people
- System approach to management
- Factual approach to decision making
- Leadership
- Process approach
- Continual improvement
- Mutually beneficial supplier relationships

FIRST QUALITY MANAGEMENT™: CLIENT LOCATIONS

LEAN MAINTENANCE PRACTICES AND 5S PROCESSES

We use Lean Maintenance Practices and 5s Processes at our national contract operations to improve overall service effectiveness and eliminate waste. Lean processes reduce maintenance costs by targeting strategic areas where maintenance has direct control, such as preventive maintenance, road call reduction, overtime, and outside repair costs.

Combined with Lean Practices, the 5s Process, (Sort, Straighten, Shine, Standardize, and Sustain) is a workplace organization method allows for better usage of the garage space. It generates a culture that promotes safety, quality maintenance, cost efficiency, and improved vehicle reliability.

The following is an outline of the program components:

Components	Description		
5s Assessment	This is an assessment to measure and improve cleanliness, organization, and consistency of labor efficiency in the facility.		
Scoreboard	The scoreboard provides technicians a visual of the goal and keeps them updated on the progress of the facility's performance.		
Planning Sheets	The planning sheet gives the Project Manager or Lead Technician a comprehensive view required work and the workforce available. This tool provides necessary information to prioritize workloads and to match the best technician to the job.		
Hexagon EAM Lean Assessment	This quarterly assessment is a series of electronic reports that finds inefficiencies in the facility.		
Standard Job Times	Standard job times are established for frequent repairs, providing a tool to measure technician efficiency.		
Deferred Maintenance Module	The deferred maintenance module stores all work in our Hexagon EAM FMIS. This allows Project Manager or Lead Technician to review all repairs needed while a vehicle is in the facility and make the repairs while it is down. This results in fewer visits to the facility, better reliability, and less fleet downtime.		



Components	Description		
Auto-Reorder	This process automatically reorders stocking parts when quantities get low. This ensures we do not have vehicles down while waiting for out-of-stock parts. In addition to saving time, it saves money because it allows us to manage the vendors used for stock parts.		
Suggested Parts	Our Hexagon EAM FMIS can preselect parts for specific jobs. The parts appear on the work order for the technician. This saves technician and clerical time.		

MEASUREMENT OF PROGRAM EFFECTIVENESS

Our Management Information Dashboard tracks key performance indicators to ensure program effectiveness and analyze trends including:

- Preventive Maintenance Compliance Percent of PM inspections performed on time
- Technician Overtime Percent of payroll paid for overtime
- Road Call Performance Reports response times and critical call data
- Scheduled/ Unscheduled Work Percent of work that is scheduled work (PM, PM follow up) compared to unscheduled work
- Technician Productivity Comparing hours paid to hours charged to work orders
- Auto-Reorder Percentage Percent of parts ordered by the auto-reorder process
- Outside Services Percentage The percentage of maintenance cost spent at outside vendors

Local management and region teams track and oversee these processes through our Management Information Dashboard, bringing value to our clients not only through cost savings but also improved fleet reliability and improved customer satisfaction.

LEAN RECOGNITION

To recognize facilities that have achieved Lean Maintenance Practices and have followed the 5s Processes, there are three levels of awards: **Bronze**, **Silver**, **and Gold**..



With three levels of Lean recognition (Bronze, Silver, and Gold), First Vehicle Services currently has 21 Bronze, 12 Silver and 7 Gold-recognized Lean facilities throughout North America.

FIRST QUALITY MANAGEMENT™: TECHNICANS AND STAFF

LEAN SIX SIGMA PROGRAM

We employ Lean Six Sigma (LSS) concepts and principles as part of the ISO process. LSS is a two-staged approach that targets organization efficiency and effectiveness, driving continual process improvement to reach 99 percent efficiency.

Lean enterprise focuses on creating value for the end user through minimizing waste and reducing production costs. Six Sigma (6σ) focuses on process improvement by finding and removing defects in those processes. Lean Six Sigma organizes both lean and Six Sigma practices to cut costs, improve speed and stay competitive.

LSS programs focuses on quality service delivery by uncovering key problem areas through two methodologies: the **DMAIC** (Define, Measure, Analyze, Improve, and Control) model, best for improving **existing processes**, or the **DMADV** (Define,

Lean Enterprise:

Eliminates process waste



Six Sigma:

Minimizes process defects

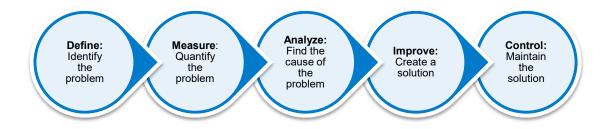


Lean Six Sigma:

Faster, more efficient processes

Measure, Analyze, Design, Verify) model, best for developing and implementing **new processes**. These principles apply to businesses of all sizes – smaller organizations can stay small and move faster because less workforce and fewer resources are needed to achieve success.

First Vehicle Services utilizes the DMAIC model, an advanced statistical analysis of operations:





Today, First Vehicle Services has more than 850 LSS-certified employees on staff. Lean Six Sigma management involves three levels of certification: Yellow, Green and Black. First Vehicle Services employees are provided access to LSS training and certification as follows:

Yellow Belt

Provides our employees with introductory trianing in the fundamentals of LSS and process management. This trianing, enables each individual to provide meaningful assistance in achieving our overall objectives.

Green Belt

Provides our employees with enhanced problem-solving skills with an emphasis on the DMAIC (Define, Measure, Analyze, Improve, and Control) model. Training covers facilitation techniques, project management, quality management tools, quality control tools, problem solving, and exploratory data analysis.

Black Belt

Teaches our aspiring Black Belts to lead projects, train team members in LSS methods, and mentor Green Belts. This employee learns a variety of Six Sigma tools that support process improvement and is coached on how to manage change, overcome resistance, and effectively manage projects.



We are pleased to have 66 client locations certified as Lean Six Sigma Yellow Belt Service Centers.

WORKSITE ETHIC

One of the hallmarks of our service delivery is empowering our employees with responsibility for the quality of their efforts. **Our Quality Control effort** is an active, ongoing system with built-in feedback mechanisms, independent checks, and corporate involvement. This effort will focus on the quality of services within specific time frames and the overall efficiency of our service delivery. We use the following quality control methods:

- First-Level Inspection (Technicians): All employees are expected to inspect their own
 work continuously for completeness and acceptability based upon the City standards,
 First Vehicle Services' procedures, and by direction and work inspection from the Project
 Manager or Lead Technician. Technicians report any deviations and/or problems on any
 work to the Lead Technician/Shift Supervisor at once.
- Second-Level Inspection (Project Manager or Lead Technician): The Project
 Manager or Lead Technician handles the quality of all work and services performed
 around vehicle maintenance. The Project Manager or Lead Technician
 approves/disapproves all tasks performed and calls for rework if the original repairs are
 considered unsatisfactory. This involves the Project Manager or Lead Technician
 inspecting a sample of repairs of "critical" defects, using his/her judgement and

experience to determine whether a defect would likely result in hazardous or unsafe conditions or would likely prevent functioning of a major item.

For non-critical defect areas, the Project Manager or Lead Technician is responsible for inspecting selected work to confirm the quality of service being delivered. This check is in addition to the road test of vehicles following each service.

The Project Manager or Lead Technician takes on the responsibility of the work of his/her staff. If the work is not up to First Vehicle Services and the City standards, the Project Manager sits down with the employee to discuss a corrective plan of action that often results in refresher training. Our First Quality Management Program emphasizes in "repairing things right the first time," and constructive feedback helps the employee master this concept.

KEY PERFORMANCE INDICATORS

Key Performance Indicators (KPI) simplify performance measurements by illustrating how our individual facilities stack up against user-defined benchmarks. This includes metrics such as fleet availability, preventive maintenance and repair performance, vehicle safety and reliability, parts availability, and customer service. This data provides our managers with an accurate picture of their operating efficiency. The City determines which benchmarks are vital to the success of their unique fleet operation; measuring KPIs allows First Vehicle

"[We are satisfied with] the quality of the work, the knowledge of the employees and staff, and their dedication to providing superior customer service."

-Seminole County (FL) Client Feedback

Services to ensure we are performing at or better than the City standards. Location management, along with review from our region management team, tracks and reviews the KPI report daily to see what requires attention and are given suggestions on how to take corrective action. Our performance is also reported both weekly and monthly to the City.

CONTRACT KPI MEASUREMENTS

We will provide the City a monthly report detailing number of days a vehicle is out of service, the average repair hours classified by the repair type and vehicle/equipment class, the number of return repairs, and the percentage of fleet uptime/downtime. We will also track the following contract measurements:

- Cost: Costs associated with operating, such as costs per mile, effective labor cost per hour, labor hours compared with standards.
- PM Inspection Turn Time: Measure of the percentage of preventive maintenance work orders that exceed 24-hours from time the unit was provided for service to the unit's completed inspection.
- PM Completion Percentage: Measure of the number of PM inspections were completed against the number of vehicles provided for inspection within a given period.



- Rework Percentage: The Number of work orders that returned for repeat issues vs. the total number of completed work orders in a given period.
- Total Fleet Availability: The comparison of the number of hours the fleet was "down" for repair services versus the total number of hours within a given period.

EXAMPLES OF CONTRACT KEY PERFORMANC INDICATORS

FLEET AVAILABILITY

Reasonable turnaround time on repairs is a monitored at all levels of our local technician staff. Our concept is to use a team approach at the City to achieve maximum service efficiency and technician productivity. At the first-line supervisory level, the Project Manager will monitor the performance of the technicians. The Project Manager will provide guidance and assistance when needed to ensure the work is performed within reasonable timeframes. The Project Manager will monitor work-in-progress every day on all shifts to ensure that repair times are not excessive.

If the Project Manager observes a technician having difficulty in diagnosing repairs, assistance will be provided to ensure timely completion. The Project Manager will also review each work order as it is completed for accurate repair times, adjusting if needed before the work order is closed.

Finally, fleet availability is monitored through the application of KPIs. The Project Manager will interact with the Lead Technician to directly monitor the number of the vehicles out of service for the City. The Project Manager will continually adjust priorities of the workforce to ensure daily fleet availability standards are met within this contract.

We generate reports using our Hexagon FMIS to monitor the City's vehicle and equipment fleet availability.

PREVENTIVE MAINTENANCE AND REPAIR PERFORMANCE

Please refer to our comprehensive Preventive Maintenance program found in section **2. Scope of Services** section of this proposal for an in-depth description of our multiple steps we use to ensure operator compliance with our PM program.

The Project Manager will be responsible for conducting random quality control inspections and generating fleet reports using our Hexagon FMIS to monitor PM compliance. We will monitor maintenance and repair performance through the application of KPIs. The Lead Technician will interact with Project Manager to directly monitor the amount of time City vehicles and equipment are out of service. We will continually adjust work priorities to ensure KPIs are met and exceeded. We will generate reports using our Hexagon EAM FMIS to monitor vehicle turnaround times.

PARTS AVAILABILITY

Maintaining an adequate supply of quality parts to effectively meet the demands of the City's vehicle maintenance operation is an important part of our overall service delivery to meet and exceed the KPIs. We recognize that the City requires maximum uptime and safety of the vehicle and equipment fleet and through our best parts management practices, we are prepared to deliver responsive parts management and supply services for high client satisfaction and contract compliance.

To ensure we are meeting and exceeding the KPIs, we will utilize a parts reordering plan tailored to the timing and delivery of maintenance services performed by our technicians. The Project Manager will use our Hexagon EAM FMIS to monitor parts stock levels for adequate inventory supply.

Parts procurement is triggered via the Hexagon EAM FMIS when the total of the inventory stock falls below the reorder point. The reorder point is the central control parameter in reorder point planning. The Project Manager will monitor this system and MIS-produced reports, and will place an order for parts requiring inventory restocking. We always maintain a safety inventory stock to meet parts demands between reordering and restocking points.

VEHICLE SAFETY AND RELIABILITY

Vehicle safety and reliability of the City's vehicle and equipment fleet is a first priority of our service delivery. We will road test all City's vehicles after each service or safety-related repairs. Vehicles that receive PM inspections have specific safety checks included in our PM process. The Lead Technician will spot check vehicles to ensure quality and safety of repairs. To prevent recurrence, any discrepancies found will result in retraining and/or progressive discipline for those responsible for the repair deficiencies.

One of the greatest cost-savings factors in any fleet is the ability to maximize vehicle availability, thus increasing the potential productivity of the City's vehicle and equipment users. This factor, coupled with the critical demands on public safety equipment, requires high reliability of the City's vehicle and equipment fleet. The Project Manager is responsible for measuring reliability primarily by the number of breakdowns of vehicles in the City's vehicle and equipment fleet. Vehicle failure is then analyzed to determine the last repair sequence and current vehicle PM frequency. Through this process, we may recommend adjusting the PM frequency or reviewing the work processes involved.

We are committed to quality at all levels of service to the City of Hollywood. However, a formal inspection program is a critical part of ensuring high quality workmanship at our facility. The Project Manager is responsible for scheduling and completing inspections on samples of completed and in-progress service work, using our Hexagon FMIS to generate a variety of specific reports designed to monitor the KPIs.

A key component of our trademarked First Quality Management program is the proactive use of progress reports on a weekly basis to provide an "early alert" to specific areas of our



performance failing to meet a performance standard. The early alert allows First Vehicle Services to institute remedies before problem areas become unmanageable.

COST-REDUCTION INITIATIVES

We are committed to identifying ways to effectively and efficiently control the costs of our clients' fleet operations. With more than 40 years as the leading fleet maintenance provider for governments, we are an expert in the development and implementation of proven fleet management solutions that yield the greatest efficiency at the least possible cost to our customers. Specifically, cost containment efforts include, but are not limited to the following:

- Implementation of a rigorous PM program that minimizes vehicle repair costs while improving fleet safety and reliability
- Implementation of Process control initiatives of Lean Six Sigma, and Lean Maintenance Practices and 5s Processes conducted on an ongoing basis to reduce operation costs and improve service performance
- Monitoring of third-party vendor services to determine economic practicality versus performing such services in house
- Analysis of employee productivity levels including overtime to improve operating efficiencies
- Utilization of an oil and fluid analysis program in the performance of preventive maintenance services to identify major component failures before they occur
- Utilization of a Paperless Shop program and provide technicians with a tablet to access
 vehicle histories, work orders, OEM repair manuals, etc. at their fingertips. This initiative
 helps increase technician productivity by lessening time spent on paperwork and
 allowing instant access to real-time information for the maintenance and repair of a
 vehicle

UTILIZATION OF FIRST QUALITY MANAGEMENT PROGRAM

We will use our trademarked First Quality Management (FQM) program for the City's fleet services operation to improve all aspects of maintenance management, environmental control, and safety and training, as well as reduce overall operating costs and improve service efficiency. Our FQM program includes:

- Quality assurance to ensure the highest standards of maintenance excellence, communication, and value. This includes, but is not limited to, ASE-certified technicians, ASE Blue Seal recognition facilities, use of Best Fleet Practices, application of Lean Six Sigma Principles and Lean Maintenance Practices and 5s Processes, and our current ISO 9001 Certification in fleet management and maintenance.
- Comprehensive employee training to ensure latest approaches to problem-solving, thus
 reducing repair costs as our highly skilled fleet maintenance and management staff
 become more efficient. Fewer costly breakdowns and longer vehicle life will positively
 affect the City's overall fleet ownership costs.

- Focused safety approach to ensure no injuries or lost productivity. We will analyze
 accident/injury incidents and take actions necessary to reduce lost-time injuries and
 workers' compensation costs.
- Sustainable environmental control to ensure no costly damage to natural resources and reduce our environmental footprint. We will provide the services of our partner, Strata Environmental Services—a full service environmental consulting firm, to assist us in proper and disposal of waste and trash disposal or recycling waste.
- Ongoing communication to ensure that all stakeholders are working together to achieve
 the same goals. For example, we will provide customer feedback via our critique card
 system and regular client meetings. In addition, we send out an online client survey
 annually to solicit feedback on our services.

INDUSTRY CERTIFICATIONS AND TRAINING

We will strive to achieve ASE Blue Seal Recognition for our maintenance facility—an industry standard of excellence recognizing a vendor whose repair shop has at least 75% of technicians ASE certified. Also, each area of service offered in the facility is also covered by at least one ASE certified technician. ASE Blue Seal Recognition means that the City receives quality work from highly skilled technicians and a reduction in the amount of rework.

We also encourage our technicians to receive ASE training to advance their skill level, industry knowledge, and certifications. This training effort translates into fewer vehicle repairs for our clients and more efficient service delivery.

Moreover, we will utilize an education program for drivers and equipment operators to assist with the proper care and operation of diverse fleet vehicles including the development of an operator's handbook and the implementation of vehicle inspections.

CORPORATE PURCHASING AGREEMENTS

We will utilize our Corporate Purchasing Agreements (CPAs) with nearly 200 vendors representing 120,000 unique parts including tires, batteries, filters, lubricants, etc. The CPAs allow us to purchase parts at discounted prices far below those available to most of our clients. These savings are reflected in our parts pricing to the clients we serve daily.

CUSTOMER SERVICE

First Vehicle Services uses user feedback to measure the quality of our services and to better understand our customer's needs. As such, we actively ask for feedback from the City and its users in four (4) primary ways listed below:



Customer Feedback Process			
Regular Meetings with the City	Our local management reports regularly to the client's relevant personal. These meetings include a review and discussion of the fleet status, reports we submitted to identify issues of interest to the client, areas where we can be more responsive to the client's needs, and any other topics deemed relevant to the client's interest.		
Semi-Annual Meetings with the City	Our Region Vice President George Cavelle schedules a semi- annual meeting with the City to review the expectations and adjust procedures to ensure customer satisfaction.		
Critique Cards	We provide a Critique Card to each vehicle user upon completion of a vehicle maintenance service or repair. The Critique Card affords each vehicle user the opportunity to provide feedback to us on the quality of our service delivery. We respond to each unsatisfactory critique card.		
Annual Customer Survey	We conduct an annual online survey with each of our clients, which allows an opportunity for positive/negative feedback and/or suggestions about our service performance. Questions are both qualified and open-ended to ensure you have maximum flexibility in providing your feedback. Region Vice President George Cavelle examines each response closely and takes corrective action to resolve any open customer issues.		

An example of our Customer Critique Card is provided in the **Attachments** section of this proposal.

MANAGEMENT INFORMATION DASHBOARD

As the use of technology increases across the industry, our operations have more system data available than ever before. However, while myriad systems can be used to collect data, it is how this data is analyzed, displayed, and understood that leads to operational success. First Vehicle Services created an internal tool, our proprietary Management Information (MI) Dashboard, to enable our management teams to view and interpret this data in meaningful ways.

The MI Dashboard is a powerful business intelligence tool that collects data from several sources, analyzes that data and provides visual representations of analytical results. These detailed analyses drive effective decision-making at the local, regional, and senior management levels.

Dashboard

KEY BENEFITS ✓ Data accuracy and accountability ✓ Clear snapshot of KPIs for easy analysis ✓ Easy identification of trends ✓ Supports service forecasting ✓ Informed decision-making

MI Dashboard allows our local management teams to review performance and determine:

- Whether First Vehicle Services is meeting the City's goals and expectations
- Where improvements can be gained
- What steps can be taken to realize further improvement

This tool allows us to measure actual performance against performance goals. It also provides the flexibility to **analyze data across multiple iterations**, including by day, across a specific date range, etc. to review trends. The system displays averages and exceptions, flagging areas of concern that can be resolved expediently by our team.

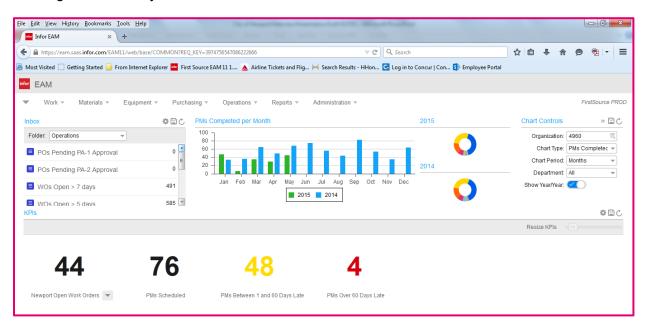
Regional management can also **compare data from multiple locations**. This allows them to compare locations near each other, of similar service type, or across the entire First Vehicle Services network in North America. Leveraging our size and presence in the industry provides **significant insight into how operations of similar size and scope should be performing**.

While MI Dashboard is an internal tool, the City will see its effectiveness in continued performance improvement. Our local and regional management teams' use of this tool will yield improved performance across all required key performance indicators, including labor efficiency and accuracy in billing. Some of the different data sets analyzed by the MI Dashboard include:



- Number of open work orders
- Number of preventive maintenance inspection scheduled
- Number of preventive maintenance inspections past due
- Number of preventive maintenance inspections completed
- Labor efficiency, including overtime and technician staffing numbers
- Budget/Billing
- Payroll
- Safety, including incidents and accidents

MI Dashboard also allows managers to export data and manually adjust review parameters to obtain greater visibility.





SECTION 5: Experience & Qualifications

EXPERIENCE & QUALIFICATIONS

5. EXPERIENCE & QUALIFICATIONS

COMPANY QUALIFICATIONS AND EXPERIENCE

NATIONAL CLIENT PRESENCE

Founded in 1981, First Vehicle Services sets the standard for excellence, uniquely positioned as the leader in public-sector fleet maintenance in North America. From sedans, SUVs, vans, and fire apparatus to light, medium and heavy-duty units, marked and unmarked law enforcement units, sanitation trucks, construction equipment, and specialized and miscellaneous equipment, we provide expert maintenance services to keep your entire fleet up and running. Every day for the past 40 years, First Vehicle Services managers and employees specialize in dedicated fleet maintenance and repair services.

With our world-class safety program, the highest customer service standards, and the best training available, First Vehicle Services offers our customers the best solution for their fleet management needs.

"I am very satisfied - First Vehicle Services is very open to discussing any issue, and work to resolve them promptly. The technicians are highly qualified, and administration staff are forthcoming and helpful." - Richland County (SC) Customer Feedback FIRST VEHICLE SERVICES CUSTOMER
SURVEY RESULTS 2022

Clients' Likelihood to Recommend First Vehicle Services

Scale of 1 to 10, in no particular order

Williamsburg Area Transit Authority (VA): 10

St. Clair County/Road Commission. (MI): 10

Colonial Wiliamsburg Foundation (VA): 10

Monroe Public School District (MI): 10

Augusta-Richmond County (GA): 10

City of Jacksonville Beach (FL): 10

Space Coast Area Transit (FL): 10

Archbold Medical Center (OH): 10

Municipality of Carolina (PR): 10

City of Pembroke Pines (FL): 10

Municipality of Caguas (PR): 10

Montgomery Township (NJ): 10

City of San Clemente (CA): 10

City of Atlantic Beach (FL): 10

Burough of Munhall (PA): 10

Hamilton Township (NJ): 10

Traininton Township (No). To

Eastman Chemical (TX): 10

Seminole County (FL): 10

Richalnd County (SC): 10

Summit County (CO): 10 City of Roswell (NM): 10

City of Moultrie (GA): 10

Purcelville Fire (VA): 10

City of Victoria (TX): 10



First Vehicle Services			
	36,500	64	790
	Vehicles and Pieces of Equipment Maintained	Service Centers in the United States and Puerto Rico	Employees
First Transit			
	12,000	300	20,000
	Transit Buses Operated and Maintained	Client Locations	Employees
First Student			
	44,000	460	50,500
	School Buses Operated and Maintained	Client Locations	Employees

Today, First Vehicle Services is the largest provider of fleet management and repair services for the public-sector, maintaining more than 36,500 vehicles and pieces of equipment at 64 service locations across the United States and Puerto Rico. With more than 40 years of industry experience, we have gained a firm understanding of the fleet requirements of governments. And no other fleet services contractor is better prepared than First Vehicle Services to provide world-class customer service with a comprehensive maintenance program customized to the City's unique fleet specifications.

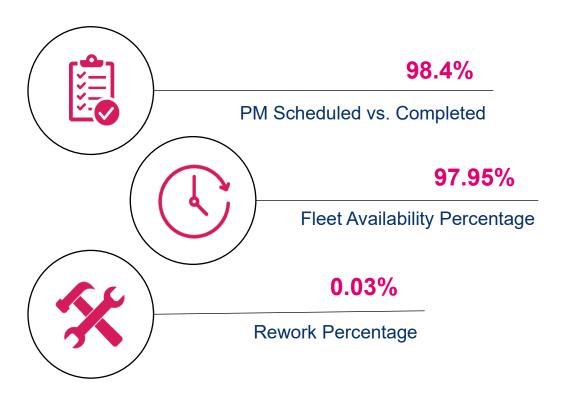
Our experience base and target markets span from public sector markets including municipalities, state governments, law enforcement agencies, and transit authorities to private sector markets of utility, transportation, and petrochemical.

We have a passion for delivering world-class customer service and exceeding customer expectations.

EXCEEDING PERFORMANCE STANDARDS

First Vehicle Services knows that prioritizing your operation's efficiency of services is critical. To give our customers this peace of mind, First Vehicle Services measures each performance standard required by the City through our Hexagon EAM at the end of each month to instill confidence that your goals are being met. This not only gives you the best measurement of how well we are performing, but allows First Vehicle Services to instill confidence that our operation is working well for you and your vehicle and equipment users. Across all our operations, First Vehicle Services strives to establish exceptional expectations for our operation services.

Key Performance Indicators Across All FVS Operations in 2022





FLORIDA EXPERIENCE

First Transit and our sister company, First Vehicle Services, currently operate eighteen (18) Florida client locations, maintaining over 10,000 vehicles and employing over 1,300 employees in the state. We have been authorized to do business in the state since 1972.

First Transit has become a provider of choice in the Florida transportation market by being a partner in offering responsive, customer-oriented services. Our region management team has handled the seamless transition of multiple contracts in Florida, ensuring we meet the needs of our clients and our passengers and providing minimal disruption to services. Our successes in transitioning services have included:

- Providing added regional and corporate support during the Palm Tran transition that led to a reduction in customer complaints
- Improvements in on-time performance, maintenance, and safety in our Bay County startup

At any given time, we can mobilize personnel from any of our Florida client locations to support the City's operation in case of an emergency or time of need.



DIVERSE FLEET MAINTENANCE EXPERIENCE

Our primary focus every day is keeping our customers' entire fleet up and running. First Vehicle Services maintains more than 36,500 vehicles and pieces of equipment daily, utilizing industry best practices in conjunction with our in-depth understanding of vehicle fleets to ensure our customers and their vehicle operators receive reliable and dependable service. Our customers benefit from better asset utilization and reduced operating costs.

Providing public fleet maintenance for almost four decades, we are the industry leader with proven programs that yield results to your bottom line. We understand that every unit in the fleet has a unique and important need for delivering customer services; only when all the vehicles and equipment are operational, is the fleet operating at peak performance.

We are proud to manage a variety of vehicle types, including:

- Light, Medium and Heavy Duty: including vans, SUVs, pickups, dump trucks, tractor trucks, off-road equipment, etc.
- Automobiles: including compact, intermediate, and full-size sedans, etc.
- Law Enforcement: including patrol and take-home law-enforcement units, etc.
- Fire and Rescue: including pumpers, aerial-equipped units, medical response units and tankers, etc.
- Construction: including backhoe, asphalt pavers, excavator, bulldozer, motor graders, highway striper, earth mover, roller, etc.
- Sanitation and Landfill: including side loaders, front loaders, rear loaders, compactors, roll-offs, recycling trucks, etc.



Vehicle/ Equipment Types	Units
Law Enforcement	8,279
Fire Fighting/ Rescue Equip.	1,346
Fire Brush/ Hazmat/ Tools	202
Fire Aerial Lifts	144
Fire Pumpers	423
Fire Tankers	55
Fire Rescue	158
Ambulances	364
Automobiles	1,113
Buses	863
Trucks (Light)	7,578
Trucks (Medium/ Heavy)	3,026
Vans	1,937
Construction Equipment	2,730
Aerial Lift Utility Trucks	197
Forklifts	346
Landfill and Sanitation	553
Trailers	2,997
Lawn Care and Landscaping	3,301
Watercraft	156
Off Road Equipment	2,201



- Transit and School Buses: including paratransit, fixed route, front and rear engine school buses, etc.
- Forklifts, Golf Carts and Trailers: including flat bed and dump box-type trailers, and trailers for animal and boat transport, etc.
- **Specialized and Miscellaneous:** including vacuum trucks, boats, alternative fuel vehicles, generators (stationary and portable), mowers, chain saws, etc.

LAW ENFORCEMENT FLEET MAINTENANCE EXPERIENCE



First Vehicle Services' experience maintaining large police fleets is unrivaled in the industry, currently amounting to more than 8,200 law enforcement units across the country.

Our company is fully capable of managing large-scale law-enforcement fleets and has done so successfully for many years across North America, including the District of Columbia Metropolitan Police Department with more than 1,600 vehicles.



We take immense pride in the maintenance expertise

we have gained across a comprehensive range of law enforcement and first-responder vehicles and equipment including, but not limited to, marked and unmarked patrol cars, motorcycles, command buses, armored personnel carriers, transport vans, and more. We understand the critical importance of ensuring first-responder vehicle readiness for the City.



First Vehicle Services maintains law enforcement vehicles and equipment at 45 of our client locations, ensuring that the law enforcement agencies are fully equipped to serve their communities.

STRONG LAW ENFORCEMENT PARTNERSHIPS

Among our most notable law enforcement clients are:

Client Name	Customer Since	Law Enforcement Fleet Size
District of Columbia Metropolitan Police Department	October 2002	1,645
City of Augusta-Richmond County (GA)	January 2003	581
Richland County (SC)	July 1992	337
Harford County (MD)	April 1990	371
City of Pittsburgh (PA)	February 2005	251



CASE STUDY: DISTRICT OF COLUMBIA METROPOLITAN POLICE DEPARTMENT

EXCEEDING EXPECTATIONS

As the preferred fleet maintenance Contractor for the District of Columbia Metropolitan Police Department (DCMPD) for nearly two decades, our commitment to ensuring law enforcement vehicle safety and reliability through cost-effective fleet repairs and world-class customer service is second to none.



Since 2002, First Vehicle Services has served DCMPD through three main categories: the efficient management of our tailored preventive maintenance program; our ASE-certified technicians; and our industry leading safety program—resulting in both an increased efficiency and manageability of cost for DCMPD.

REINFORCING RELIABILITY

With a local population of over 700,000 people, the roughly 3,800 officers need their vehicles maintained the right way to guarantee no lapse in service occurs. With First Vehicle Services, the DCMPD has consistently received their vehicles and equipment at an 96% Overall Fleet Availability for the duration of the contract, through a staff of 23 technicians working 2 shifts between 6 a.m. to 11 p.m.



DCMPD has also been able to provide flexible scheduling and "on-call" status during all major City events, from holidays such as the Fourth of July, to civil protests such as Black Lives Matter. This level of staffing also made possible for 24-hour service during the 2013, 2014, and 2016 blizzards – allowing DCMPD to keep vehicles on the road during snow emergencies.

This site also increases their efficiency by building all their vehicles on location, averaging 250 cars a year, by fixing sedan utility vehicles with either cages for prisoner transport or using discrete sirens for unmarked vehicles. And thanks to this location's certifications as a Ford and Chrysler warranty center, all warranties can be performed in-house, reducing the downtime of vehicles, and accruing roughly a quarter million in savings during 2021.

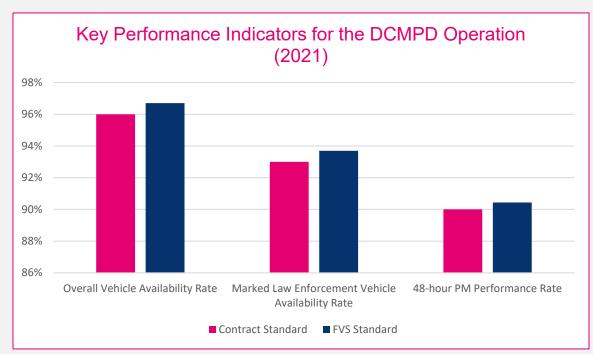
WORKING WITH THE COMMUNITY

DCMPD is proud to support an Automotive Apprenticeship program through the DC Office of Apprenticeship program, hiring a 2-year apprentice for the shop every year. This program allows access for aspiring technicians to work on vehicles they otherwise would not have experience with, and establishing working relationships with world-class professional technicians in the field.

DCMPD also proactively works with the Department of Small and Local Business Development to foster new relationships and recruit new vendors as partners – increasing revenues for DC-based businesses.

EXCEEDING PERFORMANCE STANDARDS

As a result of our long-standing partnership with DCMPD, we have maintained a genuine commitment to vehicle safety, availability, and reliability through cost-efficient preventive maintenance, fleet repairs, and world-class customer service, as evidenced by service performance shown below.



FLEET MAINTENANCE FOR INAUGURAL MOTORCADE

We were responsible for maintaining hundreds of vehicles to support DCMPD's efforts for the Inauguration of 45th, 44th, and 43rd Presidents, as well as the support of minor force of motorcades for the reduced parade of President Joe Biden. The Inaugural fleet includes fully dressed Harley Davidson motorcycles that serve as the official escort for the nation's



President along the Inaugural Parade route. With this well-maintained fleet, DCMPD officials were able to focus their energy on law enforcement and security, rather than worrying about whether they would have enough vehicles available to do their jobs.

We maintain over 220 motorcycles across our locations, including over 120 Harley-Davidson and BMW motorcycles.

In partnership since 2002, we maintain the DCMPD fleet of 1,750 vehicles and equipment on a daily basis. In addition to the escort motorcycles for official motorcades in Washington, we keep the availability rate of police cars, K-9 units, the SWAT division, and anti-terrorism vehicles high above the industry average.



"Our relationship with First Vehicle Services is great."—District of Columbia Metropolitan Police Department Customer Feedback

CONSTRUCTION EQUIPMENT MAINTENANCE EXPERIENCE

First Vehicle Services has vast experience in diverse fleet maintenance. We are experts in the maintenance and repair of forklifts and various types of construction equipment such as motor graders, backhoes, trenchers, and excavators. We maintain more than 2,700 pieces of construction equipment at our nationwide client locations.

Construction equipment and other types of heavy equipment have



unique specifications for both maintenance and repair. We ensure that repairs are performed only by technicians who are ASE-certified in heavy equipment repair. We understand your need for safe, reliable equipment and we make sure the job is done right the first time.

We use industry best practices in conjunction with our in-depth understanding of construction equipment to ensure the City and your operators receive the best service available.

Some of our clients with construction equipment include: Harford County in Maryland, Beaufort County in South Carolina, and City of Atlantic City in New Jersey.

"First Vehicle Services is a true business partner, not just a service provider. The team exceeds all expectations—keep up the good work!"—Harford County (MD) Customer Feedback

EXPERIENCE IN EMERGENCY RESPONSE VEHICLE MAINTENANCE

Each of the vehicles and pieces of equipment that we maintain is essential to the success of the City. Availability of your critical fleet, including fire apparatus and emergency response fleet is crucial for serving the City and the customers we serve together. First Vehicle Services understands that having a fully functional and reliable fleet of emergency response equipment is of critical importance to organizations during a time of a crisis. We ensure that fire equipment maintenance



meets the latest industry standards including the National Fire Prevention Association (NFPA) guidelines and International Organization for Standardization (ISO) requirements.

"I have complete confidence in First Vehicle Services to deliver effective maintenance service. The technicians are well-trained and knowledgeable, which brings value to my organization."

—2020 City of Pembroke Pines Fire Department Client Feedback

The First Vehicle Services is staff is well-equipped to maintain your entire critical fleet, including: fire apparatus and pumpers, crash trucks, brush trucks, ambulances, and command support SUVs. No other contractor is as uniquely qualified as First Vehicle Services to maintain the City's emergency response vehicles.

We maintain emergency response units at 90 percent of our client locations in North America, which includes more than 1,300 fire and rescue units.



The diversity of fire apparatus and emergency response vehicles that we maintain includes, but not limited to the following manufacturers:

Emergency Response Vehicle Manufacturers Examples						
Taylor Made	НМЕ	Luverne	Freightliner			
Spartan	Quality	Toyne	Salisbury			
Grumman	Boardman	Hahn	Ford			
Brockman	Hendrickson	Smeal	Chevrolet			
E-One	Spencer	Seagrave	Dodge			
Oshkosh	KME	Hale	American LaFrance			
Hallmark	Ferrara	Crimson	Pierce			

ALTERNATIVE FUEL VEHICLE MAINTENANCE EXPERIENCE

With more than 40 years of industry experience in vehicle emissions control and fleet maintenance, First Vehicle Services provides its best and most cost-effective alternative fuel maintenance strategies to our clients. Our team of maintenance professionals acts as your partner and will work with you to determine the best ways to reduce overall fleet operational cost while being able to meet regulatory requirements.

First Vehicle Services provides alternative fuel vehicle maintenance options for our customers that include but are not limited to: hybrid-diesel/



electric, compressed natural gas (CNG), propane, battery electric, E-85, 100% biodiesel, clean diesel and hydrogen-powered vehicles. First Vehicle Services and its sister company, First Transit, currently operates and maintains more than 1,500 CNG-powered vehicles in North America.

We work with a wide variety of original equipment manufacturers (OEMs) and aftermarket suppliers for the latest information and technical resources to support our customer's maintenance needs. Our location general managers also ensure that all technicians have the knowledge and skills to provide safe, efficient and effective maintenance and repair of CNG and alternative-fuel vehicles.

ELECTRIC VEHICLE (EV) MAINTENANCE EXPERIENCE

First Vehicle Services and its sister company, First Transit, has significant experience operating and maintaining electric vehicles on behalf of our clients. We share the City of Thornton's commitment to sustainability in public services and are the right partner to continue maintaining the units in the City of Thornton's electric fleet. In total, First Vehicle Service and its sister company, First Transit, maintain approximately 250 electric vehicles.

EMERGENCY SUPPORT SERVICES EXPERIENCE

Unexpected emergencies or natural disasters can present a major challenge to both public and private entities. First Vehicle Services understands the importance of planning ahead for all types of weather conditions, including hurricanes, snow emergencies, flooding and other severe weather. We don't leave the safety of our employees, our clients or the customers we serve together to chance. We take pride in our proactive approach for maintaining emergency support vehicles and equipment.



First Vehicle Services are dedicated to ensuring emergency support for the City. Your vehicles and equipment remain a top service priority for optimal performance during a major hurricane, tornado, or any other emergency crisis. In case of a major emergency, First Vehicle Services, at the request of the City, has the resources and ability to bring in additional employees beyond our location staffing levels from other First Vehicle Services and sister companies, First Transit and First Student, locations across the nation.



We keep our commitment by working 24-hours-a-day, 7 days-a-week to maintain our clients' equipment during an emergency event.

Communication during emergency services is essential for timely response of emergency support services. As such, we will establish the primary emergency contact of an on-call person who will be responsible for answering and coordinating the emergency plan. Secondary numbers will also be provided to the City including our local Project Manager's home phone and cellular number.

During the emergency preparation stage, First Vehicle Services inspects and checks the fluids on essential the City equipment required during and after the event. We also increase our



inventory levels of tires, hydraulic hoses and fittings, and storm-related relief supplies necessary to support all emergency equipment.

EMERGENCY COVID-19 PANDEMIC SUPPORT

In March 2020, it seemed no one was prepared for the impact that the country, and the entire world, would feel with the onset of the COVID-19 pandemic. Our fleet maintenance operations were not only considered 'essential' during the shelter orders, they were busier than ever with additional responsibilities, including increased sanitation and disinfection measures as well as

barrier installations. Nevertheless, First Vehicle Services, along with sister companies, First Transit and First Student, continued to serve our customers and the communities they serve.

WORKING IN PARTNERSHIP WITH OUR CLIENTS

First Vehicle Services, in conjunction with our sister company First Transit, has served as a resource for our clients in many ways throughout this unprecedented time, including:

- Helping our clients understand funding available to offset the financial impact of COVID-19 to their fleet maintenance operations
- Remaining flexible with changes to vehicle usage, routes, and added scheduling interruptions or necessary adjustments resulting from COVID-19
- Assisting our clients in the procurement of difficult-tofind PPE (such as masks and sanitizer) at First Vehicle Services' bulk pricing
- Sharing our expertise and best practices in regard to safety
- Giving back to the communities we serve in collaboration with our clients, including:
 - Providing meals for seniors and students in need
 - Supporting first responders
 - Providing transportation for healthcare workers

We remain committed to working collaboratively with our clients to ensure the safety of our employees and clients, and also to see that the evolving fleet maintenance needs of our clients we serve continue to be met.



SCAT: Working Together to Ensure Safety

At our Space Coast Area Transit bus maintenance operation in Brevard County, Florida, we have instituted unique approaches to ensure the safety of our employees and passengers.

Our fleet maintenance operations were not only considered 'essential' during the shelter orders, they were busier than ever, with increased cleaning measures on transit buses. In addition, the First Vehicle Services staff installed plexiglass barriers on the SCAT transit bus fleet to limit the exposure of the SCAT bus operators so they were able to safely transport SCAT customers during a pandemic.

PROCEDURES TO ENSURE EMPLOYEE SAFETY

Every effort has been made to protect our employees providing these essential services, keeping communities moving in the midst of the public health crises. Efforts at our locations to protect our employees and the vehicle users and client employees that we serve follow Center for Disease Control (CDC) recommendations and include:

- Enhanced cleaning procedures:
 - Increasing our steps for clean and hygienic workspaces
- Installation of hand sanitizer stations in every location
- Disbursement of personal protective equipment (PPE) that regularly includes masks (both cloth and disposable) and high-quality gloves (minimum of 5 mill)
- Installation of plastic shields and barriers to protect office and parts room space
- Avoiding close contact when possible and promoting thorough, efficient handwashing
- Holding daily operations meetings and security meetings to keep our team informed and make updates to our procedures as necessary

First Vehicle Services will continue to work diligently to ensure our employees are safe and protected in the provision of their vital responsibilities.

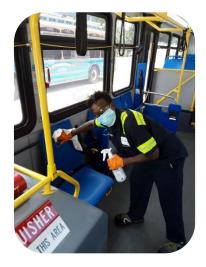
PROCEDURES TO ENSURE CLIENT SAFETY

At First Vehicle Services, we are dedicated to the safety of the communities we serve. To this end, we must ensure a safe environment inside our vehicles, one that is free from viruses and bacteria.

VEHICLE CLEANING

To keep our client's vehicles clean and sanitized, we follow the CDC's recommendations for cleaning both the hard and soft surfaces. We use EPA-approved cleaning products that are proven to kill viruses and other bacteria.

We will work with the City to enhance its existing cleaning schedule and checklist to ensure compliance with both state and local guidelines for cleaning procedures.



ZOONO M71 MICROBE SHIELD

As another optional solution for our clients to increase protection, First Vehicle Services recommends Zoono Z71 Microbe Shield as a monthly disinfectant. Applied to fleet interiors, Zoono forms a protective shield, eliminating bacteria and viruses for thirty (30) days.





Unique benefits of Zoono include:

- Bonds to most surfaces, including metal, glass, vinyl, plastic and fabric
- Disinfects immediately and ensures buses remain virus-free for 30-days. Traditional disinfectants only kill current viruses and have no residual effect
- Creates microscopic spikes that kill pathogens that land on the surface, essentially forming an antimicrobial shield
- Destroys viruses mechanically, eliminating the need for harsh chemicals
- Provides error-free use with sprayer application with no dilution or mixing necessary
- Less time spent on disinfection, without sacrificing the level of protection provided

ULTRAVIOLET (UV) LIGHT TECHNOLOGY



An additional solution implemented at our First Vehicle Services locations is UV light wands. Supplied in each vehicle, they can provide a fast and effective process for vehicle disinfection. It takes only about three minutes to disinfect a typical bus using a UV light wand.

This additional step can improve the safety of passengers while having a minimal impact on daily operations.

PROVIDING SAFE, RESPONSIBLE SERVICES DURING THE PANDEMIC

COVID-19 has changed our world, impacting our daily lives by forcing us to rethink how we approach safety in our everyday activities.

In this new paradigm, First Vehicle Services is at the forefront of determining how to provide essential client services in the safest manner possible during the pandemic. Ensuring the safety of our clients, vehicle users and employees is our top priority.

Further, it is of paramount importance that we continue to meet our customers' fleet management needs without significant impact due to added safety measures. First Vehicle Services remains committed to providing consistent, world-class, reliable service every day.



HURRICANE SUPPORT IN ACTION

HURRICANE IRMA

In August of 2017, First Vehicle Services' Project Manager, and the on-call technician at our Florida International University (FIU) contract location came into work to ensure that everything

was in order. He checked any vehicles that might need any last-minute repairs and made sure that our shop and office were prepared for the storm.

After arriving home, our FIU Project Manager received a phone call from the Director of the Office of Business Services for FIU. The University could not reach the FIU Fleet Manager, and that there were vehicles the University required fuel but could not due to fuel pump issues. Our Project Manager called the on-call technician, who was also already home in the Town of Davie (FL), and they both immediately returned to the University to help resolve the fuel pump issue. The act was commended by University, President Mark B. Rosenberg, Ph.D., as described in the e-mail transmittal below.

First Vehicle Services' Technician Aids the Florida International University Community During Hurricane

Date: Sep 28, 2017 1:15 PM Subject: Thank you! Together we rise #FIUStrong

Dear Dan

There is no doubt that this community has endured one of the worst storms to ever hit our area. Across South Florida, friends, loved ones and neighbors are still putting pieces of their lives back together. This past week has been challenging and difficult for many, but our community, as always, has come through with an outpouring of support and a spirit of selflessness, camaraderie and collaboration.

At FIU, our efforts to recover, rebuild and do our part to heal our community are possible because of your support. During these difficult times, you rolled up your sleeves and asked how you could help. You shared our sense of urgency and motivation to act.

Together, I know we have learned about — and from — the people in this community. We have seen their fearlessness, compassion and perseverance. We have seen their strength. We have seen their hope in the face of heartbreak. They called out for help and we answered. We have also benefited from the arrival of people from throughout the country — first responders who were also immensely helpful and generous.

It truly takes many hands to build a better tomorrow. Thank you for taking responsibility and standing with us to make these dark days a little brighter for so many – and helping get South Florida back on its feet.

We deeply value the relationships we have made and those we have strengthened. We look forward to continued collaboration with you as we build a better future!

Sincerely,

Mark B. Rosenberg, Ph.D.

University President

FIU FLORIDA INTERNATIONAL UNIVERSITY

Modesto A. Maidique Campus, PC 528, Miami, Florida 33199

E: mark.rosenberg@fiu.edu

P: 305-348-2111 | F: 305-348-3660

Please consider the environment before printing this email.



HURRICANE HARVEY

As Hurricane Harvey swept into the Gulf of Mexico in August of 2017 and began its approach toward the mainland of Texas, First Vehicle Services' fleet technicians at the City of Victoria (TX) contract location quickly and calmly prepared for a range of logistical concerns.

- We checked for proper operation of all City generators.
- Stocked up on tires, batteries, food and water. We caught rainwater from down spouts for towel water.
- The City called in First Vehicle Services' employees back to work the day after the hurricane hit. With 25 to 40 MPH winds remaining, the employees helped the emergency responders to keep vehicles operating, as well as generators fueled and functioning.
- Besides working the scheduled shift, we supplied two (2) technicians a day to work until 8:00 PM because City crews were closing at that time.



"First Vehicle Services' employees were here supporting the City even though their own places had damage and needed attention... I am proud of the support from **First Vehicle** Servicers. Their support was greatly appreciated."

—City of Victoria Client Feedback

- First Vehicle Services fabricated two fuel pumps running off battery power and the
 generator side of the welder on a service truck to fuel units when the generator for the
 facility became inoperative. There were many City trucks, utility trucks, rescue units and
 other trucks from out of town that depended on receiving fuel from the City's only fueling
 location.
- All after hours road calls were handled by two (2) technicians for safety purposes

EMERGENCY PREPAREDNESS TRAINING

As a part of our proactive approach to emergency situations, First Vehicle Services management and employees actively participate in emergency planning sessions held in the communities we serve. This allows our staff to learn the latest support strategies for any type of emergency.

For example, our Project Manager and Operations Manager at the City of Fort Lauderdale (FL) client location attends an annual Emergency Resource Planning meeting to discuss and share effective techniques used during emergency situations, such as the recent major Florida and Northeast hurricanes where we provide emergency assistance to our customers.

In addition, the City of Pittsburgh recently participated in a large-scale disaster drill with the assistance of our personnel at the local client location. Pittsburgh's Division Chief worked with our Project Manager and his staff before the drill to identify all the repairs that would need to be made on the City's emergency response units. Once identified, they worked diligently to make the repairs in time for this large-scale event. The drill went smoothly, and First Vehicle Services was ready for all scenarios.

CLIENT REFERENCES

We are proud of our decades of service for our partners across North America. We value our partnerships we have built, and we take great pride in our shared accomplishments and our clients value their relationship with First Vehicle Services. We are the largest provider of fleet management services to governments in the United States, providing a high level of expertise that our competitors can't match.

No one is better qualified to speak to the capabilities of First Vehicle Services than those clients we currently serve. Per RFP requirement, we have provided a list of five (5) clients below for whom we perform comprehensive fleet management and maintenance services, as well as vehicle body collision repair and painting administration services.



"First Vehicle Services is an integral part of the Fleet team and offer [us] valuable service."

-City of Wilmington (DE) Client Feedback

We have 40 years of experience in the management of fleets comparable in size and scope to those owned and operated by the City. First Vehicle Services will bring this exceptional level of expertise to the fleet maintenance operation at the City. We believe you will find First Vehicle Services to be the most qualified and experienced fleet management and maintenance partner.



City of Port St. Lucie, Florida

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, marked and unmarked law enforcement vehicles, and specialized and construction equipment. Vehicle body collision repair and painting administration services provided. Fuel monitoring and ordering performed.



Client Address

City of Port St. Lucie 121 SW Port St. Lucie Boulevard

Port St. Lucie, FL 34984

Client Reference

Mr. Roberto Mann Fleet Manager (772) 877-1517

rmann@cityofpls.com

Service Delivery

Oct. 1988 to Present

Fleet Size

Approx. 950 Units

Seminole County, Florida

Services Provided

Fleet management and maintenance of fire apparatus and rescue units, and miscellaneous equipment of all sizes. Vehicle body collision repair and painting administration services provided.

Client Address	Client Reference	Service Delivery
Seminole County	Ms. Rebecca Ward	Dec. 2017 to Present
149 Bush Loop	Assistant Fire Chief	Fleet Size
Sanford, FL 32773	(407) 665-5053	Approx. 195 Units
	Bward@seminolecountyfl.gov	

City of Sunrise, Florida

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, unmarked law enforcement vehicles, fire apparatus and emergency response units, and specialized vehicles and equipment. Vehicle body collision repair and painting administration services provided.



Client Address

City of Sunrise 10770 West Oakland Park

Boulevard

Sunrise, FL 33351-6899

Client Reference

Mr. Hameed Khan Fleet Manager (954) 746-3214

hkhan@sunrisefl.gov

Service Delivery

Oct. 1989 to Present

Fleet Size

Approx. 670 Units

City of Victoria, Texas

Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy-duty trucks, marked and unmarked law enforcement vehicles, fire apparatus and rescue units, specialized and construction equipment, sanitation vehicles, and small and miscellaneous equipment. Vehicle body collision repair and painting administration services provided.

Client Address	Client Reference	Service Delivery
City of Victoria	Mr. Roger Welder	April 2013 to Present
1701 SW Ben Jordan	Fleet Administrator	Fleet Size
Victoria, TX 77902	(361) 946-4640 (Phone)	Approx. 260 Units
	rwelder@victoriatx.org	



City of Sumter, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; marked and unmarked law enforcement vehicles; fire apparatus units; sanitation trucks; and specialized equipment. Vehicle body collision repair and painting administration services provided.



Client Address

City of Sumter

P.O. Box 1449

Sumter, SC 29151

Client Reference

Mr. Mike Evans Support Services

(803) 968-4241

mevans@sumtersc.com

Service Delivery

May 1999 to Present

Fleet Size

Approx. 875 Units



SECTION 6: Required RFP Forms and Documents

First Vehicle Services

6. REQUIRED RFP FORMS AND DOCUMENTS

Please see subsequent pages of this proposal for the completed RFP forms and required documents.

ACKNOWLEDGMENT AND SIGNATURE PAGE

This form must be completed and submitted by the date and the time of bid opening. Legal Company Name (include d/b/a if applicable): First Vehicle Services, Inc. If Corporation - Date Incorporated/Organized: November 26, 2003 Federal Tax Identification Number: State Incorporated/Organized: Delaware Company Operating Address: 600 Vine Street, Suite 1400 Citv: Cincinnati Zip Code: 45202 State: Remittance Address (if different from ordering address): Same as above. State: _____ Zip Code: City: _____ Company Contact Person: Gerald (Jerry) West Email Address: Gerald.West@firstgroup.com (513) 214-4973 (513) 672-2998 Phone Number (include area code): Fax Number (include area code): Company's Internet Web Address: Firstvehicleservices.com IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER CERTIFIES ACCEPTANCE OF THE TERMS, CONDITIONS, SPECIFICATIONS, ATTACHMENTS AND ANY ADDENDA. THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER/PROPOSER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR THE PERIOD OF TIME STATED IN THE SOLICITATION. Dec. 1, 2022 Bidder/Proposer's Authorized Representative's Signature: Bradley A. Thomas, CEO

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE BID/PROPOSAL NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY BID/PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITSOFFER.

Type or Print Name:

SUBMISSION

How to submit bids/proposals: Vendor's solicitation response may be submitted electronically through OpenGov, the City's designated electronic bidding system, or by mail or hand delivery to the address noted above. It is the Vendor's sole responsibility to assure its response is submitted and received by the date and time specified in the solicitation. Any timeframe references are in Eastern Standard Time. The official time for electronic submittals is OpenGov's servers, as synchronized with the atomic clock. All parties without reservation will accept the official time.

Important Notice:

The Procurement Services Division shall distribute all official changes, modifications, responses to questions or notices relating to the requirements of this document. Any other information of any kind from any other source shall not be considered official, and bidders relying on other information do so at their own risk.

The responsibility for submitting a bid/proposal on or before the time and date is solely and strictly the responsibility of the bidder/proposer, the City will in no way be responsible for delays caused by technical difficulty or caused by any other occurrence. No part of a bid/proposal can be submitted via FAX or via direct Email to the City. No variation in price or conditions shall be permitted based upon a claim of ignorance.

FORM 4 VENDOR REFERENCE FORM

City of Hollywood Solicita	ation #: RFI	RFP-017-23-RS						
Reference for:	Со	mprehensive	Fleet Manag	gement Services	}			
			-					
Organization/Firm Name	-	ce: City	of Port St. L					
Organization/Firm Conta	ct Name: Robe	rto Mann		_		leet Manag	er	
Email:		nn@cityofpsl	.com			72-877-15	17	
Name of Referenced Proje	11131	vehicle Servi	ces - City of			0190087		
Date Services were provid	2019	- Now		Project Amo		\$1,991,520.90		
Referenced Vendor's role	· —	Prime Vend	lor			Subcontra	ctor/ Subconsultant	
Would you use the Vendo	r again?	Yes			ш		ecify in additional	
	_					comments		
Description of services pro	ovided by Vendor	(provide add	ditional sheet	t if necessary):				
The scope of this work inc	·ludes all labor, sui	pervision, ea	uinment, ma	chinery, tools,	materials	s. transport	ation.	
insurance, maintenance of	•		•	•		•		
perform the Fleet Vehicle/						7 1		
Please rate your experience	ce Need Imp	rovement	Satisfact	tory	Excelle	ent	Not Applicable	
with the Vendor	iveed mip	Tovement	Satisfac	lory	LACCIN		ног пррисави	
Vendor's Quality of Service	re l							
a. Responsive	_	<u>, </u>			rw	1		
					<u>X</u>			
					<u> </u>			
Vendor's Organization:						1		
a. Staff expertise					<u> </u>			
b. Professionalism c. Staff turnover		+			<u> </u>			
					X			
Timeliness/Cost Control o				1				
a. Project]			X			
b. Deliverables]			X			
Additional Comments (pr	ovide additional s	heet if neces	sary):					
The City of Port Saint Lucie has	s been extremely sati	sfied witht he s	ervice provided	by First Vehicle	Services.T	hey have eff	ectively maintained	
the City's fleet of over 1200 pieces of rolling stock. The management and technicians are all seasoned and very experieced in their trades.								
	****T	HIS SECTIO	N FOR CITY	USE ONLY**	+**			
Verified via:	Email:		Verbal:		Mail:			
V	Name:		1	<u> </u>	Title:			
Verified by:	Department:				Date:			

FORM 4 VENDOR REFERENCE FORM

City of Hollywood Solicita	tion #: RFP	RFP-017-23-RS						
Reference for:	Cos	Comprehensive Fleet Management Services						
Organization/Firm Name	providing referen	ce:	Seminole C	County Fire De	partment			
Organization/Firm Conta		cca Ward					Fire Support	
Email:		d@seminole	ecountyfl.gov	_		07-665-50		
Name of Referenced Proje	rt: FLEET MAINTENAN FLEET AND RELATI		MENT OF FIRE DEPART ENT AND TOOLS	MENT Contra	ct No: (R	FP-602896-	-17 /BJC)	
Date Services were provide	ed: Dece	mber 17, 2011 – Pr	resent	Project Am	ount: \$1,	823,292.94		
Referenced Vendor's role	in Project: 🔽	Prime Ven	dor	_		Subcontra	ctor/ Subconsultant	
Would you use the Vendo	r again? ☑	Yes		_		No. Please sp	pecify in additional	
Description of services pro	ovided by Vendor	(provide ad	ditional sheet	if necessary):	Service inc	clude preve	entive maintenance,	
Scheduled and unscheduled		·*					·	
Includes management of an	in-house inventory	and supply	of materials a	nd parts. Requ	ired to fur	nish all Su	pervision and labor to	
Manage and maintain the Fi	re Departments fle	et in a mann	er consistent v	vith performan	ce standar	ds.		
Please rate your experienc	e Need Imp	rovement	Satisfac	tory	Excelle	ent	Not Applicable	
with the Vendor	1			•			**	
Vendor's Quality of Service	ce	l						
a. Responsive]			Ø			
b. Accuracy]			Ø			
c. Deliverables]						
Vendor's Organization:								
a. Staff expertise					Ø			
b. Professionalism					Ø			
c. Staff turnover					Ø			
Timeliness/Cost Control o	of:							
a. Project			\square					
b. Deliverables]	\square					
Additional Comments (provide additional sheet if necessary):								
****THIS SECTION FOR CITY USE ONLY****								
Verified via:	Email:		Verbal:		Mail:			
Verified by:	Name:				Title:			
· crinica oj.	Department:				Date:			

FORM 4 VENDOR REFERENCE FORM

City of Hollywood Solicitati Reference for:		7-23-RS ehensive Fleet Manage	ment Services	
	Compi	enensive freet manage	intent services	
Organization/Firm Name proof Organization/Firm Contact Email: Name of Referenced Project Date Services were provided Referenced Vendor's role in Would you use the Vendor	Name: Hames HKhan @ FIRST Project: Print	City of Rhan Sunrise Fl.gov Vehick Senior 2015-Curret Proje ne Vendor	ect Amount: ARO) Subcont	-20-03-WL
Description of services prov	ided by Vendor (prov	ride additional sheet if nece	ssary):	
Police, F	-1 - 1	e 70 csh (equipment & comments of the co	vehicles.
Please rate your experience with the Vendor	Need Improven	nent Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service				
a. Responsive			P.	
b. Accuracy				. 🗆
c. Deliverables			9	
Vendor's Organization:				
a. Staff expertise				
b. Professionalism				
c. Staff turnover			Ø	
Timeliness/Cost Control of				
a. Project			1 2	
b. Deliverables			1 2	
Additional Comments (pro	vide additional sheet	if necessary):		10
vendo	Closes o	m Excelled	Job ouna	
	****THIS !	SECTION FOR CITY USE (ONL! Hameed Khan, C.A.	M. Fleet Manag
Verified via:	Email:	Verbal: □	Fleet Manager	Utilities Depar
Varified by	Name:		a p	
Verified by:	Department:		1	
19-19			S	UNRISE



5580 N.W. 108th Avenue • Sunrise, FL 33351 Phone: (954) 746-3214 • Fax: (954) 749-1663 hkhan@sunrisefl.gov • www.sunrisefl.gov



HOLD HARMLESS AND INDEMNITY CLAUSE

First Vehicle Services, Inc.	<u>,</u>
(Company Name and Authorized Signature,	Print Name)
appointed officials, employees and agents for proceedings, claims, damage, liabilities, interest prior to the start of activities or following the confindirectly caused, occasioned or contributed to omission, fault or negligence whether active or proceed the start of the start	Id harmless the City of Hollywood, its elected and any and all suits, actions, legal or administrative st, attorney's fees, costs of any kind whether arising appletion or acceptance and in any manner directly or in whole or in part by reason of any act, error or cassive by the contractor, or anyone acting under its with or incident to its performance of the contract.
Signature Signature	Bradley A. Thomas Printed Name
First Vehicle Services, Inc.	CEO
Name of Company	Title

NON-COLLUSION AFFIDAVIT

STATE C	OF: Ohio		
COUNTY	OF: Hamilton , bein	g first duly	/ sworn, deposes and says that:
(1)	He/she is President Proposer that has submitted the attached P	of roposal.	First Vehicle Services, Inc. , the
(2)	He/she has been fully informed regarding Proposal and of all pertinent circumstances		
(3)	Such Proposal is genuine and is not a collu-	sion or sh	am Proposal;
(4)	Neither the said Proposer nor any of its off employees or parties in interest, including connived or agreed, directly or indirectly with collusive or sham Proposal in connection with has been submitted or to refrain from bidding manner, directly or indirectly, sought by conference with any other Proposer, firm of element of the Proposal price or the Proposal values against the City of Hollywood or and	this affiar th any oth ith the corn ng in conn agreeme or person sal price	nt has in any way colluded, conspired, er Proposer, firm or person to submit a ntractor for which the attached Proposal ection with such contract, or has in any ent or collusion or communication or to fix the price or prices, profit or cost of any other Proposer, or to secure an
(5)	The price or prices quoted in the attached P any collusion, conspiracy, connivance or ur any of its agents, representatives, owners, affiant.	nlawful ag	reement on the part of the Proposer or
	Why & C	Bradley A	A. Thomas
Signatu	re	Printed Nam	ne
First	Vehicle Services, Inc.	CEO	
Name o	of Company	Title	

SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a) FLORIDA STATUTES ON PUBLIC ENTITY CRIMES

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

This	form	statement	is	submitted	to	the	City	of	Hollywood	by
Brad	ley A. Th	omas, Presid	ent	forFi	rst Vel	hicle Se	ervices,	Inc.	-	_
(Print	individua	ıl's name and	title)	(Print name	of en	tity sub	mitting :	sworn	statement) w	hose
busine	ess addre	ess is600 \	/ine S	Street, Suite 1	400, C	Cincinna	ati, OH	45202		
and if	applicab	le its Federal	Emp	loyer Identific	ation	Numbe	r (FEIN) is <u>2</u>	0-0441528	If the
•		EIN, include	the S	ocial Security	/ Num	ber of t	he indiv	/idual	signing this s	sworn
	Brad (Print busine and if entity	Bradley A. The (Print individual business address and if applicable)	Bradley A. Thomas, Presid (Print individual's name and business address is 600 \ and if applicable its Federal entity has no FEIN, include	Bradley A. Thomas, President (Print individual's name and title) business address is 600 Vine S and if applicable its Federal Emp entity has no FEIN, include the S	Bradley A. Thomas, President for Fig. (Print individual's name and title) (Print name business address is 600 Vine Street, Suite 1 and if applicable its Federal Employer Identification entity has no FEIN, include the Social Security	Bradley A. Thomas, President for First Velocity (Print individual's name and title) (Print name of en business address is 600 Vine Street, Suite 1400, Cand if applicable its Federal Employer Identification entity has no FEIN, include the Social Security Num	Bradley A. Thomas, President for First Vehicle Set (Print individual's name and title) (Print name of entity sub business address is 600 Vine Street, Suite 1400, Cincinnate and if applicable its Federal Employer Identification Number entity has no FEIN, include the Social Security Number of the street of the	Bradley A. Thomas, President for First Vehicle Services, (Print individual's name and title) (Print name of entity submitting business address is 600 Vine Street, Suite 1400, Cincinnati, OH and if applicable its Federal Employer Identification Number (FEIN entity has no FEIN, include the Social Security Number of the indiv	Bradley A. Thomas, President for First Vehicle Services, Inc. (Print individual's name and title) (Print name of entity submitting sworn business address is 600 Vine Street, Suite 1400, Cincinnati, OH 45202 and if applicable its Federal Employer Identification Number (FEIN) is 2 entity has no FEIN, include the Social Security Number of the individual	Bradley A. Thomas, President for First Vehicle Services, Inc. (Print individual's name and title) (Print name of entity submitting sworn statement) who business address is 600 Vine Street, Suite 1400, Cincinnati, OH 45202 and if applicable its Federal Employer Identification Number (FEIN) is 20-0441528, entity has no FEIN, include the Social Security Number of the individual signing this security Number of the individual signing the security Number of the s

- 2. I understand that "public entity crime," as defined in paragraph 287.133(1)(g), <u>Florida Statues</u>, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid, proposal, reply, or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misinterpretation.
- 3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), <u>Florida Statutes</u>, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in an federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
- 4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:
 - 1. A predecessor or successor of a person convicted of a public entity crime, or
 - 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
- 5. I understand that "person," as defined in Paragraph 287.133(1)(e), <u>Florida Statues</u>, means any natural person or any entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)
Neither the entity submitting sworn statement, nor any of its officers, director, executives partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.
The entity submitting this sworn statement, or one or more of its officers, directors executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.
The entity submitting this sworn statement, or one or more of its officers, directors executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime, but the Final Order entered by the Hearing Officer in a subsequent proceeding before a Hearing Officer of the State of the State of Florida,
Division of Administrative Hearings, determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the Final Order)
I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THAT PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017 FLORIDA STATUTES FOR A CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.
(Signature)
Sworn to and subscribed before me this6th day ofDecember, 20_22
Personally known
Or produced identification Notary Public-State of Ohio
Channelle Johnson my commission expires June 30, 2025
(Type of identification)
Channelle Johnson NOTARY PUBLIC STATE OF OHIO My Commission Expires June 30, 2025 (Printed, typed or stamped commissioned name of notary public SEAL 2003 My Commission Expires June 30, 2025

CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The applicant certifies that it and its principals:

Applicant Name and Address:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- d Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

Applicant Name and Address.	
First Vehicle Services, Inc.	
600 Vine Street, Suite 1400	
Cincinnati, OH 45202	
Application Number and/or Project Name:	
RFP-017-23-RS, Comprehensive Fleet Manage	gement Services
Applicant IRS/Vendor Number: 20-0441528	
Bylund 2	Bradley A. Thomas
Signature	Printed Name
First Vehicle Services, Inc.	CEO
Name of Company	Title

DRUG-FREE WORKPLACE PROGRAM

IDENTICAL TIE PROPOSALS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie proposals will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

- 1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program (if such is available in the employee's community) by, any employee who is so convicted.
- 6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

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

Dalmo C	Bradley A. Thomas	
Signature	Printed Name	
First Vehicle Services, Inc.	CEO	
Name of Company	 Title	

SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. "No Public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby." The term "public officer" includes "any person elected or appointed to hold office in any agency, including any person serving on an advisory body."

The City of Hollywood/Hollywood CRA policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City/CRA does business.

The State of Florida definition of "gifts" includes the following:

Real property or its use,

Tangible or intangible personal property, or its use,

A preferential rate or terms on a debt, loan, goods, or services,

Forgiveness of indebtedness,

Transportation, lodging, or parking,

Food or beverage,

Membership dues,

Entrance fees, admission fees, or tickets to events, performances, or facilities,

Plants, flowers or floral arrangements

Services provided by persons pursuant to a professional license or certificate.

Other personal services for which a fee is normally charged by the person providing the services.

Any other similar service or thing having an attributable value not already provided for in this section.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.

Durango C	Bradley A. Thomas	
Signature	Printed Name	
First Vehicle Services, Inc.	CEO	
Name of Company	Title	

(Rev. January 2011) Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

	Name (as shown on your income tax return)											
	First Vehicle Services, Inc.											
e 2.	Business name/disregarded entity name, if different from above											
n pag	Check appropriate box for federal tax		5N-07-02			F12						
ns or	classification (required): Individual/sole proprietor C Corporation	S Corporation		Partne	rship) 🗌 т	rust/	/estate				
Print or type Specific Instructions on page	Limited liability company. Enter the tax classification (C=C corporation, S=S	corporation, P=partner	ship) ▶							Exem	pt pay	yee
Pric	☐ Other (see instructions) ►											
ciţi	Address (number, street, and apt. or suite no.)		Reque	ster's	nam	e and a	ddre	ess (opt	iona)		
be	600 Vine Street, Suite 1400											
See S	City, state, and ZIP code											
S	Cincinnati, Ohio 45202											
	List account number(s) here (optional)											
Par												
	your TIN in the appropriate box. The TIN provided must match the name of			Soc	cial s	security	nun	nber	-		_	-
	id backup withholding. For individuals, this is your social security number nt alien, sole proprietor, or disregarded entity, see the Part I instructions of					ΙΙ.			_			
	s, it is your employer identification number (EIN). If you do not have a num						L					
TIN or	n page 3.											_
	If the account is in more than one name, see the chart on page 4 for guid	elines on whose		Em	ploy	er iden	ifica	ation n	umb	er	_	_
numbe	er to enter.			2	0	- o	4	4	1	5 2	8	
Part	II Certification	**************************************					J					
Under	penalties of perjury, I certify that:											
1. The	e number shown on this form is my correct taxpayer identification number	(or I am waiting for	a num	ber to	be	issued	to r	me), a	nd			
Ser	n not subject to backup withholding because: (a) I am exempt from backuvice (IRS) that I am subject to backup withholding as a result of a failure to longer subject to backup withholding, and											
3. I ar	n a U.S. citizen or other U.S. person (defined below).											
becaus interes genera instruc	cation instructions. You must cross out item 2 above if you have been not see you have failed to report all interest and dividends on your tax return. For paid, acquisition or abandonment of secured property, cancellation of dally, payments other than interest and dividends, you are not required to set ions on page 4.	or real estate transa lebt, contributions to	ctions an inc	, item dividu	2 d al re	loes no etireme	t ap nt a	ply. F rrange	or m	ortgad	ge), and	d
Sign Here	Signature of U.S. person ▶	Dat	te ►	Dec	em	nber 8	3, 2	022				
Gen		lote. If a requester g										

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

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

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

- 1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- 2. Certify that you are not subject to backup withholding, or
- 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- · An individual who is a U.S. citizen or U.S. resident alien,
- · A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- · An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

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

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

- The U.S. owner of a disregarded entity and not the entity,
- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

- 1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
 - 2. The treaty article addressing the income.
- 3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
- 4. The type and amount of income that qualifies for the exemption from tax.
- 5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS a percentage of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

- 1. You do not furnish your TIN to the requester,
- 2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
 - 3. The IRS tells the requester that you furnished an incorrect TIN,
- 4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
- 5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see Special rules for partnerships on page 1.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name/disregarded entity name" line.

Partnership, C Corporation, or S Corporation. Enter the entity's name on the "Name" line and any business, trade, or "doing business as (DBA) name" on the "Business name/disregarded entity name" line.

Disregarded entity. Enter the owner's name on the "Name" line. The name of the entity entered on the "Name" line should never be a disregarded entity. The name on the "Name" line must be the name shown on the income tax return on which the income will be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a domestic owner, the domestic owner's name is required to be provided on the "Name" line. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on the "Business name/disregarded entity name" line. If the owner of the disregarded entity is a foreign person, you must complete an appropriate Form W-8.

Note. Check the appropriate box for the federal tax classification of the person whose name is entered on the "Name" line (Individual/sole proprietor, Partnership, C Corporation, S Corporation, Trust/estate).

Limited Liability Company (LLC). If the person identified on the "Name" line is an LLC, check the "Limited liability company" box only and enter the appropriate code for the tax classification in the space provided. If you are an LLC that is treated as a partnership for federal tax purposes, enter "P" for partnership. If you are an LLC that has filed a Form 8832 or a Form 2553 to be taxed as a corporation, enter "C" for C corporation or "S" for S corporation. If you are an LLC that is disregarded as an entity separate from its owner under Regulation section 301.7701-3 (except for employment and excise tax), do not check the LLC box unless the owner of the LLC (required to be identified on the "Name" line) is another LLC that is not disregarded for federal tax purposes. If the LLC is disregarded as an entity separate from its owner, enter the appropriate tax classification of the owner identified on the "Name" line.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name/ disregarded entity name" line.

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the "Business name/disregarded entity name," sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

- 1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
 - 2. The United States or any of its agencies or instrumentalities,
- 3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
- 4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
- 5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

- 6. A corporation,
- 7. A foreign central bank of issue,
- 8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States
- 9. A futures commission merchant registered with the Commodity Futures Trading Commission,
 - 10. A real estate investment trust,
- 11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
 - 12. A common trust fund operated by a bank under section 584(a),
 - 13. A financial institution,
- 14. A middleman known in the investment community as a nominee or custodian, or
- 15. A trust exempt from tax under section 664 or described in section 4947.

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for	THEN the payment is exempt for
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 5 and 7 through 13. Also, C corporations.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 '	Generally, exempt payees 1 through 7 ²

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, below, and items 4 and 5 on page 4 indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on the "Name" line must sign. Exempt payees, see Exempt Payee on page 3.

Signature requirements. Complete the certification as indicated in items 1 through 3, below, and items 4 and 5 on page 4.

- 1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.
- 2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.
- **3. Real estate transactions.** You must sign the certification. You may cross out item 2 of the certification.

²However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding; medical and health care payments, attorneys' fees, gross proceeds paid to an attorney, and payments for services paid by a federal executive agency.

- **4. Other payments.** You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).
- 5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account '
Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
 a. The usual revocable savings trust (grantor is also trustee) 	The grantor-trustee 1
b. So-called trust account that is not a legal or valid trust under state law	The actual owner '
Sole proprietorship or disregarded entity owned by an individual	The owner ³
Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulation section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	Give name and EIN of:
Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity 4
Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
2. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
4. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulation section 1.671-4(b)(2)(i)(B))	The trust

List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- · Protect your SSN,
- · Ensure your employer is protecting your SSN, and
- · Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to *phishing@irs.gov*. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: *spam@uce.gov* or contact them at *www.ftc.gov/idtheft* or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see Special rules for partnerships on page 1.

^{*}Note. Grantor also must provide a Form W-9 to trustee of trust.

Form 14 LIST OF SUBCONTRACTORS

The Respondent shall list below the name and address of each Subcontractor who will perform work under this Contract, and shall also list the portion of the work which will be done by such Subcontractor. After the opening of Submittals, changes or substitutions will be allowed with written approval of the City of Hollywood. Subcontractors must be properly licensed.

1.	Work to be Performed	Subcontractor's Name / Address
	Accident and Body Collision Repair	City Approved Local Vendor
2.		
	Accident and Body Collision Repair	City Approved Local Vendor
3.		
	Accident and Body Collision Repair	City Approved Local Vendor
4.	·	
5.		
6.		
7.		
8.		
9.		
10.		
NOT	E: Attach additional sheets if required	

- END OF SECTION -

INFORMATION REQUIRED FROM BIDDERS

GENERAL INFORMATION

The Bidder shall furnish the following information. Failure to comply with this requirement may cause its rejection. Additional sheets shall be attached as required.

	Contractor's Name/Address: First Vehicle Services, Inc. 600 Vine Street, Suite 1400
	Cincinnati, OH 45202
	Gerald (Jerry) West, Contractor's Telephone Number: (513) 214-4973 Director of Business Development and e-mail address: Gerald.West@firstgroup.com
	Contractor's License (attach copy): N/A
	Primary Classification: 811111 (Automotive Repair/Maintenance)
	Broward County License Number (attach copy): See technical proposal's Attachments section
	Number of years as a Contractor in construction work of the type involved in this
	Contract: N/A
	List the names and titles of <u>all</u> officers of Contractor's firm: Bradley A. Thomas, CEO / Mark J. WIlliams, SVP & Chief Financial Officer Michael L. Petrucci, SVP, General Counsel & Secretary / Christina Cahall, Asst. Treasu Brian Beechem, Asst. Secretary / Christa McAndrew, Asst. Secretary
_	Bradley A. Thomas, CEO / Mark J. WIlliams, SVP & Chief Financial Officer Michael L. Petrucci, SVP, General Counsel & Secretary / Christina Cahall, Asst. Treasu
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_	Bradley A. Thomas, CEO / Mark J. WIlliams, SVP & Chief Financial Officer Michael L. Petrucci, SVP, General Counsel & Secretary / Christina Cahall, Asst. Treasu Brian Beechem, Asst. Secretary / Christa McAndrew, Asst. Secretary Nancy Eliason, Asst. Secretary Name of person who inspected site or proposed work for your firm: Name:

Name three individuals of which you refer: See the References For	•	•	ou have perform	ned work a
List the following inform submission of this proposoventures).		se of co-ventu	ire, list the inf	ormation f
Name of Project	City	Total Contract Value	Contracted Date of Completion	% Completi to Date
(Cor	ntinue list on in	set sheet if necess	sarv)	
(Cor		set sheet, if necess	• ,	
·	own that is a	vailable for the	work?	ıls.
What equipment do you	own that is a e Hexagon E	vailable for the EAM and variou	work? s diagnostic too	ols.

project value, completion date, reference contact information and brief project description. The determination of whether a project is sufficiently similar shall be at the sole discretion of the City and the Engineer.

N/A, appears to b have completed.	e a construction question. Please see Form 4	for similar projects v
		
	(Add sheets as requested)	

14. Name the Project Manager proposed for this project. Attach a copy of the project manager's resume.

Jon Olson (Please see **Attachments** section of this proposal for the resume of our Project Manager.

NOTE: If requested by CITY, the Bidder shall furnish a notarized financial statement, references and other information, sufficiently comprehensive to permit an appraisal of its current financial condition.



Attachments

First Vehicle Services



ATTACHMENTS

ATTACHMENT 1

· Occupational Licenses/ Business Tax Receipts

ATTACHMENT 2

Certificate of Insurance

ATTACHMENT 3

• Sample PM Inspection Sheets

ATTACHMENT 4

• Mitchell1 ProDemand Brochure

ATTACHMENT 5

• JPRO Product Brochure

ATTACHMENT 6

• Sample FMIS Reports

ATTACHMENT 7

• List of Tools for Facility Operation

ATTACHMENT 8

• Transition Timeline (Gantt Chart)

ATTACHMENT 9

• Project Manager Resume

ATTACHMENT 10

• Customer Support Management Resumes

ATTACHMENT 11

• Drug and Alcohol Testing Program



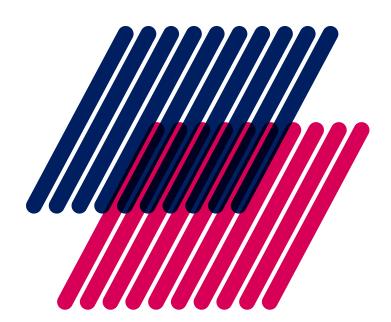
• Sample Customer Critique Card

ATTACHMENT 13

• Power for Attorney, Bradley A. Thomas

ATTACHMENT 14

• Full Client List



First Vehicle Services



Florida Department of Agriculture and Consumer Services Division of Consumer Services 2005 Apalachee Pkwy Tallahassee, Florida 32399-6500

October 12, 2021

FIRST VEHICLE SERVICES, INC. TAX DEPARTMENT 600 VINE ST STE 1400 CINCINNATI, OH 45202-2426

SUBJECT: Motor Vehicle Repair Shop Registration MV98680

Your application for registration as a motor vehicle repair shop has been processed. Your registration will expire October 17, 2023.

Your registration number is required by law to be placed on all estimate and invoice forms as well as on advertisements which are placed in a newspaper, magazine or directory.

Florida law requires every motor vehicle repair shop to post a sign which contains the Department's toll-free number for consumer information and assistance. Please affix the registration certificate below to the enclosed sign and display the sign and license in a location conspicuous to the public in your facility.

The sign is currently available in English and Spanish but can be translated into additional languages upon request. If you have any questions or would like to request a copy of the sign in another language, please email cscompliance@FDACS.gov or call (800) 435-7352 or (800) 352-9832 en Español.



POST CERTIFICATE CONSPICUOUSLY

State of Florida **Department of Agriculture and Consumer Services Division of Consumer Services** 2005 Apalachee Pkwy Tallahassee, Florida 32399-6500

Registration No.: MV98680

Issue Date:

October 11, 2021

Expiration Date: October 17, 2023

Motor Vehicle Repair Registration Certificate

Chapter 559, Florida Statutes GOOD ONLY FOR THE LOCATION LISTED BELOW

FIRST VEHICLE SERVICES, INC. 141 BUSH LOOP # US17-92 SANFORD, FL 32773-6715

nicole bried

NICOLE "NIKKI" FRIED COMMISSIONER OF AGRICULTURE

This is to certify that the Motor Vehicle Repair Shop whose name and address are shown above has registered and paid the prescribed fee (based on the declared number of mechanics, technicians, and helpers) as required by s. 559.904 F.S. and is authorized to perform Motor Vehicle Repairs at the location shown above.

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000 VALID OCTOBER 1, 2022 THROUGH SEPTEMBER 30, 2023

DBA:

Rooms

Business Name: FIRST VEHICLE SERVICES

Receipt #: 322C-2524 GARAGE/AUTO REPAIR (GARAGE/AUT

Business Type: REPAIR)

Owner Name: FIRST VEHICLE SERVICES INC

Business Location: 6915 SW 45 ST

DAVIE

Business Opened:01/08/1993 State/County/Cert/Reg:MV26980/AR1851

Exemption Code:

Business Phone: 954-797-1249

Seats

Employees

Machines

Professionals

5

		Foi	r Vending Business Onl	у		
	Number of Machir	ies:		Vending Type) :	
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

FIRST VEHICLE SERVICES INC 6915 SW 45 ST DAVIE, FL 33314

Receipt #032-21-00009182 Paid 08/10/2022 33.00

2022 - 2023

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000 VALID OCTOBER 1, 2022 THROUGH SEPTEMBER 30, 2023

DBA: FIRST VEHICLE SERVICES

Receipt #: 322C-2524

Business Type: GARAGE/AUTO REPAIR (GARAGE/AUT

REPAIR)

Owner Name: FIRST VEHICLE SERVICES INC

Business Location: 6915 SW 45 ST

DAVIE

Business Opened: 01/08/1993

State/County/Cert/Reg: MV26980/AR1851

Exemption Code:

Business Phone: 954-797-1249

Rooms

Seats

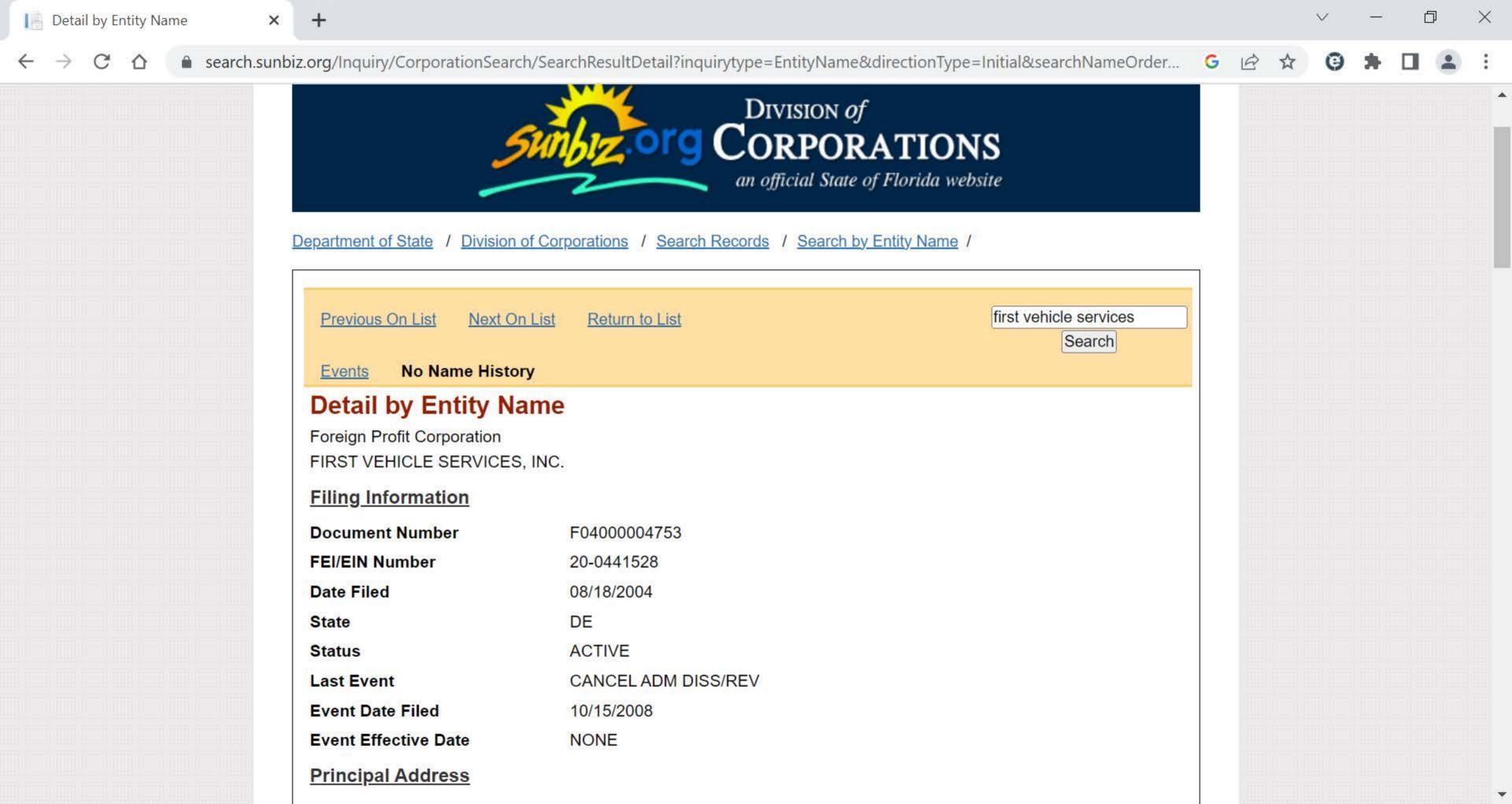
Employees 5

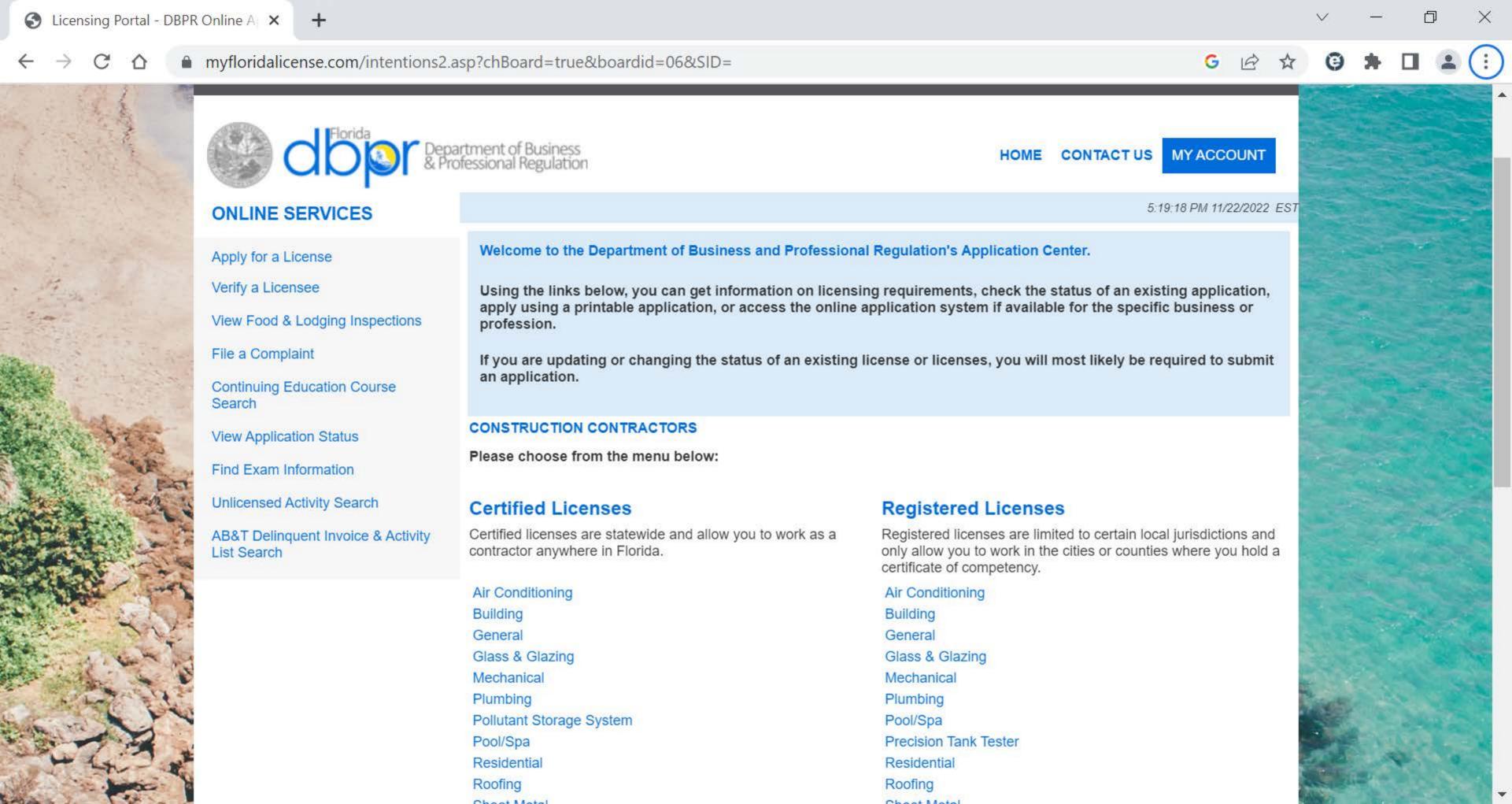
Machines

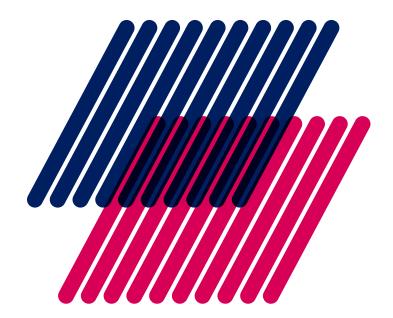
Professionals

Signature For Vending Business Only Number of Machines: Vending Type: Transfer Fee Tax Amount NSF Fee Prior Years Penalty Collection Cost Total Paid 33.00 0.00 0.00 0.00 0.00 33.00

Receipt #032-21-00009182 Paid 08/10/2022 33.00







First Vehicle Services



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 11/24/2022

CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this

certificate does not confer rights to th	e certificate floider in fled of such en	uorsement(s).			
PRODUCER	_	CONTACT NAME:			
Aon Risk Services Central, In Chicago IL Office	ic.	PHONE (A/C. No. Ext):	(866) 283-7122	FAX (A/C. No.): (800) 363-01	05
200 East Randolph Chicago IL 60601 USA		E-MAIL ADDRESS:			
			INSURER(S) AFFORDING COVE	RAGE	NAIC#
INSURED		INSURER A:	AXIS Surplus Insurance	Company	26620
First Transit Inc		INSURER B:	National Union Fire In	s Co of Pittsburgh	19445
600 Vine Street Suite 1400		INSURER C:	AIU Insurance Company		19399
Cincinnati OH 45202 USA		INSURER D:	AIG Specialty Insuranc	e Company	26883
		INSURER E:	Ironshore Specialty In	surance Company	25445
		INSURER F:	Underwriters At Lloyds	London	15792
00//=040=0		00575500	D=1/1010111		

570096575530 CERTIFICATE NUMBER: REVISION NUMBER

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR	POLICY NUMBER	POLICY EFF	POLICY EXP	LIMITS	•
В	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR	INSD	WVD	6882265	04/01/2022	(MM/DD/YYYY) 04/01/2023	EACH OCCURRENCE DAMAGE TO RENTED	\$10,000,000 \$5,000,000
	CEAIWS-WADE X OCCUR						PREMISES (Ea occurrence) MED EXP (Any one person)	\$3,000,000
							PERSONAL & ADV INJURY	\$10,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	\$10,000,000
	POLICY X PRO- JECT X LOC						PRODUCTS - COMP/OP AGG	\$10,000,000
В	AUTOMOBILE LIABILITY			7031098 AOS	04/01/2022	04/01/2023	COMBINED SINGLE LIMIT (Ea accident)	\$10,000,000
В	X ANY AUTO			7031099	04/01/2022	04/01/2023	BODILY INJURY (Per person)	
	OWNED SCHEDULED AUTOS			VA			BODILY INJURY (Per accident)	
	AUTOS ONLY HIRED AUTOS ONLY NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	
	EXCESS LIAB CLAIMS-MADE	.					AGGREGATE	
С	DED RETENTION			wC035901759	04/01/2022	04/01/2023	X PER STATUTE OTH	
С	ANY PROPRIETOR / PARTNER / EXECUTIVE	N/A		AOS WC035901760	04/01/2022	04/01/2023	E.L. EACH ACCIDENT	\$5,000,000
	OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N/A		CA	11, 12, 111	,,	E.L. DISEASE-EA EMPLOYEE	\$5,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE-POLICY LIMIT	\$5,000,000

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

Contractual Liability coverage is included under the General Liability policy. Garage Keepers Liability Coverage is included in the above referenced Automobile Liability policy. City of Hollywood is included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. Should General Liability policy be cancelled before the expiration date thereof, the policy provisions of each policy will govern how notice of cancellation may be delivered to certificate holders in accordance with the policy provisions of policy.

CERTIFICATE HOLDER	CANCELLATION
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
City of Hollywood 2600 Hollywood Blvd. Hollywood FL 33020 USA	AUTHORIZED REPRESENTATIVE
	Aon Prisk Services Central, Inc.

AGENCY CUSTOMER ID:

570000088924

LOC #:



ADDITIONAL REMARKS SCHEDULE

Page _ of

,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		(O O O O I I E D O E E
AGENCY Aon Risk Services Central, Inc.		NAMED INSURED First Transit Inc
POLICY NUMBER See Certificate Number: 570096575530		
CARRIER	NAIC CODE	
See Certificate Number: 570096575530		EFFECTIVE DATE:

ADDITIONAL REMARKS

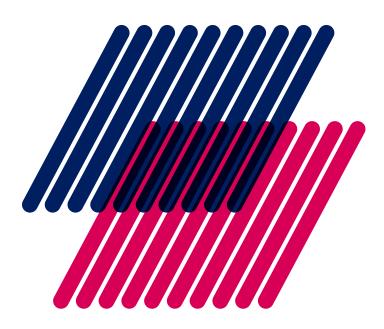
THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

	INSURER(S) AFFORDING COVERAGE	NAIC#
INSURER		

ADDITIONAL POLICIESIf a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LII	MITS
	WORKERS COMPENSATION							
С		N/A		wc35901761 wi	04/01/2022	04/01/2023		
	OTHER							
E	Env Site Liab			ISPILLSCKWCU001 Pollution	07/21/2022	07/21/2023	Aggregate	\$1,000,000
							Per Occurrence	\$1,000,000



First Vehicle Services



PMI AND SERVICING WORKSHEET -Light Duty (19,500 and below) TYPE OF PM PERFORMED

A B C

Vermeie der vided

Injury Prevention
If you can't do it safely, don't do it

Date:	Unit No.	Asset No.	Current Odometer:	Hour Meter:	Location Code:	W.O.#

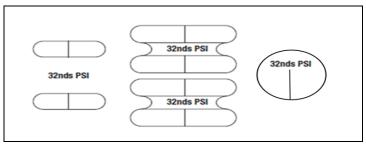
All items must be checked and marked \checkmark = Serviceable, X = Defective and N/A = Not Applicable. The technician releasing the equipment must print and sign their name and the Supervisor must sign the inspection sheet. Please complete in BLUE / BLACK ink and in capitals.

SECTION A - Preparation and Drive On (In Lot) Inspection	✓
A.1 Check Condition of Operator's Area	
A.2 Check Automatic Transmission Neutral Start Operation	
A.3 Start and Listen for Any Unusual Noises	
A.4 Check Back Up Alarm (if equipped)	
A.5 Check Parking Brake Operation	
A.6 Check Service Brake Operation	
A.7 Check Clutch Operation (if equipped)	
A.8 Check Wiper and Washer Operation	
A.9 Check Instruments and Horns	
A.10 Check/Record Oil Pressure / @1500 rpm	
A.11 Check/Record Coolant Temperature / °	
A.12 Check/Record A/C Output Temperature / °	
A.13 Check/Record Heater Output Temperature / °	

SECTION B – Interior Circle Inspection	✓
B.1 Check Operation of All Accessories	
B.2 Check for Physical Damage and Water Leaks	
B.3 Check HVAC System	
B.4 Check All Safety Equipment	
B.5 Check Interior Lights	
B.6 Check Door and Window Operation – All Doors	
B.7 Check Glass Condition	
B.8 Check Prisoner Partition (Police Only)	
B.9 Check Siren Operation (Police Only)	
B.10 Check Cabin Air Filter	

SECTION C – Exterior Circle Inspection	✓
C.1 Check Wiper Blade and Arm Condition	
C.2 Inspect Mirror and Mountings	
C.3 Check Lights and Reflectors	
C.4 Check Operation of Door Locks and Latches – All Doors	
C.5 Check Operation of Trunk/Tailgate Hinges, Locks, Latches	
C.6 Check Fuel Tank Cap	
C.7 Check for Physical Damage	
C.8 Check License Plate, Permits and State Inspection Decals	
C.9 Check Accessories for Mounting and Operation	
C.10 Check Emergency Overhead Lights (Police Duty)	
C.11 Check Spot Light Operation (Police Duty)	

SECTION D - Tires and Wheel Inspection	✓
D.1 Check Tires for Irregular or Alignment Wear	
D.2 Check Air Pressure and Condition of Spare Tire	
D.3 Check and Record Tread Depth (use form below)	
D.4 Check and Record Air Pressure (use form below)	
D.5 Check Sidewall Wear	
D.6 Inspect for Cuts and Tears	
D.7 Check Valve Stems and Caps	
D.8 Check Spare Tire Tread Depth and Air Pressure	
D.9 Check Dual Mating With Square	
D.10 Check Wheels for Cracks and Loose Lugs	
D.11 Check Outer Hubs for Leaks	
D.12 Check for Loose or Noisy Wheel Bearings	
Note 2/32 except 5/32 for Police Duty Cycle or as required by contract if different	•

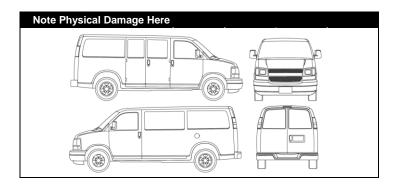


SECTION E – Engine Compartment Inspection	✓
E.1 Check Engine Hood	
E.2 Check Engine Compartment Lights and Gauges	
E.3 Check Fan, Shroud and Radiator	
E.4 Check Coolant Recovery System	
E.5 Record Antifreeze Protection Level Using ,	
Refractometer Reading° F / C	
E.6 Pressure Test Cooling System, Check for Leaks	
E.7 Check Coolant Hose Condition	
E.8 Check Alternator Mount and Condition	
E.9 Check Fuel Control and Transmission Connections	
E.10 Check Master Cylinder Fluid Level	
E.11 Check Transmission Fluid	
E.12 Check All Belts for Condition, Alignment, Tension	
E.13 Check Exhaust System	
E.14 Check Intake System	
E.15 Check Power Steering and Hydraulic Fluid	
E.16 Check All Engine or Belt Driven Components	
E.17 Check for Oil Leaks	
E.18 Check A/C System	
E.19 Check Windshield Washer Fluid Level	
E.20 Check Engine Air Filter	

SECTION F - Battery Inspection	✓
F.1 Check Condition of Battery and Hold Downs	
F.2 Check Battery and Cable Connections	
F.3 Check Electrolyte Level (Non-Sealed Type Battery Only)	

SECTION G - Under Vehicle Inspection	✓
G.1 Check Vibration Damper	
G.2 Check Engine and Transmission Mounts	
G.3 Check Starter	
G.4 Check Engine for Oil Leaks	
G.5 Check Transmission for Leaks	
G.6 Check Differential Breather and Fluid	
G.7 Check Exhaust System	
G.8 Check Driveline, U-joint and Slip Yokes	
G.9 Check Fuel Tank, Supports and Straps	
G.10 Check Suspension Components	
G.11 Check Brake Lining/Pad Thickness – Record Measureme	ents
- LF/ RF/	
- LT/ RT/	
- LR/ RR/	

G.12 Check Brake Rotors and Drums – Record Measurements
- LF RF
- LT RT
- LR RR
G.13 Check Brake Hoses
G.14 Check Entire Steering System
G.15 Check Frame and Cross-members for Damage or Failure
G.16 Check King Pins or Ball Joints (as appropriate)
Note Brake Minimum 2/32 except Police 4/32. Police Van with Drum Brakes in Rear 2/32 or as
required by contract if different



"A" LUBRICATION	Tech's	✓
SECTION K – PM Servicing	initials	Box
K.1 Lubricate Chassis		
K.2 Clean and Protect Battery Cables		
K.3 Load Test Batteries – Record Results		
Minimum Volts:@ Amps	;	
K.4 Check Alternator Output – Record Results		
Output: Amps		
K.5 Check Starter Draw – Record Results		
Draw: Amps		
K.6 Lube Hood and Other Pivoting Mechanisms		
Note ATF and Filter manufacturer Interval	•	

"B" PMI SERVICING ITEMS	Tech's	✓
SECTION L PM Servicing	Initial	Box
L.1 Change Engine Oil and Filters		

"C" PMI SERVICING ITEMS	Tech's	✓
SECTION M – PM Servicing	Initial	Box
M.1 Change Automatic Transmission Fluid and Filter		
M.2 Change Differential Fluid		
M.3 Change Fuel Filter(s)		
M.4 Replace Air Filter and Crankcase Breather Filter		
M.5 Inspect and Clean PVC Valve and Test System		
M.6 Test Air Injection System and Filters (if equipped)		
M.7 Inspect, Clean and re-Pack Wheel Bearings		
M.8 Perform Tune Up Per Engine Mfg's Specs		

SECTION N – Final Road Test	✓
N.1 Road Test, Check for Proper Operation	
N.2 Recheck Fluid Levels	
N.3 Install Preventive Maintenance Sticker	

SECTION H – PMI Report Completion	✓
H.1 Completion of PMI Report	

Notes:			

Preventive Maintenance Inspection (Sections A - J only):

SECTION J – Completion of PMI

J.1 Vehicle Returned to Predetermined Location

I confirm that I have inspected this vehicle to the items listed on this form and against the criteria as detailed in First Vehicle Services PMI documentation. The items in the above inspection have been found satisfactory other than for the items marked with an "X". This signature certifies that the Inspection documented on this form "Meets or Exceeds" First Vehicle Services requirements of "US FMCSR Part 396.17-25". Defects found have been recorded for repair in the Defect Worksheet.

I further confirm that all servicing items were completed in accordance with First Vehicle Services policies.

PRINT VEHICLE INSPECTOR /TECHNICIAN'S NAME HERE

SIGNATURE OF VEHICLE INSPECTOR/TECHNICIAN

SIGNATURE OF SUPERVISOR

PMI AND SERVICING WORKSHEET -Medium Duty (19,501 to 26,000)

TYPE OI	F PM PERF	ORMED	
Α	В	С	



Injury Prevention

						If you can't do it safely, don't do it
Date:	Unit No.	MVI Date	Current Odometer:	Hour Meter:	Location Code:	W.O.#

All items must be checked and marked \checkmark = Serviceable, X = Defective and N/A = Not Applicable. The technician releasing the equipment must print and sign their name and the Supervisor must sign the inspection sheet. Please complete in BLUE / BLACK ink and in capitals.

A.1 Check Driver's DVCR A.2 Check Starter Operation A.3 Check All Warning Lights and Alarms A.4 Check Lighting of All Instruments and Gauges A.5 Check Operation of Gauges A.5 Check/Record Oil Pressure / @1500 rpm	the Supervisor must sign the inspection sheet. Flease complete in BLOE / BLAC	or mik and mi
A.2 Check Starter Operation A.3 Check All Warning Lights and Alarms A.4 Check Lighting of All Instruments and Gauges A.5 Check/Operation of Gauges A.5 Check/Record Oil Pressure / @1500 rpm	SECTION A – Preparation and Drive On (In Lot) Inspection	✓
A.3 Check All Warning Lights and Alarms A.4 Check Lighting of All Instruments and Gauges A.5 Check Operation of Gauges A.5 Check/Record Oil Pressure / @1500 rpm	A.1 Check Driver's DVCR	
A.4 Check Lighting of All Instruments and Gauges A.5 Check Operation of Gauges A.5a Check/Record Oil Pressure / @1500 rpm	A.2 Check Starter Operation	
A.5 Check Operation of Gauges A.5a Check/Record Oil Pressure / @1500 rpm		
A.5a Check/Record Oil Pressure / @1500 rpm Check/Record Water Temperature / ° Check/Record Voltmeter Reading A.6 Check Wiper and Washer Operation A.7 Check Air and/or Electric Horn Operation A.8 Check Hand Throttle (PTO) Operation A.9 Check A/C, Heater and Defroster Controls A.10 Check Operation of All Switches and Accessories A.11 Check Clutch Operation (if equipped) A.12 Check Parking Brake Operation A.13 Check Operation of Gear Shift A.14 Test Service Brakes A.15 Check Operation of the Engine and Governed RPM	A.4 Check Lighting of All Instruments and Gauges	
Check/Record Water Temperature / ° Check/Record Voltmeter Reading	A.5 Check Operation of Gauges	
Check/Record Voltmeter Reading A.6 Check Wiper and Washer Operation A.7 Check Air and/or Electric Horn Operation A.8 Check Hand Throttle (PTO) Operation A.9 Check A/C, Heater and Defroster Controls A.10 Check Operation of All Switches and Accessories A.11 Check Clutch Operation (if equipped) A.12 Check Parking Brake Operation A.13 Check Operation of Gear Shift A.14 Test Service Brakes A.15 Check Operation of the Engine and Governed RPM A.16 Check Steering Wheel Play or Bind A.17 Check Interior and Bunk Lights A.18 Inspect Windshield(s) and Sun Visors A.19 Check Seat Belts and Sleeper Restraints (if equipped) A.20 Inspect Floor Mats and/or Coverings A.21 Check Safety Equipment A.22 Test One Way Check Valves A.23 Check Low Air Warning Device/Double Check Valve (Primary Side) A.24 Check Spring Brake Inversion System (if equipped) A.25 Check Tractor Protection Control Valve A.26 Test Air Pressure Build-up Time A.27 Record Air Governor Settings (A.5a Check/Record Oil Pressure / @1500 rpm	
A.6 Check Wiper and Washer Operation A.7 Check Air and/or Electric Horn Operation A.8 Check Hand Throttle (PTO) Operation A.9 Check A/C, Heater and Defroster Controls A.10 Check Operation of All Switches and Accessories A.11 Check Clutch Operation (if equipped) A.12 Check Parking Brake Operation A.13 Check Operation of Gear Shift A.14 Test Service Brakes A.15 Check Operation of the Engine and Governed RPM A.16 Check Steering Wheel Play or Bind A.17 Check Interior and Bunk Lights A.18 Inspect Windshield(s) and Sun Visors A.19 Check Seat Belts and Sleeper Restraints (if equipped) A.20 Inspect Floor Mats and/or Coverings A.21 Check Safety Equipment A.22 Test One Way Check Valves A.23 Check Low Air Warning Device/Double Check Valve (Primary Side) A.24 Check Spring Brake Inversion System (if equipped) A.25 Check Tractor Protection Control Valve A.26 Test Air Pressure Build-up Time A.27 Record Air Governor Settings (Check/Record Water Temperature / °	
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A.27 Record Air Governor Settings (psi) A.28 Check Low Air Warning Device/Double Check Valve (Secondary Side) A.29 Clean the Engine (as needed) A.30 Clean Battery Box(es) and Batteries (as needed)	A.25 Check Tractor Protection Control Valve	
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(Secondary Side) A.29 Clean the Engine (as needed) A.30 Clean Battery Box(es) and Batteries (as needed)	A.27 Record Air Governor Settings (psi)	
A.29 Clean the Engine (as needed) A.30 Clean Battery Box(es) and Batteries (as needed)	A.28 Check Low Air Warning Device/Double Check Valve	
A.30 Clean Battery Box(es) and Batteries (as needed)	(Secondary Side)	
	A.29 Clean the Engine (as needed)	
A.31 Road Test: Check for Proper Operation (By Exception Only)	A.30 Clean Battery Box(es) and Batteries (as needed)	
The state of the s	A.31 Road Test: Check for Proper Operation (By Exception Only)	

SECTION B – Exterior Circle Inspection	✓
B.1 Check for Physical Damage and Decals	
B.2 Check Door Glass, Windshield and Mirror Condition	
B.3 Inspect Wiper Blade and Arm Condition	
B.4 Inspect Steps and Grab Handles	
B.5 Inspect Mirror Mountings, Brackets and Glass	
B.6 Inspect Door Latches, Hinges, Seals, Steps, Grab Handles	
B.7 Check All Lights and Reflectors	
B.8 Check Back Up Alarm Mounting	
B.9 Check Fuel Tank, Mounting, Lines and Cap	
B.10 Check Air Lines, Holders, and Glad-Hands	
B.11 Check Trailer Light Cord and Holder (if equipped)	
B.12 Check License Plate and Bracket	
B.13 Check Permits and State Inspection Sticker	
B.14 Check Pintle Hook (if equipped)	
B.15 Check Mud Flaps and Brackets	
B.16 Inspect Exhaust Stack and Mounting	

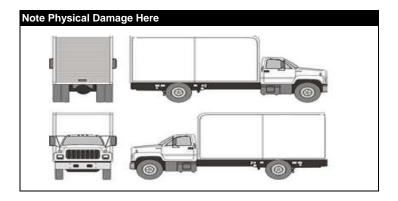
SECTION C - Tires an	d Wheel Inspection	✓
C.1 Check Tires for Irre	egular or Alignment Wear	
C.2 Check for Mismatch	hed Tread or Casing Design	
C.3 Check Valve Stems	s and Caps	
C.4 Check the Air Press	sure Decal (if applicable)	
C.5 Check and Record	Air Pressure (use form below)	
C.6 Check and Record	Tread Depth (use form below)	
C.7 Check Dual Mating	With Square	
C.8 Check Wheels for 0	Cracks, Loose Lugs, Hub Leaks	
32nds PSI		ends PSI

SECTION D	Batter	y Inspection and Serv	vice		✓
D.1 Inspect I	Battery B	ox(es), Cover(s) and M	1ountings		
D.2 Inspect I	Battery H	old Downs and Cables	i		
D.3 Check E	lectrolyte	Levels			
D.4 Load Te	st Batteri	es			
Volts:(1)	@	amps Volts:(2)	@	amps	
Volts:(3)	@	amps Volts:(4)	@	amps	
D.5 Check a	nd Recor	d Alternator Output		amps	

SECTION E – Engine Compartment Inspection	✓
E.1 Inspect Radiator Mountings and core	
E.2 Inspect A/C Condenser Mounting and Core	
E.3 Inspect Fan Assembly and Shroud	
E.4 Check for Fluid Leaks	
E.5 Inspect Coolant Hoses and Clamps	
E.6 Check Coolant Recovery System and Protection Level	
Refractometer Reading° F / C	
E.7 Check Coolant Recovery System	
E.7 Check Intake System and Vacuator Valve	
E.8 Inspect A/C Compressor, Mounting and Lines	
E.9 Check All Belt Driven Components	
E.10 Check All Belts for Tension and Condition	
E.11 Check Power Steering Fluid Level and Hoses	
E.12 Check Hydraulic Clutch Master Cylinder	
E.13 Inspect Fuel Pump and Fuel Line Mountings	
E.14 Check Governor Operation and Security	
E.15 Check Engine Compartment Wiring Harness	
E.16 Check and Record Air Filter Restriction	
E.17 Inspect Turbocharger and Mounting Condition	
E.18 Fill Windshield Washer Reservoir	
E.19 Check Engine for Fault Codes (Codes found are marked	
as follow-up items)	
E.20 Check Automatic Transmission Fluid Level	
E.21 Drain Fuel/water Separator	

SECTION F – Hydraulic System Inspection	✓
F.1 Check Hydraulic Tank	
F.2 Check Hydraulic Hoses	
F.3 Check Hydraulic Cylinders	
F.4 Check All Hydraulic Control Handles, Linkages	
F.5 Check PTO Shaft	
F.6 Inspect Hydraulic Pump	
F.7 Check Operation of Over Speed Control	
F.8 Lubricate All Pivoting Mechanisms	
F.9 Check and Record System Pressure	

SECTION G - Under Vehicle Inspection	✓
G.1 Check Entire Steering System	
G.2 Check King Pins (Raise Front End)	
G.3 Check Steering Shaft U-Joints and Splines	
G.4 Check Suspension Components	
G.5 Check Vibration Damper	
G.6 Check Engine and Transmission Mounts	
G.7 Check Starter Mounting, Connections	
G.8 Check Bottom of Engine for Oil Leaks	
G.9 Check Transmission for Leaks	
G.10 Check All body Mounts and Chassis Frame	
G.11 Check Driveline, U-joint and Slip Yokes	
G.12 Check Fuel Tank, Supports and Straps	
G.13 Check Exhaust System	
G.14 Inspect Brake Assemblies	
G.14a Inspect Brake Lining and Record Thickness	
- LF RF	
- LR RR	
G.15 Inspect Brake Drum and Rotor Condition	
G.16 Check Brake Hoses	
G.17 Check Differential Breather and Fluid	
G.18 Check Spring Brake Inversion Valve	
G.19 Check Air Dryer Drain Valve Protection	
G.20 Check Air Reservoir Discharge	
G.21 Check Inner Wheel Seals for Leaks	
G.22 Determine If Auto Slack Adjuster Are Working and Record	
- LF RF	
- LR RR	
G.23 Check Brake Chamber Plugs and Air Valves	
G.24 Check Air Compressor	
G.25 Check for Loose or Noisy Wheel Bearings	-



"A" LUBRICATION	Tech's	✓
SECTION H - PM Servicing	initials	Box
H.1 Lubricate All Grease Fittings		
H.2 Lubricate Door and Hood Hinges,		
Latches and Cables		
H.3 Lubricate All Linkages and Cables		

"B" PMI SERVICING ITEMS	Tech's	✓
SECTION J PM Servicing	Initial	Box
J.1 Conduct Engine Oil Sample (if applicable)		
J.2 Change Engine Oil and Filters		
J.3 Run the Engine and Check for Leaks		
J.4 Check Oil Level		

"C" PMI SERVICING ITEMS	Tech's	✓
SECTION K - PM Servicing	Initial	Box
K.1 Conduct Transmission Oil Sample (if applicable)		
K.2 Change Automatic Transmission Fluid		
K.3 Change Differential Fluid		
K.4 Change Fuel Filters		
K.5 Replace Air Filters		
K.6 Perform Tune-up		
K.7 Change Power Steering Fluid and Filter		
K.8 Test Coolant System		
K.9 Service Coolant Filter		

SECTION L – Final Road Test	✓
L.1 Road Test, Check for Proper Operation	
L.2 Check and Refill Components with Appropriate Types	
and Amounts of Fluids	
L.3 Install Preventive Maintenance Sticker	

SECTION M - PMI Report Completion	
M.1 Completion of PMI Report	

SECTION N – Completion of PMI	•
N.1 Vehicle Returned to Predetermined Location	

Notes:

Preventive Maintenance Inspection (Sections A - J only):

I confirm that I have inspected this vehicle to the items listed on this form and against the criteria as detailed in First Vehicle Services PMI documentation. The items in the above inspection have been found satisfactory other than for the items marked with an "X". This signature certifies that the Inspection documented on this form "Meets or Exceeds" First Vehicle Services requirements of "US FMCSR Part 396.17-25".

Defects found have been recorded for repair in the Defect Worksheet.

I further confirm that all servicing items were completed in accordance with First Vehicle Services policies.

PRINT VEHICLE INSPECTOR /TECHNICIAN'S NAME HERE

SIGNATURE OF VEHICLE INSPECTOR/TECHNICIAN

SIGNATURE OF SUPERVISOR

PMI AND SERVICING WORKSHEET -	TYPE O	F PM PERF	ORMED
Heavy Duty (26,001 and Above)	Α	В	С



Injury Prevention

If you can't do it safely, don't do it

Date:	Unit No.	MVI Date	Current Odometer:	Hour Meter:	Location Code:	W.O.#

All items must be checked and marked \checkmark = Serviceable, X = Defective and N/A = Not Applicable. The technician releasing the equipment must print and sign their name and the Supervisor must sign the inspection sheet. Please complete in BLUE / BLACK ink and in capitals.

SECTION A – Preparation and Drive On (In Lot) Inspection	✓
A.1 Check Driver's DVCR	
A.2 Check Starter Operation	
A.3 Check All Warning Lights and Alarms	
A.4 Check Lighting of All Instruments and Gauges	
A.5 Check Operation of Gauges	
A.5a Check/Record Oil Pressure / @1500 rpm	
Check/Record Water Temperature / °	
Check/Record Voltmeter Reading	
A.6 Check Wiper and Washer Operation	
A.7 Check Air and/or Electric Horn Operation	
A.8 Check Hand Throttle (PTO) Operation	
A.9 Check A/C, Heater and Defroster Controls	
A.10 Check Operation of All Switches and Accessories	
A.11 Check Clutch Operation (if equipped)	
A.12 Check Parking Brake Operation	
A.13 Check Operation of Gear Shift	
A.14 Test Service Brakes	
A.15 Check Operation of the Engine and Governed RPM	
A.16 Check Steering Wheel Play or Bind	
A.17 Check Interior and Bunk Lights	
A.18 Check Heater and A/C Controls in Sleeper (if equipped)	
A.19 Inspect Windshield(s) and Sun Visors	
A.20 Check Seat Belts and Sleeper Restraints (if equipped)	
A.21 Inspect Floor Mats and/or Coverings	
A.22 Check Safety Equipment	
A.23 Test One Way Check Valves	
A.24 Check Low Air Warning Device/Double Check Valve	
(Primary Side)	
A.25 Check Spring Brake Inversion System (if equipped)	
A.26 Check Tractor Protection Control Valve	
A.27 Test Air Pressure Build-up Time	
A.28 Record Air Governor Settings (psi)	
A.29 Check Low Air Warning Device/Double Check Valve	
(Secondary Side)	
A.30 Clean the Engine (as needed)	
A.31 Clean Battery Box(es) and Batteries (as needed)	
A.32 Road Test: Check for Proper Operation (By Exception Only)	

SECTION B - Exterior Circle Inspection	✓
B.1 Check for Physical Damage and Decals	
B.2 Check Door Glass, Windshield and Mirror Condition	
B.3 Inspect Wiper Blade and Arm Condition	
B.4 Inspect Steps and Grab handles	
B.5 Inspect Mirror Mountings, Brackets and Glass	
B.6 Inspect Door Latches, Hinges, Seals, Steps, Grab Handles	
B.7 Check All Lights and Reflectors	
B.8 Check Back Up Alarm Mounting	
B.9 Check Fuel Tank, Mounting, Lines and Cap	
B.10 Check Air Lines, Holders, and Glad-Hands	
B.11 Check Trailer Light Cord and Holder (if equipped)	
B.12 Check License Plate and Bracket	
B.13 Check Permits and State Inspection Sticker	
B.14 Inspect Fifth Wheel Mounting and Locks	

B.15 Check Pintle Hook (if equipped)	
B.16 Check Mud Flaps and Brackets	
B.17 Inspect Exhaust Stack and Mounting	

SECTION C – Tires and Wheel Inspection	✓
C.1 Check Tires for Irregular or Alignment Wear	
C.2 Check for Mismatched Tread or Casing Design	
C.3 Check Valve Stems and Caps	
C.4 Check the Air Pressure Decal (if applicable)	
C.5 Check and Record Air Pressure (use form below)	
C.6 Check and Record Tread Depth (use form below)	
C.7 Check Dual Mating With Square	
C.8 Check Wheels for Cracks, Loose Lugs, Hub Leaks	
32nds PSI 32nds PSI 32nds PSI 32nds PSI 32nds PSI 32nds PSI	3

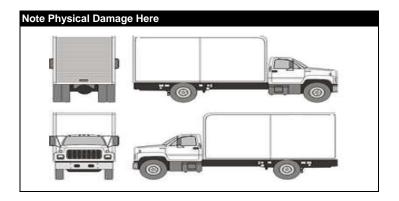
		y Inspection and Ser ox(es), Cover(s) and N		3	
•		old Downs and Cables			
D.3 Check E	lectrolyte	Levels			
D.4 Load Tes	st Batteri	es			
Volts:(1)	@	amps Volts:(2)	@	amps	
Volts:(3)	@	amps Volts:(4)	@	amps	
D.5 Check a	nd Recor	d Alternator Output _		_ amps	

SECTION E – Engine Compartment Inspection	✓
E.1 Inspect Radiator Mountings and core	
E.2 Inspect A/C Condenser Mounting and Core	
E.3 Inspect Fan Assembly and Shroud	
E.4 Check for Fluid Leaks	
E.5 Inspect Coolant Hoses and Clamps	
E.6 Check Coolant Recovery System and Protection Level	
Refractometer Reading° F / C	
E.7 Check Coolant Recovery System	
E.7 Check Intake System and Vacuator Valve	
E.8 Inspect A/C Compressor, Mounting and Lines	
E.9 Check All Belt Driven Components	
E.10 Check All Belts for Tension and Condition	
E.11 Check Power Steering Fluid Level and Hoses	
E.12 Check Hydraulic Clutch Master Cylinder	
E.13 Inspect Fuel Pump and Fuel Line Mountings	
E.14 Check Governor Operation and Security	
E.15 Check Engine Compartment Wiring Harness	
E.16 Check and Record Air Filter Restriction	
E.17 Inspect Turbocharger and Mounting Condition	
E.18 Fill Windshield Washer Reservoir	
E.19 Check Engine for Fault Codes (Codes found are marked	
as follow-up items)	

E.20 Check Automatic Transmission Fluid Level	
E.21 Drain Fuel/water Separator	

SECTION F – Hydraulic System Inspection	✓
F.1 Check Hydraulic Tank	
F.2 Check Hydraulic Hoses	
F.3 Check Hydraulic Cylinders	
F.4 Check All Hydraulic Control Handles, Linkages	
F.5 Check PTO Shaft	
F.6 Inspect Hydraulic Pump	
F.7 Check Operation of Over Speed Control	
F.8 Lubricate All Pivoting Mechanisms	
F.9 Check and Record System Pressure	

SECTION G – Under Vehicle Inspection	✓
G.1 Check Entire Steering System	
G.2 Check King Pins (Raise Front End)	
G.3 Check Steering Shaft U-Joints and Splines	
G.4 Check Suspension Components	
G.5 Check Vibration Damper	
G.6 Check Engine and Transmission Mounts	
G.7 Check Starter Mounting, Connections	
G.8 Check Bottom of Engine for Oil Leaks	
G.9 Check Transmission for Leaks	
G.10 Check All body Mounts and Chassis Frame	
G.11 Check Driveline, U-joint and Slip Yokes	
G.12 Check Fuel Tank, Supports and Straps	
G.13 Check Exhaust System	
G.14 Inspect Brake Assemblies	
G.14a Inspect Brake Lining and Record Thickness	
- LF RF	
- LR1 RR1	
- LR2 RR2	
G.15 Inspect Brake Drum and Rotor Condition	
G.16 Check Brake Hoses	
G.17 Check Differential Breather and Fluid	
G.18 Check Spring Brake Inversion Valve	
G.19 Check Air Dryer Drain Valve Protection	
G.20 Check Air Reservoir Discharge	
G.21 Check Inner Wheel Seals for Leaks	
G.22 Determine If Auto Slack Adjuster Are Working and Record	
- LF RF	
- LR1 RR1	
- LR2 RR2	
G.23 Check Brake Chamber Plugs and Air Valves	
G.24 Check Air Compressor	
G.25 Check for Loose or Noisy Wheel Bearings	



"A" LUBRICATION	Tech's	✓
SECTION H – PM Servicing	initials	Box
H.1 Lubricate All Grease Fittings		
H.2 Lubricate Door and Hood Hinges,		
Latches and Cables		
H.3 Lubricate All Linkages and Cables		

"B" PMI SERVICING ITEMS	Tech's	✓
SECTION J PM Servicing	Initial	Box
J.1 Conduct Engine Oil Sample (if applicable)		
J.2 Change Engine Oil and Filters		
J.3 Run the Engine and Check for Leaks		
J.4 Check Oil Level		

"C" PMI SERVICING ITEMS	Tech's	✓
SECTION K - PM Servicing	Initial	Box
K.1 Conduct Transmission Oil Sample (if applicable)		
K.2 Change Automatic Transmission Fluid		
K.3 Change Differential Fluid		
K.4 Change Fuel Filters		
K.5 Replace Air Filters		
K.6 Perform Tune-up		
K.7 Change Power Steering Fluid and Filter		
K.8 Test Coolant System		
K.9 Service Coolant Filter		

SECTION L – Final Road Test	✓
L.1 Road Test, Check for Proper Operation	
L.2 Check and Refill Components with Appropriate Types	
and Amounts of Fluids	
L.3 Install Preventive Maintenance Sticker	

SECTION M – PMI Report Completion	\checkmark
M.1 Completion of PMI Report	

SECTION N - Completion of PMI	✓
N.1 Vehicle Returned to Predetermined Location	

Notes:

Preventive Maintenance Inspection (Sections A - J only):

I confirm that I have inspected this vehicle to the items listed on this form and against the criteria as detailed in First Vehicle Services PMI documentation. The items in the above inspection have been found satisfactory other than for the items marked with an "X". This signature certifies that the Inspection documented on this form "Meets or

"X". This signature certifies that the Inspection documented on this form "Meets or Exceeds" First Vehicle Services requirements of "US FMCSR Part 396.17-25". Defects found have been recorded for repair in the Defect Worksheet.

I further confirm that all servicing items were completed in accordance with First Vehicle Services policies.

PRINT VEHICLE INSPECTOR /TECHNICIAN'S NAME HERE

SIGNATURE OF VEHICLE INSPECTOR/TECHNICIAN

SIGNATURE OF SUPERVISOR

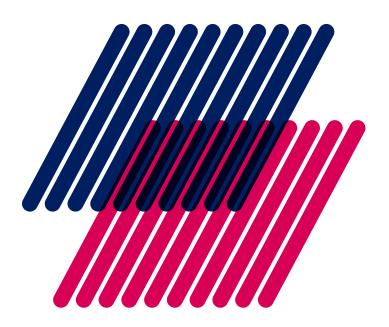
Preventative Maintenance Inspections for Police



Unit No Verified Mileage							I)ate		
	РМ	I due	e		1		РМ	l due)	
Α	В	С	Init.			Α	В	С	Init.	
				Drive On 8	& In	terio	or Ins	spec	tion	
				Start engine listen for unusual noises						Check door operation
				Check neutral start safety switch	1					Check window operation
				Check wiper and washer operation	1					Check play in steering wheel
				Check horn operation	1					Check gear selector operation
				Check all gauges, warning lights & alarms						Check reverse warning alarm if equipped
				Check instrument panel & all interior lighting						Check service brake operation
				Check operation of all accessories						Check parking brake operation
				Check operation of all switches & controls						Pre-inspection road test
				Check heater system - record outputF						Check physical condition of all interior components
				Check A/C system - record outputF						Check safety equipment(Fire Extinguisher, etc)
				Check condition of glass & mirrors						Check Prisoner or K-9 containment module
				Check Spotlight						
				Exterior	Cir	cle l	nspe	ectio	n	
				Check all emergency lighting	1					Check fuel tank cap
				Check lights & reflectors	1					Check license plate
				Check wiper blade and arm condition	4					Check physical condition of all exterior components
				Check & lubricate door locks, linkages & latches	4					Check spare tire
				Check unit numbers & markings	4					
				Check trunk or tailgate as equipped	4					
				Under Check hood	Hoo	od In	spe	ctior	1	Check transmission fluid level
				Check and lubricate hood hinges, latches & cables	1					Change transmission fluid (W / flushing machine)
				Check engine compartment lights	1					Check battery hold-down and tray
				Check fan, shroud, & radiator	1					Perform battery load test
				Check all other cooling system components	1					Check alternator outputvoltsamps
				Check A/C components	1					Check starter drawamps @volts
				Check P/S components	1					Check air filter, replace as needed
				Check all belt driven components	1					Check cabin air filter, replace as needed
				Check belt condition, alignment & tension	1					Service fuel injection system
				Check brake master cylinder	1					Check intake system
				Check power steering fluid	1					
				Check windshield washer tank & fluid level	1					
				Check coolant level & test for leaks	1					
				Change coolant	1					
				Record antifreeze protection level:F_	1					
				Under \	/ehi	cle I	nspe	ectio	n	
				Check tires for Irregular or alignment wear						Change oil and filter
				Check for cuts	1					Oil analysis if required
				Check for mismatched tread and casings	1					Lubricate chassis
				Check & record tread depth and air pressure	4					Check for engine and transmission oil leaks
		ation		_/32PSI	4					Check engine & transmission mounts
(RF			_/32 @							Check exhaust system
(LF		1	/32 @		4					Check driveline, U-joints, & slip yokes
				Check e-brake shoes	4					Check fuel tank & fuel system components
				Check brake hoses and lines	4					Check differential breather and fluid
	_	<u> </u>		Check brake pad and rotor thickness - record	-					Change fuel filter
<u> </u>		ation	-	ad = Frotor = Rrotor =	4					
,	:P=			,R=	-	-				
(LF	:P=_			R=	4					
\vdash		Mea	asurer	ments: P = Pad R = Rotor	-					Final Inspection
\vdash	_			Check wheels for cracks, bends or loose lugs	-	<u> </u>				Road Test
\vdash	-		-	Check for loose or noisy wheel bearings	-	<u> </u>				Install lube sticker
\vdash	-			Check entire steering system	-	-				All follow up repairs are complete
\vdash	-		-	Check suspension components	1		\vdash			All Pm paper work completed
\vdash	-		-	Check inner wheel seals for leaks	-	<u> </u>				
Щ				Repack wheel bearings (as required)		<u></u>				

1st Inspector's signature: FRM-PM-106 POLICE PATROL

2nd Inspector's signature: __



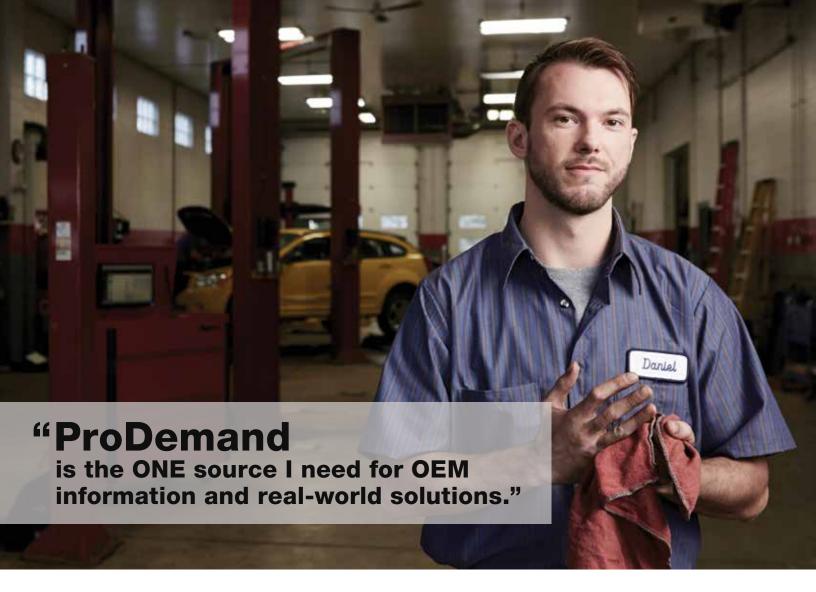
First Vehicle Services

4



In your shop, at your side

ProDemand®
Repair Information + Real Fixes



It's Time to Get More Efficient.

A single lookup in ProDemand® gets you there.

Things move fast in an auto repair shop. So, you need repair information tools that work as fast and accurately as you do. That's ProDemand.

From your first look under the hood, **ProDemand** helps steer you in the right direction for an accurate diagnosis and faster repair. **SureTrack**®, the diagnostic information set inside ProDemand, delivers Real Fixes based on a database of over 500 million actual repairs completed by professional technicians. Once you've got your diagnosis, it's simple to write an estimate and access all the OEM factory sourced service information to complete the repair.

With the advanced 1Search™ Plus feature, SureTrack information is fully integrated with the OEM information, making your diagnosis and repair as simple as one lookup. You'll quickly find related TSBs, Real Fixes, specifications, component test information, color wiring diagrams, and removal/replace procedures brought back together for ease of navigation. ProDemand offers the most trusted source of complete OEM and real-world information, integrated together, from one provider.

ProDemand helps make your job easier. That's not only efficient, it's just plain smart.

FEATURES TO INCREASE YOUR PRODUCTIVITY

▶ 1Search Plus

Our latest innovation to improve your information lookup, 1Search Plus returns information in a unique graphical layout aligned with the way a technician thinks about diagnosis and repair. OEM and real-world information are fully-integrated, reducing your navigation time. All results are returned in more specific categories, leading you directly to the information you want and cutting out the clutter.

Color Wiring Diagrams

Trust our industry-leading wiring diagrams to track down circuits quickly and accurately — consistent formatting across all OEMs eliminates guesswork.

Mobile-Friendly

Access your repair data right at the vehicle – where you need it most, at no additional cost.

► Latest TSBs

Never miss a TSB! Access the most accurate and up-to-date database of TSBs available, most delivered within one month of publication by OEM.

▶ Quick Links

Speed up your searches even more with a Quick Links menu that takes you directly to the most commonly sought information in ProDemand, including fluids, tire fitment, wiring diagrams, component locations, DTCs and TSBs.

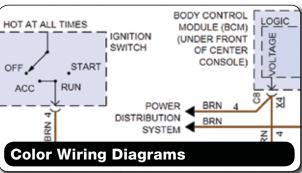
► Top 10 Repair List

Get a jumpstart to an accurate diagnosis with the "Top 10 Repairs" dashboard. With every lookup in ProDemand, you see the most common components, codes, symptoms and lookups for your current vehicle.

► Estimating Integrated with Manager[™] SE

Build accurate, profitable estimates quickly and easily with the only OEM repair information system integrated with the industry's most trusted shop management system.











SURETRACK THE ULTIMATE DIAGNOSTIC RESOURCE

SureTrack is the auto repair industry's most comprehensive source of expert knowledge for professional technicians, and it's included at no additional cost with your ProDemand subscription. Combining real-world diagnostic experience with repair timesavers and powerful diagnostic tools, SureTrack helps you diagnose and repair vehicles more accurately and efficiently than ever before.

► Integrated with Repair Information

OEM and real-world content are provided at the same time, delivering all your answers in one place.

▶ Common Repair Procedures

Start your diagnosis with repair procedure graphs that guide you to the most likely parts failure for the specific vehicle model, mileage and symptoms.

Real Fixes

Find the fix with expert-based knowledge captured from over 500 Million completed repairs and realworld tips from professional technicians.

▶ Component Test Information

Component operation, location, best test location, connector end views and test procedures provide all the information needed to verify the component is operating properly or failing.

ProView - Cause & Fixes

Graph shows the relationship between codes and symptoms to components, making it easier to diagnose multiple codes returned together.

Community of Technicians

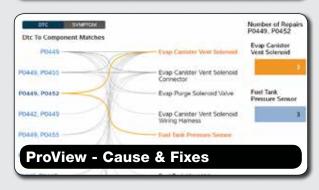
You are likely not the first person to come across that difficult-to-diagnose code or symptom. Use the community as a collaborative tool to ask a question to automotive experts and receive answers (often in a few minutes) to help you move forward.

Known Good Waveforms

The industry's largest library of waveforms to compare your test results to known good values.









MORE FROM MITCHELL 1

Complete information tools to drive efficiency and profits

Manager™ SE — The industry standard for shop management, helping mechanical shops streamline workflow and track activity from estimate to invoice. With the largest choice of electronic parts catalogs (including tires), an interactive Work-in-Progress dashboard and over 180 integrated reports, Manager SE provides a 360-degree view of the entire operation so you can manage every aspect of your business more efficiently and profitably.

Mobile ManagerPro — Unleash the power of your shop management system with fully-wireless functionality that lets you start multi-point inspections, estimates and repair orders right at the vehicle. You'll have access to all the features of Manager SE, along with vehicle photos, team chat, customizable canned inspection checklists, and more.

SocialCRM — Grow your business with state-of-the art shop marketing tools and a personal marketing support agent who will help customize and manage your campaigns for maximum success. Services include targeted promotions, verified consumer reviews, customer engagement programs, mobile-friendly email campaigns and social media marketing. Our LocalSearch service adds a professional business website and premium features to help make your business more visible online.

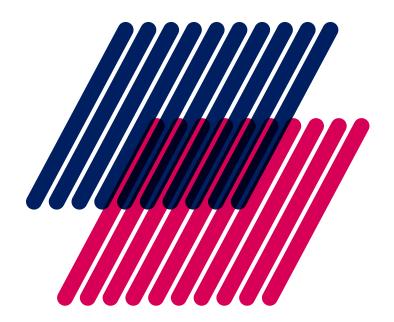
TruckSeries — The industry's only comprehensive repair information software suite of its kind available for Class 4-8 trucks, giving you a one-stop, all-makes data resource with scalable wiring diagrams, digital pictures, DTC-to-diagnostics, mechanical labor estimating, and so much more. With a single login, TruckSeries delivers the quickest access to all the repair information resources you need to repair trucks accurately and efficiently.





For more information:

Call us: 888-724-6742 | Visit us: www.mitchell1.com/prodemand Or find your local Mitchell 1 sales representative: www.mitchellrep.com







2018 v2

ENHANCED Coverage & Functionality

All Makes, All Models, All Components

JPRO Professional gives technicians the power to diagnose and repair all makes, models, and components in record time. Industry-leading bi-directional tests and comprehensive repair information help elevate a technician's skillset and decrease average repair times. Try JPRO today and learn why shops using JPRO operate at peak efficiency.



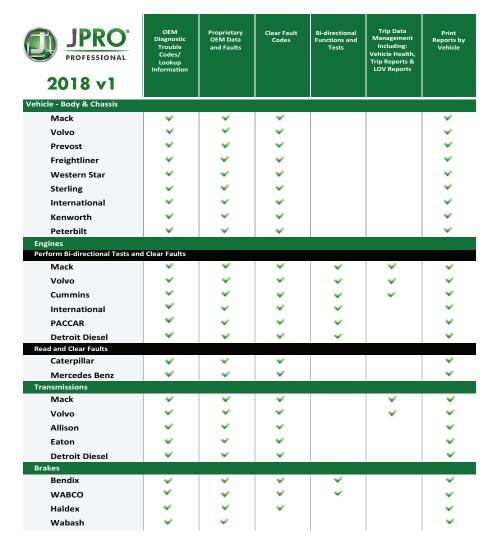
- Connect to and read the entire vehicle in less than a minute, from one screen.
- Detailed component information
 saves time, improves accuracy.
- Eliminate the dependency for serialized diagnostics.



- Detailed, easy-to-understand definitions for more than 99% of diagnostic fault codes (class 3-8).
- Comprehensive diagnosis locates every issue on the vehicle. Find more, Fix more.
- New! Pre-defined data groups in Data Monitor enables troubleshooting electrical problems by alerting users to changes in monitored data.
- New! Wiggle Test assists in diagnosing loose electrical connections, intermittent faults and performance issues
- New! Repair Mentor prioritizes vehicle issues and provides guidance for diagnosing and repairing issues.

REPAIR

- NextStep[™] provides detailed, component -based service information and assistance to expedite repairs.
- NEW! Bi-directional tests for Medium-Duty Ford & GM Vehicles include: Transmissions, Body Controllers, Brakes, Auxilliary components and more.
- Isolate and test individual OEM components to repair vehicles faster than ever.



For complete medium & heavy-duty **coverage**, including **bi-directional** tests, please **visit: noregon.com/jpro/coverage**

Featured Products:

P/N: 263025-NS	COMPLETE DIAGNOSTIC SERVICE KIT JPRO Professional Diagnostic Toolbox w/ NextStep*
P/N: 232125-NS	SOFTWARE, ADAPTER & CABLES JPRO Professional Diagnostic Software & Adapter Kit w/ NextStep*
P/N: 212100-NS	SOFTWARE ONLY JPRO Professional Diagnostic Software w/ NextStep*

*Includes a 1 year annual subscription

Find more, Fix more.

Users can reduce comebacks and expedite repairs to improve overall profitability.

+ Enhanced Troubleshooting Accuracy

- Integrated NextStep troubleshooting module utilizes a component-based lookup to provide fastest coverage of new vehicles.
- View fault data and initiate bi-directional controls directly from NextStep.

+ Industry-Leading Bi-Directional Controls

- NEW! Expanded medium-duty bi-directional tests and functionality for Ford and GM (including engines, transmissions, Brakes, Body Controllers, Auxilliary Components and more)
- Isolate OEM components and expedite the diagnosis and repair process.
- Reduce dependency on difficult-to-use OEM software.

+ Increased Revenue & Improved Profitability

- Realize faster bay-turns and increase the number of vehicles serviced per day.
- Detect every issue on the vehicle, increasing repair services and parts sold.
- Reduce costly mistakes from inaccurate diagnosis and repair.

+ Educational Features

- NEW! Repair Mentor, an enhanced vehicle health indicator and assisted diagnostics tool, prioritizes vehicle issues and provides guidance for diagnosing and repairing the issue.
- Virtual truck allows you to learn JPRO, including bi-directional tests, without connecting to a vehicle.
- Educational portal provides access to JPRO certification and other training materials.

Adapter & Cable Features:

+ Industry Compliance

 All Noregon adapters and cables are compliant with the latest industry and regulatory standards, while remaining backwards compatible to service older vehicles.

Questions? Contact our Expert Representatives: (855) 889 - JPRO (5776)

For more information or to shop online, visit: www.noregon.com/jpro







WHY JPRO?



$2018 \vee 2$ **COVERAGE INFORMATION**

Make & Model - Coverage

JPRO Professional covers heavy & medium-duty OEMs (Class 3 – 8)

BODY & CHASSIS

- Bluebird
- Ford
- Freightliner Sterling
- GM
- International Volvo

- Kenworth
- Mack
- Peterbilt
- Sprinter
- Thomas Built
- Western Star
- GM International

ENGINES

- CAT Mack
- Cummins
- Mercedes Detroit Diesel PACCAR MX
- Ford
 - - Volvo

TRANSMISSIONS

- Allison
- Mack
- Detroit
- Sprinter Volvo
- Eaton
- ZF Meritor Ford
- GM

ABS

- Bendix
- Sprinter
- Ford
- Wabash
- GM WABCO
- Haldex

Bi-directional Features - Parameter Tests, Functionality & Reporting

Sprinter

HEAVY-DUTY TESTS

CUMMINS

- Support reading Cummins Proprietary Fault Codes on all EPA 07 and newer Cummins engines
- · Support for proprietary sensor data on all EPA 07 and newer cummins engines
- · Bi-directional support for 02-16 Cummins engines:
 - Cylinder cut out tests for EPA 02-13 all ISB, ISC, ISL, ISM and ISX
- DPF service regen for EPA 07-13 all ISB, ISC, ISL, ISM and ISX
- Aftertreatment maintenance reset for EPA 07-13 all ISB, ISC, ISL, ISM and ISX
- Fuel injector reset for EPA 13 all ISB, ISL and ISX
- Fuel injector calibration for EPA 07 and 10 ISC, ISL, ISX (12L and 15L) with common fail fuel systems
- Trip reset for EPA 07-13 all ISB, ISC, ISL, ISM and ISX
- VGT hysteresis test for EPA 10 and 13 ISB, ISC, ISL and ISX (12L and 15L)
- VGT Electronic actuator installation and calibration for EPA 07 (NEW), 10 and 13 ISB, ISC, ISL and ISX (12L and 15L)
- DEF Doser Pump Override Test for EPA 10, ISB, ISC, ISL, and ISX and EPA 13 ISB, ISL, ISX (12L and 15L)
- Idle Shutdown for EPA 07 to EPA 13 all ISB, ISC, ISL, ISM and ISX
- Road & Cruise Speed Limits for EPA 07 to EPA 13 all ISB, ISC, ISL, ISM, and ISX
- DEF System Leak Test for EPA 10 ISB, ISC, ISL, and ISX and EPA 13 ISB, ISL, ISX (12L and 15L)

DETROIT DIESEL

- · Support for reading Detroit proprietary fault codes on all 2000 model year and newer Detroit engines
- · Support for proprietary sensor data on all 2000 model year and newer Detroit engines
- Bi-Directional support for 00-16 Detroit engines:
- Cylinder Cut Out tests for 00 to 14 all series 50, 55, 60, DD13, DD15 and DD16
- DPF Service Regen for EPA 07-13 all DDEC VI series 60, DD13, DD15 and DD16
- SCR System Output Component test for EPA 10-13 for all DD13, DD15 and DD16
- SCR ADS Self Check for EPA 13 all DD13, DD15, and DD16
- Idle Shutdown enable/disable & time set
- DPF Ash Accumulator Reset for EPA 07 series 60 and DD15 engines
- Set Road Speed Limits for EPA 10 to EPA 13 for all DD13, DD15, and DD16 engines
- Set Cruise Control Limits for EPA 10 to EPA 13 for all DD13, DD15 and DD16 engines
- DEF Quantity Test for EPA 10 to EPA 13 for all DD13, DD15, and DD16 engines
- Parked SCR Efficiency Test for EPA 10 to EPA 13 for all DD13, DD15 and DD16 engines (NEW)
- Performance Check Low Temp ATD for EPA 10 to EPA 13 for all DD13, DD15 and DD16 engines (NEW)
- Note: Detroit GHG17 engines are not currently supported.

INTERNATIONAL

- Support for proprietary sensor data on all EPA 07 and newer International engines
 - NOTE: International A26 and 2015 N13 engines are not currently supported
- Bi-Directional support for EPA 07 to EPA 13 engines:
 - Cylinder Cut Out tests for EPA 07 Maxxforce 7, DT, 9, 10, 11, and 13 engines, EPA 10 Maxxforce 9, DT, 10, 11, and 13 engines, and N9, N10 and 2013 N13 engines
 - DPF Service Regen for EPA 07 Maxxforce 7, DT, 9, 10, 11, and 13 engines, EPA 10 Maxxforce 7, DT, 9, 10, 11, and 13 engines
 - NOTE: Can be started from either the Bi-directional test selection or the Aftertreatment Diagnostics screen
 - Aftertreatment Reset for EPA 07 and EPA 10 Maxxforce 11 and 13 engines
 - CDPF Reset for EPA 10 Maxxforce 7, DT, 9 and 10 engines
- SCR Fault Reset for N9, N10 and 2013 N13 engines
- DOC/DPF replacement reset for N9, N10, and 2013 N13 engines
- KOER Standard Test for EPA 07, 10 and 13 Maxxforce 7, 9 and 10 engines and for EPA 13 N9 and N10 engines
- KOER Air Management Test for EPA 07 Maxxforce 7, DT, 9, and 10 engines and EPA 10 Maxxforce 7, DT, 9, 10, 11, and 13 engines
- · Aftertreatment (AFT) Fuel Shutoff Valve Actuator Test for EPA 10 Maxxforce 11 and 13 engines
- Aftertreatment (AFT) Fuel Doser Actuator Test for EPA 10 Maxxforce 11 and 13 engines
- Engine Throttle Valve (ETV) Position Actuator Test for EPA 10 Maxxforce 11 and 13 engines and 2013 N13 SCR engines
- Exhaust Gas Recirculation (EGR) Valve Position Actuator Test for EPA 10 Maxxforce 11 and 13 engines and 2013 N13 SCR engines
- Exhaust Back Pressure Valve Actuator Test for EPA 10 Maxxforce 11 and 13 engines, and 2013 N13 SCR engines
- Air Management Test for EPA 07 Maxxforce 7, DT, 9 and 10 engines, EPA 10 Maxxforce 7, DT, 9, 10, 11, and 13 engines, N9, N10, and N13 SCR engines
- DEF Doser Pump Override Test for N9, N10 and 2013 N13 engines
- KOEO Injector Test for EPA 07 Maxxforce 7, DT, 9 and 10 engines, EPA 10 Maxxforce DT, 9, and 10 engines, N9 and N10 engines
- KOEO Standard Test for EPA 07 Maxxforce 7, DT, 9 and 10 engines, EPA 10 Maxxforce 7, DT, 9 and 10 engines, N9 and N10 engines
- Fuel Pressure Adaptive Reset for EPA 07 Maxxforce and EPA 13 Maxxforce 7 engines
- Idle Shutdown Time for EPA 07 Maxxforce 7, DT, 9 and 10 engines and for EPA 10 DT, 9, 10, 11, 13 and 15 engines
- Road & Cruise Speed Limits for EPA 07 Maxxforce 7, DT, 9 and 10 engines and for EPA 10 Maxxforce DT, 9, 10, 11, 13 and 15 engines

MACK & VOLVO

- Supports all Mack, Volvo and Prevost Vehicles
- · Displays all standard and proprietary fault codes for all components
- Ability to resolve partial chassis ID to full VINs on Mack/Volvo vehicles
- Improved powertrain fault readings on EPA 13 Mack/Volvo vehicles
- Mack and Volvo Specific Reports, including: Trip Reports & Life of Vehicle Reports
- Bi-Directional support for Mack & Volvo engines:
- Cylinder cut out tests for EPA 07 to EPA 13
- DPF service regen for EPA 07 to EPA 13
 - Now available from the Aftertreatment Diagnostics window for Mack and Volvo Engines
- Learned data reset for EPA 07 to EPA 13
- Set road speed limits for EPA 07 to EPA 13
- Set idle shut down times for EPA 07 to EPA 13
- Enable or disable cruise control for EPA 07 to EPA 13
- Set max and min cruise speeds for EPA 07 to EPA 13 $\,$
- DPF system reset for EPA 07, EPA 10, and EPA 13 Mack and Volvo engines
- EGR Function Test for EPA 13
- VGT Function Test for EPA 13
- VGT Monitor Test for EPA 13
- DEF Pressure System Test for EPA 13
- NOTE: Mack and Volvo coverage requires internet access at least once a month. Failure to provide internet access will result in the application limiting use and eventually shutting off the features.
- NOTE: Mack and Volvo coverage only supports the following adapters: Noregon DLA+ 2.0, DLA+ 2.0 Wireless, DLA+ Wireless, DLA+ PLC, Vocom 88890300m, NEXIQ USB-Link™ and NEXIQ USB link™ 2
- NOTE: Reports only available on Mack EPA 07 & newer vehicles with DataMax parameter enabled. Reports available only on Volvo '12 & newer with DataMax parameter enabled.

PACCAR

- Support for all PACCAR Body Controllers and engines including clearing faults
- Support for 2016 Peterbilt and Kenworth trucks with our without the PACCAR Y-cable (PACCAR P/N: 42-02848) available from the PACCAR dealer network.
- Bi-Directional support for EPA 10-13 engines:
- Automated Cylinder Performance test for EPA 10-13 Paccar engines
- DPF Service Regen for EPA 10 to EPA 13 MX engines
- Install a New or Cleaned DPF for EPA 10 to EPA 13 MX engines
- DEF Doser Pump Test for EPA 10 to 13 MX engines
- Turbo Actuator Effort Test for EPA 10 to 13 MX engines (NEW)
- NOTE: PACCAR GHG17 engines are not currently supported.

BENDIX

- ABS lamp test
- Wheel speed chart test
- Wheel speed window test

WABCO

- ABS lamp test
- Wheel speed chart test
- Wheel speed window test

MEDIUM-DUTY FUNCTIONALITY & TESTS

FORD

- Supports '04 '17 Ford Models: F-series, Econoline E-Series, Transit Connect, Transit Vehicles
- Supports medium duty ISO 15765 and ISO 14229 messages
- · Gives users the ability to read and clear faults, read freeze frames, read sensor data, and display emission test results
- Bi-Directional Support for Ford Engines:
 - Cylinder Cutout for 2008 to 2017 6.4L Diesel engines and EPA 2011 to 2017 6.7L Diesel engines
 - DPF Regeneration for 2008 to 2017 6.4L Diesel engines and EPA 2011 to 2017 6.7L Diesel engines
 - KAM (Keep Alive Memory) Reset for all supported engines
 - KOEO On Deamnd Self-Test for all supported engines
 - KOER On Demand Self-Test for all supported engines
 - KOER Glow Plug Monitor Self-Test for all supported diesel engines
 - KOER Injector Buzz Test for all supported engines
 - **KOER On Demand Self-Test** for all supported engines
 - KOER Switch Test for 2004 2017 6.0L diesel engines
- Bi-Directional Support for Ford Transmissions:
 - KOEO On Demand Self-Test for 2004 to 2017 Transmissions
 - **KOER On Demand Self-Test** for 2004 to 2017 Transmissions
- Bi-Directional Support for Ford Brakes:
 - G-Sensor Calibration Test for 2004 to 2017 Brakes
 - On Demand Self-Test for 2004 to 2017 Brakes
 - **Sensor Initialization** for 2004 to 2017 Brakes
- Bi-Directional Support for Ford Auxiliary Components:
 - On Demand Self-Test
 - 4x4 Control Module (4x4m)
 - Accessory Protocol Interface Module (APIM)
 - Audio Control Module (ACM)
 - (Audio) Digital Signal Processing Module (DSP)
 - Body Control Module (BdyCM)
 - Circuit Deactivation Ignition Module (CDIM)
 - Cruise-Control Module (C-CM)
 - DC to DC Converter Control Module (DCDC)
 - Digital Audio Control Module (DACMC)
 - Driver Front Seat Module (DSM)
 - Driver/Dual Climate-Control Seat Module (DCSM) Occupant Classification System Module (OCS)
 - Drivers Door Module (DDM)
 - Front Control/Display Interface Module (FCDIM)
 - Front Controls Interface Module (FCIM)
 - Front Display Interface Module (FDIM)
 - Generic Electronic Module (GEM)
 - Wiper Control Test
 - Generic Electronic Module (GEM)
 - Smart Junction Box (SJB)
 - **Wiper Washer Rear Test**
 - Generic Electronic Module (GEM)
 - Smart Junction Box (SJB)

- Global Positioning System Module (GPSM)
- Headlamp Control Module (HCM)
- Heads Up Display (HUD)
- Heated Steering Wheel Module (HSWM)
- Heating Ventilation Air Conditioning (HVAC)
- Image Processing Module A (IPMA)
- Image Processing Module B (IPMB)
- Information Center Module (ICM)
- Instrument Cluster (IC or IPC)
- Interior Lighting Control Module (ILCM)
- Parking Aid Module (PAM)
- Passenger Front Door Module (PDM)
- Power Running Board (PRB)
- Power Steering Control Module (PSCM)
- Rear Seat Entertainment Module (RETM)

- Reductant Control Module (DCU)
- Restraint Control Module (RCM) Running Board Control Module (RBM)
- Satellite Digital Audio Receiver System (SDARS)
- Seat Control Module E (SCME)
- Side Obstacle Detection Control Module Left (SODL)
- Side Obstacle Detection Control Module Right (SODR)
- Smart Junction Box (SJB)
- Steering Angle Sensor Module (SASM)
- Steering Column Control Module (SCCM)
- Trailer Brake Control Module (TBC)
- Trailer Module (TRM)
- Transfer Case Control Module (TCCM)
- Vehicle Security Module (VSM)

GM

- Supports the following vehicle models for 2002 2017: GMC & Chevy full sized trucks: 1500, 2500 & 3500; GMC Express & Chevy Savana; All GM Medium Duty Vehicles
- Supports the medium duty J1850 VPW and GMLAN messages
- · Gives users the ability to read and clear faults, read freeze frames, read sensor data and display emission test results
- Bi-Directional Support for GM Engines:
 - A/C Relay for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
 - CMP Acutator for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
 - CMP Acutator Solenoid for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Crankshaft Position Variation Learn for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Cylinder Cut Out for 2002 to 2017 all diesel and gasoline engines (except GM vehicles with CAT engines) • DPF Service REgen for 2010 to 2017 vehicles with a Duramax 6.6L diesel engine and/or 2017 GMC Savana and Chevy Express with 2.8L diesel engine
- Engine Controls Ignition Relay for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Engine Speed Control Information for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- EVAP Purge/Seal Solenoid for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- EVAP Purge Solenoid for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- EVAP Vent Solenoid for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Fuel Closed Loop Status for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Fuel Injector Balance for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines

GM CONTINUED...

- Fuel Pump Relay for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Fuel Trim Enable for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Fuel Trim Reset for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Gen L-Terminal for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- HO2S Bank 1 Sensor 1 Heater for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- HO25 Bank 1 Sensor 2 Heater for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- HO25 Bank 2 Sensor 1 Heater for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- HO25 Bank 2 Sensor 2 Heater for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- HO25 Heater Learn for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Idle Spark for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Misfire Graphic for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Oil Life Reset for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- RVS Disable Hisstory Reset for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Spark Retard for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Starter Relay for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Throttle Position for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Throttle Position Sweep for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines

• Bi-Directional Support for GM Transmissions:

- High Side Driver 1 for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Line PC Solenoid for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- PC Solenoid 2 for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- PC Solenoid 3 for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- PC Solenoid 4 for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- PC Solenoid 5 for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Reset Transmissions Adapts for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Reset Transmission Oil Life for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Shift Transmission for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- TCC Control Solenoid for Transmissions in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines

Bi-Directional Support for GM Brake Control Module:

- ABS Motor for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Automated Brake Bleed for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- LF Inlet Valve Solenoid for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- LF Outlet Valve Solenoid for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
 Rear Inlet Valve Solenoid for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Rear Outlet Valve Solenoid for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- RF Inlet Valve Solenoid for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- RF Outlet Valve Solenoid for Brakes in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines

• Bi-Directional Support for GM Body Controllers:

- Accy/RAP Relay for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Backup Lamps for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Courtesy Lamp for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- DRL for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Fog Lamps for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- High Beams for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Horn for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Incandescent Dimming for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- LED Dimming for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- LF Turn Signal for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- LR Turn Signal for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Low Beams for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Parking Lamps for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- RF Turn Signal for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- RR Turn Signal for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
 Run/Crank Relay for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Shift Lock Solenoid for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Wiper High Speed Relay for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Wiper Relay for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- Wiper Washer Motor for Body Controllers in a 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines

ISUZU

- Supports the following vehicle models from 2008 2017 with either the 5.2L (4HK1) or 3.0L (4JJ1) engine in both North America and Australia for F-Series faults (engine only) and N-Series faults and data (engine and transmission only)
- Supports the medium duty GMLAN messages
- · Gives the users the ability to read and clear faults and read freeze frames
- Displays emission test results in North America
- Bi-Directional Support for:
 - Cylinder Cut Out for 5.2L (4HK1) or 3.0L (4JJ1) engine in North America
 - DPF Service Regen for 5.2L (4HK1) or 3.0L (4JJ1) engine in North America

SPRINTER

- Supports 2007 2015 Sprinter vehicles
- · Sprinter support gives users the ability to read and clear faults, read sensor data and display emission test results
- Bi-Directional Support for:
 - Cylinder Cut Out for EPA 07 Diesel engines
- Compression Test for EPA 07 Diesel engines
- DPF Service Regen for EPA 07 Diesel engines
- Injector Quantity Adjustment for EPA 07 Diesel engines
- Initialize Rail Pressure EPA 07 Diesel engines
- Oil Change Reset for EPA 07 '15 Instrument Cluster
- Guage Sweep Test for EPA 07 '15 Instrument Cluster
- LCD Display Test Routine for EPA 07 '15 Instrument Cluster
- Speaker Test Routine for EPA 07 '15 Instrument Cluster
- Tire Pressure Monitor Test for EPA 07 '15 TPM

Questions? Contact our Expert Representatives: (855) 889-JPRO (5776)

For more information or to shop online, visit: www.noregon.com/jpro









OEM Diagnostic Trouble Codes/ Lookup Information Proprietary OEM Data and Faults

Clear Fault Codes

Bi-directional Functions & Tests

Trip Data Management Including: Vehicle Health, **Trip Reports** & LOV

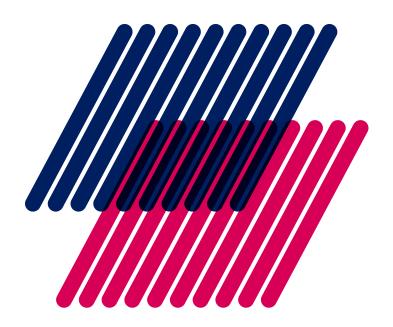
Print Reports by Vehicle

2018 v1 COVERAGE CHART					Reports	
Vehicle - Body & Chassis						
Mack	~	~	~			~
Volvo	~	~	❤			~
Prevost	~	~	~			~
Freightliner	~	~	~			~
Western Star	~	~	~			~
Sterling	~	~	~			~
International	~	~	₩			~
Kenworth	~	~	~			~
Peterbilt	~	~	~			~
Engines						
Perform Bi-directional Tests and Clear Faults						
Mack	~	~	~	~	~	₩
Volvo	~	~	~	~	~	~
Cummins	~	~	~	~	❤	~
International	~	*	~	~		~
PACCAR	~	~	~	~		❤
Detroit Diesel	~	~	~	~		₩
Read and Clear Faults						
Caterpillar	~	~	~			₩
Mercedes Benz	~	~	~			~
Transmissions						
Mack	~	~	~		~	✓
Volvo	~	~	~		~	❤
Allison	~	~	~			~
Eaton	~	~	~			~
Detroit Diesel	~	~	~			~
Brakes						
Bendix	~	~	~	~		~
WABCO	~	~	~	~		~
Haldex	~	~	~			~

Questions? Contact us: 855-889-5776 CC-JPROPRO-10-62017

Wabash PLC

Visit us online: www.noregon.com/jpro NOREGON



First Vehicle Services

F450 Summary of Work Performed

By Department

Report Period Jun 1, 2017 To Jun 30, 2017

1107020001-D - Emergency Mngmnt. (Ofc. of Finance and Admin.)

WO NUMBER	UNIT	DESCRIPTION	METER	OPEN DATE	CLOSED DATE	STATUS	CHARGE	DOWN TIME TO DATE	LABOR HRS	LABOR COST	PARTS COST	SUBLET	TOTAL
4769454	4912	4912 2003 FORDX F350 EC 4X4	167,209	6/2/17	6/16/17	С	С	174.13	15.78	1,380.30	1,071.72	0.00	2,452.02
4770204	4912	4912 2003 FORDX F350 EC 4X4	167,209	6/5/17	6/5/17	С	С	0.91	2.00	85.51	0.00	0.00	85.51
4771081	1091	1091 2016 KWSKI KAF1000EGF	59	6/6/17	6/20/17	С	С	26.14	0.00	0.00	0.00	230.00	230.00
4782779	4911	4911 2009 FORDX F350 CC 4X4 DRW	80,425	6/22/17	6/22/17	С	С	5.14	4.00	349.96	316.25	0.00	666.21
				nin.) Sub Totals	206.32	21.78	1,815.77	1,387.97	230.00	3,433.74			
Department Summary Costs By Charge Code of Work													
CHARG		LABOR HRS	LABOR COST	PARTS COST	SUBI		TOTAL COST						
C Contr	act 4	21.78	1,815.77	1,387.9	7 2	30.00	3,433.74						
Totals	4	21.78	1,815.77	1,387.9	7 2	230.00	3,433.74						

F136 PM Inspection Schedule by Department

PMs Due Through _____

REPORTEDBY: DIS - Police - 2130-D

Unit Number	Description	Original Due Date	Miles/Hrs PM Due	Last Meter	Miles / Hrs Till	PM Level	Supervisor	Assignee
026	026 2010 FORDX TAURUS SE	Apr 14, 2020	122,730	117,730	5,000	В		
029	029 2010 CHVRL EXPRESS 1500 CARGO CSI	Apr 1, 2020	73,144	70,350	2,794	В		
302	302 2013 DODGE CHARGER POLICE	May 20, 2020	128,920	123,920	5,000	В	SGT. VIDAL	
558	558 2015 FORDX EXPLORER INTERCEPTOR 4X4	Mar 20, 2020	23,092	18,967	4,125	В		
599	599 2015 FORDX ECONOLINE E350-CSI MOBILE LAB	Mar 4, 2020	7,880	2,880	5,000	С		
641	641 2016 FORDX TRANSIT CONNECT CARGO	May 28, 2020	20,500	15,500	5,000	С		
742	742 2017 FORDX TAURUS INTERCEPTOR AWD BLU	Sep 20, 2019	27,673	28,058	-385	В		
743	743 2017 FORDX TAURUS INTERCEPTOR AWD GRAY	Jan 28, 2020	26,167	21,167	5,000	В		
744	744 2017 FORDX TAURUS INTERCEPTOR AWD SILVER	Mar 12, 2020	34,830	29,830	5,000	В		
853	853 2018 FORDX F150 CC 4X2 -	Mar 20,	12,128	7,128	5,000	В		



▼ Work Requests ▼ Work ▼ Materials ▼ Equipment ▼ Purchasing ▼ Operations ▼ Reports ▼

FirstSource PROD, SGOODE @ C10M-47350

Completed PM Performance

Records: 50 of 100+ 123

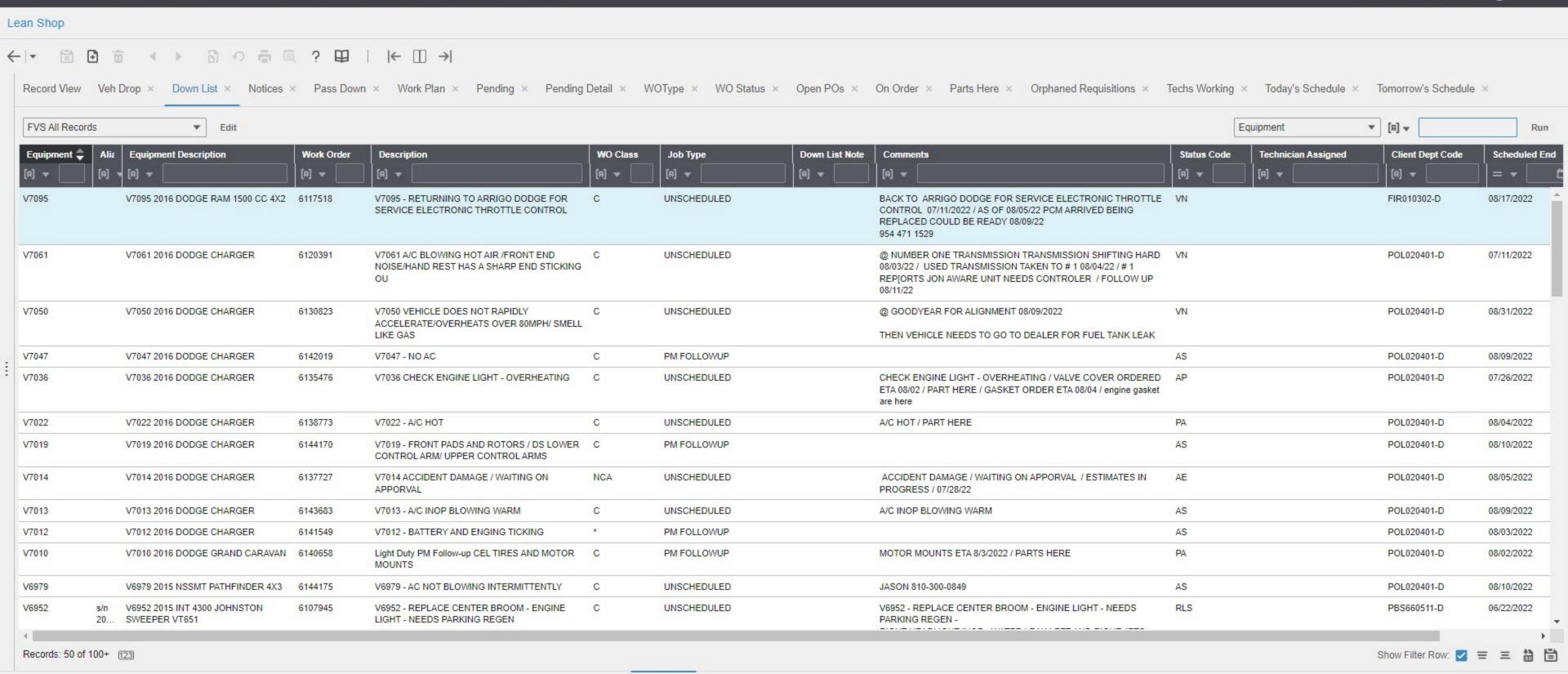
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All Records		▼ Edit										Completed Date	▼ = ▼	Run
Completed Date	Department	Department Name	Maintenance Pattern	PM Evaluation	PM Management	Scheduled Date	Scheduled Month	Unit Number	Unit Description	WO Status	Work Order	Work Order Description	Work Order Due	Work Order Org
= - 🗀	[H] ¥	[A] A	[1] +	[n] v	[A] ¥	= - 🗀	[H] 🕶	[A] *	[n] 🔻	[A] ¥	[R] v	[R] ¥	= - t	
06/08/2022	PKR082901-D	GENERAL PARKS MAINTENANCE	4745_LD_6K_MP	On Time	PM	06/08/2022	2022 06	V10184	V10184 2017 FORDX F250 EC 4X2	С	5826806	Light Duty 6,000 Mile or 12 Month PM	06/03/2022	4745
05/31/2022	POL020401-D	STAFF SUPPORT	4745_LD_6K_MP	On Time	PM	05/31/2022	2022 05	V10750	V10750 2019 DODGE CHARGER PURSUIT	С	5981665	Light Duty 6,000 Mile or 12 Month PM	02/03/2023	4745
07/18/2022	FIR010402-D	FIRE SAFETY INSPECTIONS	4745_LD_6K_MP	On Time	PM	07/14/2022	2022 07	V7080	V7080 2016 CHVRL COLORADO CC 4X2	С	6053852	Light Duty 6,000 Mile or 12 Month PM	03/28/2023	4745
05/19/2022	MGR180101-D	EXECUTIVE AIRPORT	4745_LD_6K_MP	On Time	PM	05/19/2022	2022 05	V10418	V10418 2017 FORDX F350 CC 4X4 DRW DUMP BODY 3CY	С	5805947	Light Duty 6,000 Mile or 12 Month PM	05/04/2022	4745
06/28/2022	FIR030101-D	OPERATIONS	4745_FIRE_MD_5K_MP	On Time	PM	06/28/2022	2022 06	V10547	V10547 2019 FRGHT M2-106 OSAGE RESCUE	С	6086265	FIRE MEDIUM DUTY 5,000 MILES 6 MONTHS PM	10/14/2022	4745
06/08/2022	FIR030101-D	OPERATIONS	4745_LD_6K_MP	On Time	PM	06/08/2022	2022 06	V10208	V10208 2017 FORDX F250 CC 4X4 BATALLION 18	C	5834252	Light Duty 6,000 Mile or 12 Month PM	06/16/2022	4745
08/22/2022	PKR062901-D	GENERAL PARKS MAINTENANCE	4745_LD_6K_MP	On Time	PM	06/22/2022	2022 06	V10707	V10707 2018 DODGE RAM 2500 CC 4X2 UTILITY	С	5833638	Light Duty 6,000 Mile or 12 Month PM	06/15/2022	4745
06/09/2022	PBS860402-D	PIPE CONSTRUCTION	4745_MD_6K_MP	On Time	PM	06/09/2022	2022 06	V11175	V11175 2020 INT MV807 DUMP 10CY	С	5838169	Medium Duty 6,000 Mile or 12 Month PM	06/22/2022	4745
07/18/2022	POL020401-D	STAFF SUPPORT	4745_LD_6K_MP	On Time	PM	07/18/2022	2022 07	V10230	V10230 2017 FORDX EXPEDITION SSV 4X2	С	5850832	Light Duty 6,000 Mile or 12 Month PM	07/12/2022	4745
06/06/2022	DSD034002-D	BUILDING PERMITS	4745_LD_6K_MP	On Time	PM	06/06/2022	2022 06	V10850	V10850 2019 FORDX ESCAPE FWD	С	5840773	Light Duty 6,000 Mile or 12 Month PM	06/25/2022	4745
07/07/2022	PKR082901-D	GENERAL PARKS MAINTENANCE	4745_LD_6K_MP	On Time	PM	07/07/2022	2022 07	V11118	V11118 2019 FORDX F250 CC 4X2 SRW	С	5847034	Light Duty 6,000 Mile or 12 Month PM	07/06/2022	4745
06/08/2022	POL020401-D	STAFF SUPPORT	4745_LD_5K_MP	On Time	PM	06/08/2022	2022 06	V6805	V6805 2013 CHVRL CAPRICE	С	5843652	Light Duty 5,000 Mile or 12 Month PM	06/30/2022	4745
07/12/2022	PBS660503-D	WASTEWATER REPAIRS	4745_MD_6K_MP	On Time	PM	07/12/2022	2022 07	V10323	V10323 2017 FORDX F650 5 CY DUMP	С	5857755	Medium Duty 6,000 Mile or 12 Month PM	07/21/2022	4745
08/05/2022	PKR080501-D	PUBLIC PLACES CLEARING	4745_LD_6K_MP	On Time	PM	08/05/2022	2022 08	V10985	V10985 2019 TOYOT CAMRY HYBRID	С	5869013	Light Duty 6,000 Mile or 12 Month PM	08/05/2022	4745
08/01/2022	DSD034002-D	BUILDING PERMITS	4745_LD_6K_MP	On Time	PM	08/01/2022	2022 08	V11190	V11190 2020 TOYOT RAV4 AWD HYBRID	С	5882696	Light Duty 6,000 Mile or 12 Month PM	08/26/2022	4745
08/06/2022	PBS860410-D	Alterations and Relocations	4745_WHLCON_6MO_MP	On Time	PM	06/06/2022	2022 06	V10404	V10404 2017 CTRPL 416F2 BACKHOE	С	5894393	Wheeled Construction 6 Month PM	03/15/2022	4745
07/28/2022	DSD034002-D	BUILDING PERMITS	4745_LD_6K_MP	On Time	PM	07/28/2022	2022 07	V10860	V10860 2019 FORDX ESCAPE FWD	С	5913328	Light Duty 6,000 Mile or 12 Month PM	10/13/2022	4745
06/03/2022	PKR062901-D	GENERAL PARKS MAINTENANCE	4745_PPLEQP_6MO_MP	On Time	PM	06/03/2022	2022 06	V11094	V11094 2019 TOROX GROUNDSMASTER 7200	С	5944430	Propelled Equipment 6 Month PM	06/01/2022	4745
05/31/2022	POL020401-D	STAFF SUPPORT	4745_LD_6K_MP	On Time	PM	05/31/2022	2022 05	V10163	V10163 2017 CHVRL MALIBU	С	5947428	Light Duty 6,000 Mile or 12 Month PM	12/07/2022	4745
07/25/2022	POL020401-D	STAFF SUPPORT	4745_LD_6K_MP	On Time	PM	07/25/2022	2022 07	V10349	V10349 2017 FORDX EXPLORER FWD	С	5952492	Light Duty 6,000 Mile or 12 Month PM	12/15/2022	4745
07/28/2022	POL020401-D	STAFF SUPPORT	4745_LD_6K_MP	On Time	PM	07/28/2022	2022 07	V11213	V11213 2019 NSSMT MAXIMA	С	5946988	Light Duty 6,000 Mile or 12 Month PM	12/06/2022	4745
07/22/2022 ∢	POL020401-D	STAFF SUPPORT	4745_LD_5K_BG_MP	On Time	PM	07/22/2022	2022 07	V11250	V11250 2020 CHVRL TAHOE POLICE 4X2	С	5955482	Test BG Additive - Light Duty 5,000 Mile or 12 Month	12/20/2022	4745 ▼

Operations ▼ Reports ▼



FirstSource PROD, SGOODE @ C10M-47350

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Records: 50 of 100+ [123]

STAFF SUPPORT

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DUDITIO DE ACES OF EXPINIO 1/40794

V7058

V11391

V10574

V7058 2016 DODGE

V11391 2021 CHVRL

SILVERADO CC 4X2

V10574 2018 DODGE

CHARGER PURSUIT

1/40794 2040 DODGE DAM

CHARGER

2C3CDXAG4GH122361

1GCPWAEF7MZ144940

2C3CDXAG0JH265766

2001 DAATA 10277040

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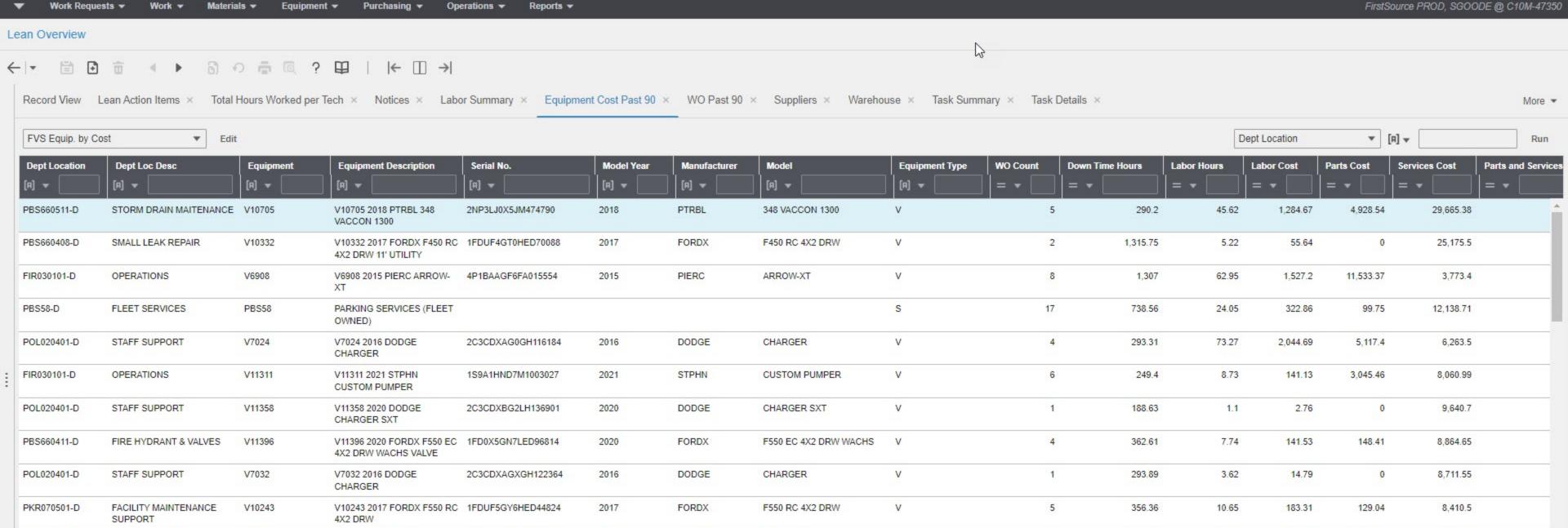
DODGE

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▼ Work Requests ▼ Work ▼ Materials ▼ Equipment ▼ Purchasing ▼ Operations ▼ Reports ▼



CHARGER

SILVERADO CC 4X2

CHARGER PURSUIT

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Fleet Overview

▼ Work Requests ▼ Work ▼ Materials ▼ Equipment ▼ Purchasing ▼ Operations ▼ Reports ▼

Records: 50 of 100+ 123

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FirstSource PROD, SGOODE @ C10M-47350

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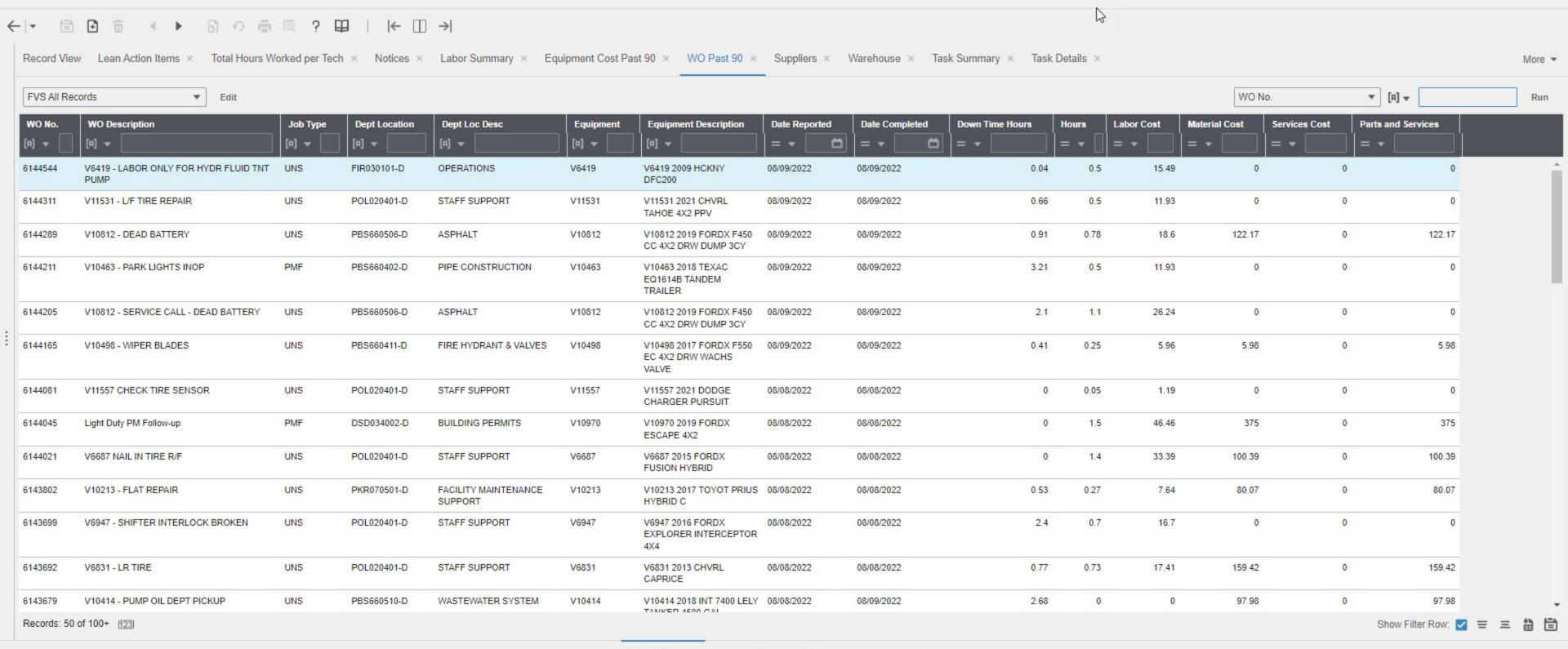
All Records	▼ E	Edit													Reporting G	Group ▼ [R] •	Run
Reporting Group	Department Code	Department	Unit Number	Туре	Contract	Manufacturer	Model	Model Year	Serial Number	In Service	Life Meter	Primary Meter	Supervisor	Driver	Parking Location	Months in Service	Expected Life	Fund
[A] *	[n] +	[A] ~	[R] v	[A] ~	[A] A	[R] v	[A] *	[A] A	[A] ¥	= - 🗀		[A] A	[A] ~	[A] *	[A] *			[A] +
4745 - MGR	MGR110101-D	DIV OF NEIGHBOR SUPPORT	V6847	V	Υ	FORDX	ECONOLINE E350 CUTAWAY	2014	1FDWE3FL5EDA55599	05/30/2014	6,249	Miles	LUISA AGATHON		3351 NE 33rd Ave	98	3	8 001
4745 - PKR	PKR082901-D	GENERAL PARKS MAINTENANCE	V10780	V	Υ	FORDX	F250 RC 4X2 UTILITY	2019	1FDBF2A69KEC61103	05/01/2019	14,585	Miles	JARED SHIVERS		220 SW 14TH AVE	39		8 001
4745 - TAM	TAM020301-D	PARKING LOTS	V10790	V	Υ	CHVRL	EXPRESS 2500 CARGO	2019	1GCWGAFP5K1284831	05/01/2019	30,330	Miles	JOSE VAZQUEZ		150 SE 2 ST	39)	8 461
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11011	V	Υ	CHVRL	TAHOE 4X2 POLICE	2019	1GNLCDEC9KR300687	07/10/2019	53,618	Miles	SAM LAIRD		ASSIGNED TAKE HOME	37	7	7 001
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11012	V	Υ	CHVRL	TAHOE 4X2 POLICE	2019	1GNLCDEC8KR302916	07/10/2019	38,462	Miles	SAM LAIRD		ASSIGNED TAKE HOME	37	7	7 001
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11013	V	Υ	CHVRL	TAHOE 4X2 POLICE	2019	1GNLCDEC0KR303834	07/15/2019	28,350	Miles	SAM LAIRD		ASSIGNED TAKE HOME	37	7	7 001
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11116	V	Υ	FORDX	F250 CC 4X4 PICKUP	2019	1FT7W2B60KEE57410	08/25/2019	41,507	Miles	SAM LAIRD		1300 W BROWARD BLVD	38	3	8 001
4745 - PKR	PKR062901-D	GENERAL PARKS MAINTENANCE	V11180	V	Υ	ISUZU	NPR HD CC 4X2 DRW GAS	2019	54DC4J1BXKS800296	05/01/2019	16,534	Miles	ROBERT DEXTER		220 SW 14 AVE	39	•	7 001
4745 - PBS	PBS050701-D	INVENTORY	V6873	E	Υ	CTRPL	DP100NT	2014	T15E00023	11/04/2014	1,245	Miles	HECTOR PULGARIN	HECTOR PULGARIN	949 NW 38TH STREET	93	3	10 450
4745 - PBS	PBS660602-D	PUMP STATION MAINTENANCE	V5845	E	Υ	ROCKX	UTL48	2006	4WMK8DE196A004925	08/21/2006	16	Hours	LENNY RODRIGUEZ	SHARED / NO ASSIGNED DRIVER	4250 NW 10 AVE	192	2	10 450
4745 - PBS	PBS860510-D	WASTEWATER SYSTEM	V5852	E	Υ	ACROX	7000	2008	1A911432381005029	02/12/2008	513	Hours	ROOSEVELT BUTLER	SHARED / NO ASSIGNED DRIVER	4250 NW 10 AVE	174		10 450
4745 - PBS	PBS860804-D	WELLFIELD MAINTENANCE	V5861	E	Υ	ROCKX	UTL48	2006	4WMK8DE126A004927	08/21/2006	38	Hours	KEVIN SCOTT	SHARED / NO ASSIGNED DRIVER	4250 NW 10 AVE	192	2	10 450
4745 - MGR	MGR120802-D	HOUSING GRANT ADMINISTRATION	V5879	V	Υ	CHVRL	COBALT	2007	1G1AL58F077246641	01/24/2007	38,597	Miles	AVIS WILKINSON	SZELIGA, LAWRENCE	700 NW 19 AVE	187	7	7 108
4745 - MGR	MGR120802-D	HOUSING GRANT ADMINISTRATION	V5882	V	Υ	CHVRL	COBALT	2007	1G1AL58F977246301	01/24/2007	50,339	Miles	AVIS WILKINSON	MALONEY, JASON	700 NW 19 AVE	187	7	7 108
4745 - POLICE	POL020401-D	STAFF SUPPORT	V0725	V	N	FORDX	C9000	1974	C91LKV10233	01/31/2001	8,510	Miles	SAM LAIRD	N/A	where ever deployed	258	3	10 001
4745 - PKR	PKR080401-D	CANAL CLEANING	V4382	E	N	UNMRI	TC-200L	1998	HBC12498912001	09/03/1999	3,512	Hours	TODD NOBLES		220 SW 14TH AVE	275	5	7
4745 - PKR	PKR080401-D	CANAL CLEANING	V4383	E	N	ELLIC	TLT200	1998	HBC12598927004	09/03/1999	2,160	Hours	TODD NOBLES		220 SW 14TH AVE	275	5	7
4745 - PKR	PKR080401-D	CANAL CLEANING	V4384	E	N	UNMRI	TS-200	1998	HBC12698919000	09/03/1999	0	Hours	TODD NOBLES		220 SW 14TH AVE	275	5	7
4745 - PKR	PKR033001-D	FACILITY SUPV. & MAINTENANCE	V4563	E	N	GILIB	SERVACE ALLOY	1999	F9925770788	01/29/1999	46	Hours	SEAN ROGERS			283	3	4
4																		

FVS All Records	▼ Edit										Technician	▼ [A] Ψ	
Technician	Equipment	Work Order	Reported	WO Description	WO Status	Activity	Activity Note	Start Date	Starting Time	Elapsed Time			
A] ▲	[A] A	[A] ¥] = ▼ [[A] ¥	[A] A	= +	[A] *	= + t	(A) ¥	│ 			
oucher, Marlin W	V10167 2017 CHVRL IMPALA	6140708	08/03/2022	V10167 - INTERMITTENT NO START	21 - In Shop	1	5 INTERMITTENT NO START	08/09/2022	12:58	76			
De Oliveira, Adelson R	V10807 2019 INT 7400 WORKSTAR 12CY DUMP	6144513	08/09/2022	V10807 - BED PTO INOP	21 - In Shop	1	5 BED PTO INOP	08/09/2022	13:14	60			
Henton, Chester L	V11049 2019 CHVRL TAHOE 4X2 POLICE	6144628	08/09/2022	V11049 - RF TIRE	21 - In Shop	1	5 RFTIRE	08/09/2022	13:38	36			
lunt, Russell W	V10769 2019 NSSMT FRONTIER EC 4X2 PICKUP	6144159	08/08/2022	V10769 - ROAD CALL JUMP START	21 - In Shop	1	0 Road Call	08/09/2022	14:00	14			
ames, Trenon	V10239 2018 FRGHT M2-106 GRAPPLE	6138763	08/01/2022	V10239 - CHECK FOR TRANS LEAK	21 - In Shop	1	5 CHECK FOR TRANS LEAK	08/09/2022	13:28	46			
aguna, Franklin	V10602 2018 DODGE CHARGER PURSUIT	6062957	08/09/2022	Light Duty 5,000 Mile or 12 Month PM	21 - In Shop	2	0 Light Duty Inspection & PM-C	08/09/2022	13:30	44			
aez III, Frank	V7019 2016 DODGE CHARGER	6144170	08/09/2022	V7019 - FRONT PADS AND ROTORS / DS LOWER CONTROL ARM/ UPPER CONTROL ARMS	20 - Awaiting Shop	1	5 FRONT PADS AND ROTORS	08/09/2022	12:38	96			
Rivas, Jose	V6908 2015 PIERC ARROW- XT	6140557	07/04/2022	V6908 - PUMP TEST NEEDED AFTER TRANS REPAIR	25 - Parts Available	2	5 REPAIR CEL	08/09/2022	13:22	52			
Sanchez, Richard	V6856 2015 FORDX F550 EC 4x2 DRW	6135750	07/26/2022	V6856 - WINDOW HANDLE / CAB MOUNT / BALL JOINTS / STROBE AND WORK LIGHTS	THE STREET	2	5 CAB MOUNT	08/09/2022	12:22	112			
Vasserman, Nikko	ENGINE 54 2008 ROSEN GA41L-2142	6144582	08/09/2022	V6414 - NO START - TURN SIGNALS INOP	21 - In Shop	2	5 TURN SIGNALS INOP	08/09/2022	13:53	21			

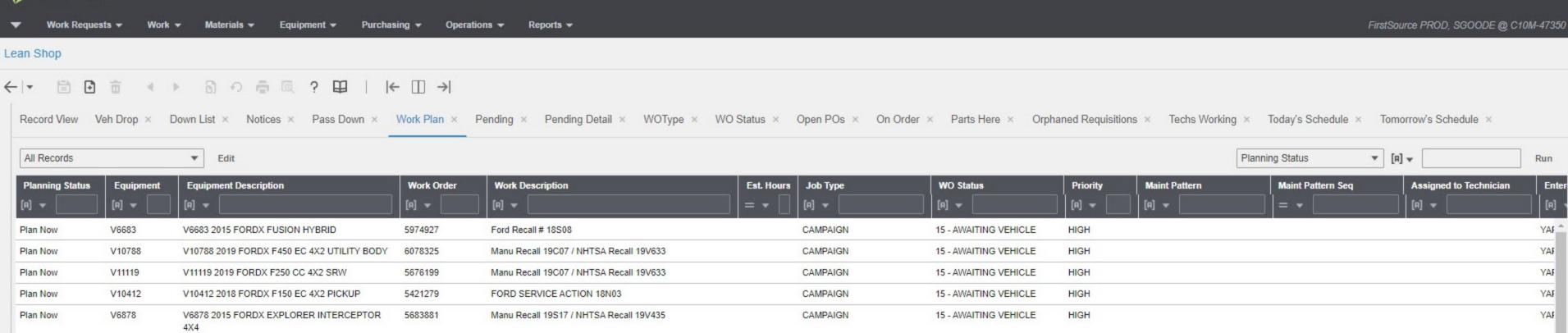
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▼ Work Requests ▼ Work ▼ Materials ▼ Equipment ▼ Purchasing ▼ Operations ▼ Reports ▼

Lean Overview



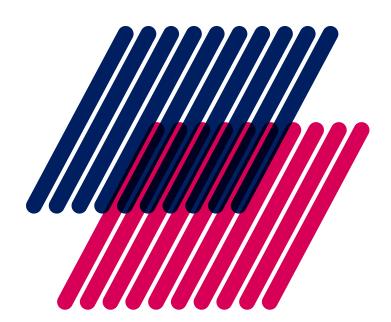
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V10883 V10883 2019 CHVRL TAHOE 4X2 POLICE 5413652 GM RECALL N182206730 CAMPAIGN 15 - AWAITING VEHICLE HIGH YAF Plan Now Plan Now FL/ V10361 V10361 2017 FORDX EXPLORER INTERCEPTOR 5794666 Light Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745_LD_6K_MP 10 AWD Plan Now V10743 V10743 2019 KNWRT T370 TANDEM DUMP 12CY 5826898 Medium Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745 MD 6K MP 10 GH Plan Now V10226 V10226 2017 FORDX F250 RC 4X2 5842894 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745 LD 6K MP 10 PAI Light Duty 6,000 Mile or 12 Month PM V10550 5844918 4745 LD 6K MP 10 PAI Plan Now V10550 2018 FORDX E350 KUV SERVICE BODY Light Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH V10875 4745 LD 6K MP 10 TAR Plan Now V10875 2018 MRCBN SPRINTER 3500 CCTV VAN 5844955 Light Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH Plan Now V6797 V6797 2013 CHVRL CAPRICE 5850079 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745 LD_5K_MP 10 NTI Light Duty 5,000 Mile or 12 Month PM Plan Now V11248 5853444 HIGH 4745_LD_5K_MP 10 IHA V11248 2020 KIAXX OPTIMA Light Duty 5,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE Plan Now V6724 V6724 2013 FORDX ECONOLINE E350 CUTAWAY 5864181 Light Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745 LD 6K MP 10 YAF V10187 10 MIS V10187 2017 FREIGHTLINER SPRINTER 3500 5864497 Light Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745 LD 6K MP Plan Now V6306 5870041 HIGH 4745_LD_6K_MP 10 IHA Plan Now V6306 2009 FORDX ESCAPE 4X2 Light Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE Plan Now V10770 V10770 2018 FORDX F150 EC 4X4 PICKUP 5871600 Light Duty 6,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745 LD 6K MP 10 FL/ V10173 5871646 HIGH 4745 LD 5K MP 10 RH Plan Now V10173 2017 CHVRL IMPALA Light Duty 5,000 Mile or 12 Month PM 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE 10 V10859 V10859 2019 FORDX ESCAPE FWD 5873391 2 PREVENTIVE MAINTENANCE 15 - AWAITING VEHICLE HIGH 4745 LD 6K MP FP/ Plan Now Light Duty 6,000 Mile or 12 Month PM 1715 ID SK MD DAL Dian Now V6861 V6861 2015 FODDY F350 DC 4Y2 DDW 5973991 Light Duty 6 000 Mile or 12 Month DM 2 DDEVENTIVE MAINTENANCE 15 AWAITING VEHICLE HIGH

Show Filter Row: ✓ = = 😩 🗎

ATTACHMENT 7



First Vehicle Services

Safety Equipment

Office Equipment

Parts Room Equipment

Cleaning Equipment

Air Supply - Shop Equipment

Diagnostic General Equipment

Diagnostic Laptop

Diagnostic Software

Dispensing Equipment

Fabrication Equipment

Lift Equipment

Material Handling Equipment

Tire Equipment

Tools-General Shop

Tools-Specialty

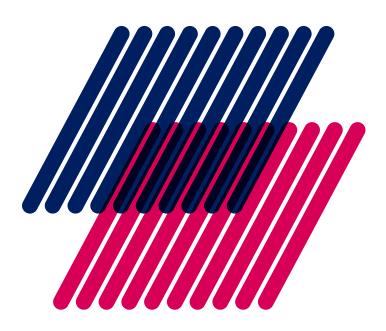
Waste Disposal Equipment

Miscellaneous Tools

Vehicles

	value	\$ 454,862
Computer hardware & Software		\$ 25,603
	total	\$ 480.465

ATTACHMENT 8



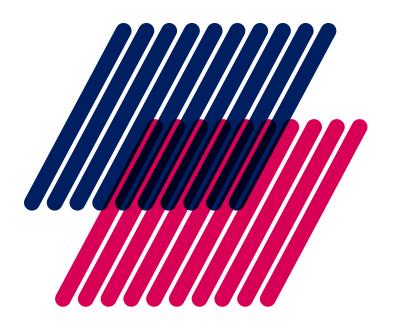
First Vehicle Services

City of Hollywood, FL Transition Plan

		Calendar Start: Name:	First Vehicle 1/1/202					
		Display Week:	1/1/202	3 (Suriday)	•			Weeks
		Display Week.			-			
	Functional Areas Required - TM to Assign		011			_%		1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26
Task	Responsibility PLEASE NOTE - Transition Manager oversight of ea	Notes	Start	End	Cal. Days	Done	Work Days	
Critical Path	task.	ш						
Contract Award - Estimated	City of Hollywood		Mon 5/01/23	Mon 5/01/23	1	0%	1]
Notice of Award (NOA) Issued	City of Hollywood		Sat 2/25/23	Sun 2/26/23	2	0%	1	
Establish Location for Vehicle Maintenance Insurance Certificates	RVP, BD, SVP, Corporate RVP, SVP	Issued within 10 days of NOA	Thu 2/16/23	Thu 2/16/23 Fri 2/24/23	1	0%	7	
List of Key Managers	RVP. SVP	Issued within 10 days of NOA	Thu 2/16/23	Fri 2/24/23	q	0%	7	t e e e e e e e e e e e e e e e e e e e
Complete Organization Chart	RVP, SVP	Issued within 10 days of NOA	Thu 2/16/23	Fri 2/24/23	9	0%	7	Total Control of the
Notice to Proceed (NTP) Issued by City of Hollywood	City of Hollywood		Fri 1/20/23	Tue 1/31/23	12	0%	8	
Submit Transition & Start-up Plan	RVP, RMM, DM	Within 45 days of NTP	Wed 2/01/23	Fri 3/17/23	45	0%	33	
Submit Training Program	RMM, GM, FTSTD	Within 45 days of NTP	Wed 2/01/23	Fri 3/17/23	45	0%	33	
Submit Vehicle Maintenance Plan Submit Equipment Maintenance Plan	RMM, FTRMD	Within 45 days of NTP Within 45 days of NTP	Wed 2/01/23	Fri 3/17/23 Fri 3/17/23	45 45	0%	33	
Submit Drug & Alcohol Policy Program	GM, FTSTD	Within 90 days of NTP	Wed 2/01/23	Mon 5/01/23	90	0%	64	
Submit EEO Program/Affirmative Plan	GM, FTHR	Within 90 days of NTP	Wed 2/01/23	Mon 5/01/23	90	0%	64	
Submit Safety, Security and Emergency Management Program, et all	TG??, GM, FTSTD	Within 90 days of NTP	Wed 2/01/23	Mon 5/01/23	90	0%	64	
Mobilize Corporate Support for Transition & Start-Up	RVP, RMM, DM, BD	IT, HR, Finance, Communications, etc.	Mon 12/05/22	Thu 5/25/23	172	0%	124	
Mobilize Dedicated Transition Manager or incumbent manager	RVP		Tue 5/02/23	Tue 5/02/23		0%	1	
irst Vehicle Legal to review of final contract document	RVP, SVP, Legal		Tue 3/14/23	Fri 3/24/23	11	0%	9	
xecute Contract ncumbent Employee Communication and On-Boarding Strategy	FT Exec RVP, RMM, GM, DM, BD, FTHR, Unions	Website, Meetings, Orientation, Training	Thu 2/23/22	Thu 3/30/23 Sat 4/08/23	45	0%	5 32	
dentify External Recruitment Requirements	RVP, RMM, GM, DM, BD, FTHR, Unions	Confirm number of new hires required for City of Hollywood	Mon 2/20/23	Tue 3/21/23	30	0%	22	
Commence Incumbent Application Process	RVP, RMM, GM, DM, BD, FTHR, Unions	The state of the s	Mon 2/20/23	Wed 4/05/23	45	0%	33	
stablish Transition and Base of Operations	RVP, RMM, GM, DM		Fri 12/08/23	Fri 4/26/24	141	0%	101	
ransition & Start-Up	RVP, RMM, GM, DM		Fri 12/08/23	Fri 4/26/24	141	0%	101	
ransition KICK-OFF Meeting with City of Hollywood	RVP, RMM, GM, DM, City of Hollywood		Fri 1/20/23	Fri 1/27/23	8 173	0%	6	
Commence Transition Meetings	RVP, RMM, GM, DM, City of Hollywood RVP, RMM, GM, DM	In Concultation with City of Hollywood	Fri 1/20/23 Fri 1/20/23		173	0%	123	
ransition Plan - Review and Update Action Items Jnion Agreement Negotiations if required	GM, FTHR, Unions	In Consultation with City of Hollywood Not Applicable	FII 1/20/23	Tue 2/07/23 Tue 4/03/00	95	0%	13	
levelopment of Material for Employee Open House	GM RMM FTHR	Not Applicable	Fri 1/20/23	Thu 1/26/23	7	0%	5	
ncumbent Employee Open House	Senior Management Team		Thu 2/17/22	Mon 2/21/22	5	0%	3	
ncumbent Employee Information, & On-Boarding	·	Payroll Set-Up, Employee Files, ID, Uniforms, Security Pass	Thu 2/17/22	Tue 5/17/22	90	0%	64	
Confirm Requirements & Strategy for Revenue Service Transfer	RVP, RMM, GM, DM, BD, FTRMD, City of Hollywood	I, Ir Insurance, License, Emergency Equip, Procedure	Fri 3/31/23	Sat 4/29/23	30	0%	21	
onfirm Reporting Requirements	RVP, GM	Aligned with City of Hollywood Requirements	Fri 3/31/23	Thu 4/13/23	14	0%	10	
ecruiting Strategy - Maintenance Staff	Recruiting Team, RVP, GM	Simultaneous with incumbent employees recruitment	Thu 2/20/20	Tue 5/19/20	90	0%	64	
START DATE			Wed 3/01/23	Wed 3/01/23	1	0%	1	
Management Team	O'h e fill i h e e e e	T	M 0/00/00	M 0/00/00		00/	-	
Contract Award Confirmation of Leadership Start-Date (GM, OM, etc.)	City of Hollywood RVP		Mon 2/20/23	Mon 2/20/23 Sun 3/05/23	14	0%	10	
Seneral Manager Start Date	RVP		Mon 4/03/23	Mon 4/03/23	1	0%	1	†
Confer with City of Hollywood on Key Manager Candidates from	IXVI		WOII 4/03/23	WIOTI 4/03/23		0 /0		· ·
ncumbents	RVP, RMM, GM, City of Hollywood	Obtain references and feedback	Mon 2/27/23	Mon 3/20/23	22	0%	16	
inance Manager Start Date	RVP, GM, FTHR	Corporate to support this task	Wed 3/01/23	Wed 3/01/23	1	0%	1	
Project Manager (GM) Start Date	RVP, GM		Mon 4/03/23	Mon 4/03/23		0%	1	
Safety & Training Manager Start Date Human Resource Manager Start Date	RVP, GM	Corporate to support this task	Wed 2/15/23	Wed 2/15/23 Wed 2/15/23		0%	1	4 :
Safety & Security Manager Start Date	RVP, GM		Wed 2/15/23	Wed 2/15/23	1	0%	1	
T Manager Start Date (if required)	RVP. GM	Corporate to support this task	Wed 3/15/23	Wed 3/15/23		0%	1	1 • •
Recruiting, Retention, & On-Boarding Coordinators - Start Date	HR, FTHR		Mon 2/20/23	Mon 2/20/23	1	0%	1]
0&A Program Manager - Start Date	HR, FTHR	Corp. HR to start process.	Mon 2/20/23	Mon 2/20/23	1	0%	1	
rogram Manager for Talent Development	HR		Sat 12/09/23	Sat 12/09/23	. 1	0%	0	
Claims Coordinator Start Date	HR FM. HR	Could be an incumbent	Mon 4/17/23	Mon 4/17/23	1	0%	1	
ayroll Coordinator Start Date ccounts Payable Coordinator Start Date	FM, HR	Could be an incumbent Could be an incumbent	Mon 4/17/23	Mon 4/17/23 Mon 4/17/23	1	0%	1	-
hop Foreman / Service Writer Start Date	RVP RMM GM	Could be an incumbent	Tue 2/28/23	Tue 2/28/23	1	0%	1	†
leet Manager Start Date	RVP, RMM, GM		Mon 4/10/23	Mon 4/10/23	1	0%	1	· ·
nitiate completion of CAPEX requests for all assets.	RVP, RMM, GM		Wed 3/15/23	Tue 3/28/23	14	0%	10	
order Non-Revenue (Road Supervisor, Support and Relief) Vehicles	RVP, RMM, GM	Not applicable		Fri 1/13/00	14	0%	0	ļ
et-Up New Location Number Corporately	FT Finance	1	Fri 1/20/23	Wed 2/08/23	20	0%	14	
et up Transition Cost Invoice submission of Transition Costs Invoices (3 installments)	FT Finance FT Finance	+	Mon 2/13/23	Wed 2/22/23 Tue 7/11/23	10 149	0%	8 107	
et up First Invoice for Mayl 2023	FT Finance	30 days paid after receipt	Mon 4/03/23	Tue 7/11/23	51	0%	37	
ubmission of First Invoice May 2023	FT Finance	oo aaya palu altor roocipt	Fri 5/26/23	Tue 5/30/23	5	0%	3	
entify Business License Requirements	FT Finance		Mon 2/27/23	Tue 3/28/23	30	0%	22	
ontact benefits department Regarding New Contract.	FT Payroll		Wed 3/01/23	Thu 3/30/23	30	0%	22	
onfirm Payroll Technology Solutions	GM, FT Finance, IT		Wed 3/01/23	Tue 3/21/23	21	0%	15	
plement Payroll Technology Solutions	GM, FT Finance, IT	1	Wed 3/01/23	Wed 3/01/23	1	0%	1	<u> </u>
raining for Payroll Technology Solutions (Finance Manager)	FM, FT Finance, IT	Corp. HR to start process	Wed 3/01/23	Fri 3/10/23	10	0%	8	_
est payroll system/process raining Financial Personnel Payroll, AP, AR	FM, FT Finance, IT FM, FT Finance, IT	+	Wed 4/19/23	Fri 4/28/23 Wed 4/19/23	10 10	0% 0%	8	
et-Up Vendors in AP	RMM GM OM MM PM	†	Sat 4/15/23	Mon 5/29/23	45	0%	31	
leet Maintenance & Servicing	I many and only many t m	·	oat #10/25			- 070	<u> </u>	
ehicle Maintenance Program - Approval	RMM, MM, DM, City of Hollywood	PM Program, Major Components, Road Call Procedure	Mon 4/03/23	Sun 4/16/23	14	0%	10	
guipment Maintenance Program - Approval	RMM, MM, DM, City of Hollywood	Class I Equipment	Mon 4/03/23	Sun 4/16/23	14	0%	10	
stablish Seniority list	AVP, RVP, GM, OM, MM, HR, Unions	Answered in Questions		Sun 1/29/00	30	0%	0	
leet with Unions to Discuss Employee Transition	AVP, RVP, GM, OM, MM, HR, Unions RVP, GMM, RM, Unions	Not Applicable		Sat 5/12/00	134	0%	0	-
Obtain Copy of CBA	RVP, GMM, RM, Unions RVP, GM, RMM	Answered in Questions	Mon 4/17/23	Sat 1/00/00 Fri 4/28/23	12	0%	10	
stablish Uniform Provider	RMM. GM	+	Mon 2/20/23	Tue 3/21/23	30	0%	22	
Jniform Order	RMM, GM	Multiple Orders as Technicians Confirmed	Wed 3/22/23	Sat 5/20/23	60	0%	43	
Development of Spill Prevention, Containment and Response Policy	RMM, GM	Not applicable FVS Building		Fri 1/13/00	14	0%	0	
Develop First Responder Contact List Specific to Major Spill Response	RMM, GM		Mon 4/17/23	Sun 4/30/23	14	0%	10	
Development of Contractor's Environmental Mgt. Procedures Manual	RMM, GM	Not applicable FVS Building		Fri 1/13/00	14	0%	0	
						00/	40	
Development of Hazardous Waste Disposal Policy Fleetwatch Training Program	RMM, GM		Tue 4/11/23	Mon 4/24/23 Sun 5/14/23	14	0%	10	

		Display Week:	1					Weeks
	Functional Areas Required - TM to Assign					%		
Task	Responsibility	Notes	Start	End	Cal. Days	Done	Work Days	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27
Communication Strategy for Spill Cont. and Hazardous Waste P&Ps.	RMM, GM	Operators, Maintenance Staff	Fri 4/28/23	Tue 6/27/23	61	0%	43	
Development of Site Inspection P&P for Monthly Facility Inspections	RMM, GM RMM, GM	Annual Review with City of Hollywood.	Tue 4/18/23	Mon 5/01/23 Sun 5/14/23	14	0%	10	
Confirm Maintenance Employee Requirements Confirm Tooling Requirements and Order Required Equipment	RMM. GM		Mon 3/13/23	Mon 4/10/23	29	0% 0%	21	
Detailed Vehicle Servicing Procedures & Fleetwatch Monitoring Process	RMM. GM	Fueling (if required), Cleaning, Etc.	Mon 3/20/23	Tue 3/21/23	2	0%	2	
Define Support & Relief Vehicle Servicing Requirements	RMM, GM		Mon 4/03/23	Tue 5/02/23	30	0%	22	
Define Site Specific Maintenance Training Requirements	RMM, GM	Aligned with RFP Submission Employee Handbook - P & P Manual	Mon 4/03/23	Tue 5/02/23 Fri 5/19/23	30	0%	22 15	
Produce / Print Training Support Material Pre-Screening INCUMBENT Maintenance Staff	RMM GM	Driver Abstract, Criminal Record, Drug & Alcohol	Fri 3/03/23	Wed 5/31/23	90	0%	64	
Pre-Screening NEW Maintenance Staff	RMM, GM	Driver Abstract, Criminal Record, Drug & Alcohol	Fri 3/03/23	Wed 5/31/23	90	0%	64	
Offer of Employment INCUMBENT Maintenance Staff	RMM, GM		Tue 2/28/23	Fri 4/28/23	60	0%	44	
Project Number of NEW Maintenance Staff Required Offer of Employment NEW Maintenance Staff	RMM, GM RMM, GM		Tue 2/28/23	Tue 4/18/23 Thu 6/29/23	50	0%	36 88	
Manager Start Date	MM HR		Tue 2/28/23 Wed 2/15/23	Wed 2/15/23	122	0%	1	
Maintenance Training Manager Start Date	MM, HR		Mon 2/20/23	Mon 2/20/23	<u>i</u>	0%	1	<u>'</u>
Maintenance Clerk Start Date	RMM, GM		Mon 2/20/23	Mon 2/20/23		0%	1	
Parts Manager Start Date Facility Technician Start Date	RMM, GM	Not Needed Not applicable FVS leased building	Mon 2/20/23	Mon 2/20/23 Sat 1/00/00	1	0% 0%	0	
Parts Clerk Start Date	RMM, GM	Not applicable FV3 leased building	Wed 2/22/23	Wed 2/22/23	1	0%	1	
Uniform Distribution	Parts Clerks		Wed 3/01/23	Sun 3/26/23	26	0%	18	
Maintenance Technician Training	RMM, GM	Facility & Equipment Orientation, P&P, Trapeze EAM	Mon 2/27/23	Fri 3/24/23	26	0%	20	
Maintenance Supervisor Start Date Body Shop Supervisor Start Date	RMM. GM	Outsource to local vendors get setup by 4/15/2023	Thu 2/23/23	Thu 2/23/23 Sat 1/00/00	1	0%	0	
Quality Assurance Manager Start Date	RMM, GM	Outcourse to local voltable get detab by 1/10/2020	Wed 2/15/23	Wed 2/15/23	<u>i</u>	0% 0%	1	
Warranty Clerk Start Date	RMM, GM	will be combined with office position	Mon 2/27/23	Mon 2/27/23	1		1	
Body Shop Technician Start Dates Maintenance A Technicians Start Dates	RMM, GM RMM, GM	Outsource to local vendors get setup by 4/15/2023	Mon 5/01/22	Sat 1/00/00 Mon 5/01/23	1	0% 0%	1	
Maintenance B Technicians Start Dates	RMM. GM		Mon 5/01/23	Mon 5/01/23	1	0%	1	
Maintenance C Technicians Start Dates	RMM, GM		Mon 5/01/23	Mon 5/01/23	1	0%	1	
Non-Revenue Vehicle Technicians Start Dates	RMM, GM	performed by Technicians above		Sat 1/00/00		0%	0	
Electronic Technicians Start Dates Tire Technicians Start Dates	RMM, GM	performed by Technicians above performed by Technicians above		Sat 1/00/00 Sat 1/00/00	1	0% 0%	0	
Specialized (BEB or Hydrogen) Technicians Start Dates	RMM. GM	performed by Technicians above		Sat 1/00/00	1	0%	0	
Facility Utility Start Dates	RMM, GM	portormod by recrimically above	Mon 4/03/23	Mon 4/03/23	<u>i</u>	0%	1	
Set-Up Vehicle Files, Obtain License and Insurance as Required	GM, Admin		Mon 4/17/23	Tue 5/16/23	30	0%	22	
Vehicle Inspection & Audit of City of Hollywood Fleet	MM, City of Hollywood, Incumbent, 3rd Party Insp.		Mon 5/01/23 Tue 5/30/23	Tue 5/30/23 Thu 8/17/23	30	0% 0%	22 58	
Corrective Repairs - City of Hollywood Fleet Vehicle Inspection FINAL City of Hollywood Fleet	MM, City of Hollywood, Incumbent, 3rd Party Insp. MM, City of Hollywood, Incumbent, 3rd Party Insp.		Mon 5/01/23	Wed 5/10/23	10	0%	8	
Set-Up Maintenance Vendor Accounts	RMM, GM, PM	Parts, Waste Disposal, Consumables, Tires, Towing	Thu 4/13/23	Fri 5/12/23	30	0%	22	
Negotiate Parts Purchase Terms and Procedures	RVP, DM, GM		Thu 3/30/23	Fri 4/28/23	30	0%	22	
Parts Inventory and Evaluation Safety and Security	RVP, DM, GM	Per RFP no inventory to purchase		Mon 1/16/00	17	0%	0	
Develop Site Specific Safety, Security & Emergency Management Plan	STM, SSS, FTSTD, City of Hollywood	Aligned with City of Hollywood SOP, P & P	Mon 4/03/23	Sat 7/01/23	90	0%	65	
Safety & Training Supervisors Start Date	STM, HR	From Corporate		Sat 1/00/00	1	0%	0	
Safety & Training Instructors Start Date	STM, HR	From Corporate	T 4/04/00	Sat 1/00/00 Mon 4/10/23	1	0%	5	_
Confirm Site Security and Building Access Protocol & Procedures Develop Approved Access Checklist - Live Document	GM, City of Hollywood GM, City of Hollywood	City of Hollywood will be provided access to electronic file.	Tue 4/04/23	Mon 4/10/23 Mon 4/10/23	7	0%	5	
Develop and Maintain a Key and Security Device Log	GM, City of Hollywood	City of Hollywood will be provided access to electronic file.	Tue 4/04/23	Mon 4/17/23	14	0%	10	
Emergency Response Procedures, Muster Stations	GM, City of Hollywood		Tue 4/04/23	Wed 5/03/23	30	0%	22	
Finalize First Aid Plans Meet with City of Hollywood Security Contractor	GM, City of Hollywood GM, City of Hollywood	Including location of Defibrillators	Tue 4/04/23 Tue 4/04/23	Wed 5/03/23 Wed 5/03/23	30	0% 0%	22 22	
Drug & Alcohol Program Manager Start Date	STM, HR	From Corporate	Tue 4/04/23	Sat 1/00/00	1	0%	0	
Ground Work & Facilities	FT Ops Manager and Work							
Facility Inspection - Transition Space	RVP, RMM, GM, DM, City of Hollywood	Office Facility	Mon 4/03/23	Fri 4/21/23	19	0%	15	
Facility Inspection (Initial) - Offices Facility Inspection (Initial) - Safety Equipment, PPE, Fall Protection, Etc.	RVP, RMM, GM, DM, City of Hollywood RVP, RMM, GM, DM, City of Hollywood	Office Facility	Tue 4/18/23 Tue 4/18/23	Mon 4/24/23 Tue 4/25/23	- /	0%	5 6	
Facility Inspection (Final) - Acceptance	RVP, RMM, GM, DM, City of Hollywood	Maintenance Facility	Thu 4/27/23	Fri 4/28/23	2		2	
Floor Plan for IT and Furniture Requirements	GM, RMM		Wed 3/15/23	Tue 3/28/23	14	0% 0%	10	
Furniture and Technology Requirements Assessment	GM, RMM	FVS Building need all new	Wed 3/15/23	Sat 5/13/23	60	0%	43	
Order Office Supplies Conduct Facility Risk Assessment	GM, OM GM, RMM, DM	Not applicable FVS Building	Wed 3/15/23	Sat 5/13/23 Wed 1/11/00	12	0%	43	
Facility & Equipment Inspections, Additional Requirements, Signage	GM, RMM, DM	Maintenance Repair Shop and Parking Garage	Mon 6/05/23	Fri 6/23/23	19	0%	15	
Plan and Order Local Network and Telephone System	IT Corp, GM, Local Supplier, City of Hollywood		Wed 3/01/23	Sun 3/19/23	19	0%	13	
Install Local Network & Telephone System Test Local Network & Telephone System	IT Corp, GM, Local Supplier, City of Hollywood IT Corp, GM, Local Supplier, City of Hollywood		Mon 3/20/23	Mon 4/17/23 Fri 4/28/23	29	0% 0%	21 10	
Test Local Network & Telephone System	Tr Gorp, Givi, Local Supplier, Gity of Floligwood	Includes Safety Signage, Subject to the approval of City of	WOII 4/17/23	1:114/20/23	12	0 70		
Review and Update On-Site Signage	GM, RMM, City of Hollywood	Hollywood	Mon 6/12/23	Fri 6/30/23	19	0%	15	
Obtain required licenses and permits	GM	<u> </u>	Mon 3/20/23	Sat 7/08/23	111	0%	80	
Information Technology & Communications Equipment Develop Website (Employee Information Updates)	IT Corp, RVP, BD, GM	Updates Regarding Recruiting / Hiring / On-Boarding	Mon 2/27/23	Sat 3/11/23	13	0%	10	
Website (Employee Information) - Go Live Date	IT Corp, RVP, BD, GM	Species regarding recording / Fining / On-Doditing	Thu 4/20/23	Thu 4/20/23	1	0%	1	
Order Cellular Telephones	IT Corp, IT		Thu 4/20/23	Mon 5/01/23	12	0%	8	
Distribute Cellular Telephones Order IT Equipment (Computers, Laptops, Printers, Postage Meter, Etc.)	IT Corp, IT IT Corp, IT	IT coordinated by IT Corp, prior to IT Manager Start	Mon 5/01/23	Mon 8/21/23 Tue 4/25/23	113 12	0% 0%	81 8	
Order Trapeze EAM Tablets Order Trapeze EAM Tablets	IT Corp, IT	Paperless System	Fri 4/14/23	Tue 4/25/23	12	0%	8	
Installation and Testing of all IT Equipment On-Site	IT Corp, IT		Tue 4/25/23	Tue 5/23/23	29	0%	21	
Distribution of IT Equipment (Computers, Laptops, Printers, Etc.)	IT Corp, IT	IT Equipment assigned as staff are on-boarded	Tue 4/25/23	Sun 8/13/23	111	0%	79	
Performance Reporting & Quality Assurance								
Detailed Review of City of Hollywood (Contract) Performance Requirements		Work with City of Hollywood to ensure clarity & accuracy.	Mon 3/20/23	Fri 4/14/23	26	0%	20	
Confirm All Reporting Requirements & Timelines with City of Hollywood	RVP, RMM, DM, GM		Mon 3/20/23	Sun 4/02/23	14	0% 0%	10	
Review & Analyze City of Hollywood Comment/Complaint history Develop DRAFT Version Quality Management Plan for Year One	RVP, RMM, DM, GM RVP, RMM, DM, GM	Draft Submit by 05/30/2023 pending inspections	Mon 5/01/23 Mon 4/17/23	Tue 5/30/23 Sun 5/14/23	30	0% 0%	22 20	
City of Hollywood Review of DRAFT Quality Management Plan	City of Hollywood		Sun 5/14/23	Thu 5/25/23	12	0%	9	
Develop and Finalize Quality Management Plan for Year One	RVP, RMM, DM, GM	FINAL - Submitted on of Before 06/15/2023	Wed 6/07/23	Tue 6/13/23	7	0%	5	

ATTACHMENT 9



9

Jon Olson

General Manager

Skills

Master Mechanic with over 40 years of technical experience

Progressive employment through Village of Winnetka

Oversees day-to-day emergency and training activities

Keen observer of industry standards, through education programs, seminars, and courses

Safety first mentality

Professional Experience

Village of Winnetka, Winnetka, IL. Fleet Supervisor, 2016 – Present

- Oversees data entry in Fleet Analysis computer software; maintain complete vehicular and inventory records for parts and fuel; prepare reports, including service requests, work completed and work in progress.
- Interviewing, recommending hiring decisions, staff training, planning, assigning, and directing work, establishing deadlines, performance appraisals, addressing complaints and resolving problems.1 2Jon T. Olson Resume
- Recommend purchase of repair parts, shop equipment and tools, preparation of bid specifications and budget requests for vehicles and equipment.
- Assist in the preparation of the division budget and monitor expenditures.
- Supervise and monitor the distribution, security and maintenance of fleet and construction inventory at the Public Works Yards Facility.
- Perform public works activities related to snow and ice control, leaf collection, material loading, hauling, and responding to emergency calls.

Fleet Technician / Sr. Technician, 1990 – 2016

- Repair and maintenance of municipal fleet equipment and vehicles including but not limited to: Fire equipment and vehicles, Police equipment and vehicles, small generators, saws, emergency vehicles, cars, pickup trucks, tractors, dump trucks, bucket trucks, backhoes, skid steer loaders, snowplows, generators, saws, pumps, and other heavy construction equipment.
- Confer with and assist Sewer, Refuse and Street Supervisors, or other departments to coordinate personnel and equipment required for dayto-day operations, emergency events, personnel shortages, major construction, or maintenance activities.
- On-Call Duties: Respond to trouble calls related to all aspects of Public Works. Evaluate and determine nature of issue, required personnel, equipment, and materials to resolve issue.

Diamond Home Inspections, Morton Grove, IL *Owner, 2005 – 2020*

- Self- Employed Licensed Home Inspector in the State of Illinois.
- Provides home inspection services for clients in the process of purchasing homes/property.
- Maintains license by obtaining continued education including Mold Inspection, Radon, Carbon Monoxide, Residential Roofing, Environmental Awareness, Risk Reduction, Electrical Panels, Appliances, Plumbing, Thermography

Education

Triton College, *River Grove, IL*Computer Command Control (GM)
Fuel Injection Systems
Air Conditioning Systems

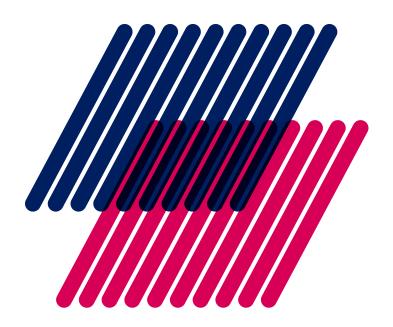
Wyoming Technical Institute, Laramie, WY

Automotive Technology

Awards and Recognitions

- Midwest Advanced Public Service Instruction
- Class ABC Operator Training for Illinois
- Forklift Operation Safety Certification
- Multi-Displacement Systems
- Mechanical Operator's Training
- Toyota Engine Management Systems
- Snowplow Driver Training
- GM Drivability
- Automotive Air Bags
- Hybrid Batteries and Energy Management
- Wide Band Air Fuel Ratio Diagnostics
- Winter Maintenance
- Leadership for Government Organizations
- Essential Skills for Supervisory Success
- Tire Maintenance
- Anti-theft/Key Programming
- Lab scope Live
- Regenerative Braking & High Voltage Accessories
- Mode 6 Diagnostics
- Ford 6.0 Light Truck Diesel
- Amp Ramping Diagnostics
- Security Awareness
- Coaching and Mentoring

ATTACHMENT 10



Cal Alexander

Senior Vice President

Skills

More than 25 years of fleet management experience

Extensive experience managing large-scale operations

Progressive employment through various companies

Multiple positions handling substantial revenue streams

Maintains customer-focused approach

Education

Grand View College, *B.A. Education, Business Minor*

Professional Experience

First Vehicle Services, Inc., Cincinnati, OH Senior Vice President, Aug. 2022 – Present

- Responsible for overall leadership and administration of 65 fleet maintenance and management locations nationwide
- Ensure clients are satisfied with company local management and staff performance
- Ensure all contract requirements are met and exceeded
- Provide management direction and support to Region Vice Presidents
- Prepare and review operations plans and reports, and operating budgets ensuring services are provided within budget
- Responsible for profitability, growth, development, and succession planning

Rush Idealease, LLC, Memphis, TN District General Manager, Dec. 2021 – Aug. 2022

- Served as mid-south area leader of eight locations in four states
- Responsible for revenue retention and growth for both lease and rental product lines
- Responsible company profit and loss centers through oversight of operational, administrative and services teams
- Transitioned company from "Summit" to "Rush" through effective communication, resource execution and involvement with management/staff

Summit Idealease, LLC, Lewisville, TX Vice President of Lease & Rental, May 2016 – Dec. 2021

- Responsible for continuous improvement, employee satisfaction, customer experience and financial results
- Created a culture of "Who We Are" that influenced change, ownership, and accountability
- Developed and led a high functioning team in sales, administration, and operations
- Created and led organizational restructuring to drive desired short- and long-term results
- Developed and implemented best practices within the organization
- Led system improvements and process focus teams

Summit Idealease, LLC, Memphis, TN *Area Director, April 2014 – May 2016*

- Responsible for financial results and sales performance over four states
- Implemented processes and structure within the organization to drive retention and results
- Developed and retained top level talent that met and exceeded revenue goals
- Improved financial results in all locations that exceeded company goals
- Assisted implementing best practices across all lease and rental areas and locations

Penske Truck Leasing, Memphis, TN District Manager, Oct. 2003 – April 2014

- Led operation, service, sales and administration teams for the Memphis District thirteen facilities in three states
- Achieved desired results through a customer and employee focused approach
- Responsible for operational excellence, revenue growth and retention (\$45M), asset management (\$100M), strategic planning, associate development, and retention (140+ associates), execution and improvement
- Spearheaded talent acquisitions, coaching and development within sales and operational teams
- Created and implemented local Diversity Team in the Memphis branches
- Met and exceeded company pre-tax business plan every year

Penske Truck Leasing, Memphis, TN Assistant District Manager, Sept. 2002 – Oct. 2003

- Responsible for profit and loss of four service branches in the Memphis (TN) district, including operations and account management
- Analyzed and developed action plans for district P&Ls for thirteen branches
- Developed asset management processes for equipment sales, trades, unit analysis, Schedule A buyouts and contracts
- Developed and oversaw annual budgeting, strategizing, customer relations, invoicing and collections
- Completed Penske Essential Leadership training

Certifications and Courses

Quality Certified, Deming Green Belt, Lean Six Sigma Lean Management Socratic Coaching Integrity Selling

George Cavelle

Region Vice President

Professional Experience

First Vehicle Services, Inc., Pompano Beach, FL Region Vice President, 2017—Present

- Responsible for all operational, customer service, and safety activities for over 30 company contract locations including over 11,000 vehicles and pieces of equipment
- Direct all region contract General Managers to ensure the attainment of all goals and objectives
- Analyze all activities, costs, operations, and forecast data to determine the company region's progress toward stated goals and objectives
- Ensure that customer service excellence is provided within budget and action plans are developed and implemented to improve operational efficiencies
- Confer with Senior Vice President and other administrative personnel to review achievements and discuss required changes in goals or objectives resulting from current status and condition

Maruti Fleet Management, Orlando, FL *Vice President, 2016—2017*

- Provide leadership and strategic vision to ensure operational controls and people systems in place
- Executive oversight and development of various projects throughout Florida and Texas
- Responsible for developing both short and long term strategies that are fundamentally aligned with the organizational mission and goals
- Develop and implement plans for operations systems, processes and personnel designed to improve performance and service levels
- Manage, coach and develop executive leadership staff

Chicago Transit Authority, Chicago, IL Chief Transit Officer, 2015—2016

- Provide leadership and strategic vision to ensure operational controls and people systems in place
- Executive oversight and development of short and long term strategies aligned with organizational mission and goals
- Develop and implement plans for operations systems, processes and personnel designed to improve performance and service levels
- Manage, coach and develop executive leadership staff
- Interfaced with the public, media, management from other transit jurisdictions and representatives from governmental agencies to develop and foster relationships beneficial to the Authority

Vice President, Vehicle & Facilities Maintenance, 2014-2015

- Directed overall day-to-day Maintenance operations, which includes Bus, Rail and Facilities Maintenance
- Directed programs, activities and personnel in implementation of effective policy recommendations, procedures, and procedural improvement for the department
- Interfaced with the public, media, various levels of management from other transit jurisdictions and representatives from governmental agencies to develop and foster relationships beneficial to the Authority
- Oversaw communication between the incident site, management and responding personnel during planned and unplanned service disruptions
- Conferred with and assisted the Chief Operating Officer in formulating long-term objectives and administration of policies and programs

Director, Bus Maintenance, 2012-2014

- Planned, implemented, and evaluated CTA's bus vehicle maintenance operations programs,
 which included engineering, quality assurance and warranty administration of revenue fleet
- Planned, coordinated and managed the activities of subsidiary managers and staff to support and meet the Bus Maintenance Organization and Authority's goals and objectives
- Developed and administered maintenance schedules and programs to meet established objectives relative to the repair, inspection, testing and servicing of the Authority's buses, other revenue vehicles and related equipment
- Directed the inspection of bus shop and garage facilities to evaluate general appearance and equipment, review work methods and employee work performance
- Oversaw the development, implementation and review of improved work procedures and methods within the bus shops and garages

General Manager, Rail Maintenance – West, 2011—2012 General Manager, Rail Car Appearance, 2008—2011 Manager II, Maintenance – Rail, 2007—2008 Manager, Maintenance – Rail, 2004-2007 Rail Leader, 1997-2004 Car Repairer, 1996-1997

Certifications and Courses

- FEMA & NTSB Incident Commander & Emergency Responder
- OSHA 30-hour
- · Rail & Bus Safety Training
- Performance Management

Alex Valladares Director of Maintenance

Professional Experience

First Vehicle Services, Inc., Troy, VA Director of Maintenance, 2008—Present

- Responsible for monitoring Key Performance Indicators to ensure worldclass customer service
- Develop standardized processes for preventative maintenance, safety, ISO9001:2000, quality, and inventory control
- Monitor all company service centers for proper ASE and EVT certifications
- Responsible for monitoring field audits and ensuring compliance with all procedures
- Provide resources to field for technical issues related to fleet maintenance, safety, operations, and training

Region Maintenance & Quality Manager, 2016—2022

- Provided oversight and direction to all service centers to ensure that the company's resources are managed and coordinated in an efficient and professional manner
- Evaluated operational performance at the service center level to ensure that plan objectives are met
- Conducted training with site personnel relative to issues found during the evaluation and/ or audits at the site level
- Assisted in ensuring that FQM standards are in place in all sites visited
- Ensured adherence to quality and customer satisfaction initiatives that are intended to improve the overall effectiveness of the organization

General Manager, 2014—2016

- Handling all services to include administrative functions, operations, information systems, parts purchasing, and inventory control
- Ensuring compliance of all company procedures and policies
- Ensuring services are provided within budget and action plans developed and implemented to improve operational efficiencies
- Maintaining company and contractual assets (vehicles, facilities, inventories, tools, and equipment)
- Ensuring compliance of local, state, and federal laws and regulation (EPA, OSHA, DOT, ADA, and EEOC)

Schneider National Inc., Gordonsville, VA *Lead Mechanic*, 2004-2013

- Acted as supervisor in absence of shop manager
- Ran the day-to-day operations on the floor as the lead mechanic
- Lead a team of 10 mechanics responsible for the maintenance of 98 tractors, 130 reefer trailers, and 90 dry trailers and 6 spotter tractors
- Performed overheads, preventive maintenance, clutch replacements,
 reefer leak checks, and electrical diagnostics
- Saved company over a \$1 million dollars in claims negotiations and warranty recoveries



Certifications and Courses

- Yellow Belt Lean Six Sigma certification
- ASE-certified Refrigerant Recovery & Recycling
- EPA-certified HVAC Technician
- Thermo King certified multi-temp units from Schneider National Inc.
- Federal Brake Inspectors certification

Victor Arboleda

Region Maintenance & Quality Manager

Skills

Experienced project management, with proven results at reducing operating costs and increasing customer satisfaction

Eight (8) years of experience in vehicle maintenance management

Bilingual; fluent in English and Professional Proficiency in Spanish

Education

University of Florida

Bachelor of Science in

Economics

Professional Experience

First Vehicle Services, Cincinnati, OH Region Maintenance Manager, 2020-Present

- Provides oversight and direction to all service centers to ensure that the company's resources are managed and coordinated in an efficient and professional manner
- Evaluates operational performance at the service center level to ensure that plan objectives are met
- Conducts training with site personnel relative to issues found during the evaluation and/ or audits at the site level
- Assists in ensuring that First Vehicle Services' First Quality
 Management standards are in place at all sites visited
- Ensures adherence to quality and customer satisfaction initiatives that are intended to improve the overall effectiveness of the organization

CompHealth, Fort Lauderdale, FL

Sales Consultant, Hospital Medicine and Infectious Disease, 2017-2020

- Awarded monthly "President's Club" by surpassing goal of \$18,500 billings 23 of 36 months
- Contributed to team's highest ever net billings in a month
- Best ratio of conversions from candidate "interviews" to "hires" YTD for the past two years
- Met monthly sales goals by recruiting, interviewing, and hiring physicians for permanent opportunities in hospitals nationwide
- Negotiated terms of agreement and gained new business of one of the nation's largest Hospital Medicine employers

Enterprise Holdings, Fort Lauderdale, FL Airport Maintenance Manger, 2015-2017

- Managed daily maintenance and repair operations for Fort Lauderdale Airport, with an average fleet size of 10,000 vehicles
- Oversaw 3 Maintenance Supervisors and an average of 30 technicians
- Reduced yearly parts cost by 8% by renegotiating discount agreements with vendors
- Increased Daily Rental's Utilization 1% year over year by reducing average number of shop days, which translated to \$1M in additional revenue for the year
- Lowered operating costs 6% by partnering with Enterprise Car Sales
 Division and Enterprise Remarketing Division to provide inspections,
 repairs, and maintenance services
- Repeatedly exceeded company's vehicle maintenance standards through proper employee training, strict adherence to processes, and negotiating terms with vendors

Airport Operations Manager, 2014-2015

- Directly managed 50 employees in sales and customer service per shift.
- Coordinated daily with vehicle maintenance and vehicle cleaning service providers in order to provide clean and safe vehicle in a timely manner to meet the daily needs of the operation.
- 3x Cream of the Crop Award: #1 performing Sales Team out of 11
- Increased Customer Service Score from 79% to 84% within 60 days
- President's Award presented to revenue generating departments whose teams achieved excellence in all key balance areas over the fiscal year, including customer service, growth, and profitability; 1st time achieved by South Florida Airport Region
- Decreased wait time by 50% via implementing a tri-branded vehicle return lane and training three independent teams (Alamo, National & Enterprise) to work together; assisted in rolling out new scanning tools to expedite checkout

Assistant Manager & Trainee, 2012-2014

- 2x Elite Performer Award: Top 15% producer out of 90
- Created a process to quickly make specific vehicles sales ready by prioritizing rental returns based on forecasted demand. This caused a decrease in customer wait time and introduced the ability to expedite a particular vehicle's service schedule

Awards

"President's Club" Award, CompHealth, 2020

President's Award for Excellence in Customer Service, Growth, and Profitability, Enterprise Holdings, 2014

Tim McClosky

Director of Safety & Environmental Services

Professional Experience

First Vehicle Services, Inc., Cincinnati, OH Director of Safety & Environmental Services, 2017—Present

- Facilitate training for BeSafe Behavior Based Safety Program
- Perform Safety Tours of all facilities
- Administer safety audit plan focused on OSHA compliance
- Deliver Frontline Leadership training
- Increased awareness of safety policies and procedures in maintenance
- Monitor Drug and Alcohol Testing program

Progressive Waste Solutions, Clearwater, FL Regional Safety Manager, 2007—2016

- Developing and Implementing root cause analysis
- Actively strive to track measure and reduce DOT Hours of Service Deliver professional presentations to OSHA Director for Informal conferences/mediations
- Represent the company at mediations and depositions
- Interact with DOT & OSHA inspectors to reduce exposure during audits
- Managed substance abuse program and DOT Drug/Alcohol Testing

TMS, Mobile, AL

Plant Safety Manager, 2006—2007

- Administered safety program in large manufacturing mill recycling scrap steel
- Staffing, recruitment and selection for workforce of 1500+ employees
- Implemented a consistent recruitment and selection process of technicians
- Performed mock OSHA inspections, safety audits, and monthly facility safety assessments
- Enhanced PPE compliance & Development of Safety Character & Culture
- Controlled shipping/receiving recycled materials by barge, rail, & OTR

Solid Waste Management Industry *General Manager*, 1986—2006

- Planning and scheduling all safety activities for multi-facility operations in maintenance, transportation, manufacturing, and heavy industrial environment
- Customer relations and community action planning
- Controlled post-hurricane debris removal activities & safety plans for Hurricanes Hugo, Andrew, Ivan, Katrina, Frances, Charlie, & Jean
- Targeted productivity plan and converted numerous municipalities to fully automated service, reducing turnover, driver fatigue, & employee injuries

Jennifer Green

Vice President Finance

Education

Binghamton University

Masters of Business

Administration

Indiana University of Pennsylvania
Finance and Accounting

Professional Experience

First Transit

Vice President Finance, 2017-Present

- Provides management reporting and analyses of all financial and operating data for our East Region locations as well as our international locations
- Responsible for business and financial forecasts for the division and each of its locations
- Prepares financial and business updates, progress and variance reports, and other ad hoc reports for management evaluation

Senior Director/Director of Finance, Horseheads, NY, 2003-2014

- Oversaw all finance and accounting for over 75 contracts in the eastern region of the US, South America, and India
- Responsible for policy compliance, the safe guarding of assets, forecasting, and budgeting
- Provided oversight and training for day to day operations

Coach USA

Pricing Manager - Business Development, Horseheads, NY 2002-2003

- Responsible for creation of cost models
- Managed cash flow and oversaw A/R and A/P functions
- Performed various analysis including, but not limited to: plant consolidation, capital equipment purchases, debt refinancing, company acquisitions, and costing

Zurenda Enterprises

Finance Manager/Controller, Binghamton, NY, 2000-2002

- Responsible for month-end financials, forecasts and projections to bank
- Managed cash flow and oversaw A/R and A/P functions
- Performed various analysis including, but not limited to: plant consolidation, capital equipment purchases, debt refinancing, company acquisitions, and costing

OSRAM Sylvania

Financial Analyst, Chemical and Metallurgical Division, *Towanda, PA,* 1996-2000

- Responsible for monthly consolidation and analysis of division income statement and balance sheet
- Analyzed working capital and investment turnover ratios
- Prepared miscellaneous quarterly reports and portions of management presentations for corporate headquarters
- Assisted in preparation, analysis, and interpretation of forecasts, budgets, long-range plans, and special analysis as required

Jennifer Green

Senior Cost Accountant, Phosphor Business Unit, Towanda, PA, 1996-1998

- Performed month-end closing of inventories and cost of sales within the manufacturing business unit, including variance analysis and account reconciliations
- Assisted in the maintaining and analysis for standard cost, operation reviews, forecasts, budgets, and transfer pricing preparation
- Pursued and evaluate capital expenditure justifications and fixed asset management

Juanita 'Nita' Mauer

Human Resources Manager

Skills

13 years of experience in the Human Resources field

Education

Marian University, Bachelor of Arts Psychology

Affiliations

Society for Human Resources Management (SHRM), *Member*

Greater Cincinnati Human Resources Association (GCHRA), *Member*

Professional Experience

First Group America, Cincinnati, OH Human Resources Manager, 2016—Present

- Communicates with General Managers and other regional management regarding FLSA, FMLA, ADA, employee hiring and terminating processes, compliance with local, state and federal employee relations laws
- Assists Regional Director of HR with confidential investigations for allegations and employee hotline complaints in the region
- Supports new business start-up as needed
- Drafts and files position statements to EEOC and other local, state and national agencies as requested
- Completes paperwork for newly hired GM and regional staff including wage & benefit communication, travel policies, moving expenses, credit card policies and properly completing all new-employee forms

HR Specialist, 2014—2016

- Maintained personnel files
- Provided guidance to employees and Management on HR issues, which may include, but are not limited to: leave of absence, employee relations, coaching, progressive discipline and termination
- Onboarded of Corporate new hires, including orientation; offboarded of corporate staff, including exit interviews
- Managed leave of absence claim process for corporate employees and assist managers in processing requests for non-leave accommodations
- Conducted HR audits, and provide relevant metrics for corporate compliance

Criminal Background Checking Unit Coordinator, 2010—2014

- Monitored criminal and motor vehicle background check results of current employees and applicants
- Conducted adverse action in compliance with Fair Credit Reporting Act
- Ensured company compliance with state and federal third party reporting guidelines prior to adverse action
- Coordinated efforts with Division and Regional Operations, Safety and Human Resources management to retain non-discriminatory practices in accordance with federal and union guidelines

Community Services West, West Chester, OH Service Coordinator/Volunteer, 2005—2010

- Assisted with computer and office equipment trouble shooting
- Coordinated fundraising activities, updating donor databases
- Facilitated transportation logistics during inclement weather

Juanita 'Nita' Mauer

Cohen Brothers, Inc., Middletown, OH *HR Generalist*, 2006—2009

- Reporting to the CFO, managed payroll in-house for over 200 employees in multiple states using Great Plains Payroll
- Managed the accounts payables associated with payroll and benefits
- Reporting to the HR Director, managed benefits for over 300 employees in multiple states, DOT compliance, and maintained employee files in compliance with state and federal regulations

St. Aloysius Orphanage, West Chester, OH Service Coordinator/Volunteer, 2004—2006

 Reporting to the HR Director, managed benefits, workers' compensation, unemployment, recruiting, onboarding, coaching, performance management, wage/salary analysis, school and residential licensing and accreditation compliance, and maintained employee files

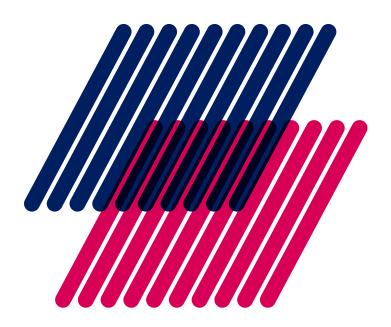
Friars Club, Inc., West Chester, OH Service Coordinator/Volunteer, 2000—2004

- Assisted with computer and office equipment trouble shooting
- Coordinated fundraising activities, updating donor databases
- Facilitated transportation logistics during inclement weather

Certifications and Courses

PHR (Professional Human Resources) Certification SHRM-CP (Certified Professional)

ATTACHMENT 11



First Vehicle Services



FEDERAL TRANSIT ADMINISTRATION (FTA) DRUG & ALCOHOL POLICY

EFFECTIVE DATE:

August 1, 2001

REVISION DATES:

June 1, 2008 Merged policies from Legacy First America and Legacy Laidlaw

Transit Services

September 1, 2008 Added revisions to 49 CFR Part 40 which became effective

August 25, 2008

February 1, 2009
August 31, 2009
Policy updated per 49 CFR Part 40 and 49 CFR Part 655
Policy updated per 49 CFR Part 40 and 49 CFR Part 655
Policy updated per 49 CFR Part 40 and 49 CFR Part 655
Policy updated per 49 CFR Part 40 and 49 CFR Part 655
Policy updated per 49 CFR Part 40 and 49 CFR Part 655
Policy updated per 49 CFR Part 40 and 49 CFR Part 655

June 1, 2019 Company Policy under Post-Accident Updated

May 12, 2020 Policy updated per 49 CFR Part 40 and 49 CFR Part 655 March 3, 2021 Policy updated per 49 CFR Part 40 and 49 CFR Part 655 August 8, 2022 Logo, MRO Updates, Opiates to Opioids & Adding 3rd lab

This document sets forth First America's policy on alcohol misuse and controlled substance abuse and details First America's substance abuse testing program which applies to all employees who work at the Company's FTA regulated locations.

This policy is based on the DOT requirements set forth in the DOT regulation 49 CFR Part 40 and FTA 49 CFR Part 655. The Federal Regulations are available upon request.

Requirements and/or disciplinary actions established by First America are entered in **bold-faced type**; otherwise, the FTA mandates the requirements and/or actions contained in this policy.

On August 1, 2001 the governing board approved this policy. Subsequent revisions and board approval dates are noted above.

Brad Thomas President

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A Zero Tolerance Company

First America supports a policy of a drug-free workforce. To implement the policy, First America has instituted a program of drug abuse education for employees, drug and alcohol testing for **all** employees and applicants for employment, a statement of prohibited behavior(s), corrective action related to positive tests or a refusal to test, and resources for employee assistance and rehabilitation.

The Company recognizes that its employees' use of illegal drugs and misuse of alcohol pose a significant risk to public safety, as well as the employee's health and wellbeing. Drug use includes, but is not limited to, marijuana, amphetamines, opioids, phencyclidine and cocaine, as well as any substance which causes the presence of these drugs or drug metabolites such as hemp-related products, coca leaves or any substance not approved for medical use by the U.S. Food and Drug Administration. Illegal use includes use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. The "use" of drugs means presence in an employee's body system while on duty. First America and all operating Companies cooperate fully with local, state, and federal authorities in matters pertaining to the use, possession, or sale of controlled substances by anyone on Company premises.

A. PURPOSE

The purpose of this policy is to assure worker fitness for duty and to protect First America employees, customers, and the public from the safety and health risks posed by the misuse of alcohol and use of prohibited drugs. This policy is intended to comply with all applicable federal, state and local legislation and regulations governing workplace anti-drug use and alcohol misuse. They include DOT 49 CFR Part 40; FTA 49 CFR Part 655; as well as **Company zero tolerance policy**. This policy incorporates the requirements of the above regulations for safety-sensitive and **non-safety sensitive** employees.

Reporting to work in an impaired or unfit condition because of the use or consumption of controlled substances or alcohol is strictly prohibited. Covered employees are prohibited from using controlled substances at any time.

If any conflict occurs between state and local laws and any requirement of the above-mentioned Federal regulations, the Federal regulations prevail. However, Federal regulations do not pre-empt provisions of State criminal laws that impose sanctions for reckless conduct attributed to prohibited drug use or alcohol misuse, whether the provisions apply specifically to transportation employees, employers, or the public in general.

B. EDUCATION AND TRAINING

The education and ongoing awareness component of this policy will include display of posters, distribution to all covered employees and representatives of employee organizations of the drug and alcohol policy and other informational materials, and periodic information seminars. Each employee will be required to sign an acknowledgment form.

As required by FTA regulations, the Company will provide a minimum of 60 minutes of training on the effects and consequences of prohibited drug use on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use.

All supervisory personnel or Company officials who are in a position to determine employee fitness for duty will receive an initial 60 minutes of reasonable suspicion training on the physical, behavioral, and performance indicators of probable drug use and 60 minutes of additional reasonable suspicion training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse. **Periodic retraining will also be required of supervisory personnel.**

C. COVERED EMPLOYEES

General

As a condition of employment, <u>all</u> employees are required to submit to drug and alcohol testing as allowed by law. Those of Safety Sensitive positions (refer to Appendix A) shall be in accordance with 49 CFR Part 655. A refusal to submit to a test as directed will be considered a refusal. **Per First America authority**, **violation of FTA's drug and alcohol policy will result in termination of employment and/or ineligibility for hire.**

Safety-Sensitive

As defined by the FTA, safety-sensitive employees include those who perform, or may be called upon to perform, the following safety-sensitive functions:

- 1. Operating a revenue service vehicle, including when not in revenue service;
- Operating a nonrevenue service vehicle, when required to be operated by a holder of a Commercial Driver's License:
- 3. Controlling dispatch or movement of a revenue service vehicle;
- 4. Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service
- 5. Carrying a firearm for security purposes.

D. PRESCRIPTION OR OVER-THE-COUNTER MEDICATION

Please note there are risks associated with the use of certain prescription and over the counter medications.

Under Company policy, the use of legally prescribed drugs and over the counter medications is not prohibited. However, before beginning a work shift, Company employees must report to his or her supervisor the use of substances that may potentially impair performance or increase the probability of accident, injury, or damage to property. It is the employee's responsibility to advise their supervisor of over the counter medication and/or prescription medications taken. It is also the employee's responsibility to obtain and provide documentation to the employee's supervisor from a certified medical professional confirming the employee's fitness to safely perform his/her job responsibilities.

A verified positive drug test result whether for illegal substances, illegal use of prescriptions, or misuse of prescriptions is a violation of First America's drug and alcohol policy and will result in termination of employment and/or exclusion from hire. A prescription is considered valid only if it is in writing and indicates the employee's name, date, the name of the substance, quantity or amount to be taken, and the period of authorization. It is a violation of this policy to use any controlled substance in a manner that is inconsistent with the prescription.

E. PROHIBITED SUBSTANCES

In accordance with US DOT 49 CFR Parts 655 and 40, the following are prohibited substances:

- Cocaine
- Opioids (e.g., heroin, codeine)
- Phencyclidine (PCP)
- Cannabinoids (Marijuana)
- Amphetamines (includes methamphetamine and MDMA- Ecstasy)
- Semi-synthetic opioids (hydrocodone, oxycodone, hydromorphine, oxymorphine)
- Alcohol Misuse as defined in Prohibited Usage of Alcohol, below.

Medical Marijuana

Per 49 CFR Part 40.151, state laws legalizing marijuana for medicinal purposes will not constitute a valid medical explanation for an employee's positive drug test result. Marijuana remains a Schedule I drug and the use of marijuana by safety sensitive employees is prohibited.

F. TYPES OF TESTING

Safety Sensitive Employees

Pre-Employment Testing

A verified negative drug test result must be received before any applicant shall be permitted to perform any safety sensitive job function. A pre-employment drug test must also be performed, and a negative result received for an employee who transfers from a non-safety sensitive position to a safety sensitive position prior to the employee assuming his or her new position. **Pre-employment testing applies for all non-safety sensitive employees equally.**

If the applicant previously worked for any DOT-covered employer in the past two years, First America also will conduct a pre-employment drug and alcohol background check from the previous employers. The Company will also inquire in writing if the applicant has previously failed or refused a DOT drug or alcohol test. If there was any previous violation (positive or refusal) within 15 years, the applicant may be considered ineligible for hire. If determined to be eligible for hire the employee must provide the Company proof of having successfully completed a SAP-recommended referral, evaluation and treatment plan as required by 49 CFR Part 40 Subpart O.

If a pre-employment test is canceled by the MRO, the individual will be required to undergo another test and successfully pass the test with a verified negative result before performing safety-sensitive duties. If an applicant tests positive for drug(s) or alcohol or refuses to submit to a test when required, the applicant will be excluded from consideration for employment per First America authority. The Company shall advise the individual of the resources available for evaluating and resolving problems associated with prohibited drug use and alcohol misuse and document such referral. He or she shall be given the names, addresses and phone numbers of 2 or more local Substance Abuse Professionals (SAP).

<u>Safety Sensitive Employee</u> - When a covered employee or applicant has not performed a safety-sensitive function for 90 consecutive calendar days regardless of the reason, <u>and</u> the employee has not been in the employer's random selection pool during that time, the employer shall ensure that the employee takes a pre-employment drug test with a verified negative result 655.41(d). Employees on leave and remaining in the random pool do not require a pre-employment drug test.

Non-DOT Pre-Employment Employee - When a covered employee or applicant has been out on extended leave for 90 consecutive calendar days regardless of the reason, and the employee has not been in the employer's random selection pool during that time, the employer shall ensure that the employee takes a non-DOT pre-employment drug test with a verified negative result.

Note: The Return-to-Duty testing category should not be used under these testing circumstances. The preemployment category is to be used.

NOTE: The Company may conduct pre-employment <u>alcohol</u> testing under Part 655.42 if mandated by contract. The pre-employment alcohol test must be conducted after making a contingent offer of employment or transfer, subject to the employee passing the pre-employment alcohol test. The pre-employment alcohol test must be conducted using the alcohol testing procedures set forth in 49 CFR part 40. The employee must not be allowed to perform safety sensitive functions unless the result of the alcohol test indicates an alcohol concentration of less than 0.02.

Reasonable Suspicion Testing

The Company shall conduct a drug and/or alcohol test when the Company has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse.

- The Company's determination that reasonable suspicion exists shall be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee. A supervisor or other company official (s) who is trained in detecting the signs and symptoms of drug use and alcohol misuse must make the required observations.
- Alcohol testing is authorized under this section only if the observations required by the above paragraph of this section are made during, just preceding, or just after the period of the workday that the covered employee is required to be in compliance with this part, The Company shall direct a covered employee to undergo reasonable suspicion testing for alcohol only while employee is performing safety-sensitive functions; just before the employee is to perform safety-sensitive functions; or just after the employee has ceased performing such functions.
- If an alcohol test required by this section is not administered within two hours following the
 determination under this section, the employer shall prepare and maintain on file a record stating
 the reasons the alcohol test was not promptly administered. If an alcohol test required by this
 section is not administered within eight hours following the determination of this section, the
 employer shall cease attempts to administer an alcohol test and state in the record the reasons for
 not administering the test.

All Company employees are subject to reasonable suspicion testing for drugs and/or alcohol. Whenever a trained supervisor or other Company official has reason to believe that an employee has misused alcohol or a prohibited drug, reasonable suspicion testing will be conducted. The identifying supervisor's observations will be documented and such documentation shall be kept in the employee's confidential drug and alcohol testing file. Employees directed to submit to reasonable suspicion testing shall be escorted by a supervisor who will drive the employee to the collection site. The employee shall not be permitted to return to duty until a negative test has been confirmed. An employee who produces a negative result shall be promptly returned to his or her regular work and be made whole for any lost wages. The Company will only direct a covered employee to undergo reasonable suspicion alcohol testing while the employee is performing, is just about to perform, or has just ceased performing safety-sensitive functions.

Post-Accident Testing

Any safety-sensitive employee involved in an accident shall be required to submit to drug and alcohol test(s) as soon as practicable after the accident.

Thresholds for FTA Post Accident testing:

- Fatality. In the event of a fatality, any surviving covered employee operating a public transportation
 vehicle at the time of an accident will be required to submit to tests for alcohol and prohibited drugs
 as soon as practicable. The company also will test any other employee whose performance could
 have contributed to the accident, as determined by the company using the best information
 available at the time of the decision.
- Bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident; or
- One or more motor vehicles incurring disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle.

In the event of a non-fatal accident that otherwise meets the FTA post-accident testing threshold, the decision to administer or not administer a post-accident test shall be based on First America's determination of whether or not the covered employee was a contributing factor to the accident, using the best information available at the time of the accident. The company also will test any other employee whose performance could have contributed to the accident, as determined by the company using the best information available at the time of the decision. At First America, for all accidents, we use the Post Accident Substance Abuse Testing Decision Maker to make our decision to test or not to test and document the file.

Covered employees are prohibited from using alcohol for eight hours following any accident or until the required post-accident test is administered, whichever comes first. Every effort will be made to conduct post-accident drug and alcohol tests within two hours following an accident. Covered employees involved in accidents must remain readily available for testing, including notifying the Company of their location if they leave the scene of the accident before testing, and will be considered to have refused to submit to testing if they fail to do so. This requirement will not require the delay of necessary medical attention for injured people following an accident or prohibit a covered employee from leaving the scene of an accident for the period necessary to obtain assistance in responding to the accident or obtain necessary emergency medical care.

In the event an alcohol test is not administered within two hours following an accident, the Company will prepare and maintain a record stating the reasons why the test was not promptly administered. If an alcohol test is not administered within eight hours following an accident, the Company will make no further effort to administer an alcohol test and document the reasons why the test was not administered within eight hours. In the event a drug test is not administered within 32 hours following an accident, the Company will cease its attempts to administer any further testing and document the reasons why the test was not performed.

First America Post-Accident Policy

Following a **Non-DOT or** DOT mandated post-accident drug and alcohol test, the employee is permitted to perform a safety-sensitive function pending the test results, so long as the employee is not subject to any disciplinary actions related to the accident or otherwise. If the employee is unable to provide a sample (i.e., shy bladder/shy lung) without a legitimate medical explanation or refuses to submit to the post-accident drug and alcohol test or the test result is a verified positive drug test or a confirmed alcohol test result at .04 or greater, the employee shall immediately be removed from safety-sensitive duty.

Random Drug and Alcohol Testing

The Company will conduct random drug and alcohol tests at a minimum annual percentage of covered employees as required by the FTA. The random testing rates are subject to change on an annual basis, depending on the industry-wide positive rate determined by the FTA from the annual MIS reports submitted by covered employers. Management does not have discretion and/or influence concerning the selection process.

The random selection process will be completely objective and anonymous and will utilize a scientifically valid method such as a random number table or a computer based random number generator matched with employee's social security numbers, payroll identification numbers, or other comparable identifying numbers. This method ensures each employee the same fair and equal chance of selection for testing. A covered employee may be randomly tested for prohibited drug use anytime while on duty. The testing will be unannounced and unpredictable. The Company will ensure that testing will be reasonably spread throughout the course of the year, all days of the week and hours of the day when safety-sensitive duties are being performed.

Random lists are only valid for the quarter indicated on the list and expire on the last day of each selection period. No employee can be tested after the random selection period has expired. Therefore, the DER must make every effort to test all employees selected during the selection period in which they are selected. If an employee is unavailable for testing due to an approved leave (i.e. vacation, leave of absence, illness) the DER must test that employee when they return as long as it is within the random selection period. All employees selected for random testing are required to be tested during the random selection period. For missed tests, a legitimate reason must be documented and kept on file with the random selection list.

Employees are required to immediately proceed to the designated collection site testing facility following notification of selection.

Covered employees will only be required to submit to random alcohol tests if they are performing a safety-sensitive function, about to perform a safety-sensitive function, or have just ceased performing a safety-sensitive function.

Failure to submit to a test, failure to comply with the instructions of the testing facility staff or leaving the facility prior to the completion of the test shall be treated as a "refusal-to-test", which is treated as a failed test.

Failure to submit to or complete the test as outlined above is a violation of First America's drug and alcohol policy and will result in termination of employment.

Return-To-Duty/Follow-Up Testing

First America is zero tolerance employer, and therefore does not conduct Return-To-Duty or Follow-up testing.

Non-Safety Sensitive Employees

Employees in non-safety sensitive positions are subject to the Company's drug and alcohol testing program pursuant to an applicable Collective Bargaining Agreement or State law. The same guidelines for testing under DOT/safety sensitive will be used for a non-safety sensitive test, <u>only using non-federal forms.</u>

Refusal to Submit/Test

Any covered employee who refuses to submit to an alcohol and/or drug test will be prohibited from performing or continuing to perform a safety-sensitive function **and will result in termination of employment**. "Refusal to Submit" to an alcohol and/or drug test carries the same consequences as a positive test result, a violation of this policy, and includes the following conduct:

- Failure to appear for any test (except a pre-employment) at the collection site in the time allotted.
- Failure to remain at the test site until the testing process is completed, except in pre-employment situations where leaving before the testing process begins is not deemed to be a test refusal.
- Failure to provide a urine, breath, or saliva specimen collection when it is required by DOT Part 40.
- Failure to permit the observation or monitoring or specimen collection when it is required.
- Failure to provide a sufficient amount of urine or breath specimen when directed, and it has been
 determined, through a required medical evaluation, that there was no valid medical explanation for
 the failure.
- Failing to cooperate with any part of the testing process (e.g. refusing to empty pockets when so directed by the collector or behaving in a confrontational way that disrupts the collection process).
- For an observed collection, failure to follow the observer's instructions to raise clothing above the
 waist, lower clothing and underpants, and to turn around to permit the observer to determine if
 individual is wearing any type of prosthetic device that could be used to interfere with the collection
 process.
- Failure or refusal to take a second test First America, the MRO, or collector has directed the
 employee to take.
- Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process.
- Admitting adulteration or substitution of the specimen to the collector or the MRO.
- Failure to sign the certification at Step 2 of the ATF (Alcohol Testing Form).
- If the MRO reports a verified adulterated or substituted test result.
- Failure to undergo a medical evaluation when required by the MRO or DER.
- Leaving the scene of the accident without just cause prior to submitting to post-accident test.

G. DRUG & ALCOHOL TESTING PROCEDURES

General

First America will conduct all DOT drug and alcohol testing in accordance with 49 CFR Part 40, as amended. To test for prohibited drugs, an initial screening test using an immunoassay technique will be performed at a DHHS certified laboratory. If the specimen is positive, a DOT authorized confirmatory test will be performed. If the test is confirmed positive, the Medical Review Officer (MRO) will conduct a verification process, which includes giving the employee an opportunity to provide a valid medical explanation for the positive test result.

The Company will require the employee to immediately provide another specimen collection under direct observation if the creatinine concentration of a negative-dilute specimen was greater than or equal to 2mg/dL but less than or equal to 5mg/dL. If the result of the second test is again negative-dilute, the Company will accept the result as negative.

If the laboratory reports to the MRO an "Invalid Result" or "Rejected for Testing" (because of a fatal or uncorrectable flaw), a recollection may be required by the MRO, and depending on the circumstances, the recollection may be directly observed. Urine is collected at a DOT approved collection site and is sent to a DHHS certified laboratory for testing. The employee must produce at least 45 mL of urine or is considered a "shy bladder". If the employee cannot produce the required quantity of urine ("shy bladder"), the collection site will offer employee the opportunity to consume up to 40oz. of water within a three (3) hour time frame in order to produce the required 45mL of urine. The employee may NOT exit the premises of the testing facility during this time. If employee leaves the testing facility, the test will be considered a refusal of FTA's drug and alcohol policy and will result in termination of employment and/or exclusion from hire.

In the event of a "shy bladder," **employee will be placed on administrative leave** and must undergo a medical evaluation. The Company will refer the employee to a physician acceptable to the MRO and employee will be required to provide evidence of a medical condition hindering the production of urine. The employee has 5 days to get a medical evaluation once a shy bladder occurs. **If the medical evaluation proves that there is a valid medical condition, the employee shall be reimbursed and returned to duty with full pay or placed back into the recruiting process**

To test for alcohol, the employee shall be required to provide a breath sample using an Evidential Breath Testing (EBT) device on the NHTSA conforming products list and operated by a trained Breath Alcohol Technician (BAT). If the initial test result is 0.02 or higher, the employee will be directed to take a confirmation test. In the event of a "shy lung", where the employee is unable to provide a sufficient breath sample for testing, the Company will refer the employee to a physician of our choice for medical examination within 5 days to determine if there is a valid medical condition that makes it unable for the employee to provide a sufficient amount of breath.

If the physician finds:

- 1. That a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the test is cancelled. Each time an employee of the Company is selected for testing, they must make a valid attempt to provide a breath sample. All previous testing scenarios do not apply and any previous letters that have been kept on file regarding a medical condition are no longer valid.
- 2. That there is not an adequate basis for determining that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee will be considered to have refused the test.

Dilute Results

If there is a Negative-Dilute test result, the Company will accept the result as negative and there will be no re-test unless the Company is instructed by the MRO to send the employee back for a re-test because the creatinine level in the specimen is greater than or equal to 2 mg/dL but less than or equal to 5 mg/dL.

Alcohol Testing

The Company will be testing for alcohol in the following circumstances:

- Post Accident
- Reasonable Suspicion
- Random
- Pre-employment (if required by client contract)

Prohibited Usage of Alcohol

The following uses of alcohol are prohibited under this policy:

- 1. Employees are prohibited from performing safety-sensitive functions while having an alcohol concentration of 0.04 or greater.
- 2. Employees reporting for duty or remaining on duty requiring the performance of safety-sensitive functions while having an alcohol concentration of 0.02 or greater is a violation of the company drug and alcohol policy.
- 3. Using alcohol while performing safety-sensitive functions.
- 4. Using alcohol within four hours prior to performing a safety-sensitive function.
- 5. Employees are prohibited from using alcohol during their specified on-call hours. However, any on-call employee who has used alcohol during his/her on call hours will be given the opportunity to acknowledge such use and/or their inability to perform a safety-sensitive function at the time they are called to report to duty. If an on-call employee acknowledges the use of alcohol, but claims to be able to perform their safety-sensitive function, they will be required to submit to an alcohol test.
- 6. Eight hours following an accident, or until after the test is completed.

Directly Observed Urine Specimen Collection

Under DOTs 49 CFR Part 40 directly observed collections are permissible only under one of the following circumstances:

- Creatinine between 2 mg/dL but less than or equal to 5 mg/dL as verified by the MRO;
- If the collector observes employee conduct that clearly indicates an attempt to tamper with a specimen;
- If the temperature on the original specimen was out of range;
- If the original specimen appeared to have been tampered with:
- If the laboratory reported to the MRO that a specimen is invalid and there was no adequate medical explanation for the result;
- If the MRO reported that the original positive, adulterated, or substituted test result had to be canceled because the split specimen testing could not be performed;
- The test is a follow-up test or a return to duty test.

The observer shall be the same gender as the employee, but need not be the collector. The observer is responsible for ensuring that the specimen goes from the employee's body into the collection container. If the employee declines to allow a directly observed collection when required or permitted under this policy, it is considered a refusal to test.

Split Specimen Testing

After notification by the MRO of a verified positive drug test or refusal to test because of adulteration or substitution, the employee has 72 hours to request a test of the split specimen; DOT does not authorize split specimen testing if the test result is invalid. If more than 72 hours have passed, but the employee can present information that demonstrates to the satisfaction of the MRO that extenuating circumstances unavoidably prevented the employee from making a timely request, the split specimen may be tested. The employee will be suspended without pay or removed from the hiring process until the result of the split sample test is received from the MRO. Should the result of the second test be positive, the employee shall be required to reimburse the Company for the cost of the test. The employee shall be returned to duty with full pay if the second test invalidates the original test or if the test was cancelled.

Payment of Split Specimen Testing:

When an employee has made a request to the MRO for a test of the split specimen, First America is required to ensure that the cost for the split specimen testing is covered, in order for a timely analysis of the sample. First America will seek reimbursement from the employee for the cost of the completed test, if the results reconfirm the original positive finding.

H. CONSEQUENCES/DISCIPLINE

In addition to the immediate removal from safety-sensitive functions required by Federal Transit Administration Regulations, the Company will take the following disciplinary action against any individual who violates this policy:

- A) An individual who tests positive on a pre-employment or pre-duty test for a prohibited drug will not be hired for a covered function position. He or she shall be given the names, addresses and phone numbers of 2 or more local Substance Abuse Professionals (SAP).
- B) Any covered employee who has a verified positive drug or confirmed alcohol test result with an alcohol concentration of 0.04 or greater, or who refuses to submit to a drug or alcohol test under this part, will be removed immediately from his or her safety-sensitive function. An employee who is found to have a alcohol concentration of 0.02 or greater but less than 0.04 must not perform or continue to perform safety sensitive functions, until the alcohol concentration measures less than 0.02; or the start of the employees next regularly scheduled duty period, but not less than eight hours after following administration of the test. A verified positive drug or confirmed alcohol test of .04 or above or a test refusal will result in termination of employment and/or ineligibility for hire.

C) First America considers a confirmation test that indicates an alcohol concentration of .02 to .039 is a violation of First America drug and alcohol policy (unless prohibited by a collective bargaining agreement). Per First America authority, violation of First America's drug and alcohol policy will result in termination of employment and/or ineligibility for hire. Note: confirmation test results between .02 and .039 while violates company policy does not require a Substance Abuse Professional referral.

I. REFERRAL, EVALUATION AND TREATMENT

If an employee or applicant tests positive for drug(s) or alcohol or refuses to submit to a test when required, the Company shall refer the employee to a local Substance Abuse Professional (SAP), advise the individual of the resources available for evaluating and resolving problems associated with prohibited drug use and alcohol misuse, and document such referral. He or she shall be given the names, addresses and phone numbers of 2 Substance Abuse Professionals (SAP) acceptable to the Company and a list of community hot line numbers if available.

The employee will be responsible for any and all costs associated with the SAP evaluation and recommendation(s), unless otherwise required by applicable federal or state law.

Voluntary Self-Referral

An employee who voluntarily (not in response to a Company request to take a drug or alcohol test, or the positive result of a drug or alcohol test) admits to management that he or she has a substance abuse or alcohol problem, and who wishes to voluntarily submit to a Rehabilitation Program, shall be placed on unpaid medical leave. Any voluntary requests for treatment must be made prior to any pending drug/alcohol test or disciplinary related action.

- An appropriate leave of absence may be granted for treatment and rehabilitation.
- The employee may be permitted to take accrued sick leave or administrative leave to participate in the Substance Abuse Counselor prescribed treatment program. If the employee has insufficient accrued leave, the employee shall be placed on leave without pay until the Substance Abuse Counselor has determined that the employee has successfully completed the required treatment program and releases him/her to return to safety sensitive duties.
- Any leave taken, either paid or unpaid, shall be considered leave taken under the Family and Medical Leave Act.
- Payment for treatment will be coordinated through the employee's health insurance provider. Employees who do not have health insurance coverage are responsible for the entire cost of any recommended treatment or rehabilitation services.
- The employee must present evidence of having enrolled in and successfully completed, at his or her own expense, a rehabilitation program approved by First America.
- The employee must submit to a non-DOT pre-employment drug and alcohol test, at his or her own expense, which produces a negative result.
- The employee must sign First America's Post-Rehabilitation Return to Work Agreement.
- If a test result is canceled by the lab, the individual will be required to undergo another test
 and successfully pass the test with a verified negative result before performing safetysensitive duties.

An employee placed on unpaid leave as provided in this section must satisfy the provisions of the items above not later than 12 weeks from the commencement of this leave. An employee failing to do so shall be deemed to have abandoned his or her job. Any employee who is returned to work as provided in this section of the policy and who fails to comply with any of the terms of the Post – Rehabilitation Return to Work Agreement will be discharged. Employees will not be disciplined for requesting treatment, but will be expected to observe job performance standards and work rules as

they apply to every employee. Any decision to seek help will not interfere with an employee's eligibility for promotional opportunities. Confidentially of information will be maintained at all times.

J. GENERAL EFFECTS OF CONTROLLED SUBSTANCE AND ALCOHOL

Alcohol

Alcohol is the most commonly abused substances in the United States. It is a depressant and it slows down physical responses and progressively impairs mental functions. Signs and symptoms of use include the following:

- Dulled mental processes
- Lack of coordination
- Odor of alcohol on breath
- Possible constricted pupils
- Sleepy reaction rate
- Slurred speech

Chronic consumption of alcohol (average of three serving per day of beer [12 ounces], whiskey [1 ounce], or wine [6-ounce glass]) over time may result in the following health hazards:

- Neurological problems, including dementia and stroke
- Cardiovascular problems
- Cancer of the mouth, throat, esophagus, liver, and colon. In general, the risk of cancer increases with increasing amounts of alcohol.
- Liver diseases, including alcohol hepatitis and cirrhosis.
- Gastrointestinal problems, including pancreatitis and gastritis
- Psychiatric problems, including depression, anxiety, and suicide

Cannabinoids/Marijuana

Marijuana is a solid form made of THC. THC binds to certain nerve cells and kicks off a series of cellular reactions that ultimately lead to the high by affecting other chemical processes. Within a few minutes of inhaling marijuana smoke, a person will experience one or more of the following:

- Dreamy relaxation
- An increased or vivid sense of smell, taste, and hearing
- A dry mouth
- Rapid heartbeat
- Some loss of coordination
- Poor sense of balance
- A distorted sense of distance
- A diminished sense of time
- Slower muscular reaction times
- A general feeling of intoxication

Use of marijuana has both short term and long term health effects such as:

Problems with the transfer of information from short to long term memory, and

thus difficulty learning/remembering

- Distorted visual perception
- Difficulty thinking clearly
- Decreased ability to solve problems
- Loss of muscular coordination
- Increased heart rate
- Lung and other cancers, decreased immune responses and a significant decrease in the ability to learn new information
- A stronger tolerance for the drug, which requires increased dosage
- Increased risk of heart attacks
- Increased difficulty sustaining and shifting attention even in emergency situations
- Increased difficulty registering, organizing, and applying information which at first lasts several days after the "high", and can continue for many weeks
- Brain cell damage
- Mood swings as the drug ebbs and flows in the body
- Altered psycho-social behavior which can manifest as a lack of caring
- The development of an entire new set of friends who "use."

Cocaine and Crack Cocaine

Cocaine is a powerfully addictive central nervous stimulant that directly affects the brain but is also a topical deadening agent. Cocaine closes down the blood vessels that supply blood to the body. Ingestion of cocaine results in the user feeling:

- Euphoric;
- Energetic;
- Talkative;
- Mentally alert, especially to the sensations of sight, sound, and touch;
- Without appetite; and
- With little need for sleep.

Use of cocaine has both short term and long term health effects such as:

- Bizarre, erratic, and violent behavior;
- Tremors;
- Nose bleeds;
- Paranoia;
- Restlessness;
- Irritability;
- Anxiety;
- Sudden death;
- Constricted blood vessels;
- Increased temperature;
- Increased heart rate;
- Dilated pupils; and
- Increased blood pressure.

Amphetamines/Methamphetamines – Amphetamines/Methamphetamines is a highly altered chemical mixture that releases large amounts of neurotransmitter dopamine and has a stimulant-like effect. Use of Amphetamines/Methamphetamines has both short term and long term effects to your health such as:

- A "rush";
- Increased activity level;
- Decreased appetite;
- Heightened sense of well-being;
- Increased respiration;
- Increased body temperature;
- Insomnia;
- Compulsive drug-seeking and drug use;
- Functional and molecular changes in the brain;
- Violent behavior;
- Anxiety;
- Confusion;
- Mood disturbances and delusions;
- Pain and withdrawal; and
- Homicidal and/or suicidal thoughts.

Opioids

Opioids are a broad family derived from the processing of opium, which is extracted from the seed pod of certain varieties of poppy plants. The morphine derived from this process is one of the most powerful painkillers known. Heroin is the more famous of the Opioids and is highly addictive. Use of Opioids has both short term and long term effects to your health such as:

- Drowsiness lasting for several hours;
- Clouded mental function;
- Slowed heart rate;
- Severely slowed breathing;
- A warm flushing of the skin;
- Dry mouth;
- Heavy feeling in the arms and legs which may be accompanied by nausea, vomiting and severe itching;
- Suppression of pain;
- Addiction
- Infectious diseases (i.e., HIV/AIDS and hepatitis B and C)
- Collapsed veins
- Bacterial infections
- Abscesses
- Infection of heart lining and valves; and
- Arthritis and other rheumatologic problems.

Phencyclidine (PCP)

PCP is classified as a dissociative anesthetic and effects are unpredictable and often times trance-like. When PCP is snorted, or smoked, PCP rapidly moves from the blood to the brain to disrupt the functioning of sites known as NMDA (N-methyl-D-aspartate) receptor complexes. Use of PCP has both short term and long term effects on your health such as:

- Shallow, rapid breathing;
- Increased blood pressure;
- Increased heart rate;
- Elevated temperature;
- Feelings of detachment from reality;
- Distortions of space, time, and how the user perceives his/her body;
- Hallucinations;
- Panic;
- Fear;
- Feelings of invulnerability and exaggerated strength;
- Severe disorientation;
- Violence;
- Suicidal tendencies;
- Memory loss; and
- Addiction.

Methylenedioxymethamphetamine (MDMA, Ecstasy)

The user of Ecstasy will feel a euphoria which takes effect 15-60 minutes after beginning use and lasts for many hours. Other effects include:

- Mild intoxication:
- Relaxation;
- Euphoria;
- Discomfort
- Disorientation
- Elevated blood pressure and heart rate;
- Irritation and nervousness;
- Optical and acoustic hallucinations;
- An excited calm or peace;
- Lack of appetite;
- Feelings of well-being;
- Increase in physical and emotional energy;
- Increased sociability and closeness;
- Heightened sensitivity;
- Increased responsiveness to touch;
- Changes in perception and;

Empathy.

At higher doses and long terms use:

- Agitation;
- Panic attacks;
- Illusory or hallucinatory experiences may occur;
- Cerebral hemorrhage;
- Frequent bouts of dysphoria;
- Heart and circulatory failure;
- Neurotoxicity;
- Paranoid psychoses and;
- Stroke
- Users develop a strong psychological dependence on the drug. Chronic users develop increasing tolerance as they increase their doses. Those undergoing withdrawal will suffer bouts of depression and headaches.

Semi-Synthetic Opioids (hydrocodone, hydromorphone, oxymorphone, and oxycodone) When you have a mild headache or muscle ache, an over-the-counter pain reliever is usually enough to make you feel better. But if your pain is more severe, your doctor might recommend something stronger -- a prescription opioid. Opioids are a type of narcotic pain medication. Common types are oxycodone (OxyContin), hydrocodone (Vicodin), morphine, and methadone. They can have serious side effects if you don't use them correctly.

Opioids usually produce a "high" of some type; the faster-acting they are, the more intense the high they produce. Heroin produces a very intense high thanks to its very short duration of action: its half-life is between 15 and 30 minutes. Morphine is much longer, lasting from 4 to 6 hours.

The short-term effects of opiate use can include:

- Feelings of euphoria.
- Pain relief.
- Drowsiness.
- Sedation.

Because of the intense high produced by the interaction of several Opioids and the brain, the drugs remain extremely addictive, sometimes causing measurable symptoms of addiction in under three days.

APPENDIX A - Safety-Sensitive Job Functions/Descriptions

The following positions have been designated as safety-sensitive functions and shall be subject to testing under the requirements of the policy.

All Drivers of Company Vehicles - Any employee who operates a revenue service vehicle, even when not in revenue service, which includes driving on company property and behind-the-wheel training. Any employee who operates a non-revenue service vehicle, when required to be operated by a holder of a Commercial Drivers License (CDL).

Vehicle Maintenance Workers - Those employees that maintain a revenue vehicle or equipment used in revenue service.

Employees Holding A CDL - Any employee who holds a CDL, and is subject to revenue vehicle operation, may operate a non-revenue vehicle when required to be operated by a holder of a CDL, and / or perform vehicle maintenance on equipment used in revenue service.

Dispatchers / General Managers / Supervisors - Employees who control the dispatch or movement of revenue service vehicles including all executive staff during a crisis situation. Supervisors who may have job descriptions that include safety-sensitive functions will be subject to the requirements of the policy while they are performing the safety-sensitive duty. This includes General Managers, Operations Managers, Assistant Operations Managers, Maintenance Managers, and Managers.

Senior Staff Positions - President, Senior Vice President, Region Vice President, Director of Safety, Region Manager, Assistant Manager, and General Manager. This includes all senior staff positions that have the ability to control the movement of revenue service vehicles (dispatch) in a crisis situation.

Clerk / Receptionist / Dispatchers - Those employees that work as clerks or receptionists in the Location who will occasionally control the dispatch or movement of a revenue vehicle.

NOTE:

- In addition to the above, all First America positions are subject to review for safety-sensitive
 qualifications and may be added to the random testing protocol at any time.
- If you have a location specific job function that is not included in the above, please contact the Drug
 and Alcohol Program Manager (DAPM) to clarify the job duties regarding safety-sensitive or nonsafety-sensitive testing.

Medical Review Officer

The following physician(s) has been designated by First Transit to perform Medical Review Officer functions for all drug tests conducted under the terms of this policy.

Name of MRO: First Advantage MRO Services, Dr Abraham J. Hammell

Email: Medical.Questions@FADV.COM
Phone Number: 1-800-809-1012

APPENDIX B - To Find a Local DOT-qualified Substance Abuse Professional (SAP) in Your Area

SAPlist.com - www.saplist.com

Primary goal: to help employers find, contract and engage the services of qualified and trained SAPs.

National Counseling Resource - (800) 607-1010

- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- o Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- o Oversees process and reports to make sure compliant

National Substance Abuse Professionals - www.nsapn.com (800) 879-6428

- o Managed SAP Services
- Works with qualified DOT SAPs nationwide
- o Employer/Employee contacts provider and contracts through them for SAP services for a flat
- o Oversees process and reports to make sure compliant

American Substance Abuse Professionals (ASAP) - www.go2asap.com (888) 792-2727

- o Managed SAP Services
- Works with qualified DOT SAPs nationwide
- o Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- o Oversees process and reports to make sure compliant

Drug and Alcohol Policy Employee Acknowledgement Form

By signing, I acknowledge that I have received, read, understand and shall comply with the First America Drug and Alcohol Policy. I have also received the required 60 minutes of training on the effects and consequences of prohibited drug use.

Name:	
Company/Location Code:	Position:
Signature:	Date:

(Return this form to your Supervisor for inclusion in your drug and alcohol file)

Drug and Alcohol Policy Contact Information

Corporate Contacts

Any questions about the Drug and Alcohol Policy or any aspect of the Company's drug- and alcohol-free program should first be referred to your direct Manager and/or the Designated Employer Representative (DER). If you are unable to seek resolution at your local office please seek assistance through the below contacts:

- National Drug and Alcohol Compliance Administrator (513) 684-8736 600 Vine Street, STE 1400 Cincinnati, Ohio 45014
- Corporate Human Resources (513) 241-2200
- Senior Vice President of Safety, First America (513) 419-3331

Drug Testing Laboratories

The following DHHS-certified laboratories have been designated by First America to conduct the analysis of all urine specimens tested under the terms of this policy.

Laboratory Corporation of America (LabCorp) Quest Diagnostics Name: CRL

1904 Alexander Drive 101001 Renner BLVD 8405 Quivira Rd Address:

Lenexa, KS 66700 Research Triangle Park, NC 27709 Lenexa, KS 66215

Medical Review Officer

The following physician(s) has been designated by First America to perform Medical Review Officer functions for all drug tests conducted under the terms of this policy.

Name of MRO: First Advantage MRO Services, Dr. Abraham J. Hammell, MD.

Phone:1-800-809-1012 Email: donorcalls@fadv.com

Local SAP's

Local Substance Abuse Professional

Substance Abuse Professional (SAP) services, including information, referral, assessment, and evaluation, are available from the following Companies can be found in appendix B. please fill out below

Name:

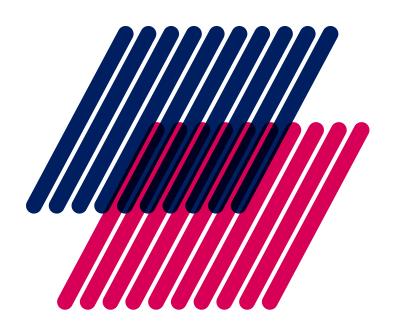
Phone:

Name:

Address:

Phone:

ATTACHMENT 12

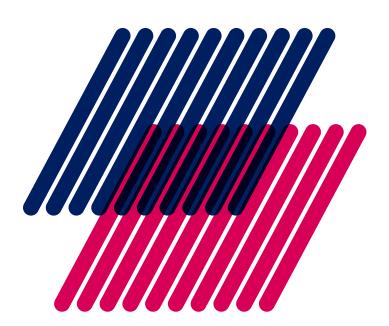


First Vehicle Services



Date:	Sublet Shift: (Circle	1 one)	2 Ro	adcall
Re: Repair Order #	Stock#			
Mechanic #	Mechanic Lead	der		
Shop Comments (if any)				
DO NOT WRITE ABO	OVE THIS LINE			
Agency's Com	ments		Date:_	
Was this repair a rework of a previous repair?			_ Yes	No
Were all requested repairs/service performed Exceptions	:		_ Yes	No
How many days was vehicle in shop for repai	rs:		_	Days
Was the vehicle returned in the same state of cleanliness as when it entered facility?			Yes	No
Were you handled courteously by shop perso	nnel?		Yes	No
Please rate the quality of service received:				
no comment poor av	verage	good		excellent
Comments and Suggestions:				
Operator Name:				

ATTACHMENT 13



First Vehicle Services

LIMITED POWER OF ATTORNEY

FIRST VEHICLE SERVICES, INC. ("First Vehicle") hereby appoints Brad Thomas as its Attorney in Fact ("Attorney"). **FIRST VEHICLE** authorizes Brad Thomas, for and on behalf of the corporation, to do the following:

Execute, sign, and deliver documents relating to the City of Hollywood, Florida's RFP-017-23-RS for Comprehensive Fleet Management Services bid on behalf of First Vehicle Services, Inc.

FIRST VEHICLE gives Brad Thomas full power, authority and discretion to do all things required or permitted to be done as fully as if any officer of the company was personally present, with full power of revocation and substitution, hereby ratifying and confirming all that my Attorney shall do or cause to be done by virtue hereto.

IN WITNESS WHEREOF, I have signed this Power of Attorney on this 28th day of November 2022.

WITNESS: Print Name:	1	Michael Petrucci, Secretary
		Corporate Address: 600 Vine Street, Suite 1400, Cincinnati, OH 45202
State of Ohio)	State of Incorporation: Delaware
County of Hamilton)	

Before me, the undersigned, a Notary Public in and for said county and state, personally appeared <u>Michael Petrucci</u>, who executed the foregoing Power of Attorney and acknowledged the signing thereof to be his voluntary act for the uses and purposes therein contained.

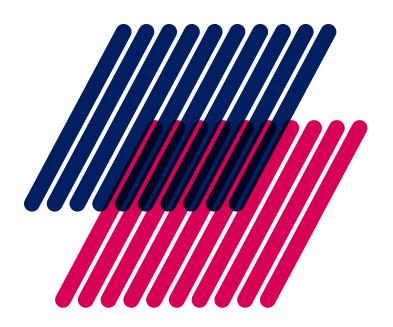
IN TESTIMONY WHEREOF, I have signed and affixed by seal to this Power of Attorney this 28th day of November 2022.

(Notary Public)

ANDREW WESLEY PUGH Notary Public, State of Ohio My Commission Expires 05-20-2024

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ATTACHMENT 14



First Vehicle Services

Archbold Medical Center, Georgia

Services Provided

Fleet management and maintenance of sedans, delivery vans, patient transport vans, light and medium duty trucks, ambulances, and a motor home. Perform onsite maintenance on vehicles domiciled at Blakely, Bainbridge, Camilla, Cairo, Donalsonville, Pelham, Quitman, and Thomasville (GA) locations. Provide on-call after-hours service for all departments.



Client Address

Archbold Medical Center Gordon Ave. and Mimosa Dr. P.O. Box 1018 Thomasville, GA 31799

Client Reference

Mr. Mark Faircloth Vehicle Fleet Coordinator (229) 228-2899 msfaircloth@archbold.org

Service Delivery

Nov. 2004 to Present

Fleet Size

Approx. 165 Units

City of Atlantic Beach, Florida

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; heavy specialized and construction equipment; law enforcement vehicles; and miscellaneous equipment.

Client Address

City of Atlantic Beach 1200 Sandpiper Lane Atlantic Beach, FL 32233

Client Reference

Ms. Lisa Showman
Public Works Contracts
Administrator Coordinator
(904) 247-5834
Ishowman@coab.us

Service Delivery

Nov. 1997 to Present

Fleet Size

Approx. 225 Units



City of Atlantic City, New Jersey

Services Provided

Fleet management and maintenance of law enforcement and emergency rescue vehicles, automobiles, light and heavy-duty trucks, sanitation vehicles, and specialty equipment of all sizes. Operate City's fuel station and full body repair shop. Provide support during situations requiring snow-fighting service.



Client Address

City of Atlantic City 1100 N. Albany Ave. Atlantic City, NJ 08041 Client Reference

Mr. Paul Jerkins Public Works Director (609) 347-5731 **Service Delivery**

July 2003 to Present

City of Augusta/ Richmond County, Georgia

Services Provided

Fleet management and maintenance of law enforcement, automobiles, light and heavy-duty trucks, and specialty equipment of all sizes. Two ASE Blue Seal recognized facilities.



Client Address

City of Augusta/ Richmond County 1568 Broad Street Augusta, GA 30906 Client Reference

Mr. Ronald Crowden Fleet Manager (706) 821-2892 rcrowden@augustaga.gov Service Delivery

Jan. 2003 to Present

Fleet Size

Approx. 2,580 Units



Beaufort County, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; law enforcement vehicles and ambulances; specialized and construction equipment; landfill equipment; and boats.



Client Address

Beaufort County 120 Shanklin Road Beaufort, SC 29906

Client Reference

Mr. Dave Thomas
Dir. of Procurement
(843) 255-2304
dthomas@bcgov.net

Service Delivery

Sept. 1995 to Present

Fleet Size

Approx. 905 Units

City of Bellflower, California

Services Provided

Fleet management and maintenance of administrative sedans, vans, light, medium, and heavy trucks and equipment, heavy specialized equipment, trailers, and small and miscellaneous equipment.



Client Address

City of Bellflower 9944 Flora Vista Street Bellflower, CA 90706

Client Reference

Mr. Len Gorecki
Public Works Director
(562) 804-1324
Igorecki@bellflower.org

Service Delivery

Sept. 2011 to Present

Fleet Size

Approx. 205 Units

City of Brownsville, Texas

Services Provided

Fleet management and maintenance of light duty vehicles and fixed route and paratransit buses for the Brownsville Urban System (BUS).



Client Address

City of Brownsville Urban System 755 International Brownsville, TX 78520

Client Reference

Mr. Jeffery Stewart Fleet Contract Manager (956) 541-4881 ext. 6664 jeffery.stewart@cob.us

Service Delivery

June 2010 to Present

Fleet Size

Approx. 45 Units

Municipality of Caguas, Puerto Rico

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; heavy specialized and construction equipment; marked and unmarked law enforcement vehicles; and fire apparatus and rescue units.



Client Address

Municipality of Caguas P.O. Box 907 Caguas, PR 00726-0907

Client Reference

Mr. Liuis E. Santiago Fleet Manager (787) 258-0620 lesantiago@caguas.gov.pr

Service Delivery

August 2002 to Present

Fleet Size

Approx. 421 Units

Municipality of Carolina, Puerto Rico

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; heavy specialized and construction equipment; marked and unmarked law enforcement vehicles; and fire apparatus and rescue units.



Client Address

Estado Libre Asociado de Puerto Rico Gobierno Municipal de Carolina Apartado 9 Carolina, PR 00986-0008

Client Reference

Mr. Andres Velez
Director of Transportation
(787) 949-6098
avelez@carolina.gobierno.pr

Service Delivery

August 1995 to Present

Fleet Size

Approx. 632 Units

Cecil County, Maryland

Services Provided

Fleet management and maintenance of administrative sedans, law enforcement and emergency rescue vehicles, light and heavy-duty trucks, sanitation vehicles and landfill equipment, and specialty equipment of all sizes. Provide support during situations requiring snow-fighting service.



Client Address

Cecil County Government 200 Chesapeake Boulevard Elkton, MD 21921

Client Reference

Mr. Kenneth Jackson Fleet Procurement Manager (410) 996-8122 kjackson@ccgov.org

Service Delivery

August 2002 to Present

Fleet Size

Approx. 375 Units

City of Chelsea, Massachusetts

Services Provided

Fleet management and maintenance of administrative sedans, law enforcement vehicles, light and heavy-duty trucks, and heavy specialized equipment. Provide support during situations requiring snow-fighting service.

Client Address	Client Reference	Service Delivery
City of Chelsea	Mr. Lam Vu	August 2010 to
380 Beacham Street	DPW Supervisor	Present
Chelsea, MA 02150	(617) 466-4302	Fleet Size
	lvu@chelseama.gov	Approx. 170 Units

Colonial Williamsburg Foundation, Virginia

Services Provided

Fleet management and maintenance of light and medium duty vehicles, and fixed route, paratransit buses and trolleys.

Client Address	Client Reference	Service Delivery
The Colonial Williamsburg	Mr. Kurt Reisweber	April 2011 to Present
Foundation	Contract Administrator	Fleet Size
PO Box 2600	(757) 565-8358	Approx. 180 Units
Williamsburg, VA 23187	kreisweber@cwf.org	



Town of Davie, Florida

Services Provided

Fleet management and maintenance of administrative sedans; light duty, medium and heavy-duty trucks; marked and unmarked law enforcement vehicles; heavy specialized and construction equipment; and fire apparatus and rescue vehicles.



Client Address

Town of Davie 6591 S.W. 45th Street Davie, FL 33314

Client Reference

Mr. Stephen Bush Fleet Contract Manager (954) 797-1109 dstephen_bush@davie-fl.gov

Service Delivery

Nov. 1992 to Present

Fleet Size

Approx. 825 Units

District of Columbia Metropolitan Police Department

Services Provided

Fleet management and maintenance of marked and unmarked law enforcement vehicles and motorcycles.



Client Address

DC Metropolitan Police Department 2175 West Virginia Avenue, NE Washington, DC 20002

Client Reference

Mr. Greg Hester Fleet Director (202) 576-5386 greg.hester@dc.gov

Service Delivery

Oct. 2002 to Present

Fleet Size

Approx. 1,680 Units



Eastman Chemical Company, Texas

Services Provided

Fleet management and maintenance of various types of material handling equipment, mobile cranes, facility and crew support vehicles, and facility emergency response units.



Client Address

Eastman Chemical Company P.O. Box 7444 Longview, TX 75607-7444

Client Reference

Mr. Bob O'Brien
Contractors Services Manager
(903) 237-6428
robrien@eastman.com

Service Delivery

March 2006 to Present

Fleet Size

Approx. 550 Units

Enterprise Rent-A-Car Company, California

Services Provided

Fleet management and maintenance of heavy transit and express transit buses operated by Enterprise Rent-A-Car Company to serve the Los Angeles (LAX) and San Diego (SAN) International Airport.

Client Address

Enterprise Holdings Southern California Vehicle Repair 9020 Aviation Boulevard

Inglewood, CA 90301

Client Reference

Mr. Aurelio Cuellar Maintenance Manager (310) 649-5400 aurelio.cuellar@ehi.com

Service Delivery

Feb. 2011 to Present

Fleet Size

Approx. 65 Units



ExxonMobil (Baytown, Texas)

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; heavy specialized and equipment; and miscellaneous equipment of all sizes. Provide 24-hour support for all essential equipment.



Client Address

ExxonMobil 2800 Decker Drive Baytown, TX 77521

Client Reference

Mr. Terry Jones
First Line Supervisor
(281) 638-6231
Terry.d.jones@exxonmobil.com

Service Delivery

Oct. 2003 to Present

Fleet Size

Approx. 1,140 Units

Florence County, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; law enforcement vehicles; specialized and construction equipment; fire apparatus and ambulance units; and landfill equipment.



Client Address

Florence County 180 N. Irby Street MSC-R Florence, SC 29501

Client Reference

Mr. Patrick Fletcher
Director of Procurement
(843) 665-3035
pfletcher@florenceco.org

Service Delivery

Sept. 1988 to Present

Fleet Size

Approx. 345 Units

Florida International University

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks: and transit buses.

Client Address

Florida International University Modesto A. Maidique Campus 11200 SW 8th Street Miami, FL 33199

Client Reference

Mr. Carlos Berriz Fleet Manager Office of Business Services (305) 348-4321 (Direct) (305) 877-5761 (Mobile) cberriz@fiu.edu

Service Delivery

April 2016 to Present

Fleet Size

Approx. 450 Units

Georgetown County, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; law enforcement vehicles and ambulances; specialized and construction equipment; landfill equipment; and boats.



Client Address

Georgetown County 108 Screven Street Georgetown, SC 29440

Client Reference

Mr. Ray Funnye
Director of Public Services
(843) 458-5144
rcfunnye@gtcounty.org

Service Delivery

Sept. 1997 to Present

Fleet Size

Approx. 700 Units



Greater Orlando Aviation Authority, Florida

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked police vehicles, fire and rescue vehicles, heavy trucks, buses, specialized equipment, trailers, and generators for the Orlando International Airport (OIA) and Orlando Executive Airport (OEA).

Client Address

Greater Orlando Aviation Authority 8701 Casa Verde Road Orlando, FL 32827

Client Reference

Mr. Robert Lindsay
Contract Compliance Coordinator
(407) 825-2637
rlindsay@goaa.org

Service Delivery

June 2013 to Present

Fleet Size

Approx. 505 Units

Township of Hamilton, New Jersey

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; marked and unmarked law enforcement vehicles; trailers; and miscellaneous equipment. Provide support during situations requiring snow-fighting service.

Client Address

Township of Hamilton 5500 Atlantic Ave. Mays Landing, NJ 08330

Client Reference Ms. Sue Giberson

Operations Manager (609) 625-1511, Ext. 202 (Phone) (609) 909-1157 (Fax) sgiberson@townshipofhamilton.com

Service Delivery

Oct. 2016 to Present

Fleet Size

Approx. 174 Units

Harford County, Maryland

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; marked and unmarked law enforcement vehicles; buses; trailers; and specialized and construction equipment. Provide fuel dispensing, monitoring, and ordering. Maintain motor pool operations. Provide support during situations requiring snow-fighting service.



Client Address

Harford County Government 1807 North Fountain Green Road Bel Air, MD 21050

Client Reference

Mr. Warren Patrick Fleet Manager (410) 638-3102 wrpatrick@harfordcountymd.gov

Service Delivery

April 1990 to Present

Fleet Size

Approx. 1,100 Units

Hazlet Township, New Jersey

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, law enforcement vehicles, specialty trucks, and heavy-duty equipment. Provide support during situations requiring snow-fighting service.



Client Address

Hazlet Township 39 Leocadia Court Hazlet, NJ 07730

Client Reference

Mr. Dave Rooke
Director of Public Works
(732) 787-3636, Extension 22
drooke@hazlettwp.org

Service Delivery

Sept. 2002 to Present

Fleet Size

Approx. 222 Units

City of Jacksonville Beach, Florida

Services Provided

Fleet management and maintenance of administrative sedans, light duty trucks, heavy-duty and specialized vehicles, and fire apparatus units.



Client Address

City of Jacksonville Beach 1460 Shetter Avenue Jacksonville Beach, FL 32250

Client Reference

Mr. Louis Flores
Property Management Supervisor
(904) 247-6228
Iflores@jaxbchfl.net

Service Delivery

April 1987 to Present

Fleet Size

Approx. 240 Units

Kean University

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; law enforcement vehicles; transit buses; and miscellaneous equipment.

Client Address

Kean University 1000 Morris Avenue Union, NJ 07083

Client Reference

Mr. Ken Kimble Associate Director (908) 399-4666 kkimble@ kean.edu

Service Delivery

April 2017 to Present

Fleet Size

Approx. 96 Units

Liberty County, Georgia

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, marked and unmarked law enforcement vehicles, fire apparatus and rescue vehicles, sanitation trucks, and specialized equipment.



Client Address

Liberty County 1079 Bacontown Road Hinesville, GA 31310

Client Reference

Mr. Clenton Wells
Public Works Director
(912) 884-3310
clenton.wells@libertycountyga.com

Service Delivery

Jul. 1991 to Present

Fleet Size

Approx. 260 Units

Loudoun County Fire Department, Virginia

Services Provided

Fleet management and maintenance of the County's fire and rescue apparatus.



Client Address

Loudoun County Dept. of Fire, Rescue & Emergency Mgmt.

21660 Red Rum Drive, Suite 138 Ashburn, VA 20147

Client Reference

Mr. Adam Davis
Captain
(571) 233-1466
adam.davis@loudoun.gov

Service Delivery

Sep. 2010 to Present

Fleet Size

Approx. 35 Units



Maine Department of Transportation (Scarborough)

Services Provided

Fleet management and maintenance of light, medium, and heavy-duty vehicles, trailers, and small equipment. Provide support during situations requiring snow-fighting service.

Client Address	Client Reference	Service Delivery
Maine DOT	Mr. John Small	May 2014 to Present
Region 1 (Scarborough)	Fleet Operations Manager	Fleet Size
P.O. Box 358	Fleet Services Division	Approx. 168 Units
Scarborough, ME 04070	(207) 592-0328	
	john.small@maine.gov	

City of Miami Springs, Florida

Services Provided

Fleet management and maintenance of light, medium and heavy-duty vehicles; marked and unmarked law enforcement vehicles; Police motorcycles; sanitation trucks; heavy specialized equipment; and miscellaneous equipment of all sizes.

Client Address	Client Reference	Service Delivery	
City of Miami Springs	Mr. Robert Williams	Oct. 2015 to Present	
345 N. Royal Poinciana Blvd.	Director of Public Works	Fleet Size	
Miami Springs, FL 33166	(305) 805-5170	Approx. 105 Units	
	williamsr@miamisprings-fl.gov		



Monroe Public Schools, Michigan

Services Provided

Fleet management and maintenance of student transportation buses and auxiliary vehicles.



Client Address

Monroe Public Schools 4920 West Albain Road Monroe, MI 48161

Client Reference

Mr. Jerry Oley Operations Director (734) 265-3300 oley@monroe.k12.mi.us

Service Delivery

August 1996 to Present

Fleet Size

Approx. 95 Units

Montgomery County Bus Lanes, Maryland

Services Provided

Bus servicing, cleaning, and fueling services and daily safety inspections of the Montgomery County Ride-On bus fleet. Fleet management service are also provided.

Client Address

Montgomery County Government 16630 Crabbs Branch Way Rockville, MD 20855

Client Reference

Mr. Jeffrey Steed
Procurement
(240) 777-9914
jeffrey.steed@montgomerycountymd.gov

Service Delivery

Dec. 2017 to Present

Fleet Size

Approx. 270 Units

Montgomery Township, New Jersey

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, law enforcement vehicles, specialty trucks, and heavy-duty equipment. Provide support during situations requiring snow-fighting service.

Client Address

Montgomery Township 2261 US Route 202 North Belle Meade, NJ 08502

Client Reference

Ms. Laura Pavan
Liaison, Police Department
(908) 874-3144
Ipavan@police.montgomery.nj.us

Service Delivery

March 2004 to Present

Fleet Size

Approx. 360 Units

City of Moultrie, Georgia

Services Provided

Fleet management and maintenance of law enforcement vehicles, fire apparatus units, public works and recreation vehicles, sanitation trucks, and water and sewer department vehicles.



Client Address

City of Moultrie P.O. Box 3368 Moultrie, GA 31776

Client Reference

Mr. Danny Ward
Public Works Director
(229) 890-5426
Danny.Ward@moultriega.com

Service Delivery

Oct. 2004 to Present

Fleet Size

Approx. 355 Units



Town of Mount Pleasant, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, marked and unmarked law enforcement vehicles and ambulances, specialized equipment, landfill equipment, and sanitation trucks.



Client Address

Town of Mount Pleasant P.O. Box 745 Mount Pleasant. SC 29465

Client Reference

Mr. Allison Ferrante
Procurement Contract Specialist
(843) 849-5344
AFerrante@tompsc.com

Service Delivery

July 1995 to Present

Fleet Size

Approx. 670 Units

Borough of Munhall, Pennsylvania

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; law enforcement vehicles; fire apparatus and rescue vehicles; and sanitation trucks. Provide support during situations requiring snow-fighting service.



Client Address

Borough of Munhall 1900 West Street Munhall, PA 15120

Client Reference

Mr. Joe Varhola Borough Manager (412) 464-7310 ext. 9 jvarhola@munhallpa.us

Service Delivery

Dec. 2004 to Present

Fleet Size

Approx. 40 Units

First Vehicle Services
CLIENT REFERENCES

City of Newport, Rhode Island

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; public works vehicles; marked and unmarked law enforcement vehicles; fire apparatus units; and specialized and miscellaneous equipment of all sizes. Provide support during situations requiring snow-fighting service.



Client Address

City of Newport 280 Spring St

Newport, RI 02840

Client Reference

Mr. William Riccio
Director of Public Works
(401) 845-5841

(401) 040-0041

Wriccio@CityofNewport.com

Service Delivery

Jan. 2007 to Present

Fleet Size

Approx. 180 Units

City of New York Department of Parks and Recreation

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, sanitation trucks, and specialized equipment. Provide support during situations requiring snow-fighting service.

Client Address	Client Reference	Service Delivery
City of New York	Mr. Paris Apollon	March 2000 to
Dept. of Parks and	Chief of Operations	Present
Recreation	(212) 410-8933 (Phone)	Fleet Size
5 Boro Complex	(212) 410-8319 (Fax)	Approx. 640 Units
Randall's Island	paris.apollon@parks.nyc.gov	
New York, NY 10035		



Ocean Township Board of Education, New Jersey

Services Provided

Fleet management and maintenance of student transportation buses and auxiliary vehicles. Provide support during situations requiring snow-fighting service.

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Ocean Township 163 Monmouth Road Oakhurst, NJ 07755

Client Reference

Mr. Kenneth Jannarone School Business Administrator (732) 531-5600 kjannarone@ocean.k12.nj.us

Service Delivery

July 2006 to Present

Fleet Size

Approx. 65 Units

Oklahoma City Environmental Assistance Trust

Services Provided

Fleet management and maintenance of sedans and light, medium and heavy-duty trucks including sanitation trucks.



Client Address

City of Oklahoma City
Utilities Department
621 N. Penn Ave.
Oklahoma City, OK 73120

Client Reference

Mr. Kenneth Mitchell
Utilities Fleet Services
Superintendent
(405) 749-3092
kenneth.mitchell@okc.gov

Service Delivery

Feb. 2006 to Present

Fleet Size

Approx. 115 Units



City of Paramount, California

Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy-duty trucks, and mowing equipment.



Client Address

City of Paramount 16400 Colorado Avenue Paramount, CA 90723

Client Reference

Mr. Richard Sommers
Public Works Superintendent
(562) 220-2113 (Phone)
(562) 220-2144 (Fax)
rsommers@paramountcity.com

Service Delivery

August 2004 to Present

Fleet Size

Approx. 265 Units

City of Pembroke Pines, Florida

Services Provided

Fleet management and maintenance of fire rescue vehicles, apparatus and equipment.

Client Address

City of Pembroke Pines 9500 Pines Boulevard Building B Pembroke Pines, FL 33024

Client Reference

Mr. Maurice Washington
Support Specialist – Fleet Liaison
(954) 499-9529
purchasing@ppines.com

Service Delivery

April 2018 to Present

Fleet Size

Approx. 200 Units



City of Pittsburgh, Pennsylvania

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, sanitation trucks, law enforcement vehicles, fire apparatus and ambulance units, motorcycles, boats, and trailers. Provide support during situations requiring snow-fighting service. Provide upfitting of marked and unmarked law enforcement vehicles.



Client Address

City of Pittsburgh
Department of Finance
414 Grant Street

Pittsburgh, PA 15219

Client Reference

Mr. Brandon Walton Fleet Services Manager Phone: (412) 652-9398

brandon.walton@pittsburghpa.gov

Service Delivery

Feb. 2005 to Present

Fleet Size

Approx. 990 Units

City of Port St. Lucie, Florida

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, marked and unmarked law enforcement vehicles, and specialized and construction equipment. Fuel monitoring and ordering performed.



Client Address

City of Port St. Lucie 121 SW Port St. Lucie Boulevard Port St. Lucie, FL 34984

Client Reference

Mr. Roberto Mann Fleet Manager (772) 877-1517 rmann@cityofpls.com

Service Delivery

Oct. 1988 to Present

Fleet Size

Approx. 950 Units



Richland County, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans; light trucks, medium and heavy trucks; law enforcement vehicles; fire apparatus and ambulance units; landfill equipment; boats; and specialized and construction equipment.



Client Address

Richland County 400 Powell Road Columbia, SC 29203

Client Reference

Mr. Williams Peters Fleet Manager (803) 576-2457

Peters.bill@richlandcountysc.us

Service DeliveryJuly 1992 to Present

Fleet Size

Approx. 1,850 Units

Saint Clair County, Michigan

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; law enforcement vehicles; heavy specialized and off-road construction equipment; and miscellaneous equipment. Provide support during situations requiring snow-fighting service.

Client Address

Saint Clair County 21 Airport Drive Saint Clair, MI 48079

Client Reference

Mr. Kirk Weston
Managing Director
(810) 388-4024
kweston@stclaircounty.org

Service Delivery

April 2010 to Present

Fleet Size

Approx. 695 Units

First Vehicle Services
CLIENT REFERENCES

City of San Clemente, California

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; and heavy specialized and construction equipment.

Client Address

City of San Clemente 100 Avenida Presidio San Clemente, CA 92672

Client Reference

Mr. Tom Rendina
Business Services Officer
(949) 361-8312
RendinaT@san-clemente.org

Service Delivery

May 1994 to Present

Fleet Size

Approx. 155 Units

City of San Mateo, California

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; marked and unmarked law enforcement vehicles; fire apparatus and rescue units; and heavy specialized and construction equipment.



Client Address

City of San Mateo 1949 Pacific Boulevard San Mateo, CA 94403

Client Reference

Mr. David Fink
Facilities and Fleet Services
Manager
(650) 522-7360
dfink@cityofsanmateo.org

Service Delivery

March 1993 to Present

Fleet Size

Approx. 280 units



Seaboard Farms, Kansas

Services Provided

Fleet management and maintenance services of light duty vehicles, tractors, and trailers.



Client Address

Seaboard Farms, Inc. 301 8th Street

Rolla, KS 67954

Client Reference

Mr. Wade Wisdom

Director of Milling Operations

(620) 593-1528

Wade_Wisdom@SeaboardFoods.com

Service Delivery

Jan. 2005 to Present

Fleet Size

Approx. 405 Units

Seminole County, Florida

Services Provided

Fleet management and maintenance of fire apparatus and rescue units, and miscellaneous equipment of all sizes.

Client Address

Seminole County 149 Bush Loop

Sanford, FL 32773

Client Reference

Ms. Rebecca Ward Assistant Fire Chief

(407) 665-5053

Bward@seminolecountyfl.gov

Service Delivery

Dec. 2017 to Present

Fleet Size

Approx. 195 Units



South Jersey Industries, New Jersey

Services Provided

Fleet management and maintenance of sedans, vans, light and medium duty trucks and equipment, trailers, and small equipment.

Client Address

South Jersey Industries, Inc. 1 South Jersey Plaza, Route 54 Folsom, NJ 08037

Client Reference

Ms. Nicole Horan Manager, Administrative Services (609) 561-9000, Extension 4566

nhoran@sjindustries.com

Service Delivery

March 2012 to Present

Space Coast Area Transit, Florida

Services Provided

Fleet management and maintenance of administrative sedans and medium duty transit buses. Provide fuel services.



Client Address

Space Coast Area Transit 401 South Varr Avenue Cocoa, FL 32922

Client Reference

Mr. Scott Nelson
Operations Manager
(321) 635-7815
scott.nelson@brevardfl.gov

Service Delivery

Feb. 2010 to Present

Fleet Size

Approx. 85 Units



Summit County, Colorado

Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy-duty trucks, marked and unmarked law enforcement vehicles, ambulances, fixed route transit buses, heavy specialized equipment, and miscellaneous equipment. Provide support during situations requiring snow-fighting service.

Client Address	Client Reference	Service Delivery
Summit County Government	Mr. Tom Gosiorowski	Feb. 2011 to
P.O. Box 68	Public Works Director	Present
208 East Lincoln Avenue	(970) 453-3438	Fleet Size
Breckenridge, CO 80424	tom.gosiorowski@summitcountyco.gov	Approx. 270 Units

City of Sumter, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; marked and unmarked law enforcement vehicles; fire apparatus units; sanitation trucks; and specialized equipment.



Client Address

City of Sumter P.O. Box 1449 Sumter, SC 29151

Client Reference

Mr. Mike Evans
Support Services
(803) 968-4241
mevans@sumtersc.com

Service Delivery

May 1999 to Present

Fleet Size

Approx. 875 Units



Sumter County, Florida

Services Provided

Fleet management and maintenance of medium and heavy-duty equipment, fire apparatus and rescue units, trailers, and heavy-duty specialized equipment.

Client Address

Sumter County 319 E. Anderson Avenue Bushnell, Florida 33513

Client Reference

Jackey Jackson
Public Works Supervisor
(352) 303-8543
jackey.jackson@sumtercountyfl.gov

Service Delivery

Feb. 2016 to Present

Fleet Size

Approx. 790 Units

City of Sunrise, Florida

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, unmarked law enforcement vehicles, fire apparatus and emergency response units, and specialized vehicles and equipment.



Client Address

City of Sunrise 10770 West Oakland Park Boulevard Sunrise, FL 33351-6899

Client Reference

Mr. Hameed Khan Fleet Manager (954) 746-3214 hkhan@sunrisefl.gov

Service Delivery

Oct. 1989 to Present

Fleet Size

Approx. 670 Units



City of Thornton, Colorado

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; law enforcement vehicles and fire apparatus units; sanitation trucks; and heavy specialized and construction equipment. Provide support during situations requiring snow-fighting service. Provide emergency/ non-emergency vehicle upfitting.



Client Address

City of Thornton 12450 North Washington Street Thornton, CO 80241

Client Reference

Mr. Dave Carson
Fleet Administrator
(720) 977-6336
david.carson@cityofthornton.net

Service Delivery

Feb. 1993 to Present

Fleet Size

Approx. 600 Units

University of Southern California

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; and heavy-duty transit and paratransit buses.

Client Address

University of Southern California USC Transportation 620 W. 35th Street Los Angeles, CA 90089

Client Reference

Mr. Shawn Chavira
Associate Director of Transit
(213) 740-9930
shawnc@usc.edu

Service Delivery

March 2012 to Present

Fleet Size

Approx. 125 Units



City of Victoria, Texas

Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy-duty trucks, marked and unmarked law enforcement vehicles, fire apparatus and rescue units, specialized and construction equipment, sanitation vehicles, and small and miscellaneous equipment.

Client Address	Client Reference	Service Delivery
City of Victoria	Mr. Roger Welder	April 2013 to Present
1701 SW Ben Jordan	Fleet Administrator	Fleet Size
Victoria, TX 77902	(361) 946-4640 (Phone)	Approx. 260 Units
	rwelder@victoriatx.org	

Williamsburg Area Transit Authority, Virginia

Services Provided

Fleet management and maintenance and interior cleaning of light and medium duty vehicles, and fixed route, paratransit buses and trolleys.

Client Address	Client Reference	Service Delivery
Williamsburg Area Transit	Ms. Karen Davis	April 2011 to Present
Authority	Director of Operations	Fleet Size
7239 Pocahontas Trail	(757) 790-2411	36 Units
Williamsburg, VA 23185	kdavis@gowata.org	



City of Wilmington, Delaware

Services Provided

Fleet management and maintenance of administrative sedans, light and heavy-duty trucks, marked and unmarked law enforcement vehicles, fire apparatus units, sanitation trucks, and specialized equipment.

Provide support during situations requiring snow-fighting service.



Client Address

City of Wilmington City/ County Building 500 Wilmington Ave Wilmington, DE 19801

Client Reference

Mr. Leonard Obohoski Fleet Manager

Phone: (302) 576-3077

laobohoski@wilmingtonde.gov

Service Delivery

Oct. 1994 to Present

Fleet Size

Approx. 690 Units



First Vehicle Services

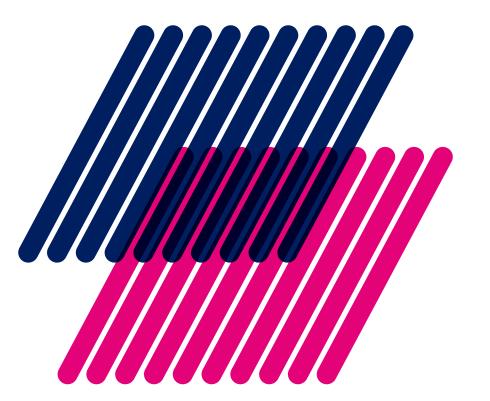
Client References

Client Name	Estimated Revenue
Louisa County Fire Department, VA	250000
City of Pembroke Pines, FL	600000
City of Bellflower, CA	275000
City of Wilmington, DE	1900000
Beaufort County, SC	1300000
Georgetown County, SC	1400000
City of Atlantic Beach, FL	250000
Municipality of Carolina, PR	3500000
Richland County, SC	3000000
St. Clair County, MI	205000
City of Newport, RI	700000
Colonial Williamsburg Foundation, VA	700000
Williamsburg Area Transit Authority (WATA), VA	2800000
City of Moultrie, GA	920000
City of Atlantic City, NJ	2000000
City of Sunrise, FL	1400000
City of Miami Springs, FL	230000
Cecil County, MD	935000
Oklahoma City Environmental Assistance Trust	2450000
Montgomery Township, NJ	750000
Town of Davie, FL	1700000
Florence County, SC	900000
City of Jacksonville Beach, FL	450000
Municip <mark>a</mark> lity of Ca <mark>g</mark> uas, PR	1600000
Borough of Munhall, GA	200000
Harford County, MD	2700000
Hazlet Township, NJ	450000
New York Parks and Recreation	3700000
Ocean Township, NJ	450000
District of Columbia Metropolitan Police Dept (DCMPD)	6900000
City of Augusta-Richmond County, GA	2800000
Hamilton Township, NJ	550000
Liberty County, GA	830000
City of Sumter, SC	1500000
Maine Dept of Transportation (DOT)	820000
City of Victoria, TX	1300000

First Vehicle Services

Client References

Client Name	Estimated Revenue
City of Chelsea, MA	575000
Loudoun Co Dept of Fire, Rescue & Emergency Mgmt, VA	1800000
St. Clair Road Commission, MI	900000
Monroe Public Schools, MI	550000
City of Thornton, CO	2400000
Space Coast Area Transit (SCAT), FL	1600000
City of Paramount, CA	280000
City of San Clemente, CA	500000
Seminole County, FL	1400000
Sumter County, FL	1100000
Seminole County, FL	1400000
City of Pittsburgh, PA	6500000
Summit County, CO	2000000
Town of Mount Pleasant, SC	1080000
City of San Mateo, CA	750000
City of Port St. Lucie, FL	1900000
City of Brownsville, TX	1500000



First Vehicle Services

600 Vine Street Suite 1400 Cincinnati, OH 45202

513-241-2200 www.firstvehicleservices.com