Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

CITY OF HOLLYWOOD, FLORIDA
Agreement / Contract Routing Form
Only Mayor's Signature

Must route the three (3) original agreements, as described, unless more than three (3) are required, for execution. Outside signatures must be obtained first before any City signatures are done in the majority of the situations. Only exceptions are for Federal, State and County governments. This form must be filled out completely or it will be returned to the Department/Office.

Date:06 / 24 / 2024 **Prepared by: Robert Delorimiere** **Extension #: 4509**

Originating Dept: Public Works

Originating Dept. Contract Manager: Joseph S. Kroll

Co./Vendor Name: Enterprise FM Trust

Co./Vendor Contact Person: Kat S. Farber

Co./Vendor Contact Email: Kat.s.Farber@efleets.com

Co./Vendor Contact Number: 850-557-6161

Complete Description of Agreement. Provide a summary of what the resolution authorizes, services provided, equipment to be purchased, action to be taken, etc: This resolution authorizes Public Works to provide a comprehensive fleet management services to sustain and maintain the existing fleet inventory, including vehicle replacement. This agreement was solicited out and Enterprise FM Trust of Kansas City, Missouri was selected out of four vendors.

Approved by: Resolution/Ordinance/ Memo No: R-2024-177

BRING COMPLETED PACKAGE TO CITY CLERK'S OFFICE

DS JSK Outside signatures obtained first: _____, date_____

Originating Director, print name: Joseph S. Kroll, date 7/25/2024
(Director must also initial on contract by City Manager's signature)

DS DS Submission to City Clerk Office, date 7/25/2024

DS DS Office of Human Resources, Tanya Bouloy, Risk Management Officer, date 7/29/2024

DS Office of Human Resources, Tammie Hechler, Director, date 7/29/2024

DS DS Office of Procurement & Contract Compliance, Randy Stovall, Contract Compliance Admin, date 7/29/2024

DS Office of Procurement & Contract Compliance, Otis Thomas, Interim Director, date 7/30/2024

DS DS Office of Budget & Performance Management, Jonathan Antista, Director, date 7/30/2024

DS Department of Financial Services, Stephanie Tinsley, Director, date 7/30/2024

DS City Attorney, Douglas R. Gonzales, date 7/31/2024

DS Mayor, Josh Levy, date 7/31/2024

PC City Clerk, Patricia A. Cerny, date 7/31/2024

Distribution: ____Original to City Clerk; _____Copy to Procurement; _____Originals Returned to Preparer.

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Agreement/Contract Routing Form Continued

Funding in account number:

Total amount authorized by legislation: $3,000,000,00 /year, 5 years /contract term

Length of Term: 5 years **Start date: _____** **End date: _____**

Renewals, Y/N: Y **Do renewals need to be authorized annually? Yes**

Authorization to enter into agreement:
☒ City Commission
☒ City Manager
☒ Procurement Service
☐ Other: _____

Document Type: (check one)
☒ Agreement / Contract
☐ Lease
☐ Grant
☐ Consulting/Professional Services
☐ Authorization to Proceed:
☐ Other: _____

Location of Executed Copies:
☐ City Clerk's Office
☐ Other: _____
☐ Other: _____

Procurement Method: (check one)
☒ Formal Solicitation (RFQ, RFP, IFB, RLI): / # _____
☐ Open Market (3 quotes/proposals)
☐ Co-op Agreement
☐ Piggyback Agreement
☐ Other: _____

☒ Insurance reviewed and approved by Risk Management. (Attached)
☐ Bonds reviewed and approved by City Attorney's office. (Attached)

Additional Notes:_____

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RESOLUTION NO. R-2024-177

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF HOLLYWOOD, FLORIDA, RANKING FIRMS TO PROVIDE COMPREHENSIVE FLEET MANAGEMENT SERVICES; AUTHORIZING THE APPROPRIATE CITY OFFICIALS TO NEGOTIATE AND EXECUTE AN AGREEMENT WITH ENTERPRISE FM TRUST, A DELAWARE STATUTORY TRUST, FOR COMPREHENSIVE FLEET MANAGEMENT SERVICES IN AN AMOUNT UP TO $3,000,000.00; FURTHER AUTHORIZING THE CITY MANAGER TO EXECUTE ALL APPLICABLE AGREEMENTS AND/OR DOCUMENTS.

WHEREAS, the Department of Public Works ("Public Works") is responsible for the City's Fleet Management Services, including properly maintaining and repairing the City's fleet and also working with the various departments and offices of the City, and especially the Office of Budget and Performance Management, to develop and implement a Citywide vehicle replacement program; and

WHEREAS, to effectively manage the existing fleet inventory, Public Works has the need for both City employees in the Fleet Division to provide regular, routine and basic maintenance services, and outside service providers for more extensive and comprehensive maintenance and repair services; and

WHEREAS, historically, the City has not had a comprehensive, ongoing long-term vehicle replacement program and desires to establish and implement such a program; and

WHEREAS, collectively, these more extensive maintenance and repair services and the vehicle replacement program are referred to as comprehensive fleet management services ("Services"); and

WHEREAS, to both obtain the outside maintenance and repair services needed for more extensive Services as well as develop and implement a comprehensive, ongoing long-term vehicle replacement program, Public Works requires professional Services; and

WHEREAS, Section 38.43 of the Procurement Code provides that when the estimated annual cost of goods, supplies, materials, equipment, or services exceeds $50,000.00, a formal solicitation process shall be completed that may result in a written contract(s) and/or purchase order(s), after due public notice inviting bids or proposals; and

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WHEREAS, on November 10, 2022, Request for Proposals Number RFP-017-23-RS ("RFP") was electronically advertised on BidSync to solicit comprehensive fleet management services in accordance with the Section 38.43(A) of the Procurement Code; and

WHEREAS, the RFP resulted in proposals from the following three firms by the response due date:

Enterprise FM Trust (Kansas City, Missouri)
First Vehicle Services, Inc. (Cincinnati, Ohio)
Merchants Automotive Group, LLC., d/b/a Merchants Fleet
(Hooksett, New Hampshire) ; and

WHEREAS, on January 9, 2023 and April 18, 2023, a Selection Committee met to evaluate and rank the proposals based upon the following approved Evaluation Criteria established in the RFP: firm qualifications and experience; pricing proposal; resource and availability; location within the City limits; references, and local Hollywood vendor preference (per Section 38.51 of the Procurement Code); and

WHEREAS, based on the Evaluation Criteria and after receiving oral presentations from the three proposers, the Selection Committee evaluated the three proposals, and the scores were compiled to arrive at the following rankings, with the highest score being the highest ranked:

1.	Enterprise FM Trust	417 Points (Ranked #1)
2.	First Vehicle Services, Inc.	362 Points (Ranked #2)
3.	Merchants Automotive Group, LLC., d/b/a Merchants Fleet	293 Points (Ranked #3) ; and

WHEREAS, the Selection Committee recommends that the City Commission authorize the negotiation of an agreement with the highest ranked firm, Enterprise FM Trust, to provide comprehensive fleet management services for an anticipated term of five years with the option to renew for two additional two-year periods for an amount to be determined; and

WHEREAS, the negotiated agreement, if any, will be brought back to the City Commission at a later date for consideration and approval; and

WHEREAS, a portion of the funding for this agreement is available in the FY 2024 Operating Budget and the amended FY 2024 Capital Improvement Plan, and will be budgeted in subsequent fiscal years subject to approval and adoption by the City Commission.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF HOLLYWOOD, FLORIDA.

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Section 1: That the foregoing "WHEREAS" clauses are ratified and confirmed as being true and correct and are incorporated in this Resolution.

Section 2: That it approves the ranking of the firms as follows:

1. Enterprise FM Trust
2. First Vehicle Services, Inc.
3. Merchants Automotive Group, LLC., d/b/a Merchants Fleet

Section 3: That it authorizes the appropriate City officials to negotiate and execute an agreement with Enterprise FM Trust, in a form acceptable to the City Manager and approved as to form by the City Attorney.

Section 4: That if the appropriate City officials are unable to negotiate an agreement with the highest ranked firm, they are authorized to terminate negotiations with that firm, and the City Manager is authorized to issue a new bid for such services.

Section 5: That the City Manager is authorized to execute all applicable agreements and/or documents.

Section 6: That this Resolution shall be in full force and effect immediately upon its passage and adoption.

PASSED AND ADOPTED this 5 day of June, 2024.

JOSH LEVY, MAYOR

ATTEST:

PATRICIA A. CERNY, MMC
CITY CLERK

APPROVED AS TO FORM:

DOUGLAS R. GONZALES
CITY ATTORNEY

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

CERTIFICATE OF LIABILITY INSURANCE

3/1/2025

DATE (MM/DD/YYYY) 7/24/2024

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Companies Three City Place Drive, Suite 900 St. Louis MO 63141-7081 (314) 432-0500 midwestcertificates@lockton.com	**CONTACT NAME:** **PHONE (A/C, No, Ext):** **FAX (A/C, No):** **E-MAIL ADDRESS:**
	INSURER(S) AFFORDING COVERAGE / **NAIC #** **INSURER A :** Ironshore Specialty Insurance Co / 25445
INSURED 1407909 Enterprise Holdings, Inc. and its subsidiaries 600 Corporate Park Dr. St. Louis MO 63105	**INSURER B :** **INSURER C :** **INSURER D :** **INSURER E :** **INSURER F :**

COVERAGES **CERTIFICATE NUMBER:** 20785964 **REVISION NUMBER:** XXXXXXX

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:			NOT APPLICABLE			EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG $	$ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX $
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			NOT APPLICABLE			COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) $	$ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX $ XXXXXXX
	☐ **UMBRELLA LIAB** ☐ OCCUR ☐ **EXCESS LIAB** ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $			NOT APPLICABLE			EACH OCCURRENCE AGGREGATE $	$ XXXXXXX $ XXXXXXX $ XXXXXXX
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N ☐ **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		NOT APPLICABLE			☐ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ XXXXXXX $ XXXXXXX $ XXXXXXX
A	Pollution Liability	N	N	ISPILLSCG27L001	3/1/2022	3/1/2025	$10,000,000 per Pollution Condition $20,000,000 Aggregate Limit	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: 2QL2, 5105 Johnson Road, Coconut Creek, Florida 33073. Public Works.

CERTIFICATE HOLDER

20785964
City of Hollywood
1600 South Park Rd.
Hollywood FL 33021

CANCELLATION See Attachment

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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City of Hollywood
1600 South Park Rd.
Hollywood FL 33021

To whom it may concern:

In our continuing effort to provide timely certificate delivery, Lockton Companies is transitioning to paperless delivery of Certificates of Insurance.

To ensure electronic delivery for future renewals of this certificate, we need your email address. Please contact us via one of the methods below, referencing Certificate ID 20785964.

- Email: STL-edelivery@lockton.com
- Phone: (866) 728-5657 (toll-free)

If you received this certificate through an internet link where the current certificate is viewable, we have your email and no further action is needed.

In the event your mailing address has changed, will change in the future, or you no longer require this certificate, please let us know using one of the methods above.

The above inbox is for providing e-Delivery email addresses for next year's renewal *certificates ONLY. Your information will be input within 90 days.*

Thank you for your cooperation and willingness in reducing our environmental footprint.

Lockton Companies

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From: Tanya Bouloy [TBouloy@hollywoodfl.org]
To: Kat.S.Farber@efleets.com [Kat.S.Farber@efleets.com]
Subject: FW: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf, 8. Master Equity Lease Agreement
Sent: Thu 7/25/2024 6:07 AM GMT-07:00
Importance: Normal

Pollution Liability – acceptable

PW,

Let me know when you have updated the DocuSign item with the approved COIs.

Thank you,

Tanya

From: Pacheco, Daniel A <Daniel.A.Pacheco@efleets.com>
Sent: Wednesday, July 24, 2024 5:17 PM
To: Farber, Kat S <Kat.S.Farber@efleets.com>; Tanya Bouloy <TBouloy@hollywoodfl.org>
Cc: Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com>; Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com>; Robert Delorimiere <RDELORIMIERE@hollywoodfl.org>; Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org>; Joseph Kroll <JKROLL@hollywoodfl.org>; Certificate of Insurance <COI@hollywoodfl.org>; Randy Stovall <RSTOVALL@hollywoodfl.org>
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf, 8. Master Equity Lease Agreement

Hi Tanya,

Please see attached. Thank you.

Daniel Pacheco
Area Sales Manager
Enterprise Fleet Management, Inc
(954) 354-5155 direct
Daniel.A.Pacheco@efleets.com <mailto:Daniel.A.Pacheco@efleets.com>

https://www.efleets.com
<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.efleets.c

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

om%2F&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Q6nFsu
7DCDeyM4dCjH0DasXRaoPqmckQ1MQ2s5cIiz0%3D&reserved=0>

From: Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>
>
Sent: Wednesday, July 24, 2024 4:31 PM
To: Tanya Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >
Cc: Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com
<mailto:Rebecca.A.Oisten@efleets.com> >; Pacheco, Daniel A
<Daniel.A.Pacheco@efleets.com <mailto:Daniel.A.Pacheco@efleets.com> >;
Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Robert Delorimiere
<RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >; Nickalia
Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org
<mailto:JKROLL@hollywoodfl.org> >; Certificate of Insurance <COI@hollywoodfl.org
<mailto:COI@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org
<mailto:RSTOVALL@hollywoodfl.org> >
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

We will ask for that update I’m not clear the turnaround time but will ask now.

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.efleets.c
om%2F&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=u%2B1b
sVHbX3BVFCsqVkrAWH52rx3uLzk7sdu71Ojc9PY%3D&reserved=0>

Having a Great Day,

Kat S Farber
Senior Client Strategy Manager
South Florida
(850) 557 - 6161 cell
Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>

*ACHIEVER * LEARNER * FOCUS* BELIEF* COMPETITION

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"Personal Honesty and Integrity are the Foundation of Our Success" – Jack Taylor

From: Tanya Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >
Sent: Wednesday, July 24, 2024 3:33 PM
To: Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Cc: Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com
<mailto:Rebecca.A.Oisten@efleets.com> >; Pacheco, Daniel A
<Daniel.A.Pacheco@efleets.com <mailto:Daniel.A.Pacheco@efleets.com> >;
Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Robert Delorimiere
<RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >; Nickalia
Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org
<mailto:JKROLL@hollywoodfl.org> >; Certificate of Insurance <COI@hollywoodfl.org
<mailto:COI@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org
<mailto:RSTOVALL@hollywoodfl.org> >
Subject: FW: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

Hello,

The certificate is not acceptable.

7. City of Hollywood must be the certificate holder per the following format:

City of Hollywood (nothing else on this line)

Department (Public Works) Address & Room # (if applicable)

Department Address (Public Works)

Please submit a corrected COI for additional review.

Thank you,

Tanya

From: Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>
>
Sent: Wednesday, July 24, 2024 2:44 PM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Robert Delorimiere
<RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >; Tanya
Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >; Oisten,

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Rebecca A <Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >;
Pacheco, Daniel A <Daniel.A.Pacheco@efleets.com
<mailto:Daniel.A.Pacheco@efleets.com> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org
<mailto:JKROLL@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org
<mailto:RSTOVALL@hollywoodfl.org> >; Certificate of Insurance
<COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

HI team,

Can you confirm if this is acceptable ?

Thank you!

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.efleets.c
om%2F&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=maXBUy
SL%2B50qKwCFZ%2Fh8Zc17WJiX06WIOh%2BNHpkSy2c%3D&reserved=0>

Having a Great Day,

Kat S Farber
Senior Client Strategy Manager
South Florida
(850) 557 - 6161 cell
Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>

*ACHIEVER * LEARNER * FOCUS* BELIEF* COMPETITION

“Personal Honesty and Integrity are the Foundation of Our Success” – Jack Taylor

From: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >
Sent: Thursday, July 18, 2024 10:52 AM

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

To: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >; Tanya Bouloy <TBouloy@hollywoodfl.org
<mailto:TBouloy@hollywoodfl.org> >; Oisten, Rebecca A
<Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >; Pacheco,
Daniel A <Daniel.A.Pacheco@efleets.com <mailto:Daniel.A.Pacheco@efleets.com> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org
<mailto:JKROLL@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org
<mailto:RSTOVALL@hollywoodfl.org> >; Certificate of Insurance
<COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >; Farber, Kat S
<Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

Please see attached with requested revisions.

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

Enterprise Fleet Management, Inc.
https://www.efleets.com
<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.efleets.c
om%2F&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
009c6f6a563c05%7C0%7C0%7C638575096664003687%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4w
LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=4Q2fie
1NOcEyx8QG6LpR3RstjrE0aIdq7H%2BV5wXLLl4%3D&reserved=0>

Click here
<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flogin.efleets
.com%2Ffleetweb%2Flogin&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
009c6f6a563c05%7C0%7C0%7C638575096664009147%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4w
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xmLaiZS%2FnH%2FYFXHOIzzPJtC2cfcnhDo%2FlnXtg%3D&reserved=0> for quick access to
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From: Pliskaner, Brandon W
Sent: Thursday, July 18, 2024 8:48 AM

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

To: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >; Tanya Bouloy <TBouloy@hollywoodfl.org
<mailto:TBouloy@hollywoodfl.org> >; Oisten, Rebecca A
<Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >; Pacheco,
Daniel A <Daniel.A.Pacheco@efleets.com <mailto:Daniel.A.Pacheco@efleets.com> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org
<mailto:JKROLL@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org
<mailto:RSTOVALL@hollywoodfl.org> >; Certificate of Insurance
<COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >; Farber, Kat S
<Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

Good morning Robert,

I know the request was sent to our insurance carrier; I've followed up w/
Rebecca to see where the request is at with the carrier.

Thank you,

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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om%2F&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=uc7GMA
UH0AMJywlXQcTl8OKaRnLiKzgPahxrqr5bTKg%3D&reserved=0>

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<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flogin.efleets
.com%2Ffleetweb%2Flogin&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=iCc%2F

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0WcnPVmJ72eCVnXJJY9ZtbVNWyouSpv4KDtq4A0%3D&reserved=0> for quick access to our client portal

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From: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >
Sent: Thursday, July 18, 2024 8:46 AM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com> >; Tanya Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >; Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >; Pacheco, Daniel A <Daniel.A.Pacheco@efleets.com <mailto:Daniel.A.Pacheco@efleets.com> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org <mailto:JKROLL@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org <mailto:RSTOVALL@hollywoodfl.org> >; Certificate of Insurance <COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >; Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf, 8. Master Equity Lease Agreement

Good morning Everybody:

I was just wondering if there is any update on the updated COI that the City of Hollywood needs?

Thanks,

Robert

From: Pliskaner, Brandon W [mailto:Brandon.W.Pliskaner@efleets.com]
Sent: Tuesday, July 16, 2024 3:59 PM
To: Tanya Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >; Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >; Pacheco, Daniel A <Daniel.A.Pacheco@efleets.com <mailto:Daniel.A.Pacheco@efleets.com> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org <mailto:JKROLL@hollywoodfl.org> >; Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >; Robert Delorimiere <RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org <mailto:RSTOVALL@hollywoodfl.org> >; Certificate of Insurance <COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf, 8. Master Equity Lease Agreement

Looping in @Pacheco, Daniel A <mailto:Daniel.A.Pacheco@efleets.com> as well.

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flogin.efleets.com%2Ffleetweb%2Flogin&data=05%7C02%7CNHINES-WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2009c6f6a563c05%7C0%7C0%7C638575096664030981%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C%7C&sdata=acI4aLb0iPWdHuqnp5nU6aeR0nSUJkkS39qDaeQSpA8%3D&reserved=0> for quick access to our client portal

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From: Tanya Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >
Sent: Tuesday, July 16, 2024 11:16 AM
To: Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >; Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org <mailto:JKROLL@hollywoodfl.org> >; Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >; Robert Delorimiere <RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >; Randy Stovall <RSTOVALL@hollywoodfl.org <mailto:RSTOVALL@hollywoodfl.org> >; Certificate of Insurance <COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf, 8. Master Equity Lease Agreement

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Hello Rebecca,

For the sake of clarity, lets “start over.”

Per the attached solicitation, to which Enterprise responded, starting on page 7, the City’s insurance requirements are as follows:

1. General Liability – the City requires $1,000,000 in coverage with the City named as an additional insured for general liability in the Description of Operations Box.
2. Auto Liability – the City requires $1,000,000 in coverage with the City named as an additional insured for auto liability in the Description of Operations Box.
3. Workers’ Compensation – we require $500,000 with the Per Statute Box checked. If they are exempt, we will need a copy of the exemption certificate/letter.
4. Garage Keepers Liability - the City requires $1,000,000 in coverage.
5. Garage Liability - the City requires $1,000,000 in coverage.
6. Contractor’s Pollution - the City requires $1,000,000 in coverage.
7. City of Hollywood must be the certificate holder per the following format:

City of Hollywood (nothing else on this line)

Department (Public Works) Address & Room # (if applicable)

Department Address (Public Works)

Let me know if you have any questions.

Thank you,
Tanya

From: Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >
Sent: Tuesday, July 16, 2024 10:46 AM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com> >; Robert Delorimiere <RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >; Tanya Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org <mailto:JKROLL@hollywoodfl.org> >; Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >

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Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf, 8. Master Equity Lease Agreement

Hello Tanya,

There have been several emails going back and forth, and it is a bit confusing. We received the request to change the name to "Garage Keepers Liability, Garage Liability Contractor's Pollution" and do you need the following below amounts changed, too?

If possible, could you send us a copy of exactly what needs to be on the form to prevent further delays on receiving this Insurance Certificate.

The attached is still not acceptable as it does not show proof of:

1) Garage Keepers Liability - the City requires $1,000,000 in coverage.

2) Garage Liability - the City requires $1,000,000 in coverage.

3) Contractor's Pollution - the city requires $1,000,000 in coverage.

Thanks,

Rebecca

Rebecca A. Oisten
Sr. Business License Coordinator
Enterprise Fleet Management, Inc.
(314) 274-5228 Direct
rebecca.a.oisten@efleets.com <mailto:rebecca.a.oisten@efleets.com>

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

From: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >
Sent: Tuesday, July 16, 2024 8:59 AM
To: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >; Oisten, Rebecca A
<Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >; Tanya
Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org
<mailto:JKROLL@hollywoodfl.org> >; Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >
Subject: RE: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

@Oisten, Rebecca A <mailto:Rebecca.A.Oisten@efleets.com> should be able to
assist as I have no involvement regarding the issuance of COIs.

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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VLUroPq9JywE3%2BO%2FwtJ7LTT80XLVODguthJ5w%3D&reserved=0>

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.com%2Ffleetweb%2Flogin&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
009c6f6a563c05%7C0%7C0%7C638575096664041994%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4w
LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=v9b6WC
q0nBJiT3TcMCG8R1QsbMHzOj7Fu9qXzCKoMf0%3D&reserved=0> for quick access to our
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From: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >
Sent: Tuesday, July 16, 2024 9:53 AM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Oisten, Rebecca A
<Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >; Tanya
Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Joseph Kroll <JKROLL@hollywoodfl.org
<mailto:JKROLL@hollywoodfl.org> >; Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >
Subject: FW: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

Good morning Brandon and Rebecca:

Our Risk Management department still does not accept the COI you sent us.

Please see the email below and what is required to make it acceptable.

We need to move on this as soon as possible. This is the only thing holding up the agreement between the City of Hollywood and Enterprise.

Thanks,

Robert

From: Tanya Bouloy
Sent: Tuesday, July 16, 2024 8:23 AM
To: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >
Cc: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >; Nickalia Hines-Wilson <NHINES-
WILSON@hollywoodfl.org <mailto:NHINES-WILSON@hollywoodfl.org> >; Joseph Kroll
<JKROLL@hollywoodfl.org <mailto:JKROLL@hollywoodfl.org> >; Randy Stovall
<RSTOVALL@hollywoodfl.org <mailto:RSTOVALL@hollywoodfl.org> >; William Varandas
<WVARANDAS@hollywoodfl.org <mailto:WVARANDAS@hollywoodfl.org> >; Horace McLarty
<hmclarty@HollywoodFL.org <mailto:hmclarty@HollywoodFL.org> >; Certificate of
Insurance <COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >
Subject: FW: Enterprise Contact Info COI Mayor Only Form.docx, R-2024-177.pdf,
8. Master Equity Lease Agreement

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Robert,

The attached is still not acceptable as it does not show proof of:

1. Garage Keepers Liability - the City requires $1,000,000 in coverage.
2. Garage Liability - the City requires $1,000,000 in coverage.
3. Contractor’s Pollution - the City requires $1,000,000 in coverage.

Please submit corrected COI, to me, for additional review.

Thank you,

Tanya

From: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >
Sent: Monday, July 15, 2024 2:51 PM
To: Tanya Bouloy <TBouloy@hollywoodfl.org <mailto:TBouloy@hollywoodfl.org> >;
Certificate of Insurance <COI@hollywoodfl.org <mailto:COI@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >
Subject: FW: Enterprise Contact Info

Sorry again, here is the COI updated.

From: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >
Sent: Monday, July 15, 2024 2:42 PM

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

To: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >; Stephanie Gardner
<SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com
<mailto:Rebecca.A.Oisten@efleets.com> >
Subject: RE: Enterprise Contact Info

See attached Robert and please advise if this suffices.

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
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qOhKB3D8pNkGvJbbjoCzBoG%2BzY8XxtpGVRuJY%3D&reserved=0>

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WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=c4pVn6
Jo%2FW4nYQRAGWkI%2FM5fl82lg8OvfdUzKvlIE5o%3D&reserved=0> for quick access to
our client portal

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From: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >
Sent: Monday, July 15, 2024 2:17 PM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Stephanie Gardner
<SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >; Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com
<mailto:Rebecca.A.Oisten@efleets.com> >

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Subject: RE: Enterprise Contact Info

Some people who received this message don't often get email from rdelorimiere@hollywoodfl.org <mailto:rdelorimiere@hollywoodfl.org> . Learn why this is important <https://aka.ms/LearnAboutSenderIdentification>

Hello Brandon:

We still have not received an updated COI regarding the additional information we requested.

Could you please provide a status update on this?

Thanks,

Robert

From: Robert Delorimiere
Sent: Wednesday, July 3, 2024 9:48 AM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com> >; Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@HollywoodFL.org <mailto:NHINES-WILSON@HollywoodFL.org> >; Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >
Subject: RE: Enterprise Contact Info

Thank you Brandon.

From: Pliskaner, Brandon W [mailto:Brandon.W.Pliskaner@efleets.com]
Sent: Tuesday, July 2, 2024 6:14 PM
To: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >; Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-WILSON@hollywoodfl.org> >; Oisten, Rebecca A <Rebecca.A.Oisten@efleets.com <mailto:Rebecca.A.Oisten@efleets.com> >
Subject: RE: Enterprise Contact Info

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Hi Robert,

Apology not needed – I'm looping in the contact at Enterprise who procures these COIs for us in hopes to get this remedied for you.

Rebecca, can you please see below and advise if the changes can be made to the COI for City of Hollywood? Revised COI attached for reference.

Your help is greatly appreciated.

Thank you,

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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https://www.efleets.com
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<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Flogin.efleets.com%2Ffleetweb%2Flogin&data=05%7C02%7CNHINES-WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2009c6f6a563c05%7C0%7C0%7C638575096664063168%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=1w8sZ%2BlcqxeK9xbbKIHgAGNCVmJkeSKZAZm8d2A4GqI%3D&reserved=0> for quick access to our client portal

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From: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org
<mailto:RDELORIMIERE@hollywoodfl.org> >
Sent: Tuesday, July 2, 2024 4:47 PM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Stephanie Gardner
<SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Cc: Nickalia Hines-Wilson <NHINES-WILSON@hollywoodfl.org <mailto:NHINES-
WILSON@hollywoodfl.org> >
Subject: RE: Enterprise Contact Info

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<mailto:rdelorimiere@hollywoodfl.org> . Learn why this is important
<https://aka.ms/LearnAboutSenderIdentification>

Hello Brandon:

Thank you for all your assistance in getting us a COI. Unfortunately, our Risk Management department needs further information and won't accept it in its current form.

Can you please provide a COI with this additional information:

1. Garage Keepers Liability – the City requires $1,000,000 in coverage.
2. Garage Liability – the City requires $1,000,000 in coverage.
3. Contractor's Pollution – the City requires $1,000,000 in coverage.

Again I apologize for needing this.

Thank you,

Robert

From: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >
Sent: Monday, July 1, 2024 9:54 AM
To: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >; Farber, Kat S <Kat.S.Farber@efleets.com
<mailto:Kat.S.Farber@efleets.com> >

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Cc: Russo, Jennifer M <Jennifer.M.Russo@efleets.com
<mailto:Jennifer.M.Russo@efleets.com> >
Subject: RE: [EXT]RE: Enterprise Contact Info

Please see revised copy.

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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From: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >
Sent: Monday, July 1, 2024 8:16 AM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Farber, Kat S
<Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Cc: Russo, Jennifer M <Jennifer.M.Russo@efleets.com
<mailto:Jennifer.M.Russo@efleets.com> >
Subject: RE: [EXT]RE: Enterprise Contact Info

Hi Brandon. Thank you.

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Stephanie Gardner

Administrative Specialist II

City of Hollywood

Public Works

Environmental Services

Office 954-967-4526

Ext. 5513

From: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >
Sent: Monday, July 1, 2024 8:15 AM
To: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >; Farber, Kat S <Kat.S.Farber@efleets.com
<mailto:Kat.S.Farber@efleets.com> >
Cc: Russo, Jennifer M <Jennifer.M.Russo@efleets.com
<mailto:Jennifer.M.Russo@efleets.com> >
Subject: RE: [EXT]RE: Enterprise Contact Info

Hi Stephanie,

I just reached back out to our risk management dept.

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=%2B%2B
goOywXwojhd0kTGDVO%2BnXN2EOFwSEqSm8FE3vOiLE%3D&reserved=0>

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.com%2Ffleetweb%2Flogin&data=05%7C02%7CNHINES-
WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2
009c6f6a563c05%7C0%7C0%7C638575096664084047%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4w
LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Plrkpc
6BR3qy2wuOf4u6JlKO7y%2F5bRGsXYxEk7D81Sg%3D&reserved=0> for quick access to our
client portal

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From: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >
Sent: Monday, July 1, 2024 8:07 AM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >; Farber, Kat S
<Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Cc: Russo, Jennifer M <Jennifer.M.Russo@efleets.com
<mailto:Jennifer.M.Russo@efleets.com> >
Subject: RE: [EXT]RE: Enterprise Contact Info

Good morning,

City of Hollywood should be listed as an additional insured on General Liability
and Auto Policy. The Certificate Holder section, below the COI, should read:

City of Hollywood (nothing written)

Public Works

1600 S. Park Rd

Hollywood, FL 33021

Please see attached COI Sample from Risk Management.

Thanks

Stephanie Gardner

Administrative Specialist II

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

City of Hollywood

Public Works

Environmental Services

Office 954-967-4526

Ext. 5513

From: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com
<mailto:Brandon.W.Pliskaner@efleets.com> >
Sent: Monday, July 1, 2024 8:01 AM
To: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >; Farber, Kat S <Kat.S.Farber@efleets.com
<mailto:Kat.S.Farber@efleets.com> >
Cc: Russo, Jennifer M <Jennifer.M.Russo@efleets.com
<mailto:Jennifer.M.Russo@efleets.com> >
Subject: RE: [EXT]RE: Enterprise Contact Info

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<mailto:brandon.w.pliskaner@efleets.com> . Learn why this is important
<https://aka.ms/LearnAboutSenderIdentification>

Please see attached, Stephanie. ☺

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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From: Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Sent: Thursday, June 27, 2024 3:15 PM
To: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com> >; Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Cc: Russo, Jennifer M <Jennifer.M.Russo@efleets.com <mailto:Jennifer.M.Russo@efleets.com> >
Subject: RE: [EXT]RE: Enterprise Contact Info

Thank you so much.

Stephanie Gardner

Administrative Specialist II

City of Hollywood

Public Works

Environmental Services

Office 954-967-4526

Ext. 5513

From: Pliskaner, Brandon W <Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com> >
Sent: Thursday, June 27, 2024 3:12 PM
To: Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >; Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Cc: Russo, Jennifer M <Jennifer.M.Russo@efleets.com <mailto:Jennifer.M.Russo@efleets.com> >
Subject: [EXT]RE: Enterprise Contact Info

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Hi Stephanie,

Let me reach out to the proper parties to obtain a COI for you.

Thank you,

Brandon W Pliskaner

EFM Supervisor

Enterprise Fleet Management, Inc – 2Q South Florida

(781) 552-5338 Direct

Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com>

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From: Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>>
Sent: Thursday, June 27, 2024 3:02 PM

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To: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >; Pliskaner, Brandon W
<Brandon.W.Pliskaner@efleets.com <mailto:Brandon.W.Pliskaner@efleets.com> >
Subject: RE: Enterprise Contact Info

Hi there!

Adding in some support team I apologize I'm in a meeting until about 4:30 today and don't want your request to wait!

@Pliskaner, Brandon W <mailto:Brandon.W.Pliskaner@efleets.com> are you able to assist with a Cert of Insurance?

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.efleets.com%2F&data=05%7C02%7CNHINES-WILSON%40hollywoodfl.org%7Cf2fe606dc72641e3d8c308dcacaac33e%7Cf0ba70bfc34c416db2009c6f6a563c05%7C0%7C0%7C638575096664110594%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=Sj8z7YR6TxNUT2YhE95fGTzUGCuaCycDskB%2B%2BTvhGYM%3D&reserved=0>

** Out of Office Upcoming: 07/02 - 07/05**

Having a Great Day,

Kat S Farber
Senior Client Strategy Manager
South Florida
(850) 557 - 6161 cell
Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>

*ACHIEVER * LEARNER * FOCUS* BELIEF* COMPETITION

"Personal Honesty and Integrity are the Foundation of Our Success" - Jack Taylor

From: Stephanie Gardner <SGARDNER@hollywoodfl.org
<mailto:SGARDNER@hollywoodfl.org> >

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Sent: Thursday, June 27, 2024 2:59 PM
To: Farber, Kat S <Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com> >
Subject: FW: Enterprise Contact Info

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Requesting a copy of Enterprise updated Certificate of Insurance

Stephanie Gardner

Administrative Specialist II

City of Hollywood

Public Works

Environmental Services

Office 954-967-4526

Ext. 5513

From: Robert Delorimiere <RDELORIMIERE@hollywoodfl.org <mailto:RDELORIMIERE@hollywoodfl.org> >
Sent: Thursday, June 27, 2024 2:56 PM
To: Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Subject: RE: Enterprise Contact Info

Full contact info:

Kat S Farber
Senior Client Strategy Manager
South Florida
(850) 557 - 6161 cell
Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>

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LjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=OCORJ7sZrEGiIDYaU2CJhSuw1f2scLQ5dHTmWLn0pYg%3D&reserved=0>

From: Robert Delorimiere
Sent: Thursday, June 27, 2024 2:54 PM
To: Stephanie Gardner <SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org> >
Subject: Enterprise Contact Info

Stephanie:

Here is the ladys' name.

Kathryn Williams Kat.S.Farber@efleets.com <mailto:Kat.S.Farber@efleets.com>

Robert

_____

Stephanie Gardner
Administrative Specialist II
City of Hollywood
Public Works
1600 SOUTH PARK ROAD HOLLYWOOD, FL
P.O. Box 229045
Hollywood, FL 33021
Office: 954-967-5513
E-mail: SGARDNER@hollywoodfl.org <mailto:SGARDNER@hollywoodfl.org>

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_____

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enterprise FLEET MANAGEMENT

MASTER EQUITY LEASE AGREEMENT

This Master Equity Lease Agreement is entered into this 9th day of June, 20 24, by and between Enterprise FM Trust, a Delaware statutory trust ("Lessor"), and the lessee whose name and address is set forth on the signature page below ("Lessee").

1. LEASE OF VEHICLES: Lessor hereby leases to Lessee and Lessee hereby leases from Lessor the vehicles (individually, a "Vehicle" and collectively, the "Vehicles") described in the schedules from time to time delivered by Lessor to Lessee as set forth below ("Schedule(s)") for the rentals and on the terms and conditions set forth in this Agreement and in the applicable Schedule. References to this "Agreement" shall include this Master Equity Lease Agreement and the various Schedules and addenda to this Master Equity Lease Agreement, each of which are incorporated herein as part of a single, unitary Agreement. Lessor will, on or about the date of delivery of each Vehicle to Lessee, send Lessee a Schedule covering the Vehicle, which will include, among other things, a description of the Vehicle, the lease term and the monthly rental and other payments due with respect to the Vehicle. The terms contained in each such Schedule will be binding on Lessee unless Lessee objects in writing to such Schedule within ten (10) days after the date of delivery of the Vehicle covered by such Schedule. Lessor is the sole legal owner of each Vehicle. This Agreement is a lease only and Lessee will have no right, title or interest in or to the Vehicles except for the use of the Vehicles as described in this Agreement. This Agreement shall be treated as a true lease for federal and applicable state income tax purposes with Lessor having all benefits of ownership of the Vehicles. It is understood and agreed that Enterprise Fleet Management, Inc. or an affiliate thereof (together with any subservicer, agent, successor or assign as servicer on behalf of Lessor, "Servicer") may administer this Agreement on behalf of Lessor and may perform the service functions herein provided to be performed by Lessor.

2. TERM: The term of this Agreement ("Term") for each Vehicle begins on the date such Vehicle is delivered to Lessee (the "Delivery Date") and, unless terminated earlier in accordance with the terms of this Agreement, continues for the "Lease Term" as described in the applicable Schedule.

3. RENT AND OTHER CHARGES:

(a) Lessee agrees to pay Lessor monthly rental and other payments according to the Schedules, Open-End (Equity) Lease Rate Quotes, and this Agreement. The monthly payments will be in the amount listed as the "Total Monthly Rental Including Additional Services" on the applicable Schedule (with any portion of such amount identified as a charge for maintenance services under Section 4 of the applicable Schedule being payable to Lessor as agent for Enterprise Fleet Management, Inc.) and will be due and payable in advance on the first day of each month. Lessee agrees to pay Lessor interest charges, in connection with the acquisition of a Vehicle, for the period between the date Lessor issues payment to acquire such Vehicle and the date the Vehicle is delivered to Lessee. Such interest charges shall be included in each Schedule. If a Vehicle is delivered to Lessee on any day other than the first day of a month, monthly rental payments will begin on the first day of the next month. In addition to the monthly rental payments, Lessee agrees to pay Lessor a pro-rated rental charge for the number of days that the Delivery Date precedes the first monthly rental payment date. A portion of each monthly rental payment, being the amount designated as "Depreciation Reserve" on the applicable Schedule, will be considered as a reserve for depreciation and will be credited against the Delivered Price of the Vehicle for purposes of computing the Book Value of the Vehicle under Section 3(c). Lessee agrees to pay Lessor the "Total Initial Charges" set forth in each Schedule on the due date of the first monthly rental payment under such Schedule. Lessee agrees to pay Lessor the "Service Charge Due at Lease Termination" set forth in each Schedule at the end of the applicable Term (whether by reason of expiration, early termination or otherwise).

(b) In the event the Term for any Vehicle ends prior to the last day of the scheduled Term, whether as a result of a default by Lessee, a Casualty Occurrence or any other reason, the rentals and management fees paid by Lessee will be recalculated in accordance with the rule of 78's and the adjusted amount will be payable by Lessee to Lessor on the termination date.

(c) Lessee agrees to pay Lessor within thirty (30) days after the end of the Term for each Vehicle, additional rent equal to the excess, if any, of the Book Value of such Vehicle over the greater of (i) the wholesale value of such Vehicle as determined by Lessor in good faith or (ii) except as provided below, twenty percent (20%) of the Delivered Price of such Vehicle as set forth in the applicable Schedule. If the Book Value of such Vehicle is less than the greater of (i) the wholesale value of such Vehicle as determined by Lessor in good faith or (ii) except as provided below, twenty percent (20%) of the Delivered Price of such Vehicle as set forth in the applicable Schedule, Lessor agrees to pay such deficiency to Lessee as a terminal rental adjustment after the end of the applicable Term (subject to Lessor's right to recoup any amounts Lessor would owe to Lessee under this Section 3(c) against any obligations of Lessee to Lessor under this Agreement). Notwithstanding the foregoing, if (i) the Term for a Vehicle is greater than forty-eight (48) months (including any extension of the Term for such Vehicle), (ii) the mileage on a Vehicle at the end of the Term is greater than 15,000 miles per year on average (prorated on a daily basis) (i.e., if the mileage on a Vehicle with a Term of thirty-six (36) months is greater than 45,000 miles) or (iii) in the sole judgment of Lessor, a Vehicle has been subject to damage or any abnormal or excessive wear and tear, the calculations described in the two immediately preceding sentences shall be made without giving effect to clause (ii) in each such sentence. The "Book Value" of a Vehicle means the sum of (i) the "Delivered Price" of the Vehicle as set forth in the applicable Schedule minus (ii) the total Depreciation Reserve paid by Lessee to Lessor with respect to such Vehicle plus (iii) all accrued and unpaid rent and/or other amounts owed by Lessee with respect to such Vehicle.

(d) Any security deposit of Lessee will be returned to Lessee at the end of the applicable Term, except that the deposit will first be applied to and recouped against any losses and/or damages suffered by Lessor as a result of Lessee's breach of or default under this Agreement and/or to any other amounts then owed by Lessee to Lessor.

(e) Any rental payment or other amount owed by Lessee to Lessor which is not paid within twenty (20) days after its due date will accrue interest, payable on demand of Lessor, from the date due until paid in full at a rate per annum equal to the lesser of (i) Eighteen Percent (18%) per annum or (ii) the highest rate permitted by applicable law (the "Default Rate").

(f) If Lessee fails to pay any amount due under this Agreement or to comply with any of the covenants contained in this Agreement, Lessor, Servicer or any other agent of Lessor may, at its option, pay such amounts or perform such covenants and all sums paid or incurred by Lessor in connection therewith will be repayable by Lessee to Lessor upon demand together with interest thereon at the Default Rate.

(g) Lessee's obligations to make all payments of rent and other amounts under this Agreement are absolute and unconditional and such payments shall be made in immediately available funds without setoff, counterclaim or deduction of any kind. Lessee acknowledges and agrees that neither any Casualty Occurrence to any Vehicle nor any defect, unfitness or lack of governmental approval in, of, or with respect to, any Vehicle regardless of the cause or consequence nor any breach by Enterprise Fleet Management, Inc. of any maintenance agreement between Enterprise Fleet Management, Inc. and Lessee covering any Vehicle regardless of the cause or consequence will relieve Lessee from the performance of any of its obligations under this Agreement, including, without limitation, the payment of rent and other amounts under this Agreement.

(h) In the event Lessor, Servicer or any other agent of Lessor arranges for rental vehicle(s) with a subsidiary or affiliate of Enterprise Holdings, Inc., Lessee shall be fully responsible for all obligations under any applicable rental agreement.

4. USE AND SURRENDER OF VEHICLES: Lessee agrees to allow only duly authorized, licensed and insured drivers to use and operate the Vehicles. Lessee agrees to comply with, and cause its drivers to comply with, all laws, statutes, rules, regulations and ordinances (including without limitation such federal, state and local laws, statutes, rules, regulations and ordinances governing autonomous vehicles and automated driving systems and any parts, components and products related thereto) and the provisions of all insurance policies affecting or covering the Vehicles or their use or operation. In connection with autonomous vehicles and automated driving systems and the parts, components and products related thereto, Lessee agrees to comply with all applicable guidance and professional standards issued, released or published by governmental and quasi-governmental agencies, including without limitation the federal guidance for automated vehicles published by the Department of Transportation and the Federal Automated Vehicle Policy issued by the U.S. Department of Transportation and the National Highway Traffic Safety Administration. Lessee agrees to keep the Vehicles free of all liens, charges and encumbrances. Lessee agrees that in no event will any Vehicle be used or operated for transporting hazardous substances or persons for hire, for any illegal purpose or to pull trailers that exceed the manufacturer's trailer towing recommendations. Lessee agrees that no Vehicle is intended to be or will be utilized as a "school bus" as defined in the Code of Federal Regulations or any applicable state or municipal statute or regulation. Lessee agrees not to remove any Vehicle from the continental United States without first obtaining Lessor's written consent. At the expiration or earlier termination of this Agreement with respect to each Vehicle, or upon demand by Lessor made pursuant to Section 14, Lessee at its risk and expense agrees to return such Vehicle to Lessor at such place and by such reasonable means as may be designated by Lessor. If for any reason Lessee fails to return any Vehicle to Lessor as and when required in accordance with this Section, Lessee agrees to pay Lessor additional rent for such Vehicle at twice the normal pro-rated daily rent. Acceptance of such additional rent by Lessor will in no way limit Lessor's remedies with respect to Lessee's failure to return any Vehicle as required hereunder.

5. COSTS, EXPENSES, FEES AND CHARGES: Lessee agrees to pay all costs, expenses, fees, charges, fines, tickets, penalties and taxes (other than federal and state income taxes on the income of Lessor) incurred in connection with the titling, licensing, registration, delivery, purchase, sale, rental, and Lessee's use or operation of the Vehicles. If Lessor, Servicer or any other agent of Lessor incurs any such costs or expenses, Lessee agrees to promptly reimburse Lessor for the same.

6. LICENSE AND CHARGES: Each Vehicle will be titled, registered and licensed in the name designated by Lessor at Lessee's expense. Certain other charges relating to the acquisition of each Vehicle and paid or satisfied by Lessor have been capitalized in determining the monthly rental, treated as an initial charge or otherwise charged to Lessee. Such charges have been determined without reduction for trade-in, exchange allowance or other credit attributable to any Lessor-owned vehicle.

7. REGISTRATION PLATES, ETC.: Lessee agrees, at its expense, to obtain in the name designated by Lessor all registration plates and other plates, permits, inspections and/or licenses required in connection with the Vehicles, except for the initial registration plates which Lessor will obtain at Lessee's expense. The parties agree to cooperate and to furnish any and all information or documentation, which may be reasonably necessary for compliance with the provisions of this Section or any federal, state or local law, rule, regulation or ordinance. Lessee agrees that it will not permit any Vehicle to be located in a state other than the state in which such Vehicle is then titled for any continuous period of time that would require such Vehicle to become subject to the titling, licensing and/or registration laws of such other state.

8. MAINTENANCE OF AND IMPROVEMENTS TO VEHICLES:

(a) Lessee agrees, at its expense, to (i) maintain the Vehicles in good condition, repair, maintenance and running order and in accordance with all manufacturer's instructions and warranty requirements and all legal requirements and (ii) furnish all labor, materials, parts and other essentials required for the proper operation and maintenance of the Vehicles. Lessee will not make (or cause to be made) any alterations, upgrades, upfitting, additions or improvements (collectively, "Alterations") to any Vehicle which (i) could impact or impair the "motor vehicle safety" (as defined by the Motor Vehicle Safety Act) of the Vehicle, or (ii) could impact, impair, void or render unenforceable the manufacturer's warranty. Without the prior written consent of Lessor, Lessee will not make (or cause to be made) any Alterations to any Vehicle which (i) detracts, impairs, damages or alters the Vehicle's nature, purpose, economic value, remaining useful life, functionality, utility, software or controls, or (ii) subjects the Vehicle or any part or component of such Vehicle to any lien, charge or encumbrance. Any Alterations of any nature to a Vehicle are made at Lessee's sole cost, risk and liability, including without limitation, any such Alterations approved by, or made with the assistance or at the direction of Lessor. Any replacement parts added to any Vehicle shall be in at least as good an operating condition as the prior part before the replacement (assuming such part was, at the time of the replacement, in the condition required by the terms of this Agreement). Any Alterations to a Vehicle will become and remain the property of Lessor and will be returned with such Vehicle upon such Vehicle's return pursuant to Section 4 and shall be free of any liens, charges or encumbrances; provided, however, Lessor shall have the right at any time to require Lessee to remove any such Alteration at Lessee's sole cost, expense and liability. In no event or instance shall the value of any Alterations be regarded as rent. Lessee and Lessor acknowledges and agrees that Lessor will not be required to make any repairs, replacements or Alterations of any nature or description with respect to any Vehicle, to maintain or repair any Vehicle or to make any

expenditure whatsoever in connection with any such Vehicle(s) or this Agreement.

(b) Lessor and Lessee acknowledge and agree that if Section 4 of a Schedule includes a charge for maintenance, (i) the Vehicle(s) covered by such Schedule are subject to a separate maintenance agreement between Enterprise Fleet Management, Inc. and Lessee and (ii) Lessor shall have no liability or responsibility for any failure of Enterprise Fleet Management, Inc. to perform any of its obligations thereunder or to pay or reimburse Lessee for its payment of any costs and expenses incurred in connection with the maintenance or repair of any such Vehicle(s).

9. SELECTION OF VEHICLES AND DISCLAIMER OF WARRANTIES:

(a) LESSEE ACCEPTANCE OF DELIVERY AND USE OF EACH VEHICLE WILL CONCLUSIVELY ESTABLISH THAT SUCH VEHICLE IS OF A SIZE, DESIGN, CAPACITY, TYPE AND MANUFACTURE SELECTED BY LESSEE AND THAT SUCH VEHICLE IS IN GOOD CONDITION AND REPAIR AND IS SATISFACTORY IN ALL RESPECTS AND IS SUITABLE FOR LESSEE'S PURPOSE. LESSEE ACKNOWLEDGES THAT LESSOR IS NOT A MANUFACTURER OF ANY VEHICLE OR AN AGENT OF A MANUFACTURER OF ANY VEHICLE.

(b) LESSOR MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY VEHICLE, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATION OR WARRANTY AS TO CONDITION, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, IT BEING AGREED THAT ALL SUCH RISKS ARE TO BE BORNE BY LESSEE. THE VEHICLES ARE LEASED "AS IS," "WITH ALL FAULTS." All warranties made by any supplier, vendor and/or manufacturer of a Vehicle are hereby assigned by Lessor to Lessee for the applicable Term and Lessee's only remedy, if any, is against the supplier, vendor or manufacturer of the Vehicle.

(c) None of Lessor, Servicer or any other agent of Lessor will be liable to Lessee for any liability, claim, loss, damage (direct, incidental or consequential) or expense of any kind or nature, caused directly or indirectly, by any Vehicle or any inadequacy of any Vehicle for any purpose or any defect (latent or patent) in any Vehicle or the use or maintenance of any Vehicle or any repair, servicing or adjustment of or to any Vehicle, or any delay in providing or failure to provide any Vehicle, or any interruption or loss of service or use of any Vehicle, or any loss of business or any damage whatsoever and however caused. In addition, none of Lessor, Servicer or any other agent of Lessor will have any liability to Lessee under this Agreement or under any order authorization form executed by Lessee if Lessor is unable to locate or purchase a Vehicle ordered by Lessee or for any delay in delivery of any Vehicle ordered by Lessee.

(d) In no event shall Lessor, Servicer or any other agent of Lessor or their respective affiliates be liable for consequential, indirect, incidental, special, exemplary, punitive or enhanced damages, lost profits or revenues or diminution in value, arising out of or relating to this Agreement, including, without limitation, any breach or performance of this Agreement, regardless of (i) whether such damages were foreseeable, (ii) whether or not Lessor, Servicer or any other agent of Lessor or their respective affiliates were advised of the possibility of such damages and/or (iii) the legal or equitable theory (contract, tort or otherwise) upon which a claim, action, cause of action, demand, lawsuit, arbitration, inquiry, proceeding or litigation is based, and notwithstanding the failure of any agreed or other remedy of its essential purpose.

10. RISK OF LOSS: Lessee assumes and agrees to bear the entire risk of loss of, theft of, damage to or destruction of any Vehicle from any cause whatsoever ("Casualty Occurrence"). In the event of a Casualty Occurrence to a Vehicle, Lessee shall give Lessor prompt notice of the Casualty Occurrence and thereafter will place the applicable Vehicle in good repair, condition and working order; provided, however, that if the applicable Vehicle is determined by Lessor to be lost, stolen, destroyed or damaged beyond repair (a "Totaled Vehicle"), Lessee agrees to pay Lessor no later than the date thirty (30) days after the date of the Casualty Occurrence the amounts owed under Sections 3(b) and 3(c) with respect to such Totaled Vehicle. Upon such payment, this Agreement will terminate with respect to such Totaled Vehicle.

11. INSURANCE:

(a) Lessee agrees to purchase and maintain in force during the Term, insurance policies in at least the amounts listed below covering each Vehicle, to be written by an insurance company or companies satisfactory to Lessor, insuring Lessee, Lessor and any other person or entity designated by Lessor against any damage, claim, suit, action or liability, and that Lessor will suffer immediate and irreparable harm if Lessee fails to comply with such obligations:

(i) Commercial Automobile Liability Insurance (including Uninsured/Underinsured Motorist Coverage and No-Fault Protection where required by law) for the limits listed below (Note - $2,000,000 Combined Single Limit Bodily Injury and Property Damage per accident with No Deductible is required for each Vehicle capable of transporting more than 8 passengers):

State of Vehicle Registration	Coverage
Connecticut, Massachusetts, Maine, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont	$1,000,000 Combined Single Limit Bodily Injury and Property Damage per accident - No Deductible
Florida	$500,000 Combined Single Limit Bodily Injury and Property Damage per accident or $100,000 Bodily Injury Per Person Per Accident, $300,000 Per Accident and $50,000 Property Damage per accident (100/300/50) - No Deductible
All Other States	$300,000 Combined Single Limit Bodily Injury and Property Damage Per Accident or $100,000 Bodily Injury Per Person Per Accident, $300,000 Per Accident and $50,000 Property Damage Per Accident (100/300/50) - No Deductible

(ii) Physical Damage Insurance (Collision & Comprehensive): Actual cash value of the applicable Vehicle. Maximum deductible of $1,000 per accident - Collision and $1,000 per accident - Comprehensive).

If the requirements of any governmental or regulatory agency exceed the minimums stated in this Agreement, Lessee must obtain and maintain the higher insurance requirements. Lessee agrees that each required policy of insurance will by appropriate endorsement or otherwise name Lessor and any other person or entity designated by Lessor as additional insureds and loss payees, as their respective interests may appear. Further, each such insurance policy must provide the following: (i) that the same may not be cancelled, changed or modified until after the insurer has given to Lessor, Servicer and any other person or entity designated by Lessor at least thirty (30) days prior written notice of such proposed cancellation, change or modification, (ii) that no act or default of Lessee or any other person or entity shall affect the right of Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns to recover under such policy or policies of insurance in the event of any loss of or damage to any Vehicle and (iii) that the coverage is "primary coverage" for the protection of Lessee, Lessor, Servicer, any other agent of Lessor and their respective successors and assigns notwithstanding any other coverage carried by Lessee, Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns protecting against similar risks. Original certificates evidencing such coverage and naming Lessor, Servicer, any other agent of Lessor and any other person or entity designated by Lessor as additional insureds and loss payees shall be furnished to Lessor prior to the Delivery Date, and annually thereafter and/or as reasonably requested by Lessor from time to time. In the event of default, Lessee hereby appoints Lessor, Servicer and any other agent of Lessor as Lessee's attorney-in-fact to receive payment of, to endorse all checks and other documents and to take any other actions necessary to pursue insurance claims and recover payments if Lessee fails to do so. Any expense of Lessor, Servicer or any other agent of Lessor in adjusting or collecting insurance shall be borne by Lessee.

Lessee, its drivers, servants and agents agree to cooperate fully with Lessor, Servicer, any other agent of Lessor and any insurance carriers in the investigation, defense and prosecution of all claims or suits arising from the use or operation of any Vehicle. If any claim is made or action commenced for death, personal injury or property damage resulting from the ownership, maintenance, use or operation of any Vehicle, Lessee will promptly notify Lessor of such action or claim and forward to Lessor a copy of every demand, notice, summons or other process received in connection with such claim or action.

(b) Notwithstanding the provisions of Section 11(a) above: (i) if Section 4 of a Schedule includes a charge for physical damage waiver, Lessor agrees that (A) Lessee will not be required to obtain or maintain the minimum physical damage insurance (collision and comprehensive) required under Section 11(a) for the Vehicle(s) covered by such Schedule and (B) Lessor will assume the risk of physical damage (collision and comprehensive) to the Vehicle(s) covered by such Schedule; provided, however, that such physical damage waiver shall not apply to, and Lessee shall be and remain liable and responsible for, damage to a covered Vehicle caused by wear and tear or mechanical breakdown or failure, damage to or loss of any parts, accessories or components added to a covered Vehicle by Lessee without the prior written consent of Lessor and/or damage to or loss of any property and/or personal effects contained in a covered Vehicle. In the event of a Casualty Occurrence to a covered Vehicle, Lessor may, at its option, replace, rather than repair, the damaged Vehicle with an equivalent vehicle, which replacement vehicle will then constitute the "Vehicle" for purposes of this Agreement; and (ii) if Section 4 of a Schedule includes a charge for commercial automobile liability enrollment, Lessor agrees that it will, at its expense, obtain for and on behalf of Lessee, by adding Lessee as an additional insured under a commercial automobile liability insurance policy issued by an insurance company selected by Lessor, commercial automobile liability insurance satisfying the minimum commercial automobile liability insurance required under Section 11(a) for the Vehicle(s) covered by such Schedule. Lessor may at any time during the applicable Term terminate said obligation to provide physical damage waiver and/or commercial automobile liability enrollment and cancel such physical damage waiver and/or commercial automobile liability enrollment upon giving Lessee at least ten (10) days prior written notice. Upon such cancellation, insurance in the minimum amounts as set forth in 11(a) shall be obtained and maintained by Lessee at Lessee's expense. An adjustment will be made in monthly rental charges payable by Lessee to reflect any such change and Lessee agrees to furnish Lessor with satisfactory proof of insurance coverage within ten (10) days after mailing of the notice. In addition, Lessor may change the rates charged by Lessor under this Section 11(b) for physical damage waiver and/or commercial automobile liability enrollment upon giving Lessee at least thirty (30) days prior written notice.

12. INDEMNITY: To the extent permitted by state law, Lessee agrees to defend and indemnify Lessor, Servicer, any other agent of Lessor and their respective successors and assigns from and against any and all losses, damages, liabilities, suits, claims, demands, costs and expenses (including, without limitation, reasonable attorneys' fees and expenses) which Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns may incur by reason of Lessee's breach or violation of, or failure to observe or perform, any term, provision or covenant of this Agreement, or as a result of any loss, damage, theft or destruction of any Vehicle or related to or arising out of or in connection with the use, operation or condition of any Vehicle. The provisions of this Section 12 shall survive any expiration or termination of this Agreement. Nothing herein shall be deemed to affect the rights, privileges, and immunities of Lessee and the foregoing indemnity provision is not intended to be a waiver of any sovereign immunity afforded to Lessee pursuant to the law.

13. INSPECTION OF VEHICLES; ODOMETER DISCLOSURE; FINANCIAL STATEMENTS: Lessee agrees to accomplish, at its expense, all inspections of the Vehicles required by any governmental authority during the Term. Lessor, Servicer, any other agent of Lessor and any of their respective successors or assigns will have the right to inspect any Vehicle at any reasonable time(s) during the Term and for this purpose to enter into or upon any building or place where any Vehicle is located. Lessee agrees to comply with all odometer disclosure laws, rules and regulations and to provide such written and signed disclosure information on such forms and in such manner as directed by Lessor. Providing false information or failure to complete the odometer disclosure form as required by law may result in fines and/or imprisonment. Lessee hereby agrees to promptly deliver to Lessor such financial statements and other financial information regarding Lessee as Lessor may from time to time reasonably request.

14. DEFAULT; REMEDIES: The following shall constitute events of default ("Events of Default") by Lessee under this Agreement: (a) if Lessee fails to pay when due any rent or other amount due under this Agreement and any such failure shall remain unremedied for ten (10) days; (b) if Lessee fails to perform, keep or observe any term, provision or covenant contained in Section 11 of this Agreement; (c) if Lessee fails to perform, keep or observe any other term, provision or covenant contained in this Agreement and any such failure shall remain unremedied for thirty (30) days after written notice thereof is given by Lessor, Servicer or any other agent of Lessor to Lessee; (d) any seizure or confiscation of any Vehicle or any other act (other than a Casualty Occurrence) otherwise rendering any Vehicle unsuitable for use (as determined by Lessor); (e) if any present or future guaranty in favor of Lessor of all or any portion of the obligations of Lessee under this Agreement shall at any time for any reason cease to be in full force and effect or shall be declared to be null and void by a court of competent jurisdiction, or

if the validity or enforceability of any such guaranty shall be contested or denied by any guarantor, or if any guarantor shall deny that it, he or she has any further liability or obligation under any such guaranty or if any guarantor shall fail to comply with or observe any of the terms, provisions or conditions contained in any such guaranty; (f) the occurrence of a material adverse change in the financial condition, a going concern audit comment of Lessee or any guarantor, or if Lessee admits that it cannot pay its debts as they become due, makes an assignment for the benefit of creditors, is the subject of a voluntary or involuntary petition for bankruptcy, is adjudged insolvent or bankrupt, or a receiver or trustee is appointed for any portion of Lessee's assets or property; (g) if more than one (1) payment by Lessee to Lessor is returned by Lessee's bank for any reason within a twelve (12) month period; or (h) if Lessee or any guarantor is in default under or fails to comply with any other present or future agreement with or in favor of Lessor, Servicer of Lessor, or any direct or indirect subsidiary of Servicer of Lessor, Enterprise Holdings, Inc. or a subsidiary or affiliate of Enterprise Holdings, Inc.. For purposes of this Section 14, the term "guarantor" shall mean any present or future guarantor of all or any portion of the obligations of Lessee under this Agreement.

Upon the occurrence of any Event of Default, Lessor, without notice to Lessee, will have the right to exercise concurrently or separately (and without any election of remedies being deemed made), the following remedies: (a) Lessor may demand and receive immediate possession of any or all of the Vehicles from Lessee, without releasing Lessee from its obligations under this Agreement; if Lessee fails to surrender possession of the Vehicles to Lessor on default (or termination or expiration of the Term), Lessor, Servicer, any other agent of Lessor and any of Lessor's independent contractors shall have the right to enter upon any premises where the Vehicles may be located and to remove and repossess the Vehicles; (b) Lessor may enforce performance by Lessee of its obligations under this Agreement; (c) Lessor may recover damages and expenses sustained by Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns by reason of Lessee's default including, to the extent permitted by applicable law, all costs and expenses, including court costs and reasonable attorneys' fees and expenses, incurred by Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns in attempting or effecting enforcement of Lessor's rights under this Agreement (whether or not litigation is commenced) and/or in connection with bankruptcy or insolvency proceedings; (d) upon written notice to Lessee, Lessor may terminate Lessee's rights under this Agreement; (e) with respect to each Vehicle, Lessor may recover from Lessee all amounts owed by Lessee under Sections 3(b) and 3(c) of this Agreement (and, if Lessor does not recover possession of a Vehicle, (i) the estimated wholesale value of such Vehicle for purposes of Section 3(c) shall be deemed to be $0.00 and (ii) the calculations described in the first two sentences of Section 3(c) shall be made without giving effect to clause (ii) in each such sentence); and/or (f) Lessor may exercise any other right or remedy which may be available to Lessor under the Uniform Commercial Code, any other applicable law or in equity. A termination of this Agreement shall occur only upon written notice by Lessor to Lessee. Any termination shall not affect Lessee's obligation to pay all amounts due for periods prior to the effective date of such termination or Lessee's obligation to pay any indemnities under this Agreement. All remedies of Lessor under this Agreement or at law or in equity are cumulative.

15. ASSIGNMENTS: Lessor may from time to time assign, pledge or transfer this Agreement and/or any or all of its rights and obligations under this Agreement to any person or entity. Lessee agrees, upon notice of any such assignment, pledge or transfer of any amounts due or to become due to Lessor under this Agreement to pay all such amounts to such assignee, pledgee or transferee. Any such assignee, pledgee or transferee of any rights or obligations of Lessor under this Agreement will have all of the rights and obligations that have been assigned to it. Lessee's rights and interest in and to the Vehicles are and will continue at all times to be subject and subordinate in all respects to any assignment, pledge or transfer now or hereafter executed by Lessor with or in favor of any such assignee, pledgee or transferee, provided that Lessee shall have the right of quiet enjoyment of the Vehicles so long as no Event of Default under this Agreement has occurred and is continuing. Lessee acknowledges and agrees that the rights of any assignee, pledgee or transferee in and to any amounts payable by the Lessee under any provisions of this Agreement shall be absolute and unconditional and shall not be subject to any abatement whatsoever, or to any defense, setoff, counterclaim or recoupment whatsoever, whether by reason of any damage to or loss or destruction of any Vehicle or by reason of any defect in or failure of title of the Lessor or interruption from whatsoever cause in the use, operation or possession of any Vehicle, or by reason of any indebtedness or liability howsoever and whenever arising of the Lessor or any of its affiliates to the Lessee or to any other person or entity, or for any other reason.

Without the prior written consent of Lessor, Lessee may not assign, sublease, transfer or pledge this Agreement, any Vehicle, or any interest in this Agreement or in and to any Vehicle, or permit its rights under this Agreement or any Vehicle to be subject to any lien, charge or encumbrance. Lessee's interest in this Agreement is not assignable and cannot be assigned or transferred by operation of law. Lessee will not transfer or relinquish possession of any Vehicle (except for the sole purpose of repair or service of such Vehicle) without the prior written consent of Lessor.

16. MISCELLANEOUS: This Agreement contains the entire understanding of the parties. This Agreement may only be amended or modified by an instrument in writing executed by both parties. Lessor shall not by any act, delay, omission or otherwise be deemed to have waived any of its rights or remedies under this Agreement and no waiver whatsoever shall be valid unless in writing and signed by Lessor and then only to the extent therein set forth. A waiver by Lessor of any right or remedy under this Agreement on any one occasion shall not be construed as a bar to any right or remedy, which Lessor would otherwise have on any future occasion. If any term or provision of this Agreement or any application of any such term or provision is invalid or unenforceable, the remainder of this Agreement and any other application of such term or provision will not be affected thereby. Without Lessor's prior written consent, Lessee shall not use or include Lessor's, Servicer's, any other agent of Lessor's names or trademarks orally or in writing in any media, customer lists or marketing materials. Giving of all notices under this Agreement will be sufficient if mailed by certified mail to a party at its address set forth below or at such other address as such party may provide in writing from time to time. Any such notice mailed to such address will be effective one (1) day after deposit in the United States mail, duly addressed, with certified mail, postage prepaid. Lessee will promptly notify Lessor of any change in Lessee's address. This Agreement may be executed in multiple counterparts (including facsimile and pdf counterparts), but the counterpart marked "ORIGINAL" by Lessor will be the original lease for purposes of applicable law. All of the representations, warranties, covenants, agreements and obligations of each Lessee under this Agreement (if more than one) are joint and several.

17. SUCCESSORS AND ASSIGNS; GOVERNING LAW: Subject to the provisions of Section 15, this Agreement will be binding upon Lessee and its heirs, executors, personal representatives, successors and assigns, and will inure to the benefit of Lessor, Servicer, any other agent of Lessor and their respective successors and assigns. This Agreement will be governed by and construed in accordance with the substantive laws of the State of Missouri (determined without reference to conflict of law principles).

18. NON-PETITION: Each party hereto hereby covenants and agrees that, prior to the date which is one year and one day after payment in full of all indebtedness

Initials: EFM DS MB Customer DS

of Lessor, it shall not institute against, or join any other person in instituting against, Lessor any bankruptcy, reorganization, arrangement, insolvency or liquidation proceedings or other similar proceeding under the laws of the United States or any state of the United States. The provisions of this Section 18 shall survive termination of this Master Equity Lease Agreement.

19. NON-APPROPRIATION: Lessee's funding of this Agreement shall be on a Fiscal Year basis and is subject to annual appropriations. Lessor acknowledges that Lessee is a municipal corporation, is precluded by the County or State Constitution and other laws from entering into obligations that financially bind future governing bodies, and that, therefore, nothing in this Agreement shall constitute an obligation of future legislative bodies of the County or State to appropriate funds for purposes of this Agreement. Accordingly, the parties agree that the lease terms within this Agreement or any Schedules relating hereto are contingent upon appropriation of funds. The parties further agree that should the County or State fail to appropriate such funds, the Lessor shall be paid all rentals due and owing hereunder up until the actual day of termination. In addition, Lessor reserves the right to be paid for any reasonable damages. These reasonable damages will be limited to the losses incurred by the Lessor for having to sell the vehicles on the open used car market prior to the end of the scheduled term (as determined in Section 3 and Section 14 of this Agreement).

IN WITNESS WHEREOF, Lessor and Lessee have duly executed this Master Equity Lease Agreement as of the day and year first above written.

LESSEE: City of Hollywood, Florida

Signature: DocuSigned by: E3E5798FD4A34FA...

By: Josh Levy

Title: Mayor

Address: 2600 Hollywood Blvd, Hollywood, FL, 33020

Date Signed: 7/31/2024

LESSOR: Enterprise FM Trust

By: Enterprise Fleet Management, Inc. its attorney in fact

Signature: DocuSigned by: Michael Barnes 6A9D8FD12E36462...

By: Michael Barnes

Title: Fleet Management Director

Address: 5105 Johnson Rd. Coconut Creek, FL 33073

Date Signed: June 20, 2024

Initials: EFM DS MB Customer DS

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FLEET MANAGEMENT

AMENDMENT TO MASTER EQUITY LEASE AGREEMENT

THIS AMENDMENT ("Amendment") dated this ____ day of March, 2024 is attached to, and made a part of, the MASTER EQUITY LEASE AGREEMENT entered into on the ____ day of March, 2024 ("Agreement") by and between Enterprise FM Trust, a Delaware statutory trust ("Lessor") and City of Hollywood ("Lessee"). This Amendment is made for good and valuable consideration, the receipt of which is hereby acknowledged by the parties.

Section 17 of the Master Equity Lease Agreement is amended to read as follows:

Subject to the provisions of Section 15, this Agreement will be binding upon Lessee and its heirs, executors, personal representatives, successors and assigns, and will inure to the benefit of Lessor, Servicer, any other agent of Lessor and their respective successors and assigns. This Agreement will be governed by and construed in accordance with the substantive laws of the State of Florida (determined without reference to conflict of law principles).

All references in the Agreement and in the various Schedules and addenda to the Agreement and any other references of similar import shall henceforth mean the Agreement as amended by this Amendment. Except to the extent specifically amended by this Amendment, all of the terms, provisions, conditions, covenants, representations and warranties contained in the Agreement shall be and remain in full force and effect and the same are hereby ratified and confirmed.

IN WITNESS WHEREOF, Lessor and Lessee have executed this Amendment to Master Equity Lease Agreement as of the day and year first above written.

Josh Levy

City of Hollywood (Lessee)

By Josh Levy

Title: Mayor

DocuSigned by:
Michael Barnes
6B1B3ED1F12364D...

Enterprise FM Trust (Lessor)
By: Enterprise Fleet Management, Inc., its attorney in fact

By Michael Barnes

Title: Fleet Management Director

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

enterprise
FLEET MANAGEMENT

FULL MAINTENANCE AGREEMENT

This Full Maintenance Agreement (this "Agreement") is made and entered into this 9 day of June, by Enterprise Fleet Management, Inc., a Missouri corporation ("EFM"), and City of Hollywood ("Lessee").

WITNESSETH

1. LEASE. Reference is hereby made to that certain Master Lease Agreement dated as of the 19 day of June, 2024, by and between Enterprise FM Trust, a Delaware statutory trust, as lessor ("Lessor"), and Lessee, as lessee (as the same may from time to time be amended, modified, extended, renewed, supplemented or restated, the "Lease"). All capitalized terms used and not otherwise defined in this Agreement shall have the respective meanings ascribed to them in the Lease.

2. COVERED VEHICLES. This Agreement shall only apply to those vehicles leased by Lessor to Lessee pursuant to the Lease to the extent Section 4 of the Schedule for such vehicle includes a charge for maintenance (the "Covered Vehicle(s)").

3. TERM AND TERMINATION. The term of this Agreement ("Term") for each Covered Vehicle shall begin on the Delivery Date of such Covered Vehicle and shall continue until the last day of the "Term" (as defined in the Lease) for such Covered Vehicle unless earlier terminated as set forth below. Each of EFM and Lessee shall each have the right to terminate this Agreement effective as of the last day of any calendar month with respect to any or all of the Covered Vehicles upon not less than sixty (60) days prior written notice to the other party. The termination of this Agreement with respect to any or all of the Covered Vehicles shall not affect any rights or obligations under this Agreement which shall have previously accrued or shall thereafter arise with respect to any occurrence prior to termination, and such rights and obligations shall continue to be governed by the terms of this Agreement.

4. VEHICLE REPAIRS AND SERVICE. EFM agrees that, during the Term for the applicable Covered Vehicle and subject to the terms and conditions of this Agreement, it will pay for, or reimburse Lessee for its payment of, all costs and expenses incurred in connection with the maintenance or repair of a Covered Vehicle. This Agreement does not cover, and Lessee will remain responsible for and pay for, (a) fuel, (b) oil and other fluids between changes, (c) tire or brake repair and replacement beyond what is allocated within the Lease Schedule, (d) washing, (e) repair of damage due to lack of maintenance or neglect by Lessee between scheduled services (including, without limitation, failure to maintain fluid levels), (f) maintenance or repair of, or damage caused by, any alterations, upgrades, upfitting, additions, improvements (collectively, "Alterations") or unauthorized replacement parts added to a Covered Vehicle or of any after-market components (this Agreement covers maintenance and repair only of the Covered Vehicles themselves and any factory-installed components and does not cover maintenance or repair of chassis alterations, add-on bodies (including, without limitation, step vans), software or other equipment (including, without limitation, lift gates, autonomous or automated vehicle equipment, components, parts or products, and PTO controls) which is installed or modified by a dealer, body shop, upfitter or anyone else other than the manufacturer of the Covered Vehicle, (g) any service and/or damage resulting from, related to or arising out of (1) an accident, a collision, theft, fire, freezing, vandalism, riot, explosion, other Acts of God, an object striking the Covered Vehicle, improper use of the Covered Vehicle (including, without limitation, driving over curbs, overloading, racing or other competition) or (2) Lessee's failure to maintain or use the Covered Vehicle as required by and in compliance with, (A) the Lease, (B) all laws, statutes, rules, regulations and ordinances (including without limitation such applicable federal, state and local laws, statutes, rules, regulations, ordinances, guidance and professional standards governing autonomous vehicles and automated driving systems and any parts, components and products related thereto) and (C) the provisions of all insurance policies affecting or covering the Covered Vehicles or their use or operation, (h) roadside assistance or towing for routine vehicle maintenance purposes unless the vehicle is inoperable, (i) mobile services, (j) the cost of loaner or rental vehicles beyond what is allocated within the Lease Schedule or (k) if the Covered Vehicle is a Vehicle with a manual transmission, such manual transmission clutch adjustment or replacement. Whenever it is necessary to have a Covered Vehicle serviced, Lessee agrees to have the necessary work performed by an authorized dealer of such Covered Vehicle or by a service facility acceptable to EFM. In every case, if the cost of such service will exceed $125.00, which may change from time to time based on market conditions, Lessee or service provider must notify EFM and obtain EFM's authorization for such service and EFM's instructions as to where such service shall be made and the extent of service to be obtained. Lessee agrees to furnish an invoice for all service to a Covered Vehicle, accompanied by a copy of the shop or service order (odometer mileage must be shown on each shop or service order). EFM will not be obligated to pay for any unauthorized charges or those exceeding $125.00, which may change from time to time based on market conditions, for one service on any Covered Vehicle unless Lessee has complied with the above terms and conditions. EFM will not have any responsibility to pay for any services in excess of the services recommended by the manufacturer, unless otherwise agreed to by EFM. Notwithstanding any other provision of this Agreement to the contrary, (a) all service performed within one hundred twenty (120) days prior to the last day of the scheduled "Term" (as defined in the Lease) for the applicable Covered Vehicle must be authorized by and have the prior consent and approval of EFM and any service not so authorized will be the responsibility of and be paid for by Lessee and (b) EFM is not required to provide or pay for any service to any Covered Vehicle beyond the contract mileage not to exceed 120,000 miles.

5. ENTERPRISE CARDS: EFM may, at its option, provide Lessee with an authorization card (the "EFM Card"), which is an electronic card located on the Efleets mobile app and the efleets.com client website, for use in authorizing the payment of charges incurred in connection with the maintenance of the Covered Vehicles. Lessee agrees to be liable to EFM for, and upon receipt of a monthly or other statement from EFM, Lessee agrees to promptly pay to EFM, all charges made by or for the account of Lessee with the EFM Card (other than any charges which are the responsibility of EFM under the terms of this Agreement). EFM reserves the right to change the terms and conditions for the use of the EFM Card at any time. The EFM Card remains the property of EFM and EFM may revoke Lessee's right to possess or use the EFM Card at any time. Upon the termination of this Agreement or upon the demand of EFM, Lessee shall immediately cease using or accessing the EFM Card. The EFM Card is non-transferable.

6. PAYMENT TERMS. The amount of the monthly maintenance fee will be listed on the applicable Schedule and will be due and payable in advance on the first day of each month. If the first day of the Term for a Covered Vehicle is other than the first day of a calendar month, Lessee will pay EFM, on the first day of the Term for such Covered Vehicle, a pro-rated maintenance fee for the number of days that the Delivery Date precedes the first monthly maintenance fee payment date. Any monthly maintenance fee or other amount owed by Lessee to EFM under this Agreement which is not paid within twenty (20) days after its due date will accrue interest, payable upon demand of EFM, from the date due until paid in full at a rate per annum equal to the lesser of (i) Eighteen Percent (18%) per annum or (ii) the highest rate allowed by applicable law. The monthly maintenance fee set forth on each applicable Schedule allows the number of miles per month as set forth in such Schedule. Lessee agrees to pay EFM at the end of the applicable Term (whether by reason of termination of this Agreement or otherwise) an overmileage maintenance fee for any miles in excess of this average amount per month at the rate set forth in the applicable Schedule. EFM may, at its option, permit Lessor, as an agent for EFM, to bill and collect amounts due to EFM under this Agreement from Lessee on behalf of EFM.

7. NO WARRANTIES. Lessee acknowledges that EFM does not perform maintenance or repair services on the Covered Vehicles but rather EFM arranges for maintenance and/or repair services on the Covered Vehicles to be performed by third parties. EFM MAKES NO REPRESENTATION OR WARRANTY WHATSOEVER OF ANY KIND, EXPRESS OR IMPLIED, WHETHER ARISING BY COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE WITH RESPECT TO ANY EQUIPMENT, PRODUCTS, REPAIRS OR SERVICES PROVIDED FOR UNDER THIS AGREEMENT BY THIRD PARTIES, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, COMPLIANCE WITH SPECIFICATIONS, OPERATION, CONDITION, SUITABILITY, PERFORMANCE OR QUALITY. ANY DEFECT IN THE PERFORMANCE OF ANY PRODUCT, REPAIR OR SERVICE WILL NOT RELIEVE LESSEE OF ITS OBLIGATIONS UNDER THIS AGREEMENT, INCLUDING THE PAYMENT TO EFM OF THE MONTHLY MAINTENANCE FEES AND OTHER CHARGES DUE UNDER THIS AGREEMENT.

In no event shall EFM or its agents or their respective affiliates be liable for consequential, indirect, incidental, special, exemplary, punitive or enhanced damages, lost profits or revenues or diminution in value, arising out of or relating to this agreement, including, without limitation, any breach or performance of this agreement, regardless of (i) whether such damages were foreseeable, (ii) whether or not EFM or its agents or their respective affiliates were advised of the possibility of such damages and/or (iii) the legal or equitable theory (contract, tort or otherwise) upon which a claim, action, cause of action, demand, lawsuit, arbitration, inquiry, proceeding or litigation is based, and notwithstanding the failure of any agreed or other remedy of its essential purpose.

8. LESSOR NOT A PARTY. Lessor is not a party to, and shall have no rights, obligations or duties under or in respect of, this Agreement.

9. NOTICES. Any notice or other communication under this Agreement shall be in writing and delivered in person, electronic mail or mailed postage prepaid by registered or certified mail or sent by express overnight delivery service with a nationally recognized carrier, to the applicable party at its address set forth on the signature page of this Agreement, or at such other address as any party hereto may designate as its address for communications under this Agreement by notice so given. Any such notice or communication sent by mail will be effective and deemed received three (3) days after deposit in the United States mail, duly addressed to the address for the Party set forth below, with registered or certified mail postage prepaid. Any such notice or communication sent by express overnight delivery service with a nationally recognized carrier will be effective and deemed received one (1) day after deposit with such delivery service, duly addressed, with delivery fees prepaid. The Lessee shall promptly notify EFM of any change in the Lessee's address.

10. MISCELLANEOUS. This Agreement embodies the entire Agreement between the parties relating to the subject matter hereof. Any provision of this Agreement which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provisions of this Agreement or affecting the validity or enforceability of such provisions in any other jurisdiction. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns, except that Lessee may not assign, transfer or delegate any of its rights or obligations under this Agreement without the prior written consent of EFM. This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Missouri (without reference to conflict of law principles).

IN WITNESS WHEREOF, EFM and Lessee have executed this Full Maintenance Agreement as of the day and year first above written.

LESSEE: Josh Levy	EFM: Enterprise Fleet Management, Inc.
Signature: DocuSigned by: E3E5798FD4A34FA...	Signature: Michael Barnes
By: Josh Levy	By: DocuSigned by: Michael Barnes 6A9D8FD12E36462...
Title: Mayor	Title: Fleet Management Director
Address: 2600 Hollywood Blvd, Hollywood, FL, 33020	Address: 5105 Johnson Rd. Coconut Creek, FL 33073
Date Signed: 7/31/2024	Date Signed: June 20, 2024

Initials: EFM DS MB Lessee DS JL.

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FLEET MANAGEMENT

AMENDMENT TO FULL MAINTENANCE AGREEMENT

THIS AMENDMENT ("Amendment") dated this 19 day of March, 2024 is attached to, and made a part of, the FULL MAINTENANCE AGREEMENT entered into on the 19 day of March, 2024 ("Agreement") by and between Enterprise Fleet Management Inc., a Missouri corporation ("EFM") and City of Hollywood ("Lessee"). This Amendment is made for good and valuable consideration, the receipt of which is hereby acknowledged by the parties.

Section 10 of the Full Maintenance Agreement is amended to read as follows:

This Agreement embodies the entire Agreement between the parties relating to the subject matter hereof. Any provision of this Agreement which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provisions of this Agreement or affecting the validity or enforceability of such provisions in any other jurisdiction. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns, except that Lessee may not assign, transfer or delegate any of its rights or obligations under this Agreement without the prior written consent of EFM. This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Florida (without reference to conflict of law principles).

All references in the Agreement and in the various Schedules and addenda to the Agreement and any other references of similar import shall henceforth mean the Agreement as amended by this Amendment. Except to the extent specifically amended by this Amendment, all of the terms, provisions, conditions, covenants, representations and warranties contained in the Agreement shall be and remain in full force and effect and the same are hereby ratified and confirmed.

IN WITNESS WHEREOF, EFM and Lessee have executed this Amendment to Full Maintenance Agreement as of the day and year first above written.

Josh Levy
City of Hollywood (Lessee)

DocuSigned by:
Michael Barnes
6A9D8FD12E36482...
ENTERPRISE FLEET MANAGEMENT, INC.

By Josh Levy

Title: Mayor

Date Signed: 7/31/2024, _____

By Michael Barnes

Title: Fleet Management Director

Date Signed: June 20, 2024, _____

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

enterprise FLEET MANAGEMENT

MAINTENANCE MANAGEMENT AND FLEET RENTAL AGREEMENT

This Agreement is entered into as of the 19 day of June, by and between Enterprise Fleet Management, Inc., a Missouri corporation, doing business as "Enterprise Fleet Management" ("EFM"), and City of Hollywood (the "Company").

1. ENTERPRISE CARDS: EFM will provide the Company with an EFM Card for each vehicle, which EFM Card is an electronic card and is located on the Efleets mobile app and the efleets.com client website, for use in authorizing the payment of charges incurred in connection with the vehicle maintenance program (the "Program") for a vehicle. The Company agrees to be and shall be liable to EFM for all charges made by or for the account of the Company with the EFM Card (other than any charges which are the responsibility of EFM under the terms of this Agreement). EFM will invoice the Company for all such charges, and the Company agrees to and shall pay to EFM all invoiced amounts in accordance with the terms of this Maintenance Management and Fleet Rental Agreement (Agreement). EFM reserves the right, and the Company agrees and acknowledges that EFM shall have the right, to change the terms and conditions as set forth in this Agreement for the use of the EFM Card at any time. The EFM Card is and shall remain at all times the property of EFM, and EFM may revoke the Company's right to possess, access, or use the EFM Card at any time and for any reason. The EFM Card is non-transferable. EFM will provide a driver information packet (the "Packet") outlining the Maintenance Management Program. The Parties agree that the Maintenance Management Program is subject to the terms and conditions of the Packet.

2. VEHICLE REPAIRS AND SERVICE: EFM will provide purchase order control by telephone, electronic mail, or in writing authorizing charges for service, maintenance, or repairs exceeding $125.00, which may change from time to time based on market conditions, or such other amount as may be established by EFM, in its sole discretion, from time to time under the Program. All charges for service, maintenance or repairs will be invoiced to EFM. Invoices will be reviewed by EFM for accuracy, proper application of any applicable manufacturer's warranty, application of potential discounts and unnecessary, unauthorized repairs.

Notwithstanding the above, in the event the repairs and service are the result of damage from an accident or other non-maintenance related cause (including glass claims), these matters will be referred to the Company's Fleet Manager. If the Company prefers that EFM handle the damage repair, the Company agrees to assign the administration of the matter to EFM. EFM will administer such claims in its discretion. The fees for this service will be up to $125.00 per claim and the Company agrees to reimburse for repairs as outlined in this agreement. If the Company desires the assistance of EFM in recovering damage amounts from at fault third parties, a Vehicle Risk Management Agreement must be on file for the Company.

3. BILLING AND PAYMENT: All audited invoices paid by EFM on behalf of the Company will be consolidated and submitted to the Company on a single monthly invoice for the entire Company fleet covered under this Agreement. The Company is liable for, and will pay EFM within twenty (20) days after receipt of an invoice or statement for, all purchases invoiced to the Company by EFM, which were paid by EFM for or on behalf of the Company. EFM will be entitled to retain for its own account, and treat as being paid by EFM for purposes of this Agreement, any discounts it receives from a supplier with respect to such purchases which are based on the overall volume of business EFM provides to such supplier and not solely the Company's business.

4. RENTAL VEHICLES: The EFM Card allows the Company the option to arrange for a rental vehicle at a discounted rate with a subsidiary or affiliate of Enterprise Holdings, Inc. ("EHI") for a maximum of two (2) days without prior authorization from EFM. Extensions beyond two (2) days must be approved by EFM. The Company shall be fully responsible for all obligations under any rental agreement with a subsidiary or affiliate of EHI pursuant to this Agreement. All drivers of a rental vehicle must be at least twenty one (21) years of age unless otherwise required by law, hold a valid driver's license, be an employee of the Company and authorized by the Company through established reservation procedures and meet all other applicable requirements of the applicable subsidiary or affiliate of EHI. The Company will be provided a specific telephone number for use in arranging a rental vehicle described in this Section.

5. NO WARRANTY: The Company acknowledges that EFM does not perform maintenance or repair services on the Company's vehicles or any rental vehicles and any maintenance or repair services are to be performed by third parties. EFM MAKES NO REPRESENTATION OR WARRANTY WHATSOEVER OF ANY KIND, EXPRESS OR IMPLIED, WHETHER ARISING BY COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE WITH RESPECT TO PRODUCTS, REPAIRS OR SERVICES PROVIDED IN CONNECTION WITH THIS AGREEMENT BY THIRD PARTIES, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY, COMPLIANCE WITH SPECIFICATIONS, OPERATION, CONDITION, SUITABILITY, PERFORMANCE, QUALITY OR FITNESS FOR USE. Any defect in the performance of any product, repair or service will not relieve the Company from its obligations under this Agreement, including without limitation the payment to EFM of monthly invoices.

6. CANCELLATION: Either party may cancel any Card under this Agreement or this Agreement in its entirety at any time by giving thirty (30) days written notice to the other party. The cancellation of any Card or termination of this Agreement will not affect any rights or obligations under this Agreement, which shall have previously accrued or shall thereafter arise with respect to any occurrence prior to such cancellation or termination. Upon such cancellation or termination, the Company shall immediately cease using or accessing the EFM Card. Notice to EFM regarding the cancellation of any Card shall specify the Card number and identify the Company's representative. EFM will exercise due care to prevent additional charges from being incurred once the Company has notified EFM of its desire to cancel any outstanding Card under this Agreement.

DS MB DS

Initials: EFM _____ Company _____

7. NOTICES: Any notice or other communication under this Agreement shall be in writing and delivered in person, electronic mail or mailed postage prepaid by registered or certified mail or sent by express overnight delivery service with a nationally recognized carrier, to the applicable party at its address set forth on the signature page of this Agreement, or at such other address as any party hereto may designate as its address for communications under this Agreement by notice so given. Any such notice or communication sent by mail will be effective and deemed received three (3) days after deposit in the United States mail, duly addressed to the address for the Party set forth below, with registered or certified mail postage prepaid. Any such notice or communication sent by express overnight delivery service with a nationally recognized carrier will be effective and deemed received one (1) day after deposit with such delivery service, duly addressed, with delivery fees prepaid. The Company shall promptly notify EFM of any change in the Company's address.

8. FEES: EFM will charge the Company for the service under this Agreement $_____ per month per Card.

9. MISCELLANEOUS: This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns, except that Company may not assign, transfer or delegate any of its rights or obligations under this Agreement without the prior written consent of EFM. This Agreement is governed by the substantive laws of the State of Missouri (determined without reference to conflict of law principles).

IN WITNESS WHEREOF, EFM and the Company have executed this Maintenance Management and Fleet Rental Agreement as of the day and year first above written.

COMPANY: City of Hollywood, Florida	EFM: Enterprise Fleet Management, Inc.
Signature: DocuSigned by: E3E5798FD4A34FA...	Signature: DocuSigned by: Michael Barnes 6A9D8FD12E36462...
By: Josh Levy	By: Michael Barnes
Title: Mayor	Title: Fleet Management Director
Address: 2600 Hollywood Blvd, Hollywood, FL, 33020	Address: 5105 JohnsonRd. Coconut Creek, FL 33073
Date Signed: 7/31/2024	Date Signed: June 20, 2024

Initials: EFM DS MB Company DS

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FLEET MANAGEMENT

AMENDMENT TO MAINTENANCE MANAGEMENT AND FLEET RENTAL AGREEMENT

THIS AMENDMENT ("Amendment") dated this 19 day of March, 2024 is attached to, and made a part of, the MAINTENANCE MANAGEMENT AND FLEET RENTAL AGREEMENT entered into on the 19 day of March, 2024 ("Agreement") by and between Enterprise Fleet Management Inc., a Missouri corporation ("EFM") and City of Hollywood ("Company"). This Amendment is made for good and valuable consideration, the receipt of which is hereby acknowledged by the parties.

Section 9 of the Maintenance Management and Fleet Rental Agreement is amended to read as follows:

This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns, except that Company may not assign, transfer or delegate any of its rights or obligations under this Agreement without the prior written consent of EFM. This Agreement is governed by the substantive laws of the State of Florida (determined without reference to conflict of law principles).

All references in the Agreement and in the various Schedules and addenda to the Agreement and any other references of similar import shall henceforth mean the Agreement as amended by this Amendment. Except to the extent specifically amended by this Amendment, all of the terms, provisions, conditions, covenants, representations and warranties contained in the Agreement shall be and remain in full force and effect and the same are hereby ratified and confirmed.

IN WITNESS WHEREOF, Company and EFM have executed this Amendment to Maintenance Management and Fleet Rental Agreement as of the day and year first above written.

DocuSigned by:

E3E5798FD4A34FA...

City of Hollywood (Company)

By Josh Levy

Title: Mayor

Date Signed: 7/31/2024, _____

DocuSigned by:

Michael Barnes

6AD9FD1BE3648...

ENTERPRISE FLEET MANAGEMENT, INC.

By Michael Barnes

Title: Fleet Management Director

Date Signed: June 20, 2024, _____

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

enterprise
FLEET MANAGEMENT

VEHICLE ACCIDENT MANAGEMENT AGREEMENT

This Agreement is entered into this 19th day of June, between Enterprise Fleet Management, Inc., a Missouri corporation, doing business as "Enterprise Fleet Management" (hereinafter "Enterprise"), and City of Hollywood (hereinafter "Company") In consideration of the mutual promises it is agreed as follows:

ENTERPRISE WILL PERFORM THE FOLLOWING SERVICES IN CONJUNCTION WITH ADMINISTERING VEHICLE ACCIDENT MANAGEMENT PROGRAM:

1. Handle from the initial report until completion, physical damage, salvage and theft claims directly with Company's driver.
2. On behalf of Company, subrogate those claims which may result in the other party being responsible for all or part of the claim.
3. Provide National Glass Replacement directly to Company's driver.
4. Exercise reasonable diligence to contact Company or a party so designated by Company by telephone with potential liability claims.
5. Provide a "Short Term Rental Program" for vehicle replacement needs. The Terms and Conditions of said program are periodically published by Enterprise. In the event that Company participants or uses said program, Company assumes the responsibility for and shall pay for all short term rental contracts arranged by Enterprise through any car rental company.
6. Provide at the conclusion of each claim, a completed claims report, repair invoice, non-internal invoices and rental car invoices with the final Enterprise invoice as needed.
7. Send an analysis of the claims experience as requested.

COMPANY WILL DURING THE TERM OF THIS AGREEMENT:

1. Handle and be responsible for all liability coverage and liability claims.
2. Cooperate with Enterprise, including providing the vehicle driver when said cooperation is needed in all subrogation and other claim areas.

TERMS OF THIS AGREEMENT: The fees for this program are as follows:

1. Physical Damage, Theft and/or Salvage Claim - $125 per claim.
2. Glass Replacement - Enterprise cost plus $30
3. Subrogation - 20% of the proceeds from subrogation.
4. Rental Car - Competitive national pricing.

This Agreement may be terminated by either party upon sixty (60) days notice to the other in writing at their last recorded address

Company: City of Hollywood, Florida

Signature: DocuSigned by: E3E5798FD4A34FA...

By: Josh Levy

Title: Mayor

Date Signed: 7/31/2024

Enterprise Fleet Management, Inc., ("Enterprise")

Signature: DocuSigned by: Michael Barnes 6A9D8FD12E36462...

By: Michael Barnes

Title: Fleet Management Director

Date Signed: June 20, 2024

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

DESIGNATION OF AUTHORIZED ADJUSTER

City of Hollywood, hereinafter referred to as Adjuster, is hereby authorized and empowered, in the name of, and on behalf of, the undersigned Company as follows:

1. To determine the amount of loss and damage to the property described in the applicable Accident Report (hereafter "Report") by reason of an incident which occurred on the date(s) stated on said Report. Adjuster is further authorized and empowered to have the amount of loss and damage to the property described in the Report appraised either by Adjuster or by someone designated by an adjuster and to enter into an agreement of appraisal therefor.

2. Adjuster is hereby specifically designated as the representative of the undersigned Company to demand, for and on behalf of the undersigned Company, that any party involved in the incident described in the Report exhibit to Adjuster, or to any person or firm authorized by Adjuster, any and all remains of the property involved in the incident described in the Report.

3. To prepare, submit, execute and give, in the name of the undersigned Company, any and all demands and/or notices required to be made or given by the undersigned Company.

4. To prepare, submit and execute, in the name of the undersigned Company, proofs of loss regarding the amount of loss and damage to the property described in the Report and amendments thereto.

5. To investigate the incident described in the Report.

6. To expend and/or advance such sums of money as are needed and required in order to adjust, investigate and appraise the amount of loss and damage to the property described in the Report.

7. To negotiate, compromise and settle any and all claims for the amount of loss and damage to the property described in the Report, including all claims for loss of use, and in connection therewith, Adjuster shall have the authority and power to execute, sign and endorse, in the name of the undersigned Company, any and all documents, including but not limited to, releases, proofs of loss, drafts and checks, required or necessary to accomplish same.

The Adjuster shall have no power or authority to admit liability on behalf of the undersigned Company for the loss, or any part thereof.

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enterprise FLEET MANAGEMENT

TELEMATICS SERVICES AGREEMENT

As of this 19 day of June, 20 24, (the "Effective Date") the parties below have agreed to the following Telematics Services Agreement (the "Agreement"), to be effective upon the later of the Effective Date of this Agreement and the effective dates of the following agreement(s) between the parties.

[select any or all that apply]

(☒) Master Equity Lease Agreement (with schedules), dated 19 June, 20 24.

(☐) Master Walkaway Lease Agreement (with schedules), dated _____ _____, 20_____.

WHEREAS, Enterprise Fleet Management, Inc. ("EFM") offers in-vehicle Telematics Device(s) (as defined below) from select partners and EFM is willing to make the Telematics Device available for purchase, installation and use by Customer, as defined below, consistent with the terms of this Agreement; and

WHEREAS, the undersigned (the "Customer") desires to purchase, have installed and use the Telematics Device in accordance with the terms of this Agreement;

WHEREAS, in connection with the Telematics Device, Customer will have to obtain wireless services and software services from third party service providers other than EFM; and

NOW THEREFORE, in consideration for the mutual promises contained herein, and for such other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree to the following.

1. Telematics Device Acknowledgement and Release. The Telematics Device(s) shall mean any systems, hardware, software and/or other components and services that enable the collection, generation and/or transmission of information about the condition and/or operation of the Vehicle (as defined below), driving activities or actions of the Vehicle driver, Vehicle locations traveled and mileage driven and/or other Vehicle mechanical and operational data (the "Telematics Data" or "Data"). Customer acknowledges that the functionality of Telematics Devices and types of Data generated or available may change. By its signature below, Customer acknowledges that the Telematic Device may include systems which utilize cellular telephone and/or radio signals to transmit Data and communication and, therefore, privacy of such Data cannot be guaranteed and is specifically disclaimed as a condition of this Agreement and as a condition to receiving the Telematics Device. **CUSTOMER RELEASES EFM AND ITS PARENT COMPANY AND AFFILIATES, THE OPERATOR OF THE TELEMATICS SYSTEM, THE APPLICABLE SOFTWARE PROVIDER(S), THE WIRELESS CARRIER(S) AND OTHER SUPPLIERS OF COMPONENTS AND/OR SERVICES AND THEIR RESPECTIVE EMPLOYEES, OFFICERS, DIRECTORS AND AGENTS FROM ANY DAMAGE (INCLUDING INCIDENTAL AND/OR CONSEQUENTIAL DAMAGES) TO PERSONS (INCLUDING WITHOUT LIMITATION CUSTOMER AND ANY DRIVER OR PASSENGER OF THE VEHICLE) OR PROPERTY ARISING FROM (I) THE INSTALLATION AND USE OF THE TELEMATICS DEVICE AND/OR (II) ANY FAILURE OF THE TELEMATICS DEVICE TO OPERATE PROPERLY.** Third party service providers are not agents or employees of EFM, and EFM shall have no liability or responsibility with respect to the acts or omissions of those parties.

2. Use, Access, Ownership and Storage of Telematics Data. Customer acknowledges that the Telematics Data may be collected, generated and transmitted and that Customer shall be entitled to access, use and disclose such Data in its sole discretion. Customer shall be considered the owner of all such Data. Customer retains ultimate and sole responsibility with regard to (i) the selection of categories of Data and establishment of parameters and criteria Customer wishes to receive through its utilization of a Telematics Device, (ii) the types of reports Customer wishes to receive based on the categories of Data and criteria and parameters Customer has selected, and (iii) the monitoring, usage and disclosure of such Data. By way of example, EFM may provide Customer a driver safety scorecard based on categories of Data and safety criteria and an overall scoring methodology selected by Customer; EFM will provide Customer reports strictly based on Customer's criteria and Customer will be solely responsible for interpreting and drawing conclusions from the reports, including whether, based on Customer's criteria, a driver is actually a safe driver or not, and Customer will be solely responsible for deciding what action, if any, should be taken regarding any particular drivers.

EFM's responsibility to Customer with respect to the Data shall be limited as follows: (i) to arrange for the storage of the Data, which may be stored in EFM's environment, an EFM affiliate's environment and/or in an unaffiliated third party subcontractor's environment; (ii) to provide access to the Data to Customer; and (iii) to provide reports to the Customer solely based on categories of Data and parameters identified and selected by Customer.

Customer agrees that EFM and its parent company and affiliates may:

(A) Collect, access, use and/or disclose the Data for the following purposes: (a) to provide services to Customer; (b) to provide or offer additional products and services to Customer; (c) to check, maintain, diagnose, update or repair Customer's Vehicles; (d) to assist or support Customer with managing its vehicle fleet (e) to comply with any other request from Customer; and/or (f) to disclose the Data to a third party as is necessary to accomplish (a) through (e). If additional services are required, the parties may need to enter into a separate agreement;

(B) Collect, access, use and/or disclose the Data to comply with the request or order of a governmental or law enforcement authority; and

(C) Collect, access, use and/or disclose aggregated and anonymized Data for any purposes.

For clarity, no access and/or use of the Data by EFM or its parent company or affiliates shall impose on EFM, its parent company or affiliates any responsibility to monitor the Data or Customer's drivers and/or fleet for any purpose, including without limitation, for safety purposes, and Customer hereby releases and holds harmless EFM from any liability, claims or damages relating thereto. For purposes hereof, "monitor" means the process of reviewing, checking and/or evaluating the Data, whether over a period of time, as part of a regular review or otherwise.

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3. Compliance with Privacy Laws; Notices and Consents. Customer agrees to comply with any and all federal, state and local laws, rules, and regulations pertaining to the collection, storage, protection, sharing and use of, and access to, the Telematics Data ("Laws"). Customer will also (a) provide notice to employees/drivers of a Vehicle equipped with a Telematics Device that such Vehicle is so equipped, resulting in the collection, use, sharing and storage of Data, and that such collection, use, sharing and/or storage may be undertaken by Customer, EFM or a third party; and (b) obtain driver consent to the collection, use, sharing and storage of such Data as described in this Agreement.

4. Vehicles. This Agreement shall only apply to those vehicles (i) leased to Customer by EFM or an affiliate of EFM in which EFM is servicer under such lease or (ii) owned by Customer, provided that Customer has a valid Master Walkaway or Equity Lease Agreement (with schedules) in force with EFM or an affiliate of EFM ((i) or (ii), a "Vehicle").

5. Purchase, Activation and Warranty. Customer shall pay EFM the standard price as set by EFM for each Telematics Device. Warranty terms and other terms and conditions shall be those as provided by the hardware and equipment manufacturer(s) and software licensor(s) at the time of installation. Customer acknowledges that EFM does not provide the software or hardware for the telematics services on the Vehicles, but rather EFM arranges for provision of the same by third parties. **EFM MAKES NO, AND EXPRESSLY DISCLAIMS EVERY, REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY PRODUCTS, REPAIRS OR SERVICES (INCLUDING ANY TELEMATICS SERVICES) PROVIDED FOR UNDER THIS AGREEMENT BY EFM OR THIRD PARTIES, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, COMPLIANCE WITH SPECIFICATIONS, AVAILABILITY, OPERATION, CONDITION, SUITABILITY, PERFORMANCE OR QUALITY. FURTHERMORE, EFM MAKES NO, AND EXPRESSLY DISCLAIMS EVERY, REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, THAT THE TELEMATICS DEVICE(S) WILL NOT BE SUBJECT TO EAVESDROPPERS, HACKERS, ATTACKS, VIRUS, INTERCEPTORS OR ANY SIMILAR THREAT. ANY DEFECT IN THE PERFORMANCE OF ANY PRODUCT, REPAIR OR SERVICE WILL NOT RELIEVE CUSTOMER OF ITS OBLIGATIONS UNDER THIS AGREEMENT, INCLUDING THE PAYMENT TO EFM OF ANY CHARGES DUE UNDER THIS AGREEMENT OR ANY OTHER AGREEMENT BETWEEN THE PARTIES AND THEIR AFFILIATES.**

6. Training. The third party service provider shall provide Customer and its employees with training and support materials on the functionality and use of the Telematics Device(s). At all times, Customer shall utilize commercially reasonable efforts to adhere to the training and maintain the Telematics Device(s) in a good and safe operating condition (normal wear and tear excepted).

7. Wireless Service Provider and Agreement; Software Agreement; Termination. Customer shall execute a Wireless Service Agreement with a telecommunications carrier identified by EFM as a condition to the purchase and installation of the Telematics Devices. Customer shall also execute an on-line End User Software Agreement with a third party vendor identified by EFM that licenses to Customer the software necessary to support the use of the Telematics Devices. Customer acknowledges and agrees that EFM will have no liability or obligation with respect to any third party vendor or telecommunications carrier or any services provided by either, including, without limitation, any costs or expenses relating to any delay, failure or disruption of wireless services or software. Customer acknowledges that the Wireless Services Agreement and/or End User Software Agreement will provide for an ongoing, regular monthly charge, payable by Customer, for the use of the wireless services and software associated with the Telematics Devices by Customer. EFM shall not be a party to such Wireless Services Agreement or End User Software Agreements but termination of the same (for any reason) shall terminate this Agreement, unless otherwise agreed in writing by EFM. Termination of the agreement(s), as described above, with respect to the Vehicles and termination of this Agreement may terminate Customer's Wireless Services Agreement. Early termination of the Wireless Services Agreement may require Customer to pay an early termination fee or other charges. Customer agrees to provide EFM with prompt and complete notice of any termination of its Wireless Service Agreement and any other modifications to the same. This Agreement will terminate upon the earlier to occur of (i) written notice by EFM to Customer, or (ii) upon expiration or termination of all leases between Customer and EFM or an affiliate of EFM.

8. Indemnification. Customer warrants, represents, and agrees to defend, indemnify and hold EFM, its parent company, and its affiliates and their employees, officers, directors and managers ("EFM Indemnified Persons") harmless from and against any and all losses, damages, liabilities, suits, claims, demands, causes of action, government investigations, fines, penalties, costs and expenses (including, without limitation, attorneys' fees and expenses) ("Losses") which an EFM Indemnified Person(s) may incur by reason of the following: (a) Customer's breach or violation of, or failure to observe or perform, any term, provision or covenant of this Agreement or its Wireless Services Agreement or End User Software Agreement; (b) as a result of any loss, claim, damage, theft or destruction of any hardware or software, or related to or arising out of or in connection with the use, operation or condition of any of the Telematics Device(s) or Telematics Data; (c) any failure by Customer to provide any requisite disclosures or notice, or to obtain any consent or opt-out relating to the use of a Telematics Device or the collection and use of the Telematics Data pursuant to Section 3 of this Agreement or as may be required by applicable law; (d) any failure by Customer and/or its designated agents to properly access, monitor, use, secure or safeguard any Data; (e) any deliberate attack, interception, hack or interference with the Telematics Device(s) by any person, the result of which may allow such person to gain control of the Vehicle or unauthorized access to Data; and (f) any allegation or claim that an EFM Indemnified Person has or had a duty to monitor the Vehicles or Telematics Device(s) or duty to warn Customer or any other person, company or governmental authority with respect to Data obtained by the Telematics Device(s) or any similar claim.

EFM agrees to defend, indemnify and hold Customer harmless from and against any and all Losses which Customer may incur by reason of the following: (a) EFM's breach or violation of, or failure to observe or perform, any term, provision or covenant of this Agreement; and (b) any failure by EFM to comply with Laws applicable to EFM and the services provided by EFM to Customer under this Agreement.

The provisions of this Section 8 shall survive any expiration or termination of this Agreement.

9. Limitation of Liability. IN NO EVENT SHALL EFM, ITS PARENT COMPANY OR ANY OF THEIR AFFILIATES BE LIABLE FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, LOSS OF DATA, LOST PROFITS OR REVENUES OR DIMINUTION IN VALUE, ARISING OUT OF OR RELATING TO THIS AGREEMENT, REGARDLESS OF (A) WHETHER SUCH DAMAGES WERE FORESEEABLE, (B) WHETHER OR NOT IT WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND (C) THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

10. Miscellaneous. All terms and conditions of the agreement(s) otherwise referenced herein shall continue in full force and effect and are hereby ratified and confirmed by the parties. The parties agree that this Agreement is the full and complete agreement between the parties with respect to the Telematics Device described herein and shall only be modified upon written agreement of both parties hereto. Any provision of this Agreement which is prohibited or unenforceable in any jurisdiction shall, as to such jurisdiction, be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provisions of this Agreement or affecting the validity or enforceability of such provisions in any other jurisdiction. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns, except that Customer may not assign, transfer or delegate any of its rights or obligations under this Agreement without the prior written consent of EFM, which shall be in EFM's sole discretion. Any provision of this Agreement may be amended, but only if such amendment is in writing and is signed by Customer and EFM. EFM may provide additional services related to this Agreement in the future, and the parties agree that if Customer elects such additional services, the parties will amend this Agreement related to such services.

This Agreement shall be governed by and construed in accordance with the substantive laws of the State of Missouri (without reference to conflict of law principles).

IN WITNESS, the parties have executed this Agreement, as of the dates respectively provided below.

"ENTERPRISE FLEET MANAGEMENT, INC."

Signature: DocuSigned by: Michael Barnes 6A9D8FD12E36462...

By: Michael Barnes

Title: Director of Fleet Management

Address: 5105 Johnson Road
Coconut Creek
Fl 33063

Date Signed: June 20, 2024

Customer Name: Josh Levy

Signature: DocuSigned by: E3E5798FD4A34FA...

By: Josh Levy

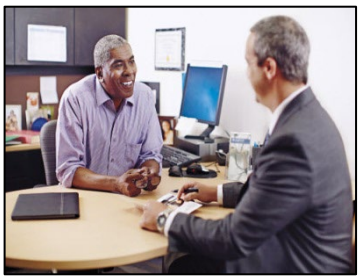
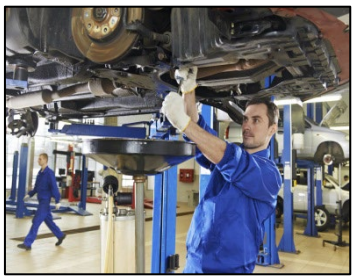
Title: Mayor

Address: 2600 Hollywood Blvd,
Hollywood, FL, 33020

Date Signed: 7/31/2024

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FLEET MANAGEMENT

Enterprise Fleet Management for City of Hollywood, Florida

Request for Proposal
December 8, 2022

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City of Hollywood, Florida
2600 Hollywood Boulevard
Hollywood, FL 33020

Enterprise Fleet Management, Inc.
Enterprise Fleet Management
600 Corporate Park Drive
St. Louis, MO 63105
314-512-5000 Main

Kat Farber
Client Strategy Manager
5105 Johnson Road
Coconut Creek, FL 33073
850-557-6161 Office
kat.s.farber@efleets.com

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Statement of Confidentiality

The information contained in this proposal and any exhibits, attachments, certifications, questionnaires, surveys and/or other deliveries required in connection with this proposal, and in subsequent communications relating to this proposal, whether or not expressly marked as confidential, are and shall be deemed confidential by both Enterprise Fleet Management, Inc. and the recipient of such proposal. The contents shall only be disclosed where required by applicable law and only the extent required by the applicable law or any applicable open records law (for government proposals) and only after prior written notice to Enterprise Fleet Management, Inc. Disclosure and misuse of such information would result in immediate and irreparable harm to Enterprise Fleet Management, Inc. and would provide Enterprise Fleet Management, Inc. with a competitive disadvantage in its marketplace should its confidential business, operational and financial information be released.

Notwithstanding any separate agreement to the contrary, the recipient shall protect and keep the provisions of this proposal and any subsequent communications confidential and will not disclose such provisions, except to its employees or agents who require the information for the purpose expressly authorized by Enterprise Fleet Management, Inc. and for no other purpose whatsoever. Such individuals shall be bound by the same confidentiality requirements — to the same extent and on the same basis — as these obligations are imposed upon and assumed by the recipient.

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Contingency Language for the City of Hollywood Request For Proposal

It is Enterprise Fleet Management Inc.'s intention to work with the City of Hollywood to arrive at a mutually beneficial solution regarding contract negotiations of City of Hollywood's Terms and Conditions. Enterprise Fleet Management utilizes Enterprise FM Trust as the Lessor in the asset-backed securitization (ABS) market, which is the best market for a leasing business to obtain its debt. Without a Trust as the Lessor, it would not be possible to enter this debt market. Additionally, certain terms and conditions that obligate the Trust may prohibit entering this debt market. Due to this, we would like to negotiate certain terms of the City of Hollywood standard Contract Terms and Conditions.

Additionally, our Master Lease Agreement must supersede all other agreements.

All pricing is subject to successful contract negotiations and dependent on credit worthiness.

Trademark and Copyright Information

Enterprise Fleet Management, Enterprise Rent-A-Car, National Car Rental, Alamo Rent A Car, Emerald Club, Enterprise Truck Rental, Commute with Enterprise, Enterprise CarShare, Zimride, and all associated features, processes, logos, phone numbers, websites, and promotional programs and/or phrases in any language or format are registered trademarks of their respective companies and Enterprise Holdings, Inc. and affiliate Enterprise Fleet Management, Inc., which hold copyrights where applicable.

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For more information, please visit our websites efleets.com and enterpriseholdings.com.

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On behalf of Enterprise Fleet Management, I thank you for the opportunity to present our services. With more than 60 years of fleet management experience, along with managing or leasing more than 630,000 vehicles today, Enterprise Fleet Management is uniquely qualified to create the best program for your city. By partnering with us for your fleet needs, you will be able to save time, money, and effort.

Enterprise will specifically tailor a program based on the unique requirements of City of Hollywood. We have the ability to offer you programs consisting of leasing, rental, maintenance, fuel, insurance enrollment, disposal, and more. Our goal is to provide the same value to your city that we have to many others across the nation.

Our resources are available to our customers through a professional and personalized approach. You will have access to a local account team that is specifically assigned to you, to ensure the highest level of customer service. Your account team will meet with you regularly, and in person, to develop and evolve your customized transportation solutions.

We look forward to competing to be your transportation solution provider.

Thank you,

Kat Farber
Client Strategy Manager
850-557-6161 Office
kat.s.farber@efleets.com

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Enterprise Fleet Management is a privately held, full-service fleet management business for companies, government agencies and other organizations operating medium-sized fleets of 20 or more vehicles, as well as those seeking an alternative to employee reimbursement programs. Enterprise Fleet Management is an affiliate of Enterprise Holdings and owned by the Taylor family of St. Louis.

With more than 50 fully staffed offices in the U.S. and Canada, the local Enterprise Fleet Management teams of experts assemble customized fleet management programs that are just right for our customers. Our expertise covers the full spectrum of a vehicle's lifecycle, including acquisition, registration, maintenance, use reporting, fuel card programs, and remarketing, as well as fleet analysis and optimization. And with more than 630,000 fleet vehicles managed across North America, Enterprise supplies a vast variety of makes and models for all vehicle categories, from cars to light- and medium-duty trucks and service vehicles.

Your Total Transportation Solution

Enterprise Fleet Management and our affiliate, Enterprise Holdings, together offer a total transportation solution. Combined, these businesses — which include car rental, car sharing, truck rental, fleet management, and retail car sales — accounted for $30 billion in revenue and operated more than 2.1 million vehicles throughout the world in fiscal year 2022.

Enterprise Fleet Management provides customers with fleet management services that address all fleet holding costs — from acquisition to disposal. This includes maintenance, fuel, insurance, registration, delivery, and reporting. This means the City of Hollywood will receive constant evaluation of your holding costs to ensure minimal operating expenses.

Dedicated, Local Account Management

The City of Hollywood will have a dedicated, local account team to proactively manage and develop your fleet while delivering the highest level of customer service to facilitate your day-to-day needs. Our team, with many people who can support various aspects of the account, is located **only 27 miles away** from the City of Hollywood's office, so we can quickly arrive in person to address any of your needs.

Enterprise will also provide monthly management reports consisting of a single invoice of all applicable charges — lease, maintenance, and insurance. These reports may also be viewed online for immediate access. Our team will meet with the City of Hollywood quarterly — or more often, if necessary — to discuss these reports and ensure your program is working exactly as intended.

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Peace of Mind Maintenance

Enterprise's Full Maintenance program will handle all factory-recommended preventive maintenance services as per the schedule prescribed by the original equipment manufacturer (oil changes, tune-ups, etc.) as well as all incidentals and parts required for preventive maintenance (fluids, belts, hoses, etc.), including wheel alignments, and all unscheduled and common repairs (engine, transmission, battery, etc.) for almost any vehicle.

The cost of the program is fixed, budgeted, and inflation-proof, which can significantly reduce overall maintenance expenses. It also includes 24-hours-a-day, seven-days-a-week emergency roadside assistance — reducing administrative effort and downtime.

Enterprise partners with nearly 100,000 maintenance providers nationwide, which allows us to pass along cost savings and provide convenience to the City of Hollywood.

Peace of Mind Maintenance Management Program

With Enterprise's Maintenance Management program, Enterprise manages the maintenance and repair process and contacts the client when additional approval is needed. Authorization and repair limits can be set to expedite maintenance and repair times. These are charged as needed, and the cost is passed through to the City of Hollywood. Enterprise leverages our agreements and relationships with vendors to ensure both labor and parts are charged at a fair market value. There is a monthly fee for this service.

Looking Toward the Future

Ranked as one of America's Largest Private Companies, we are, together with our affiliate Enterprise Holdings, unparalleled in size, strength, and stability. Our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of your program.

Enterprise Fleet Management combines expertise and industry-leading value to provide your organization the most comprehensive option in the marketplace. We are committed to providing a wide array of options to the City of Hollywood drivers in 2022, 2023, and beyond.

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3.1 Project Description

1) Routine Fleet Maintenance and Repairs

Enterprise's maintenance and repair network expands throughout the entire United States and Canada. All shops are insured per our required standards and our dedicated repair team is in communication with our body shops throughout the entire repair process, together with vehicle repair teams in the field that keep shops on track with repairs. Our parts network helps us locate parts quickly to get you back on the road. As a result, the average accident repair rate is typically 20 percent lower than the insurance industry average.

Once an estimate for body work is received, the Enterprise team will check to verify the repairs are needed. Once approved, our technicians review all work that is completed and pay the body shop directly. The driver will receive updates and notification throughout the repair process and when the work is completed. When the driver picks up the vehicle, the bodyshop, at the direction of Enterprise, will have the client complete a quality control document confirming satisfaction with the repair. Our leveraged relationship with these repair shops often allow us to pass on discounted repair and parts to customers like the City of Hollywood.

Full Maintenance Program

Enterprise’s Full Maintenance program covers lessees nationwide and is available for most makes and models in your fleet. The program is completely managed by Enterprise and will not require any internal approval of repairs or review of monthly invoices. Cost is based on vehicle type and driving pattern.

- Monthly cost is fixed for the term of the vehicle
- Coverage is available for up to 100,000 miles
- Covers all routine service recommended by the manufacturer
- Covers all unexpected repairs (not related to damage or neglect)
- 24/7 roadside assistance and towing is included
- Brakes, tires, and loaner vehicles can be included
- Windshield repair, fueling service, and other miscellaneous items are available

Maintenance Management Program

With Enterprise’s Maintenance Management program, Enterprise manages the maintenance and repair process and contacts the client when additional approval is needed. Authorization and repair limits can be set to expedite maintenance and repair times. These are charged as needed, and the cost is passed through to the City of Hollywood. Enterprise leverages our agreements and relationships with vendors to ensure both labor and parts are charged at a fair market value. There is a monthly fee for this service.

Maintenance Process

All maintenance and repairs are coordinated through Enterprise's National Service Department (NSD), using the support of our nationwide network of facilities. If maintenance or repairs are needed, drivers simply show the maintenance card for their vehicle. All maintenance cards are available within the mobile app.

We recommend the use of our Preferred Vendors to ensure the highest level of customer service and minimal downtime as these vendors are familiar with Enterprise and our maintenance programs.

When the shop contacts Enterprise with an invoice under the pre-set repair limit, the National Service Department (NSD) will assess the repair and make a decision on behalf of the customer. This helps our customers minimize downtime.

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2) Vehicle Replacement Program

Overview

As the largest purchaser of vehicles in North America, Enterprise has the ability to acquire vehicles from nearly any manufacturer. We can also offer both new and used vehicles from existing inventory.

Enterprise Fleet Management has a dedicated ordering team at our corporate office in St. Louis to place factory orders for each manufacturer. We have developed system tools and a database that allow us to transmit orders from department to department electronically. Our ordering team has access to many of the manufacturer systems, ordering guides, and assigned contacts for any ordering, scheduling, and tracking questions.

Your Client Strategy Manager will perform a cost analysis to make sure we are ordering and cycling vehicles at the proper time. We will also do a side-by-side vehicle comparison to verify that the City of Hollywood is using the most cost-efficient vehicles for your needs. We will work with the City of Hollywood to make sure drivers are getting the correct vehicle for their application, and within the boundaries set by the City of Hollywood.

We track orders with the manufacturers throughout the process. Drivers can also check their vehicle status through our website or through the Enterprise mobile app. Once the vehicles arrive, your Account Fleet Coordinator will work with each driver to coordinate the most convenient method of pickup or delivery for the driver team.

Your Client Strategy Manager will perform a cost analysis to make sure we are cycling vehicles at the proper time. We will also conduct a side-by-side vehicle comparison to verify that the City of Hollywood is using the most cost-efficient vehicle for your needs. We will work with the City of Hollywood to make sure your drivers are getting the correct vehicle for their application.

Account Management Team

Enterprise Fleet Management has experienced leadership at both the corporate and local level. This allows our regional group offices to make decisions at the local level to meet their customers' needs, while providing overall support, infrastructure and centralized services from our corporate teams.

You will be assigned a Client Strategy Manager and an Account Fleet Coordinator who we select based on the location of your company. It is our belief that the City of Hollywood will get the highest quality customer service from those who live and work in your area. This team is composed of the following, who will support you as follows:

Kat Farber, Client Strategy Manager

- Works with the City of Hollywood to optimize the fleet through vehicle replacement/cycling based on market conditions.
- Conducts vehicle make/model comparisons and performs fleet cost analysis.
- Reviews the City of Hollywood's performance data through our Annual Client Review tool for year-over-year performance comparison.
- Meets regularly with the City of Hollywood to review fleet needs and identify account changes.

Jennifer Russo, Account Fleet Coordinator (AFC)

- City of Hollywood's primary contact for day-to-day fleet management needs related to maintenance, fuel, insurance, and Geotab telematics.
- Provides ongoing support to the City of Hollywood's driver team.
- Provides billing support.
- Manages the ordering process, including title procurement and registration.

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3.2 Technical Specifications:

3.2.1 Auto Body Repairs

A. The Contractor shall be responsible for making general body repairs to include, but not limited to, damaged vehicles, accidents, and vandalism to the City of Hollywood owned or maintained vehicles or fleet equipment.

Accident Management Program

We want to get your drivers back on the road safely, timely and cost-effectively. We have designed the Accident Management Program to simplify the vehicle repair process and benefit the City of Hollywood in the following ways:

- Stay focused on your business: Claims are handled with limited driver involvement, so the entire process causes minimal distraction from their core responsibilities. Enterprise will submit claims information to your liability carrier if necessary.
- Decrease driver downtime: Drivers have access to our nationwide network of body shops. Enterprise offers 24/7 roadside assistance.
- Lower costs: Enterprise has one of the lowest industry cost-average for repairs. Most shops discount parts and labor saving the City of Hollywood money.
- Make only one call: Claims Support Coordinators will help with all of your needs, including roadside assistance, claims handling, arbitration management, vehicle replacement, and much more; this reduces both “windshield time” and excess fuel consumption. In addition, only one estimate required so multiple calls do not need to be made.

Planned and Unplanned Maintenance

For both planned and unplanned maintenance, drivers may take their vehicle directly to a vendor in network and show the maintenance card associated with their vehicle to start the maintenance process. If the cost exceeds the pre-established card limit, our vendors will contact us for additional approval.

For planned maintenance, we post reminders to our customer website that can be forwarded to the driver. These alerts will inform them that maintenance is due and to take their vehicle to the shop for service.

In addition, we can coordinate roadside service 24/7 to accommodate a driver if their vehicle becomes inoperable.

Please refer to Appendix 1 for a list of Preferred Vendors in close proximity to the City of Hollywood.

B. The estimate for repairs shall clearly indicate supplied parts and repair materials as:

1. New Original Equipment Manufacturer (OEM)

2. New “after-market”, or

3. Used OEM

Enterprise will provide monthly invoices that include all applicable charges — lease, maintenance, and insurance. These invoices can also be viewed and downloaded from our website for immediate access.

Most billing transactions are system controlled and automated to reduce mistakes resulting from human error. Any charge to the customer’s bill that is initiated by a human rather than our internal systems requires manager approval before it is billed to a customer.

Our invoices will specify what type of parts will be used for repairs.

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C. Labor estimates shall be based upon and supported by standard reference publications generally recognized for use by the body repair industry, such as CCC Pathways software, Mitchell's or Motor's Collision Repair manuals. The estimate shall state the reference publication used.

Enterprise Fleet Management is partnered with most manufacturers and Mitchell ProDemand to utilize their parts and labor pricing guides. We keep records of all quoted and negotiated prices when a call for approval is made, and then reconcile once we have verification of completion or receive an invoice.

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D. The quality of the completed work for fit, finish, sheet metal work, overall painting and patching must be acceptable to the City and in compliance with standard industry best practices. The Director of the Public Works Department or his/her designee shall verify quality of work completed as compliant. The standard applied shall consist as follow:

1. Repaired surface area will match the rest of the vehicle in color, fit and/or finish

2. All body and repair parts or materials used in the repairs shall be certified by their manufacturer as meeting Original Equipment Manufacturers (OEM) specifications.

We partner with our local rental Vehicle Repair Teams and utilize the same body shops they use for rental vehicles. Because of the volume of vehicles we have on the road, these shops provide us with discounted labor rates and parts discounts.

A body repair facility must be fully insured and agree to the pricing established in the contract. There are a variety of body shop options to service all vehicle types. Our shop network includes body shops with paint booth, frame machines and scan devices. Estimates are sent to us before the work is approved for repair, and all work must be guaranteed.

When the driver picks up the vehicle, the body shop, at the direction of Enterprise, will have the client complete a quality control document confirming satisfaction with the repair. Our leveraged relationship with these repair shops often allow us to pass on discounted repair and parts to customers like the City of Hollywood.

E. When non-OEM body parts are approved for use, such parts shall be certified by the Certified Auto Parts Association (CAPA) and warranted by Contractor as being equal in kind and quality in terms of fit, performance and overall quality to the original manufacturer parts they are replacing.

Enterprise acknowledges this request of the City of Hollywood and in the event of unsatisfactory work, Enterprise will work as the liaison for the City of Hollywood for any warranty issues.

F. The awarded Contractor will be required to inspect and accept all completed work in accordance with industry fleet management best practices and specifications under this solicitation. Any discrepancies or shortages will be addressed by the selected Contractor at the end of the final inspection. Final inspection will be performed and approved by the selected Contractor. All corrections shall be made at the Contractor's expense including pick-up and delivery of vehicle. Corrections are to be completed within three (3) business days.

Once an estimate for body work is received, the Enterprise team will check to verify the repairs are needed. Once approved, our technicians review all work that is completed and pay the body shop directly. The driver will receive updates and notification throughout the repair process and when the work is completed. When the driver picks up the vehicle, the bodyshop, at the direction of Enterprise, will have the client complete a quality control document confirming satisfaction with the repair. Our leveraged relationship with these repair shops often allow us to pass on discounted repair and parts to customers like the City of Hollywood.

G. Performance. The City will monitor the awarded contract to the selected Contractor under this solicitation and will meet with Contractor on a weekly basis to ensure contract compliance.

Performance and Account Reviews

Once implemented, your Account Team will schedule quarterly fleet performance reviews to compare year-over-year cost savings and validate current initiatives. We will also hold an annual client review meeting to review the overall performance of your fleet. At that time, members of your account management team will provide recommendations regarding maintenance, fuel, insurance, acquisition, and resale based upon industry standards. If the City of Hollywood would like to meet outside of these scheduled reviews, Enterprise will meet with the City of Hollywood at no additional cost. Additionally, Enterprise Meetings can be held in person, virtually, or via phone call on an as needed basis.

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H. Contractor shall be liable for security and safekeeping of the City's vehicles to include attachments, components, emergency signal equipment and radios when left with Contractor for repairs.

Enterprise acknowledges this request of the City of Hollywood and in the event of damage or theft from any subcontractors provided under the Enterprise Repair Program, Enterprise will work as the liaison for the City of Hollywood to remedy. Enterprise requires all partners under our preferred agreements to maintain adequate insurance coverage and security to support our multiple rental locations as well as alternate lines of business.

L. Contractor agrees to accept such work as the City determines to be an emergency and further agrees to give such emergency work priority to get emergency vehicles operational as soon as possible. The City may declare any work to be an emergency, as all vehicles are used regularly in public safety or emergency work.

Some vehicle manufacturers have pool vehicles we can draw from in the event of an emergency. We can also purchase vehicles from several available used inventories. Enterprise can also utilize our dealer network and acquire replacement vehicles from dealer stock.

Because we are an affiliate of Enterprise Rent-A-Car, we can rent vehicles and trucks on a daily, weekly, or monthly basis until an alternative vehicle is acquired.

M. Contractor guarantees to perform services under this Agreement in a professional manner with personnel that are certified in the performance of these repairs. The Contractor shall furnish a warranty for all parts and labor for a period not less than one (1) year from date of installation on the vehicles. Failure to meet minimum standards at the determination of the City will be considered cause for the City to cancel the Contract and shall extend to any work in progress without liability to the City for work performed.

Staff and Qualifications

The National Service Department has a staff of more than 150 technicians. We have 53 Maintenance Coordinators who handle preventative maintenance, fluid services, brakes, and tires. There are more than 110 Service Advisors who handle any type of repair — from an oil change to a transmission failure. Approximately 98 percent of our technicians have ASE certifications.

Any repairs completed in a manner that does not meet the standard of the City of Hollywood's expectations, Enterprise will intercede between the city and shop to ensure that the work is then completed to an acceptable standard for the City.

Enterprise will assist in holding accountable the repair facility should they be responsible for any damages.

N. Contractor agrees to charge for services the actual hourly rates shown as submitted on the bid form and shall be governed by any predetermined repair time that may be customarily used in calculating charges for work performed, i.e., Mitchell Manual Standards.

As mentioned before, Enterprise Fleet Management is partnered with most manufacturers and Mitchell ProDemand to utilize their parts and labor pricing guides. We keep records of all quoted and negotiated prices when a call for approval is made, and then reconcile once we have verification of completion or receive an invoice.

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3.2.2 Preventative Maintenance and Repairs:

A. The Contractor shall be responsible for management of general mechanical repairs related to preventative maintenance or component failure to the City of Hollywood's owned or maintained vehicles or fleet equipment. Police vehicles are on a 3-month preventative maintenance program, however the Director of the Public Works Department or his/her designee may opt for a difference preventative maintenance schedule on an as needed basis.

Enterprise Fleet Management has read and understands this provision.

All preventative maintenance notifications are available for XCO administrators to view on our website, and the Enterprise mobile app will push alerts to the driver's mobile device when maintenance work is due.

Our National Service Department follows manufacturer-recommended intervals as per each vehicle's owner's manual.

In addition, designated the City of Hollywood administrators can manually select driver notifications when the initial alert is received. In addition to preventative maintenance notifications, our customer website provides alerts for:

- Maintenance and mileage updates
- Registration status for each unit on the maintenance program.

Please refer to the Available Shop List Attachment for a list of Preferred Maintenance Shops within a 25-mile radius of Hollywood.

B. The estimate shall clearly indicate supplied parts and repair materials as:

1. New Original Equipment Manufacturer (OEM)

2. New "after-market", or

3. Used OEM

Please refer to response B in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

C. Labor estimates shall be based upon and supported by standard reference publications generally recognized for use by the repair industry, such as Mitchell's or Motor's Repair manuals. The estimate shall state the reference publication used.

As mentioned before Enterprise Fleet Management is partnered with most manufacturers and Mitchell ProDemand to utilize their parts and labor pricing guides. We keep records of all quoted and negotiated prices when a call for approval is made, and then reconcile once we have verification of completion or receive an invoice.

D. The quality of repair/service must be acceptable to the City and in compliance with standard industry best practices. The Director of the Public Works Department or his/her designee shall verify quality of work completed as compliant. The standard applied shall consist as follow:

1. All repair parts or materials used in the repairs shall be certified by their manufacturer as meeting Original Equipment Manufacturers (OEM) specifications.

Enterprise Fleet Management will assist in upholding the OEM warranties provided.

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E. When non-OEM parts are approved for use, such parts shall be certified by the Certified Auto Parts Association (CAPA) and warranted by Contractor as being equal in kind and quality in terms of fit, performance and overall quality to the original manufacturer parts they are replacing.

Please refer to response E in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

F. The awarded Contractor will be required to inspect and accept all completed work in accordance with industry fleet management best practices and specifications under this solicitation. Any discrepancies or shortages will be addressed by the selected Contractor at the end of the final inspection. Final inspection will be performed and approved by the selected Contractor. All corrections shall be made at the Contractor's expense including pick-up and delivery of vehicle. Corrections are to be completed within three (3) business days.

Please refer to response F in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

G. Performance. The City will monitor the awarded contract to the selected Contractor under this solicitation and will meet with Contractor on a weekly basis to ensure contract compliance.

Please refer to response G in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

H. Contractor shall be liable for security and safekeeping of the City's vehicles to include attachments, components, emergency signal equipment and radios when left with Contractor for repairs.

Please refer to response H in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

I. Contractor shall maintain records and comply with all applicable EPA and OSHA requirements governing Automotive Service Repair. Records of all hazardous waste removal shall be made available to the City or its assigned agents.

Enterprise Fleet Management complies with all applicable EPA and OSHA requirements governing Automotive Service Repair.

J. Contractor shall have adequate facilities or established ongoing subcontracts in place with vendors having adequate facilities to provide full-service fleet management services for pickup and delivery of vehicles. Contractor will maintain an OSHA approved maintenance facility. All repairs shall be performed at the Contractor facilities using its own equipment.

As mentioned before, we recommend our Preferred Vendors to ensure the highest level of customer service and value because they are familiar with Enterprise and our maintenance programs. In addition, Preferred Vendors have the ability to communicate electronically for repair authorization, which allows for faster approval, less downtime, and real-time reporting.

We partner with our local rental Vehicle Repair Teams and utilize the same body shops they use for rental vehicles. Because of the volume of vehicles we have on the road, these shops provide us with discounted labor rates and parts discounts.

A body repair facility must be fully insured and agree to the pricing established in the contract. There are a variety of body shop options to service all vehicle types. Our shop network includes body shops with paint booth, frame machines and scan devices. Estimates are sent to us before the work is approved for repair, and all work must be guaranteed.

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K. Contractor shall furnish an itemized invoice showing work hours per class of employee, materials, and quantity, etc., along with a copy of material cost invoice from the Contractor source of supply suitable in detail to the City of Hollywood.

Enterprise will provide monthly invoices that include all applicable charges — lease, maintenance, and insurance. These invoices can also be viewed and downloaded from our website for immediate access.

Most billing transactions are system controlled and automated to reduce mistakes resulting from human error. Any charge to the customer's bill that is initiated by a human rather than our internal systems requires manager approval before it is billed to a customer.

L. Contractor agrees to accept such work as the City determines to be an emergency and further agrees to give such emergency work priority to get emergency vehicles operational as soon as humanly possible. The City may declare work to be an emergency only with respect to vehicles used regularly in public safety or emergency work.

Please refer to response L in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

M. Contractor guarantees to perform services under this Agreement in a first-class professional manner with personnel that are ASE certified in the performance of these repairs. The Contractor shall furnish a warranty for all parts and labor for a period not less than one (1) year from date of installation on the vehicles. Failure to meet minimum standards at the determination of the City will be considered cause for the City to cancel the Contract and shall extend to any work in progress without liability to the City for work performed.

Please refer to response M in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

N. Contractor agrees to charge for services the actual hourly rates shown as submitted on the bid form and shall be governed by any predetermined repair time that may be customarily used in calculating charges for work performed, i.e., Mitchell Manual Standards.

Please refer to response M in Section 3.2.1 as our practices for Auto Body Repairs and Preventative Maintenance and Repairs are the same.

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3.2.3 Accident and Vandalism Repairs

A. The Contractor will be responsible for processing accident repairs, working in conjunction with the City's Risk Management Claims Adjuster, including obtaining repair estimates and bids, transportation of vehicles to/from the repair site (if required), repair quality and timeliness, and administration, including the payment of invoices (charged as non-contract on the Contractor's monthly invoice and not part of the Contractor's Targeted Budget), and coordination with Risk Management for collection of property damage claims.

Claims and Accident Reporting Process

A driver can choose to report a loss through our mobile app, by calling our toll-free number, or by reaching out directly to the City of Hollywood's assigned adjuster by phone, email, or fax. As soon as a driver reports a claim, they are assigned to a local in-network body shop to receive an estimate. Once the estimate is reviewed and approved by the City of Hollywood 's personal adjustor for accuracy, the driver is instructed to schedule the repairs. For clients that need temporary transportation during the repair process, a rental vehicle can be made available for the City of Hollywood 's driver.

If temporary transportation is included in your premium or contract charge, and if under the approved timeframe and limit, the rental costs will not be billed back. If these items are not included in the premium or contract charge, then the rental cost will be consolidated on the lease bill at the end of the repair. Once the repair is complete the driver will be notified that their vehicle is ready for pick up. The driver signs off on the quality control report when picking up their vehicle to confirm satisfaction with the repair.

On larger losses or if the vehicle is unsafe to drive, we will schedule a tow and provide a rental for the driver if desired. Enterprise handles all payments on the driver's behalf, including body repair and rental invoices and will pass applicable amounts as well as any discounts on to the City of Hollywood on a consolidated monthly statement.

B. A minimum of three (3) competitive bids may be obtained for accident repairs, one of which can be the Contractor's. The City will monitor the bidding procedures used by the Contractor, and the City reserves the right to increase the required number of competitive bids or to preclude the Contractor from bidding, or both.

Enterprise Fleet Management has preferred pricing for repairs with the facilities listed in Appendix 1. Additional shops can be provided upon request.

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3.2.4 Security and Standard Quality of Repairs:

Security:

All City vehicles and equipment shall be kept secure and within a locked, fenced yard or indoors while in the possession of the awarded Contractor.

Enterprise Fleet Management does not require our sub-contractors to fence in or lock their facility, however, we require all shops to carry a level of insurance sufficient enough to protect the assets on their property.

Repair Standards:

The quality of the finished work shall be of the best standards of the fleet management industry standards as to preparation of metals for repair, primer, and paint standards and finished quality of repairs. The successful awarded Contractor shall be required to consistently produce the best quality of work using modern facilities, methods, paints, and repair techniques performed by individuals knowledgeable and skilled in collision repairs, so the repairs conform with the original body alignment and contours as well as matching existing paint textures and colors in a manner consistent with Original Equipment Manufacturer (OEM) work quality. Where collision damage has caused structural damage or frame/chassis misalignment of any nature, the successful Contractor shall be required to align the frame using equipment currently used in the industry, with ASE certified personnel, to factory new standard frame/chassis/unibody alignment.

We partner with our local rental Vehicle Repair Teams and utilize the same body shops they use for rental vehicles. Because of the volume of vehicles we have on the road, these shops provide us with discounted labor rates and parts discounts.

A body repair facility must be fully insured and agree to the pricing established in the contract. There are a variety of body shop options to service all vehicle types. Our shop network includes body shops with paint booth, frame machines and scan devices. Estimates are sent to us before the work is approved for repair, and all work must be guaranteed.

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3.2.5 Warranty Requirements

All labor, materials, supplies, paints, and parts etc., supplied by the awarded Contractors shall be covered by a one (1) year unconditional guarantee in addition to the guarantee listed below:

All services under this solicitation to include but not limited to preventative maintenance auto collision damage repairs, or refurbishment work, including paint, shall be guaranteed for one year against cracking, peeling, fading, or not maintaining OEM quality, chipping, rusting fillers coming loose, and other defects in materials or workmanship. Any such repairs, work, paint, or material becoming defective shall be redone to the City's satisfaction at no charge. Refusal of the Contractor to honor the guarantee, when requested shall be considered justifiable grounds for termination of awarded contract under this solicitation.

City of Hollywood Maintenance Policy

We follow the manufacturer-specific maintenance schedule in order to maintain vehicle warranty. The maintenance program can be customized depending on the situation and vehicle usage.

Enterprise has also negotiated many aspects of the maintenance and repair process with our Preferred Vendors, so we run into very few problems with enforcing maintenance policies. Our National Service Department reviews all invoices to make sure services are performed at the correct and fair price.

The Contractor will administer all warranties and recalls, both for vehicles and parts, associated with management of the City's fleet. The Contractor will be required to attempt to obtain authorization from various vehicle manufacturers to perform in-house warranty work on City vehicles. Such work will be reimbursed directly to the Contractor by the manufacturer and the City will be held harmless from payment for such work. Work performed by the Contractor for which reimbursement is provided by the manufacturers will not be billed to the City. The Contractor can send warranty or recall work out to others, subject to applicable provisions of the manufacturer's warranty, when it is more cost-effective to the City to do so. The Contractor will be responsible for any deductible on work performed at a dealership. The cost of repairs made if a vehicle is sent out for suspected warranty work – and the suspected problem is not warrantied – will be absorbed by the Contractor as part of the annual maintenance cost.

Warranty Information

Warranty repairs are honored by dealerships on behalf of the vehicle manufacturers. When warranty opportunities arise, the National Service Department weighs in and consults with the customer on the savings and benefits of getting work covered under warranty versus lost downtime to transport the vehicle to another service location if it is not currently at a dealer.

Warranty repairs are referred to the appropriate dealer. Repairs just outside of warranty are also referred to the dealer, and the National Service Department (NSD) seeks goodwill assistance from the manufacturer for these repairs as long as they are within reason and are not due to driver neglect.

The NSD will assist with repeat problems, parts delays, goodwill assistance, and unreasonable downtime situations. Enterprise maintains a strong working relationship with the manufacturers. As needed, the NSD will seek assistance from our service representatives for parts delivery escalation or other issues.

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3.3 Lease Purchasing Program/Vehicle Replacement:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a lease purchase/vehicle replacement program to the City's Fleet Inventory vehicles. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a lease purchase/vehicle replacement program that would benefit the City which is efficient and cost effective. Please provide how your firm will implement such a program.

Enterprise Fleet Management leverages the best practices of our parent company, Enterprise Holdings, which owns and operates the largest fleet of vehicles in the world at over 2.1 million units. Our Fleet Management Division services over 650,000 vehicles all operated in the local markets in which we serve. Of the 650,000 vehicles on lease, 60,000 are government service vehicles.

The total Cost of Ownership approach, leveraged by Enterprise Fleet Management and Enterprise Holdings, compares all the costs associated with operating a vehicle. This includes the major categories of maintenance, fuel, and depreciation alongside the minimal impacts of registration/administrative time, interest, and insurance. When taking this approach, we can determine the cost on a cents per mile basis to operate each vehicle, including Electric Vehicles as they begin to enter the market. We then compare these findings and present them to the city decision making team.

In leveraging these best practices, we deliver a superior customer experience through local knowledge, industry expertise, multi-level infrastructure, and a conservative approach. We have helped municipalities across the United States operate newer vehicles at or below their current budget, while simultaneously helping create a sustainable fleet program that addresses both the operational and capital budgets of our government partners. The model provides a 10 Year Fleet Forecast during the implementation process and each year with the support of your local Client Strategy Manager based out of Coconut Creek, FL you will receive both an Annual Client Review (to benchmark actual expenditures) and a Fleet Replacement Analysis to properly budget and forecast your upcoming budget year.

The City of Hollywood has been doing business with Enterprise Fleet Management for over nine years. In that time Enterprise Fleet Management has shown departments, such as Code Enforcement and Fire & Rescue how to run a newer fleet at or below their proposed budget. Our programs are designed to leverage Enterprise's unique resale channels to help organizations and municipalities, such as the City of Hollywood, operate at the lowest total cost of ownership. Our long-standing relationships with the City have demonstrated we can deliver on our value proposition. This philosophy combined with local and national resources is what has made us a top-rated fleet management provider in the State of Florida with a 98 percent Nationwide Retention Rate.

Enterprise Fleet Management specializes in class I - VII (light/medium duty vehicles), with the ability to help with specialized vehicles up to class VIII. We also can assist with Emergency Response Vehicles – Police Patrol Marked/ Unmarked. We are also able to help the city with additional specializations such as golf carts, ATVs, UTVs, etc. We have excluded Heavy Duty Vehicles/Apparatuses/Non-Light-Medium Duty Vehicles from our cost analysis for the city. We do exclude yellow iron, fire apparatuses, and trailers from our models as these fall outside of our scope of expertise. How we help the city make an impact in excluded areas is through our strategic resale processes and funding options that allow the city to reappropriate funds to purchase those items without negatively impacting other fleet needs in a budget year. This means that 722/1043 units were considered for the analysis.

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Appendix 2 features the City of Hollywood Fleet Planning Analysis attachment which reflects a recent 10 Year Fleet Replacement Analysis for the City. This analysis illustrates how a strategic Public Private Partnership with Enterprise Fleet Management Strategic Leasing vs your current Fleet Budget for Capital and Operating Costs could save the City over $9,194,291. Savings are a result of reducing the net cash flow spent by purchasing vehicles annually and spreading that cost through an open-ended equity lease and replacement model. After the fleet is fully implemented with Enterprise Fleet Management, the average annual sustainable savings is approximately $637,602. The customized plan has an approximate timetable of being fully implemented in 4.32 years. This calculated approach to phase in newer, safer, more fuel-efficient units would be tackled by age bracket – starting with the oldest first to minimize safety/risk exposure to the city from operating aged units. 10 years and older in year 1, 8 years or older in year 2, 7 years or older in year 3, 6 years or older in year 4, and 5 years or older in year 5. The implementation plan of the City is flexible and can be re-evaluated annually or more based on the dynamic priorities of the city as well as the vehicle environment. Forecasting each year can include the ESG/Hybrid/Electric Vehicle etc. and their relative cost of operating upon request.

Appendix 2 illustrates operating closed in leasing; however, our funding flexibility allows for both Open and Closed End Leases.

Lease Options / Funding Solutions

Your local Enterprise team will work with you to customize the lease terms and provide you with the most cost-effective leases that meet your specific needs.

Enterprise offers four types of funding solutions. They are an Open-Ended Equity Lease, Closed-End Lease, Prepaid Lease, and Finance.

- Open-Ended Equity Lease: flexible option that allows the lessee to turn in the vehicle before the lease term with no early termination penalties, the company/agency can get out of the lease at any time; there is always a payoff amount. If the value of the vehicle is greater than the payoff, that money or equity can be put toward another lease. If the value of the vehicle is less than the payoff, Enterprise will bill the company/agency the difference.
- Closed-End Lease: allows for a lower monthly payment based on vehicle usage, geared towards individuals that drive minimal miles.
- Prepaid Lease: allows the lessee to take advantage of discounted interest rates by paying all rent up front.
- Traditional Purchase Finance: allows the City of Hollywood to take ownership of the vehicle at the end of the financed/lease term without paying the reduced book value.

Open-Ended Lease

Many municipalities commonly find it difficult or impossible funding a healthy vehicle life cycle. Enterprise Fleet Management features an Open-Ended Lease product to help bridge any funding gaps. Our Open-Ended Lease is characterized by:

- Improved cash flow
- No mileage restrictions or wear-and-tear charges
- Flexible financing options
- Customized terms for use and type of vehicle
- Retention of ownership rights

In most programs, a vehicle would be purchased outright from the capital budget and kept in-fleet until a specified time when it was sold. However, to increase flexibility, our Open-Ended Lease allows for funding of only the time the vehicle is used. This approach allows municipalities to pay the minimum amount for the use of the vehicle on a monthly basis, improving cash flow.

The mechanics of this lease involve financing the difference between the vehicle's purchase price and a conservative Reduced Book Value (RBV), which is based upon the anticipated market value in consideration of the vehicle's age and application.

End-of-Lease Options for Open-Ended Lease

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Options at completion of an Open-Ended Lease term:

- Enterprise can renew your vehicles with new models and apply any gains to the replacement vehicle
- the City of Hollywood can extend the term of the lease
- Enterprise can facilitate the sale to an employee or a third party

Enterprise Fleet Management can sell the aged vehicles in a process that generates a competitive price. Gains are defined as the difference between the resale proceeds from our remarketing efforts and the open-market sale and the Reduced Book Value. There are no mileage charges or excessive wear-and-tear charges. The vehicle can be resourced back into the City of Hollywood 's owned fleet at any time during the lease period. As a result, resourcing is just as simple as outsourcing.

Enterprise Fleet Management can facilitate the sale of a vehicle to an the City of Hollywood employee or a third party. This is done through an independent service to ensure a fair and beneficial process for all involved parties.

Closed-Ended Lease

Enterprise Fleet Management features a Closed-Ended Lease product to allow for a lower monthly payment based on vehicle usage. Our Closed-Ended Lease is characterized by:

- Fixed monthly costs convenient to budget
- No resale responsibilities
- Predetermined lease term and mileage (can still be customized to each vehicle contract)
- Over-mileage and abnormal wear and tear charges may apply
- Generally used for one- to three-year terms
- Vehicles are turned in at end of lease term

End of Lease Options for Closed-Ended Lease

Enterprise Fleet Management can facilitate the sale of a vehicle to an employee or a third party. This is done through an independent service to ensure a fair and beneficial process for all involved parties.

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3.4 License Administration Program:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a license administration program to the City's Fleet Inventory vehicles. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a license administration program to ensure all covered vehicles are properly licensed with City license plates (specialized yellow plates) that would benefit the City. Please provide how your firm will implement such a program.

License, Title, Registrations, and Citations

Enterprise handles all registration, tax, and titling services on behalf of the client. This includes renewals, state transfers, duplicate requests and other DMV-related transactions so the City of Hollywood does not have to worry about monitoring when these are due. Enterprise Fleet Management has expertise in the License and Title process in every state and will work with the driver to collect all the proper documents necessary to complete registration, saving time and money by avoiding lines and paperwork at the DMV.

Initial registration is typically done through the delivering dealer. If the delivering dealer cannot complete the transaction, our License and Title team will process the registration through the state's DMV office. We occasionally use a third-party service to assist with these transactions.

Enterprise Fleet Management retains and manages a title for every vehicle from the time of purchase until it is transferred to a new owner, when applicable. We will handle all necessary paperwork for vehicle titles.

The License and Title team uses a direct link to the DMV system to easily manage and service titling in many states. In other cases, our License and Title team works directly with the local DMV offices to process all necessary paperwork.

In most cases we can assist a client in obtaining a specialty license plate. All paperwork and renewals will be facilitated by Enterprise Fleet Management as with standard license plates.

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3.5 Maintenance Program:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a Maintenance program to the City's Fleet Inventory vehicles. The maintenance program shall include but not limited to cover all essential maintenance and repairs for efficient vehicle operations, oil and other fluids between changes, tire repair and replacement, etc. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a maintenance program that would benefit the City which is efficient and cost effective. Please provide how your firm will implement such a program.

Maintenance & Repair Overview

Enterprise's maintenance and repair network expands throughout the entire United States and Canada. All shops are insured per our required standards and our dedicated repair team is in communication with our body shops throughout the entire repair process, together with vehicle repair teams in the field that keep shops on track with repairs. Our parts network helps us locate parts quickly to get you back on the road. As a result, the average accident repair rate is typically 20 percent lower than the insurance industry average.

Once an estimate for body work is received, the Enterprise team will check to verify the repairs are needed. Once approved, our technicians review all work that is completed and pay the body shop directly. The driver will receive updates and notification throughout the repair process and when the work is completed. When the driver picks up the vehicle, the bodyshop, at the direction of Enterprise, will have the client complete a quality control document confirming satisfaction with the repair. Our leveraged relationship with these repair shops often allows us to pass on discounted repair and parts to customers like the City of Hollywood.

Full Maintenance Program

Enterprise's Full Maintenance program covers lessees nationwide and is available for most makes and models in your fleet. The program is completely managed by Enterprise and will not require any internal approval of repairs or review of monthly invoices. Cost is based on vehicle type and driving pattern.

- Monthly cost is fixed for the term of the vehicle
- Coverage is available for up to 100,000 miles
- Covers all routine service recommended by the manufacturer
- Covers all unexpected repairs (not related to damage or neglect)
- 24/7 roadside assistance and towing is included
- Brakes, tires, and loaner vehicles can be included
- Windshield repair, fueling service, and other miscellaneous items are available

Maintenance Process

All maintenance and repairs are coordinated through Enterprise's National Service Department (NSD), using the support of our nationwide network of facilities. If maintenance or repairs are needed, drivers simply show the maintenance card for their vehicle. All maintenance cards are available within the mobile app.

Shops are then required to contact the NSD for any work exceeding the pre-established card limit. Our technicians will assess the recommended services based on mileage, vehicle maintenance history, and cost. We will leverage our National Account agreements, and can often negotiate pricing, to provide the best value for the services offered.

For a full breakdown of how this will be implemented, please refer to our Implementation attachment located in Appendix 3.

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3.6 Maintenance Management Program:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a Maintenance Management program to the City's Fleet Inventory vehicles. The maintenance management program shall include but not limited to a comprehensive Enterprise Resource Planning system (i.e., work order and database management system) to manage all services performed on covered vehicles within the City's Fleet inventory. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a maintenance management program that would benefit the City which is efficient and cost effective. Please provide how your firm will implement such a program.

Maintenance Management Program

With Enterprise's Maintenance Management program, Enterprise manages the maintenance and repair process and contacts the client when additional approval is needed. Authorization and repair limits can be set to expedite maintenance and repair times. These are charged as needed, and the cost is passed through to the City of Hollywood. Enterprise leverages our agreements and relationships with vendors to ensure both labor and parts are charged at a fair market value. There is a monthly fee for this service.

Enterprise leverages our relationships with our National Accounts and vehicle manufacturers to help minimize downtime of vehicles while in for repairs. Through our affiliate company Enterprise Holdings, which includes the Enterprise Rent-A-Car and National Car Rental brands, we can easily set up and manage rentals for your drivers. This will enable the driver to get back on the road and do their job with as little downtime as possible. We also recommend the use of our Preferred Vendors because they are familiar with our maintenance programs and can help keep downtime to a minimum.

Best Practices To Minimize Downtime?

- Use Preferred Vendors found through our Shop Finder tool on the website or mobile app.
- Plan ahead and make appointments for service when possible (appointments can be set up within our mobile app for certain vendors).
- Utilize the same shops as often as possible. This will increase familiarity with your fleet vehicles and the vendor's familiarity with Enterprise's processes.
- Customers with high downtime expense may want to increase card and repair limits to expedite the approval process.
- Customers with larger vehicles/diesels with generally higher expenses maintenance would benefit from a higher driver card limit or client repair limit.
- Make Enterprise aware anytime your vehicle has been down for one to two weeks, when there is a vehicle dropped off for warranty and technical expertise, or when assistance with a back ordered part is needed.

For more information, please refer to our Maintenance Information on page 8.

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3.7 Fuel Management for Fleet Covered Vehicles:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a Fuel Management program to the City's Fleet Inventory vehicles while emphasizing the potential to rapidly transition to lower emissions fuels and, ultimately zero emissions vehicles to the greatest extent possible. The Fuel Management program shall include but not be limited to innovative methods to procure and sustain supply of fuel on covered vehicles within the City's Fleet inventory. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a Fuel Management program that would benefit the City, which is efficient, cost effective, and helps the City meet its greenhouse gas reduction goals. Fuel availability before, during and after a declared emergency is critical to the city's daily operation, Contractors must be able to provide a consistent supply of fuel for use as needed. Please provide how your firm will implement such a program.

Fuel Overview

We partner with WEX for fuel card services, and the card is accepted at more than 90 percent of stations in the U.S by more than 200 fuel brands totaling more than 180,000 locations nationwide. Each driver is assigned a personal identification number, and they are instructed to enter this PIN at the pump, along with the odometer reading, which drives reporting and data capture on each vehicle. A wide variety of reports can be generated by using this data.

WEX customers can monitor and control their fuel costs through WEXOnline. Fleet managers can set pre-determined limits on the amount of money their drivers can charge, the frequency with which their drivers can purchase fuel, the type of products and services that their drivers can purchase and the time of day or days when their drivers can make purchases. In addition, through WEXOnline, fleet managers can perform real-time modifications to any pre-determined limits or add or remove driver identification numbers in response to changes or to prevent theft.

At the time of purchase, the driver is instructed to enter his or her PIN at the pump, along with the vehicle's current odometer reading, which drives reporting and data capture on each vehicle.

Cost Effective

Customers save on average 20 percent on their fueling costs by using the WEX fuel card program. WEX also offers incentives for customers who sign up for auto draft.

Benefits

The WEX fuel card management program offers three main benefits:

- Convenience — Card accepted at more than 180,000 U.S. locations
- Security — Cards with driver IDs are issued to those assigned to each vehicle
- Control — Card program offers various controls to help manage your fleet's fueling expenses

Emerging Fuel and Engine Technologies

The latest fuel and engine technologies can help address your fleet's environmental impact in many ways.

FlexFuel vehicles running on E85 fuel (a blend of 85 percent ethanol and 15 percent gasoline) or biofuels can reduce greenhouse gas emissions by up to 20 percent compared with traditional engines

Hybrid engines can deliver up to 40 percent better fuel efficiency than their counterparts that are powered by gasoline alone.

But new engine technologies have important limitations too. Some alternative fuels like E85 may not be widely available in your fleet's service area. In addition, your costs for acquisition, maintenance and resale can differ significantly compared with traditional vehicles. Enterprise Fleet Management offers you the benefit of unmatched experience with emerging fuel and engine technologies. Today, Enterprise companies own the largest fleet of FlexFuel vehicles in the world, along with thousands of gas-electric hybrids. Our expertise can help you make smart decisions about when and where to deploy new engine technologies.

For a full breakdown of how this will be implemented, please refer to our Implementation attachment located in Appendix 3.

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3.8 Employment of Fleet Service Members (Non-Mandatory):

The City of Hollywood requests the awarded proposer discuss any opportunities to competitively interview and employ interested displaced full time fleet service employees for a period of 18 months providing the same wages and benefits as of the date of the awarded contract with the contractor or any of its subcontractors

Enterprise subcontracts the needed repairs and does not employ hands on mechanics but leverages our network of preferred partners to complete these services. Enterprise Fleet Management positions for the National Service Department are located in St. Louis Missouri should applicants be interested.

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3.9 Green Fleet Policy:

For many years, the City has been transitioning its fleet to more efficient and alternative fuel vehicles, such as those powered by compressed natural gas, E-85 fuel, and gasoline powered hybrids to meet its adopted sustainability goals. The City is in the process of adopting a Green Fleet Policy that stipulates accelerating the transition to alternative fuel vehicles, including battery-powered electric vehicles, and equipment to further reduce its greenhouse gas emissions. This policy will apply to the vehicle fleet and equipment supplied under the awarded contract. Through this policy the City aims to purchase the most cost-effective, least polluting, fuel-efficient vehicles and fuel-using equipment possible that still meet the operational requirements of the intended use. The selected contractor will be required to comply with the City's established Green Fleet policy and implementation

Fleet Environmental Platform

Managing fleet vehicle emissions can represent a key — and highly visible — component of an effective environmental stewardship effort. That is why Enterprise Fleet Management offers a set of eco-friendly programs and initiatives to help customers manage the carbon footprint of their fleets.

Enterprise Fleet Management offers a set of programs and initiatives to help customers manage the "carbon footprint" of their fleets. Our team is ready to work with you to ensure that your fleet becomes part of the solution.

Vehicle Cycling/Fleet Optimization

The fundamental principle of fleet optimization is managing what you can measure. We can work with you to manage your fleet in eco-friendly ways.

Enterprise Fleet Management can add a comprehensive environmental dimension to vehicle-cycling decisions. We have the expertise to measure:

- Improvements in fuel efficiency
- Direct and indirect remediation costs

Emerging Fuel and Engine Technologies

As mentioned before the latest fuel and engine technologies can help address your fleet's environmental impact in many ways.

FlexFuel vehicles running on E85 fuel (a blend of 85 percent ethanol and 15 percent gasoline) or biofuels can reduce greenhouse gas emissions by up to 20 percent compared with traditional engines.

Hybrid engines can deliver up to 40 percent better fuel efficiency than their counterparts that are powered by gasoline alone.

But new engine technologies have important limitations too. Some alternative fuels like E85 may not be widely available in your fleet's service area. In addition, your costs for acquisition, maintenance and resale can differ significantly compared with traditional vehicles. Enterprise Fleet Management offers you the benefit of unmatched experience with emerging fuel and engine technologies. Today, Enterprise companies own the largest fleet of FlexFuel vehicles in the world, along with thousands of gas-electric hybrids. Our expertise can help you make smart decisions about when and where to deploy new engine technologies.

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3.10 Additional Miscellaneous Fleet Services

New Vehicle Preparation and Vehicle Disposal

A. The Contractor will prepare newly acquired vehicles for service. Preparation will include inspections; cleaning; installation of decals, vehicle numbers, and department names; and installation of accessory equipment and other special equipment.

Vehicles will be adequately prepared before delivery / pick-up. Enterprise has read and acknowledges this request.

B. The Contractor will inspect all new vehicles as well as outsourced after-market work. Any incomplete installations or work and repairs necessary will be documented by the Contractor. If the Contractor performs the corrective work, the Contractor will submit to the Director of the Public Works Department or his/her designee or staff actual time and material costs for these repairs.

The groups speculate the orders, including aftermarket additions, and indicate this in the quote. Our New Vehicle Acquisition team coordinates most out-of-market work and the group coordinates most local aftermarket work. We indicate units receiving aftermarket additions by setting a specific status in our internal tracking systems. This allows for detailed reporting and follow-up when needed.

C. The Contractor will support the City in its administration of the vehicle disposal program. This support includes making reasonable equipment and personnel available to the City to assure a successful disposal. Preparation for sale will include removing tags, decals and special equipment; interior and exterior cleaning of vehicles (unless this work is included by the City in its contract with the auction company); performing minor repairs. Removal of certain equipment such as City radios, computer equipment, etc. will be handled by the appropriate in-house City departments.

Remarketing Overview

Together with Enterprise Holdings, we are the largest remarketer of vehicles in North America consisting of 300 remarketing professionals and over 19,000 dealers and auctions. As a result, we are able to leverage our size to efficiently remarket fleet vehicles. Enterprise will use all of the available options — both online and in person — when remarketing the City of Hollywood's vehicles to ensure the highest net return. Our extensive data system allow us to capitalize on geographic variations in the market, as well as timing nuances, which helps us outperform national averages. For example, we outperform Black Book values with an average gain of $1,552 more per vehicle, based on vehicles with an average of 69,000 miles.

Reconditioning

Our remarketing team is often able to sell vehicles without reconditioning. In cases where the expense of reconditioning a vehicle will result in a greater net sales price, we will complete the reconditioning through our national vendor network.

D. After being taken out of service, the Contractor will be responsible for arranging the parking of these vehicles on City property in a manner that is acceptable to both the City and the auctioneer.

Remarketing Process

Your assigned account team will work directly with your drivers to schedule a convenient time to have the vehicle dropped off or picked up and taken to our remarketing lot. At this lot, vehicle condition will be assessed and a marketing strategy unique to each unit will be put into place. Enterprise will determine the best way to remarket your vehicle, whether it is dealer-direct, online, or in the auction lane. We will work to maximize the sales price of your vehicles and return the greatest amount of equity as quickly as possible.

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E. The vehicles taken out of service for sale are not to be stripped of parts or otherwise cannibalized by the Contractor without the express approval of the Director of Public Works Department or his/her designee.

Vehicles to be sold are not stripped of parts or otherwise cannibalized unless those parts are specifically related to Police Pursuit (Red/ Blue lights, Sirens, Radios, Prisoner Cages), Emergency Response (Red lights, Sirens, Radios) and/ or end-user decals and signage.

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3.11 Submission Requirements

• Address of location(s) of office and repair facility(ies).

Enterprise Fleet Management
105 Johnson Road, Coconut Creek FL 33063

Please refer to Appendix 1 for repair facility location list.

• Copy of occupational license/business tax receipt.

• Copy of employee Master ASE body and collision and/or automotive ASE certifications.

ASE Certification is a certificate owned by the individual not Enterprise Fleet Management and due to this confidentiality we are unable to supply direct copies of the certifications.

Enterprise employs over 190 ASE Certified Technicians, Over 10 World Class Technicians, 59 Master Auto Mechanics, and a total of 1,848 ASE Certifications and growing.

A1 through A9
T1 through T8
E1 through E3
C1
F1
X1
B1-B4
L1 through L3
And G1

Please refer to Appendix 4 for more information on our Automotive Experts.

• List of five (5) references documenting past performance in the auto body collision repair and painting and/or automotive repair.

Please refer to the attached References page for this information.

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These Preferred Vendors are located within a five mile radius of the City of Hollywood	
Caffi Brothers Auto Body Shop	**Miles:** 0.97 **Address:** 500 South Dixie Hy Hollywood, FL 33019 United States **Phone:** 954-927-0701
Hollywood Collision Center	**Miles:** 3.08 MI **Address**: 6030 Cleveland St. Hollywood, FL 33024-6014 US **Phone:** (954) 616-8540
CARSTAR Ace Sullins	**Miles:** 4.01 MI **Address:** 6025 SW 35th Ct Miramar, FL 33023-5165 US **Phone:** (954) 983-0209
Diamond Automotive	**Miles:** 3.39 MI **Address:** 2404 SW 58th Ave West Park, FL 33023-4037 US **Phone:** (954) 963-4004
Carmenders	**Miles:** 4.44 MI **Address:** 3351 SW 13th Ave Fort Lauderdale, FL 33315-2859 US **Phone:** (954) 440-2285

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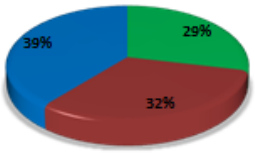
City of Hollywood 10 Year Model

City of Hollywood - Fleet Planning Analysis

Current Fleet	722	Fleet Growth	-0.38%	Proposed Fleet	710
Current Cycle	12.03	Annual Miles	6,900	Proposed Cycle	4.32
Current Maint.	$255.78			Proposed Maint.	$55.23
Maint. Cents Per Mile	$0.44	Current MPG	10	Price/Gallon	$4.00

	Fleet Mix					Fleet Cost					Annual
Fiscal Year	Fleet Size	Annual Needs	Owned	Leased	Purchase	Lease*	Equity (Owned)	Equity (Leased)	Maintenance	Fuel	Fleet Budget	Net Cash
Average	722	60.0	722	0	2,676,297	0	-60,000		2,216,078	1,963,840	6,796,215	0
'22	710	140	570	140	0	1,442,633	-146,000	-70,390	1,909,525	1,874,478	5,010,246	1,785,968
'23	710	124	455	255	0	2,667,277	-230,000	-351,017	1,687,969	1,801,073	5,575,303	1,220,911
'24	710	109	378	332	0	3,617,589	-269,500	-424,660	1,539,623	1,751,924	6,214,376	581,237
'25	710	143	271	439	0	4,793,565	-695,500	-665,083	1,333,479	1,683,626	6,450,087	346,125
'26	710	272	60	650	0	6,750,280	-1,793,500	-2,708,521	926,372	1,548,944	4,724,175	2,072,037
'27	710	156	0	650	0	6,750,280		-3,212,580	742,810	1,382,986	5,663,497	1,132,714
'28	710	223	0	650	0	6,750,280		-1,389,455	742,810	1,382,986	7,486,622	-690,411
'29	710	126	0	650	0	6,750,280		-2,564,210	742,810	1,382,986	6,311,867	484,343
'30	710	202	0	650	0	6,750,280		-3,123,537	742,810	1,382,986	5,752,540	1,043,670
'31	710	238	0	650	0	6,750,280		-3,297,565	742,810	1,382,986	5,578,511	1,217,697
									10 Year Savings		$9,134,291	Avg. Sustainable Savings	$637,602

Fleet Costs Analysis



Current Fleet Equity Analysis

YEAR	2022	2023	2024	2025	2026	Under-Utilized
QTY	140	115	77	107	211	12
Est $	$1,000	$2,000	$3,500	$6,500	$8,500	$500
TOTAL	$140,000	$230,000	$269,500	$695,500	$1,793,500	$6,000
		Estimated Current Fleet Equity **			$3,134,500	

*Lease Rates are conservative estimates
**Estimated Current Fleet Equity is based on the current fleet "sight unseen" and can be adjusted after physical inspection
Lease Maintenance costs are exclusive of tires unless noted on the lease rate quote.

KEY OBJECTIVES

Lower average age of the fleet
23% of the current light and medium duty fleet is over 10 years old
Resale of the aging fleet is significantly reduced

Reduce operating costs
Newer vehicles have a significantly lower maintenance expense
Newer vehicles have increased fuel efficiency with new technology implementations

Maintain a manageable vehicle budget
Challenged by inconsistent yearly budgets
Currently vehicle budget is underfunded

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YOUR FLEET ROADMAP

WHAT TO EXPECT DURING YOUR FIRST YEAR.

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We're here to make your job managing your fleet as easy as possible – and that starts with letting you know how the next year with Enterprise Fleet Management will unfold.

Partnership Begins

MONTH 1-3 | MONTH 3 - 6 | MONTH 6 - 12

3-month check in. Let's talk.

Welcome

Meet your local account team – the people who will be taking care of you and your fleet.

More →

Plan

Establish your customized implementation roadmap, including replacement milestones, annual goals and more.

More →

Train

Make sure everyone on your team, including your drivers, has everything they need for a smooth transition.

More →

Implement

Get everything rolling, including your client portal and the eFleets Mobile App.

More →

6 Month Review

Take a look back at your first year, celebrate success, spot areas for improvement and make a plan for the next year.

More →

Annual Review

Remember that we'll never stop working by your side to make your fleet the very best it can be.

More →

? Have a question between milestones? You never have to wait to call us. Feel free to reach out to your Account Manager at any time.

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MONTH 1 – 3

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WELCOME

Our job is to make your job easier – and that starts with getting to know us and how we work. At this first meeting, you'll meet your Account Management team, either on the phone or in person. We'll revisit your goals, and show you how to achieve them using key elements of your fleet management program.

What to expect:

- Introduce key team members
- Review expectations for next 12 months
- Walk through implementation packet

After this meeting, you'll receive:

Comprehensive implementation packet, with information on how to use each part of your program

Who should attend:

From Enterprise:

Enterprise Fleet Management Manager

Account Executive

Account Manager

From your team, involved with the fleet program:

Business Executive

Primary Fleet Contact (PFC)

Primary Maintenance Contact (PMC)

Accounts Payable (AP)

Administrative Personnel

PLAN

As we start to put your program into motion, we believe it's valuable to outline key expectations and responsibilities. At this second step, we'll share key fleet maintenance, repair and replacement milestones. Our team will also provide detailed descriptions of the next steps – and who's responsible for each.

What to expect:

- Create ongoing strategy for resale and replacement
- Establish benchmarks and milestones
- Outline team responsibilities moving forward
- Ensure we have accurate driver information to upload into the website

After this meeting, you'll receive:

Fleet implementation guide with key milestones and responsibilities

Who should attend:

From Enterprise:

Enterprise Fleet Management Manager

Account Executive

Account Manager

From your team:

Business Executive

Primary Fleet Contact (PFC)

Primary Maintenance Contact (PMC)

Accounts Payable (AP)

Administrative Personnel

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MONTH 1 – 3

enterprise FLEET MANAGEMENT

TRAIN

Next, we'll help you introduce Enterprise Fleet Management to your team. We will work with you to rollout the program to your drivers, and verify any specific vehicle delivery expectations. We'll also give you an in-depth look at your client portal and the eFleets Mobile App.

What to expect for administrators:

- Set up access to client portal
- Arrange dashboards bringing key data points forward
- Make sure drivers are set up for access to the Mobile App

What to expect for drivers:

- Create driver logins for the eFleets Mobile App
- Verify driver preferences and vehicle delivery expectations
- Walk-through of the new fleet program and services

After this meeting, you'll receive:

Full access to client portal and eFleets Mobile App

Who should attend:

From Enterprise:

Account Manager

Account Fleet Coordinator

From your team:

Drivers

Primary Fleet Contact (PFC)

Primary Maintenance Contact (PMC)

Administrative Personnel

IMPLEMENT

As your first vehicles are replaced or delivered, we'll have a quick meeting to make sure everything is rolling along as you expect. We'll also take this chance to answer any questions you may have – but of course, you're free to reach out to us at any time.

After this meeting, you'll receive:

- Confirmation of any action items we have identified.
- Provide Accounts Payable with the Business Solutions (866-556-2864) team information to ensure billing is accessible and current.

Who should attend:

From Enterprise:

Account Manager

From your team:

Primary Fleet Contact (PFC)

Accounts Payable (AP)

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MONTH 6 – 12

enterprise FLEET MANAGEMENT



ANNUAL REVIEW

It's time to celebrate! Reaching your first year is an important milestone. We'll take the time to review how far you and your drivers have come, and we'll create a plan to address any issues that have come up along the way.

What to expect:

- Review of detailed fleet performance data
- Report on driver compliance and technology use
- Measure results vs. goals
- Create nest year's plan and address any gaps

After this meeting, you'll receive:

New 12-month plan

Who should attend:

From Enterprise:

Account Manager

From your team:

Business Executive

Primary Fleet Contact (PFC)

Primary Maintenance Contact (PMC)

NOTES

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enterprise FLEET MANAGEMENT



THREE-MONTH CHECK-IN

We're all about celebrating milestones – but we're also here to make sure you're ready for whatever lies ahead. Three months in, we'll bring our teams together again to verify everything is going according to plan, and set a schedule for the six-month meeting.

What to expect:

- Study initial vehicle data to spot any performance gaps
- Review initial vehicle deliveries
- Ensure you know how to log into the client website
- Review billing statement and how to access
- Answer any outstanding questions or concerns

After this meeting, you'll receive:

Confirmation of next steps or adjustments to 12-month plan based vehicle data

Who should attend:

From Enterprise:

Account Manager

From your team:

Primary Fleet Contact (PFC)

Primary Maintenance Contact (PMC)



6 MONTH REVIEW

We believe the best way to make smart decisions about your fleet is to have the right data at your fingertips whenever you need it. Now that your fleet has been on our system for a while, we'll share some initial trends and measure these against your goals.

What to expect:

- Review vehicle performance and driver behavior
- Identify areas for recognition
- Measure performance against goals
- Study trends for opportunities to shift plan

After this meeting, you'll receive:

Confirmation of any revisions to 12-month plan based on vehicle trends

Who should attend:

From Enterprise:

Account Manager

From your team:

Primary Fleet Contact (PFC)

Primary Maintenance Contact (PMC)

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DEDICATED TEAM OF AUTOMOTIVE EXPERTS

190
ASE CERTIFIED TECHNICIANS

1,848
CERTIFICATES

59
MASTER AUTO TECHNICIANS

26
YEARS OF BLUE SEAL CERTIFICATIONS

10
WORLD CLASS TECHNICIANS



enterprise
FLEET MANAGEMENT

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ATTACH AUTO EXPERTS GRAPHIC – ADOBE

FLEET MANAGEMENT

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Contingency Language for the City of Hollywood Request For Proposal

It is Enterprise Fleet Management Inc.'s intention to work with the City of Hollywood to arrive at a mutually beneficial solution regarding contract negotiations of the City of Hollywood's Terms and Conditions. Enterprise Fleet Management utilizes Enterprise FM Trust as the Lessor in the asset-backed securitization (ABS) market, which is the best market for a leasing business to obtain its debt. Without a Trust as the Lessor, it would not be possible to enter this debt market. Additionally, certain terms and conditions that obligate the Trust may prohibit entering this debt market. Due to this, we would like to negotiate certain terms of the City of Hollywood standard Contract Terms and Conditions.

Additionally, our Master Lease Agreement must supersede all other agreements.

All pricing is subject to successful contract negotiations and dependent on credit worthiness.

FLEET MANAGEMENT

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MASTER EQUITY LEASE AGREEMENT

This Master Equity Lease Agreement is entered into this _____ day of _____, 20____, by and between Enterprise FM Trust, a Delaware statutory trust ("Lessor"), and the lessee whose name and address is set forth on the signature page below ("Lessee").

1. LEASE OF VEHICLES: Lessor hereby leases to Lessee and Lessee hereby leases from Lessor the vehicles (individually, a "Vehicle" and collectively, the "Vehicles") described in the schedules from time to time delivered by Lessor to Lessee as set forth below ("Schedule(s)") for the rentals and on the terms and conditions set forth in this Agreement and in the applicable Schedule. References to this "Agreement" shall include this Master Equity Lease Agreement and the various Schedules and addenda to this Master Equity Lease Agreement, each of which are incorporated herein as part of a single, unitary Agreement. Lessor will, on or about the date of delivery of each Vehicle to Lessee, send Lessee a Schedule covering the Vehicle, which will include, among other things, a description of the Vehicle, the lease term and the monthly rental and other payments due with respect to the Vehicle. The terms contained in each such Schedule will be binding on Lessee unless Lessee objects in writing to such Schedule within ten (10) days after the date of delivery of the Vehicle covered by such Schedule. Lessor is the sole legal owner of each Vehicle. This Agreement is a lease only and Lessee will have no right, title or interest in or to the Vehicles except for the use of the Vehicles as described in this Agreement. This Agreement shall be treated as a true lease for federal and applicable state income tax purposes with Lessor having all benefits of ownership of the Vehicles. It is understood and agreed that Enterprise Fleet Management, Inc. or an affiliate thereof (together with any subservicer, agent, successor or assign as servicer on behalf of Lessor, "Servicer") may administer this Agreement on behalf of Lessor and may perform the service functions herein provided to be performed by Lessor.

2. TERM: The term of this Agreement ("Term") for each Vehicle begins on the date such Vehicle is delivered to Lessee (the "Delivery Date") and, unless terminated earlier in accordance with the terms of this Agreement, continues for the "Lease Term" as described in the applicable Schedule.

3. RENT AND OTHER CHARGES:

(a) Lessee agrees to pay Lessor monthly rental and other payments according to the Schedules and this Agreement. The monthly payments will be in the amount listed as the "Total Monthly Rental Including Additional Services" on the applicable Schedule (with any portion of such amount identified as a charge for maintenance services under Section 4 of the applicable Schedule being payable to Lessor as agent for Enterprise Fleet Management, Inc.) and will be due and payable in advance on the first day of each month. If a Vehicle is delivered to Lessee on any day other than the first day of a month, monthly rental payments will begin on the first day of the next month. In addition to the monthly rental payments, Lessee agrees to pay Lessor a pro-rated rental charge for the number of days that the Delivery Date precedes the first monthly rental payment date. A portion of each monthly rental payment, being the amount designated as "Depreciation Reserve" on the applicable Schedule, will be considered as a reserve for depreciation and will be credited against the Delivered Price of the Vehicle for purposes of computing the Book Value of the Vehicle under Section 3(c). Lessee agrees to pay Lessor the "Total Initial Charges" set forth in each Schedule on the due date of the first monthly rental payment under such Schedule. Lessee agrees to pay Lessor the "Service Charge Due at Lease Termination" set forth in each Schedule at the end of the applicable Term (whether by reason of expiration, early termination or otherwise).

(b) In the event the Term for any Vehicle ends prior to the last day of the scheduled Term, whether as a result of a default by Lessee, a Casualty Occurrence or any other reason, the rentals and management fees paid by Lessee will be recalculated in accordance with the rule of 78's and the adjusted amount will be payable by Lessee to Lessor on the termination date.

(c) Lessee agrees to pay Lessor within thirty (30) days after the end of the Term for each Vehicle, additional rent equal to the excess, if any, of the Book Value of such Vehicle over the greater of (i) the wholesale value of such Vehicle as determined by Lessor in good faith or (ii) except as provided below, twenty percent (20%) of the Delivered Price of such Vehicle as set forth in the applicable Schedule. If the Book Value of such Vehicle is less than the greater of (i) the wholesale value of such Vehicle as determined by Lessor in good faith or (ii) except as provided below, twenty percent (20%) of the Delivered Price of such Vehicle as set forth in the applicable Schedule, Lessor agrees to pay such deficiency to Lessee as a terminal rental adjustment within thirty (30) days after the end of the applicable Term, subject to Lessor's right to recoup any amounts Lessor would owe to Lessee under this Section 3(c) against any obligations of Lessee to Lessor under this Agreement. Notwithstanding the foregoing, if (i) the Term for a Vehicle is greater than forty-eight (48) months (including any extension of the Term for such Vehicle), (ii) the mileage on a Vehicle at the end of the Term is greater than 15,000 miles per year on average (prorated on a daily basis) (i.e., if the mileage on a Vehicle with a Term of thirty-six (36) months is greater than 45,000 miles) or (iii) in the sole judgment of Lessor, a Vehicle has been subject to damage or any abnormal or excessive wear and tear, the calculations described in the two immediately preceding sentences shall be made without giving effect to clause (ii) in each such sentence. The "Book Value" of a Vehicle means the sum of (i) the "Delivered Price" of the Vehicle as set forth in the applicable Schedule minus (ii) the total Depreciation Reserve paid by Lessee to Lessor with respect to such Vehicle plus (iii) all accrued and unpaid rent and/or other amounts owed by Lessee with respect to such Vehicle.

(d) Any security deposit of Lessee will be returned to Lessee at the end of the applicable Term, except that the deposit will first be applied to and recouped against any losses and/or damages suffered by Lessor as a result of Lessee's breach of or default under this Agreement and/or to any other amounts then owed by Lessee to Lessor.

(e) Any rental payment or other amount owed by Lessee to Lessor which is not paid within twenty (20) days after its due date will accrue interest, payable on demand of Lessor, from the date due until paid in full at a rate per annum equal to the lesser of (i) Eighteen Percent (18%) per annum or (ii) the highest rate permitted by applicable law (the "Default Rate").

(f) If Lessee fails to pay any amount due under this Agreement or to comply with any of the covenants contained in this Agreement, Lessor, Servicer or any other agent of Lessor may, at its option, pay such amounts or perform such covenants and all sums paid or incurred by Lessor in connection therewith will be repayable by Lessee to Lessor upon demand together with interest thereon at the Default Rate.

(g) Lessee's obligations to make all payments of rent and other amounts under this Agreement are absolute and unconditional and such payments shall be made in immediately available funds without setoff, counterclaim or deduction of any kind. Lessee acknowledges and agrees that neither any Casualty Occurrence to any Vehicle nor any defect, unfitness or lack of governmental approval in, of, or with respect to, any Vehicle regardless of the cause or consequence nor any breach by Enterprise Fleet Management, Inc. of any maintenance agreement between Enterprise Fleet Management, Inc. and Lessee covering any Vehicle regardless of the cause or consequence will relieve Lessee from the performance of any of its obligations under this Agreement, including, without limitation, the payment of rent and other amounts under this Agreement.

4. USE AND SURRENDER OF VEHICLES: Lessee agrees to allow only duly authorized, licensed and insured drivers to use and operate the Vehicles. Lessee agrees to comply with, and cause its drivers to comply with, all laws, statutes, rules, regulations and ordinances (including without limitation such federal, state and local laws, statutes, rules, regulations and ordinances governing autonomous vehicles and automated driving systems and any parts, components and products related thereto) and the provisions of all insurance policies affecting or covering the Vehicles or their use or operation. In connection with autonomous vehicles and automated driving systems and the parts, components and products related thereto, Lessee agrees to comply with all applicable guidance and professional standards issued, released or published by governmental and quasi-governmental agencies, including without limitation the federal guidance for automated vehicles published by the Department of Transportation and the Federal Automated Vehicle Policy issued by the U.S. Department of Transportation and the National Highway Traffic Safety Administration. Lessee agrees to keep the Vehicles free of all liens, charges and encumbrances. Lessee agrees that in no event will any Vehicle be used or operated for transporting hazardous substances or persons for hire, for any illegal purpose or to pull trailers that exceed the manufacturer's trailer towing recommendations. Lessee agrees that no Vehicle is intended to be or will be utilized as a "school bus" as defined in the Code of Federal Regulations or any applicable state or municipal statute or regulation. Lessee agrees not to remove any Vehicle from the continental United States without first obtaining Lessor's written consent. At the expiration or earlier termination of this Agreement with respect to each Vehicle, or upon demand by Lessor made pursuant to Section 14, Lessee at its risk and expense agrees to return such Vehicle to Lessor at such place and by such reasonable means as may be designated by Lessor. If for any reason Lessee fails to return any Vehicle to Lessor as and when required in accordance with this Section, Lessee agrees to pay Lessor additional rent for such Vehicle at twice the normal pro-rated daily rent. Acceptance of such additional rent by Lessor will in no way limit Lessor's remedies with respect to Lessee's failure to return any Vehicle as required hereunder.

5. COSTS, EXPENSES, FEES AND CHARGES: Lessee agrees to pay all costs, expenses, fees, charges, fines, tickets, penalties and taxes (other than federal and state income taxes on the income of Lessor) incurred in connection with the titling, licensing, registration, delivery, purchase, sale, rental, use or operation of the Vehicles during the Term. If Lessor, Servicer or any other agent of Lessor incurs any such costs or expenses, Lessee agrees to promptly reimburse Lessor for the same.

6. LICENSE AND CHARGES: Each Vehicle will be titled, registered and licensed in the name designated by Lessor at Lessee's expense. Certain other charges relating to the acquisition of each Vehicle and paid or satisfied by Lessor have been capitalized in determining the monthly rental, treated as an initial charge or otherwise charged to Lessee. Such charges have been determined without reduction for trade-in, exchange allowance or other credit attributable to any Lessor-owned vehicle.

7. REGISTRATION PLATES, ETC.: Lessee agrees, at its expense, to obtain in the name designated by Lessor all registration plates and other plates, permits, inspections and/or licenses required in connection with the Vehicles, except for the initial registration plates which Lessor will obtain at Lessee's expense. The parties agree to cooperate and to furnish any and all information or documentation, which may be reasonably necessary for compliance with the provisions of this Section or any federal, state or local law, rule, regulation or ordinance. Lessee agrees that it will not permit any Vehicle to be located in a state other than the state in which such Vehicle is then titled for any continuous period of time that would require such Vehicle to become subject to the titling, licensing and/or registration laws of such other state.

8. MAINTENANCE OF AND IMPROVEMENTS TO VEHICLES:

(a) Lessee agrees, at its expense, to (i) maintain the Vehicles in good condition, repair, maintenance and running order and in accordance with all manufacturer's instructions and warranty requirements and all legal requirements and (ii) furnish all labor, materials, parts and other essentials required for the proper operation and maintenance of the Vehicles. Lessee will not make (or cause to be made) any alterations, upgrades, upfitting, additions or improvements (collectively, "Alterations") to any Vehicle which (i) could impact or impair the "motor vehicle safety" (as defined by the Motor Vehicle Safety Act) of the Vehicle, or (ii) could impact, impair, void or render unenforceable the manufacturer's warranty. Without the prior written consent of Lessor, Lessee will not make (or cause to be made) any Alterations to any Vehicle which (i) detracts, impairs, damages or alters the Vehicle's nature, purpose, economic value, remaining useful life, functionality, utility, software or controls, or (ii) subjects the Vehicle or any part or component of such Vehicle to any lien, charge or encumbrance. Any Alterations of any nature to a Vehicle are made at Lessee's sole cost, risk and liability, including without limitation, any such Alterations approved by, or made with the assistance or at the direction of Lessor. Any replacement parts added to any Vehicle shall be in at least as good an operating condition as the prior part before the replacement (assuming such part was, at the time of the replacement, in the condition required by the terms of this Agreement). Any Alterations to a Vehicle will become and remain the property of Lessor and will be returned with such Vehicle upon such Vehicle's return pursuant to Section 4 and shall be free of any liens, charges or encumbrances; provided, however, Lessor shall have the right at any time to require Lessee to remove any such Alteration at Lessee's sole cost, expense and liability. In no event or instance shall the value of any Alterations be regarded as rent. Lessee and Lessor acknowledges and agrees that Lessor will not be required to make any repairs, replacements or Alterations of any nature or description with respect to any Vehicle, to maintain or repair any Vehicle or to make any expenditure whatsoever in connection with any such Vehicle(s) or this Agreement.

(b) Lessor and Lessee acknowledge and agree that if Section 4 of a Schedule includes a charge for maintenance, (i) the Vehicle(s) covered by such Schedule are subject to a separate maintenance agreement between Enterprise Fleet Management, Inc. and Lessee and (ii) Lessor shall have no liability or responsibility for any failure of Enterprise Fleet Management, Inc. to perform any of its obligations thereunder or to pay or reimburse Lessee for its payment of any costs and expenses incurred in connection with the maintenance or repair of any such Vehicle(s).

9. SELECTION OF VEHICLES AND DISCLAIMER OF WARRANTIES:

(a) LESSEE ACCEPTANCE OF DELIVERY AND USE OF EACH VEHICLE WILL CONCLUSIVELY ESTABLISH THAT SUCH VEHICLE IS OF A SIZE, DESIGN, CAPACITY, TYPE AND MANUFACTURE SELECTED BY LESSEE AND THAT SUCH VEHICLE IS IN GOOD CONDITION AND REPAIR AND IS SATISFACTORY IN ALL RESPECTS AND IS SUITABLE FOR LESSEE'S PURPOSE. LESSEE ACKNOWLEDGES THAT LESSOR IS NOT A MANUFACTURER OF ANY VEHICLE OR AN AGENT OF A MANUFACTURER OF ANY VEHICLE.

(b) LESSOR MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY VEHICLE, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATION OR WARRANTY AS TO CONDITION, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, IT BEING AGREED THAT ALL SUCH RISKS ARE TO BE BORNE BY LESSEE. THE VEHICLES ARE LEASED "AS IS," "WITH ALL FAULTS." All warranties made by any supplier, vendor and/or manufacturer of a Vehicle are hereby assigned by Lessor to Lessee for the applicable Term and Lessee's only remedy, if any, is against the supplier, vendor or manufacturer of the Vehicle.

(c) None of Lessor, Servicer or any other agent of Lessor will be liable to Lessee for any liability, claim, loss, damage (direct, incidental or consequential) or expense of any kind or nature, caused directly or indirectly, by any Vehicle or any inadequacy of any Vehicle for any purpose or any defect (latent or patent) in any Vehicle or the use or maintenance of any Vehicle or any repair, servicing or adjustment of or to any Vehicle, or any delay in providing or failure to provide any Vehicle, or any interruption or loss of service or use of any Vehicle, or any loss of business or any damage whatsoever and however caused. In addition, none of Lessor, Servicer or any other agent of Lessor will have any liability to Lessee under this Agreement or under any order authorization form executed by Lessee if Lessor is unable to locate or purchase a Vehicle ordered by Lessee or for any delay in delivery of any Vehicle ordered by Lessee.

(d) In no event shall Lessor, Servicer or any other agent of Lessor or their respective affiliates be liable for consequential, indirect, incidental, special, exemplary, punitive or enhanced damages, lost profits or revenues or diminution in value, arising out of or relating to this Agreement, including, without limitation, any breach or performance of this Agreement, regardless of (i) whether such damages were foreseeable, (ii) whether or not Lessor, Servicer or any other agent of Lessor or their respective affiliates were advised of the possibility of such damages and/or (iii) the legal or equitable theory (contract, tort or otherwise) upon which a claim, action, cause of action, demand, lawsuit, arbitration, inquiry, proceeding or litigation is based, and notwithstanding the failure of any agreed or other remedy of its essential purpose.

10. RISK OF LOSS: Lessee assumes and agrees to bear the entire risk of loss of, theft of, damage to or destruction of any Vehicle from any cause whatsoever ("Casualty Occurrence"). In the event of a Casualty Occurrence to a Vehicle, Lessee shall give Lessor prompt notice of the Casualty Occurrence and thereafter will place the applicable Vehicle in good repair, condition and working order; provided, however, that if the applicable Vehicle is determined by Lessor to be lost, stolen, destroyed or damaged beyond repair (a "Totaled Vehicle"), Lessee agrees to pay Lessor no later than the date thirty (30) days after the date of the Casualty Occurrence the amounts owed under Sections 3(b) and 3(c) with respect to such Totaled Vehicle. Upon such payment, this Agreement will terminate with respect to such Totaled Vehicle.

11. INSURANCE:

(a) Lessee agrees to purchase and maintain in force during the Term, insurance policies in at least the amounts listed below covering each Vehicle, to be written by an insurance company or companies satisfactory to Lessor, insuring Lessee, Lessor and any other person or entity designated by Lessor against any damage, claim, suit, action or liability, and that Lessor will suffer immediate and irreparable harm if Lessee fails to comply with such obligations:

(i) Commercial Automobile Liability Insurance (including Uninsured/Underinsured Motorist Coverage and No-Fault Protection where required by law) for the limits listed below (Note - $2,000,000 Combined Single Limit Bodily Injury and Property Damage per accident with No Deductible is required for each Vehicle capable of transporting more than 8 passengers):

State of Vehicle Registration	Coverage
Connecticut, Massachusetts, Maine, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont	$1,000,000 Combined Single Limit Bodily Injury and Property Damage per accident - No Deductible
Florida	$500,000 Combined Single Limit Bodily Injury and Property Damage per accident or $100,000 Bodily Injury Per Person Per Accident, $300,000 Per Accident and $50,000 Property Damage per accident (100/300/50) - No Deductible
All Other States	$300,000 Combined Single Limit Bodily Injury and Property Damage per accident or $100,000 Bodily Injury Per Person Per Accident, $300,000 Per Accident and $50,000 Property Damage per accident (100/300/50) - No Deductible

(ii) Physical Damage Insurance (Collision & Comprehensive): Actual cash value of the applicable Vehicle. Maximum deductible of $1,000 per accident - Collision and $1,000 per accident - Comprehensive).

If the requirements of any governmental or regulatory agency exceed the minimums stated in this Agreement, Lessee must obtain and maintain the higher insurance requirements. Lessee agrees that each required policy of insurance will by appropriate endorsement or otherwise name Lessor and any other person or entity designated by Lessor as additional insureds and loss payees, as their respective interests may appear. Further, each such insurance policy must provide the following: (i) that the same may not be cancelled, changed or modified until after the insurer has given to Lessor, Servicer and any other person or entity designated by Lessor at least thirty (30) days prior written notice of such proposed cancellation, change or modification, (ii) that no act or default of Lessee or any other person or entity shall affect the right of Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns to recover under such policy or policies of insurance in the event of any loss of or damage to any Vehicle and (iii) that the coverage is "primary coverage" for the protection of Lessee, Lessor, Servicer, any other agent of Lessor and their respective successors and assigns notwithstanding any other coverage carried by Lessee, Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns protecting against similar risks. Original certificates evidencing such coverage and naming Lessor, Servicer, any other agent of Lessor and any other person or entity designated by Lessor as additional insureds and loss payees shall be furnished to Lessor prior to the Delivery Date, and annually thereafter and/or as reasonably requested by Lessor from time to time. In the event of default, Lessee hereby appoints Lessor, Servicer and any other agent of Lessor as Lessee's attorney-in-fact to receive payment of, to endorse all checks and other documents and to take any other actions necessary to pursue insurance claims and recover payments if Lessee fails to do so. Any expense of Lessor, Servicer or any other agent of Lessor in adjusting or collecting insurance shall be borne by Lessee.

Lessee, its drivers, servants and agents agree to cooperate fully with Lessor, Servicer, any other agent of Lessor and any insurance carriers in the investigation, defense and prosecution of all claims or suits arising from the use or operation of any Vehicle. If any claim is made or action commenced for death, personal injury or property damage resulting from the ownership, maintenance, use or operation of any Vehicle, Lessee will promptly notify Lessor of such action or claim and forward to Lessor a copy of every demand, notice, summons or other process received in connection with such claim or action.

(b) Notwithstanding the provisions of Section 11(a) above: (i) if Section 4 of a Schedule includes a charge for physical damage waiver, Lessor agrees that (A) Lessee will not be required to obtain or maintain the minimum physical damage insurance (collision and comprehensive) required under Section 11(a) for the Vehicle(s) covered by such Schedule and (B) Lessor will assume the risk of physical damage (collision and comprehensive) to the Vehicle(s) covered by such Schedule; provided, however, that such physical damage waiver shall not apply to, and Lessee shall be and remain liable and responsible for, damage to a covered Vehicle caused by wear and tear or mechanical breakdown or failure, damage to or loss of any parts, accessories or components added to a covered Vehicle by Lessee without the prior written consent of Lessor and/or damage to or loss of any property and/or personal effects contained in a covered Vehicle. In the event of a Casualty Occurrence to a covered Vehicle, Lessor may, at its option, replace, rather than repair, the damaged Vehicle with an equivalent vehicle, which replacement vehicle will then constitute the "Vehicle" for purposes of this Agreement; and (ii) if Section 4 of a Schedule includes a charge for commercial automobile liability enrollment, Lessor agrees that it will, at its expense, obtain for and on behalf of Lessee, by adding Lessee as an additional insured under a commercial automobile liability insurance policy issued by an insurance company selected by Lessor, commercial automobile liability insurance satisfying the minimum commercial automobile liability insurance required under Section 11(a) for the Vehicle(s) covered by such Schedule. Lessor may at any time during the applicable Term terminate said obligation to provide physical damage waiver and/or commercial automobile liability enrollment and cancel such physical damage waiver and/or commercial automobile liability enrollment upon giving Lessee at least ten (10) days prior written notice. Upon such cancellation, insurance in the minimum amounts as set forth in 11(a) shall be obtained and maintained by Lessee at Lessee's expense. An adjustment will be made in monthly rental charges payable by Lessee to reflect any such change and Lessee agrees to furnish Lessor with satisfactory proof of insurance coverage within ten (10) days after mailing of the notice. In addition, Lessor may change the rates charged by Lessor under this Section 11(b) for physical damage waiver and/or commercial automobile liability enrollment upon giving Lessee at least thirty (30) days prior written notice.

12. INDEMNITY: To the extent permitted by state law, Lessee agrees to defend and indemnify Lessor, Servicer, any other agent of Lessor and their respective successors and assigns from and against any and all losses, damages, liabilities, suits, claims, demands, costs and expenses (including, without limitation, reasonable attorneys' fees and expenses) which Lessor, Servicer, any other agent of Lessor or any of their respective successors or assigns may incur by reason of Lessee's breach or violation of, or failure to observe or perform, any term, provision or covenant of this Agreement, or as a result of any loss, damage, theft or destruction of any Vehicle or related to or arising out of or in connection with the use, operation or condition of any Vehicle. The provisions of this Section 12 shall survive any expiration or termination of this Agreement. Nothing herein shall be deemed to affect the rights, privileges, and immunities of Lessee and the foregoing indemnity provision is not intended to be a waiver of any sovereign immunity afforded to Lessee pursuant to the law.

13. INSPECTION OF VEHICLES; ODOMETER DISCLOSURE; FINANCIAL STATEMENTS: Lessee agrees to accomplish, at its expense, all inspections of the Vehicles required by any governmental authority during the Term. Lessor, Servicer, any other agent of Lessor and any of their respective successors or assigns will have the right to inspect any Vehicle at any reasonable time(s) during the Term and for this purpose to enter into or upon any building or place where any Vehicle is located. Lessee agrees to comply with all odometer disclosure laws, rules and regulations and to provide such written and signed disclosure information on such forms and in such manner as directed by Lessor. Providing false information or failure to complete the odometer disclosure form as required by law may result in fines and/or imprisonment. Lessee hereby agrees to promptly deliver to Lessor such financial statements and other financial information regarding Lessee as Lessor may from time to time reasonably request.

14. DEFAULT; REMEDIES: The following shall constitute events of default ("Events of Default") by Lessee under this Agreement: (a) if Lessee fails to pay when due any rent or other amount due under this Agreement and any such failure shall remain unremedied for ten (10) days; (b) if Lessee fails to perform, keep or observe any term, provision or covenant contained in Section 11 of this Agreement; (c) if Lessee fails to perform, keep or observe any other term, provision or covenant contained in this Agreement and any such failure shall remain unremedied for thirty (30) days after written notice thereof is given by Lessor, Servicer or any other agent of Lessor to Lessee; (d) any seizure or confiscation of any Vehicle or any other act (other than a Casualty Occurrence) otherwise rendering any Vehicle unsuitable for use (as determined by Lessor); (e) if any present or future guaranty in favor of Lessor of all or any portion of the obligations of Lessee under

19. NON-APPROPRIATION: Lessee's funding of this Agreement shall be on a Fiscal Year basis and is subject to annual appropriations. Lessor acknowledges that Lessee is a municipal corporation, is precluded by the County or State Constitution and other laws from entering into obligations that financially bind future governing bodies, and that, therefore, nothing in this Agreement shall constitute an obligation of future legislative bodies of the County or State to appropriate funds for purposes of this Agreement. Accordingly, the parties agree that the lease terms within this Agreement or any Schedules relating hereto are contingent upon appropriation of funds. The parties further agree that should the County or State fail to appropriate such funds, the Lessor shall be paid all rentals due and owing hereunder up until the actual day of termination. In addition, Lessor reserves the right to be paid for any reasonable damages. These reasonable damages will be limited to the losses incurred by the Lessor for having to sell the vehicles on the open used car market prior to the end of the scheduled term (as determined in Section 3 and Section 14 of this Agreement).

IN WITNESS WHEREOF, Lessor and Lessee have duly executed this Master Equity Lease Agreement as of the day and year first above written.

LESSEE: JL DocuSigned by:

Signature: E3E5798FD4A34FA...

By: Josh Levy

Title: Mayor

Address: 2600 Hollywood Blvd, Hollywood, FL, 33020

Date Signed: 7/31/2024

LESSOR: Enterprise FM Trust

By: Enterprise Fleet Management, Inc. its attorney in fact

Signature: _____

By: _____

Title: _____

Address: _____

Date Signed: _____

Initials: EFM_____ Customer JL

© 2022 Enterprise Fleet Management, Inc. K06831_Gov Equity Form_Updated

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REQUEST FOR PROPOSALS

RFP-017-23-RS

COMPREHENSIVE FLEET MANAGEMENT SERVICES

FOR THE

CITY OF HOLLYWOOD, FLORIDA (CITY)

RFP Issue Date: November 10, 2022
Questions Due Date: November 23, 2022
Submittal Due Date: December 1, 2022, at 3 p.m. ET

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CITY OF HOLLYWOOD
RFP-017-23-RS
COMPREHENSIVE FLEET MANAGEMENT SERVICES

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SECTION I – INTRODUCTION

1.1 Purpose

The City of Hollywood, Florida (City) is seeking responses from qualified and experienced firms, hereinafter referred to as the Contractor, to provide **Comprehensive Fleet Management Services** for the City, in accordance with the terms, conditions, and specifications contained in this solicitation. ***Comprehensive Fleet Management Services shall consist of the following two components: 1) Routine Fleet Maintenance and Repairs 2) Vehicle Replacement Program. Contractors may bid on one or both components in response to this solicitation for Comprehensive Fleet Management Services.*** Responses to this solicitation are due by **December 1, 2022, at 3:00 PM EST**, and will be opened in a virtual public setting on **December 1, 2022, at 4:00 PM EST** at **https://cohfl.webex.com/cohfl/j.php?MTID=m4f53b8f1afdcd33221543c15edf226a4**

Submittals shall be received electronically through OpenGov, no hard copies will be accepted under this solicitation.

Submittals shall be considered an offer on the part of the Contractor/Contractor, which offer shall be deemed accepted upon approval of the City, and in case of default, the City reserves the right to accept or reject any or all bids/proposals, to waive irregularities and technicalities, and request new bids/proposals. The City also reserves the right to award any resulting agreement as it deems will best serve the interests of the city.

1.2 Pre-Proposal Conference and/or Site Visit (Non-Mandatory)

There will not be a pre-proposal conference or site visit for this solicitation.

It will be the sole responsibility of the Contractor to become familiar with the scope of the City's requirements prior to submitting a proposal. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the Contractor has familiarized themselves with the nature and extent of the work, equipment, materials, and labor required.

1.3 OpenGov

The City of Hollywood uses OpenGov (https://procurement.opengov.com/portal/hollywoodfl) to administer the competitive solicitation process, including but not limited to soliciting proposals, issuing addenda, posting results and issuing notification of an intended decision.

The City shall not be responsible for a Contractor's inability to submit a proposal by the proposal end date and time for any reason, including issues arising from the use of OpenGov.

1.4 Point of Contact

For information concerning procedures for responding to this solicitation, contact the Point of Contact within the Office of Procurement Services, Randy Stovall, Contracts Compliance Administrator at rstovall@hollywoodfl.org or by phone at (954) 921-3552, Such contact is to be for clarification purposes only. All questions must be submitted in writing via OpenGov in order to receive a response **by November 22, 2022, by 3:00 PM EST**.

Project Manager: Peter Briel, Acting Fleet Services Superintendent, Public Works, email: pbriel@hollywoodfl.org or by phone at (954) 967-4555.

For information concerning technical specifications, please utilize the question / answer feature provided by OpenGov at https://procurement.opengov.com/portal/hollywoodfl. Questions of a material nature must

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be received prior to the cut-off date specified in the solicitation schedule. Material changes, if any, to the scope of services or bidding procedures will only be transmitted by written addendum. (See addendum section of OpenGov Site). Contractors please note: No part of your proposal can be submitted via FAX. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the Contractor has familiarized themselves with the nature and extent of the work, and the equipment, materials, and labor required. The entire proposal response must be submitted in accordance with all specifications contained in this solicitation. The questions and answers submitted in OpenGov shall become part of any contract that is created from this solicitation.

It is the sole responsibility of the Contractor to ensure that their proposal is submitted electronically through OpenGov at https://procurement.opengov.com/portal/hollywoodfl.

1.5 Cone of Silence

The City of Hollywood City Commission adopted Ordinance No. O-2007-05, which created Section 30.15(F) imposing a Cone of Silence for certain City purchases of goods and Services.

The Cone of Silence refers to limits on communications held between Contractors and Contractor's representatives and City elected officials, management and staff during the period in which a Formal Solicitation is open.

The Ordinance does allow potential Contractors or Contractor's representatives to communicate with designated employees for the limited purpose of seeking clarification or additional information. The names and contact information of those employees that may be contacted for clarification or additional information are included in the solicitation.

The Cone of Silence does not prohibit a Contractor or Contractor's representative from communicating verbally, or in writing with the City Manager, the City Manager's designee, the City Attorney or the City Attorney's designee on those procurement items to be considered by the City Commission.

The Cone of Silence does not prohibit a Contractor or Contractor's representative from making public presentations at a duly noticed pre-proposal conference or duly noticed evaluation committee meeting or from communicating with the City Commission during a duly noticed public meeting.

The Cone of Silence shall be imposed when a formal competitive solicitation has been issued and shall remain in effect until an award is made, a contract is approved, or the City Commission takes any other action which ends the solicitation.

To view the Cone of Silence, go to the City of Hollywood Code of Ordinance online, and view Section 30.15F.

All communications regarding this solicitation should be sent in writing to the Procurement Services Division as identified in this solicitation.

END OF SECTION

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SECTION II - SPECIAL TERMS AND CONDITIONS

2.1 Addenda, Changes, and Interpretations

It is the sole responsibility of each firm to notify the Point of Contact utilizing the question / answer feature provided by OpenGov and request modification or clarification of any ambiguity, conflict, discrepancy, omission or other error discovered in this competitive solicitation. Requests for clarification, modification, interpretation, or changes must be received prior to the Question and Answer (Q & A) Deadline. Requests received after this date may not be addressed. Questions and requests for information that would not materially affect the scope of services to be performed or the solicitation process will be answered within the question / answer feature provided by OpenGov and shall be for clarification purposes only. Material changes, if any, to the scope of services or the solicitation process will only be transmitted by official written addendum issued by the City and uploaded to OpenGov as a separate addendum to the solicitation. Under no circumstances shall an oral explanation given by any City official, officer, staff, or agent be binding upon the City and should be disregarded. All addenda are a part of the competitive solicitation documents and each firm will be bound by such addenda. It is the responsibility of each to read and comprehend all addenda issued.

2.2 Changes and Alterations

Contractor may change or withdraw a proposal at any time prior to proposal submission deadline; however, no oral modifications will be allowed. Modifications shall not be allowed following the proposal deadline.

2.3 Contractor's Costs

The City shall not be liable for any costs incurred by Contractors in responding to this solicitation.

2.4 Pricing/Delivery

All pricing must include delivery and installation and be quoted FOB: Destination, unless specified otherwise in Section III.

2.5 Price Validity

Prices provided in this solicitation shall be valid for at least One-Hundred and Twenty (120) days from time of solicitation opening unless otherwise extended and agreed upon by the City and Contractor.

2.6 No Exclusive Contract

Contractor agrees and understands that the contract shall not be construed as an exclusive arrangement and further agrees that the City may, at any time, secure similar or identical services from another Contractor at the City's sole option.

2.7 Responsive

In order to be considered responsive to the solicitation, the firm's proposal shall fully conform in all material respects to the solicitation and all of its requirements, including all form and substance.

2.8 Responsible

In order to be considered as a responsible firm, firm shall be fully capable to meet all of the requirements of the solicitation and subsequent contract, must possess the full capability, including financial and technical, to perform as contractually required, and must be able to fully document the ability to provide good faith performance.

2.9 Minimum Qualifications

To be eligible for award of a contract in response to this solicitation, the Contractor must demonstrate that they have successfully completed services, as specified in Section III of this solicitation, are normally and routinely engaged in performing such services, and are properly and legally licensed (if required) to

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perform such work. In addition, the Contractor must have no conflict of interest with regard to any other work performed by the Contractor for the City.

2.10 Award of Contract

Award may be in the aggregate, or by line Item, or by group, whichever is determined to be in the best interest of the City. Award will be made to the responsive and responsible Contractor, quoting the lowest price, for that product/service that will best serve the needs of the City.

The City also reserves the right to accept or reject any or all proposals, part of proposals, and to waive minor irregularities or variations to specifications contained in proposals, and minor irregularities in the bidding process. The City also reserves the right to award the contract on a split order basis, lump sum basis, individual item basis, or such combination as shall best serve the interest of the City.

The City, in all solicitations or advertisements for purchasing of goods, supplies, materials, equipment and services, will receive consideration from qualified businesses without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

2.11 Manufacturer/Brand/Model Specific Request

This is a manufacturer/brand/model specification. No substitutions will be allowed unless specified in Section III.

2.12 Contract Period

The initial contract term shall commence upon date of award by the City for a five (5) year term. The City reserves the right to renew the contract for two additional two-year terms, providing all terms, conditions and specifications remain the same, both parties agree to the renewal, and such renewal is approved by the City.

In the event services are scheduled to end because of the expiration of this contract, the Contractor shall continue the service upon the request of the City as authorized by the awarding authority. The extension period shall not extend for more than 120 days beyond the expiration date of the existing contract. The Contractor shall be compensated for the service at the rate in effect when this extension clause is invoked by the City.

2.13 Warranties of Usage

Any estimated quantities listed are for information and tabulation purposes only. No warranty or guarantee of quantities needed is given or implied. It is understood that the Contractor will furnish the City's needs as they arise.

2.14 Rules and Submittals of Proposals

The signer of the proposal must declare that the only person(s), company or parties interested in the proposal as principals are named therein; that the proposal is made without collusion with any other person(s), company or parties submitting a proposal; that it is in all respects fair and in good faith, without collusion or fraud; and that the signer of the proposal has full authority to bind the principal Contractor.

2.15 Conflict of Interests Prohibited

Any respondent submitting a response to this solicitation is responsible for being aware of, and complying with Section 34.02 of the City Code of Ordinances. If you have questions concerning whether you may or may not need to comply with the ordinance, please contact the City of Hollywood, Procurement Office at 954-921-3299.

2.16 Protest Procedure

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Any respondent who is not recommended for award of a contract and who alleges a failure by the City to follow the City's Procurement Code or any applicable law may protest to the CPO, by delivering a letter of protest to the CPO in accordance with Section 38.52 of the City's Procurement Code within five days after a notice of intent to award is posted on the City's web site, OPENGOV, City Clerk's Office, Open Government, and/or City's Sunshine Board (https://www.hollywoodfl.org/Archive.aspx?AMID=140).

2.17 Insurance Requirements

Contractor shall maintain, at its sole expense, during the term of this agreement the following insurances:

A. Commercial General Liability Insurance naming the City as an additional insured with not less than the following limits:

General Aggregate	$1,000,000
Products-Comp/Op Aggregate	$1,000,000
Personal and Advertising Injury	$1,000,000
Each Occurrence	$1,000,000
Fire Damage	$ 50,000

Coverage shall include contractual liability assumed under this agreement, products and completed operations, personal injury, broad form property damage, and premises-operations.

B. Commercial Automobile Liability Insurance naming the City as an additional insured with not less than the following limits:

Combined Single Limit	$1,000,000

Coverage shall include contractual liability assumed under this agreement, owned, hired and non-owned vehicles.

Worker's Compensation:

C. Worker's Compensation Insurance Prior to the commencement of work governed by this contract, the contractor shall obtain Workers' Compensation Insurance with limits sufficient to respond to the applicable State statues.

Limits of Liability: Statutory-State of Florida

Covering the contractor and the contractor's employees with not less than the following limits:

Employers Liability:
$500,000, bodily injury by accident
$500,000 bodily injury by disease, each employee
$500,000 bodily injury by disease, policy limit

D. Garage Keepers Legal Liability

Coverage must be afforded in an amount of $1,000,000.00 in Garage Keepers liability. Coverage shall be purchased for the Contractor's liability for damage or other loss, including comprehensive and collision risks, to the vehicles while in the care, custody, and control of the Contractor. Coverage form must be on a direct primary basis with limits

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equal to the highest possible replacement cost value of vehicles in the care, custody, and control of the Contractor at any one time.

E. Contractors Pollution Liability Coverage
For sudden and gradual occurrences and in an amount of $1,000,000.00 in pollution liability to cover the cleanup costs and damage to natural resources that may result from a spill of any hazardous materials (i.e., oil and gasoline) under the solicitation.

F. Garage Liability
Coverage must be afforded in an amount not less than $1,000,000 per occurrence and must cover the Contractor and the Contractor's employees for the Contractor's garage and related operations while all vehicles covered under this solicitation are in the care, custody, and control of the Contractor. Any subcontractors shall supply similar insurance required of the Contractor. Any subcontractors must submit certificate(s) of insurance to include name the City of Hollywood as additional insured in the general liability and auto liability policies.

The City of Hollywood needs to be the certificate holder as per the following format:

City of Hollywood (nothing else on this line)
2600 Hollywood Blvd.
Hollywood, FL 33020

Coverage shall be provided by a company or companies authorized to transact business in the state of Florida and the company or companies must maintain a minimum rating of A-VII, as assigned by the A.M. Best Company.

Please Note: The Certificate shall contain a provision that coverage afforded under the policy will not be cancelled until at least thirty (30) days prior written notice has been given to the City. Certificates of insurance, reflecting evidence of the required insurance, shall be provided to the City. In the event the Certificate of Insurance provided indicates that the insurance shall terminate and lapse during the period of this Agreement, the Contractor shall furnish, at least thirty (30) days prior to the expiration of the date of such insurance, a renewed Certificate of Insurance as proof that equal and like coverage for the balance of the period of the Agreement or extension thereunder is in effect.

The insurance policy shall not contain any exceptions that would exclude coverage for risks that can be directly or reasonably related to the scope of goods or services in this bid/proposal. A violation **of this requirement at any time during the term, or any extension thereof shall be grounds for the immediate termination of any contract entered in to pursuant to this bid/proposal. In order to show that this requirement has been met, along with an insurance declaration sheet demonstrating the existence of a valid policy of insurance meeting the requirements of this bid/proposal, the successful Contractor must submit a signed statement from insurance agency of record that the full policy contains no such exception.**

The City reserves the right to require additional insurance in order to meet the full value of the contract.

The City reserves the right to require any other insurance coverage it deems necessary depending upon the exposures.

2.18 Uncontrollable Circumstances (Force Majeure)

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The City and Contractor will be excused from the performance of their respective obligations under this agreement when and to the extent that their performance is delayed or prevented by any circumstances beyond their control including, fire, flood, explosion, strikes or other labor disputes, acts of God or public emergency, war, riot, civil commotion, malicious damage, act or omission of any governmental authority, delay or failure or shortage of any type of transportation, equipment, or service from a public utility needed for their performance, provided that:

2.19.1 The non performing party gives the other party prompt written notice describing the particulars of the Force Majeure including, but not limited to, the nature of the occurrence and its expected duration, and continues to furnish timely reports with respect thereto during the period of the Force Majeure;

2.19.2 The excuse of performance is of no greater scope and of no longer duration than is required by the Force Majeure; and

2.19.3 No obligations of either party that arose before the Force Majeure causing the excuse of performance are excused as a result of the Force Majeure; and

2.19.4 The non-performing party uses its best efforts to remedy its inability to perform. Notwithstanding the above, performance shall not be excused under this Section for a period in excess of two (2) months, provided that in extenuating circumstances, the City may excuse performance for a longer term. Economic hardship of the Contractor will not constitute Force Majeure. The term of the agreement shall be extended by a period equal to that during which either party's performance is suspended under this Section.

2.19 Supplier Portal (Oracle) Payment Method

The City has implemented software that contains a supplier portal allowing suppliers to submit and update their information via the supplier portal. New suppliers will be required to register; and current suppliers will need to confirm and update their information.

Firms are responsible for ensuring that all contact, payment, and general information is updated at all times, and will not hold the City liable for any inaccurate information.

2.20 Debarred or Suspended Contractors or Contractors

Firm(s) certifies, by submission of a response to this solicitation, that neither it nor its principals and subcontractors are presently debarred or suspended by any federal, state, county or municipal department or agency.

2.21 Public Records

A. Public Records/Trade Secrets/Copyright:

All responses will become the property of the City. The Consultant's response to the solicitation is a public record pursuant to Florida law and is subject to disclosure by the City pursuant to Chapter 119.07, Florida Statutes ("Public Records law"). The City shall permit public access to all documents, papers, letters or other material submitted in connection with this solicitation and the Contract to be executed for this solicitation, subject to the provisions of Chapter 119, Florida Statutes.

Any language contained in the Consultant's response to the solicitation purporting to require confidentiality of any portion of the Consultant's response to the solicitation, except to the extent that certain information is in the City's opinion a Trade Secret pursuant to Florida law, shall be void. If a

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Consultant submits any documents or other information to the City that the Consultant claims is Trade Secret information and exempt from Florida Statutes Chapter 119.07 ("Public Records Laws"), the Consultant shall clearly designate that it is a Trade Secret and that it is asserting that the document or information is exempt. The Consultant must specifically identify the exemption being claimed under Florida Statutes 119.07. The City shall be the final arbiter of whether any information contained in the Consultant's response to the solicitation constitutes a Trade Secret. The City's determination of whether an exemption applies shall be final, and the Consultant agrees to defend, indemnify, and hold harmless the City and the City's officers, employees, and agent, against any loss or damages incurred by any person or entity as a result of the City's treatment of records as public records. In the event of Contract award, all documentation produced as part of the Contract shall become the exclusive property of the City. Proposals purporting to be subject to copyright protection in full or in part will be rejected.

EXCEPT FOR CLEARLY MARKED PORTIONS THAT ARE BONA FIDE TRADE SECRETS PURSUANT TO FLORIDA LAW, DO NOT MARK YOUR RESPONSE TO THE SOLICITATION AS PROPRIETARY OR CONFIDENTIAL. DO NOT MARK YOUR RESPONSE TO THE SOLICITATION OR ANY PART THEREOF AS COPYRIGHTED.

B. PUBLIC RECORDS GENERAL

IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: (954-921-3211), pcerny@hollywoodfl.org, CITY CLERK'S OFFICE, 2600 HOLLYWOOD BLVD, HOLLYWOOD, FLORIDA 33020)

Consultant shall:

1. Keep and maintain public records that ordinarily and necessarily would be required by the City in order to perform the service.

2. Upon request from the City's custodian of public records, provide the City with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of this contract if the Consultant does not transfer the records to the City.

4. Upon completion of the Contract, transfer, at no cost, to the City all public records in possession of the Consultant or keep and maintain public records required by the City to perform the service. If the Consultant transfers all public records to the City upon completion of this Contract, the Consultant shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Consultant keeps and maintains public records upon completion of this Contract, the Consultant shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the City. It is solely and exclusively the Contractor's responsibility to familiarize itself with Chapter 119, Florida Statutes, and to ensure compliance with its requirements.

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2.22 Tie Breaker

In cases where there is a tie for the bid award, the award shall be made by giving preference to the low Contractor(s) with the following items (in this order): (1) maintenance of a drug-free workplace in accordance with the requirements of Florida Statutes Section 287.087, (2) local Hollywood Contractor preference, (3) closest proximity/location to project site or City Hall, and/or (4) minority-owned or disadvantaged business status. If a tie still exists after the aforementioned tiebreakers are utilized, the Chief Procurement Officer will make a recommendation for award among the tied Contractors.

END OF SECTION

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SECTION III - SCOPE OF WORK/SERVICES

3.1 Project Description

The City of Hollywood, Florida is seeking responses from qualified Contractors, including motor vehicle manufacturers and dealers/certified representatives, to provide Comprehensive Fleet Management Services to the City in accordance with this solicitation. ***Comprehensive Fleet Management Services shall consist of the following two components: 1) Routine Fleet Maintenance and Repairs and a 2) Vehicle Replacement Program. Contractors may bid on one or both components in response to this solicitation for Comprehensive Fleet Management Services.*** Awards made under this solicitation will include, but not be limited to, furnishing all labor, materials, equipment, and incidentals required to provide full-service fleet management services including, but not limited to, preventative maintenance, repairs, procurement, and the secure deliver of vehicles. Furthermore, the City is seeking the awarded Contractor to provide these services off site either through their contracted or sub-contracted facilities. Proposals with the capacity to operate facilities (either Contracted or Subcontracted) off site within the City of Hollywood area will receive higher scoring considerations during the evaluation phase of the solicitation.

Currently, The City of Hollywood's Public Works Department Fleet Management Division oversees and manages the maintenance, repairs, and procurement program of all City of Hollywood fleet vehicles. These vehicles include, but are not limited to, administrative vehicles, pursuit vehicles, and heavy equipment. The Fleet Management Division maintains and operates a Central Garage located at 1600 South Park Road, Hollywood, FL. There are occasions when the City must operationally contract out for certain service classifications to be performed by qualified outside Contractors, during which automobile, truck and equipment body work, collision damage repair, painting, miscellaneous mechanical repairs, and preventative maintenance are required. The selected Contractor under this solicitation must demonstrate the knowledge, skills, abilities, capacity, resources, and infrastructure to manage full-service maintenance on all inventory fleet vehicles as required.

The City of Hollywood's fleet consists of approximately one thousand and forty-four (1044) vehicles and equipment, which consist of five hundred and twelve (512) in the general fleet and five hundred and thirty-two (532) in the police fleet.

3.2 Technical Specifications:

3.2.1 Auto Body Repairs:

The services, work, and/or items that the Contractor shall provide in a timely and proper manner in accordance with this solicitation include, but are not limited to, the following:

A. The Contractor shall be responsible for making general body repairs to include, but not limited to, damaged vehicles, accidents, and vandalism to the City of Hollywood owned or maintained vehicles or fleet equipment.

B. The estimate for repairs shall clearly indicate supplied parts and repair materials as:
    1. New Original Equipment Manufacturer (OEM)
    2. New "after-market", or
    3. Used OEM

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C. Labor estimates shall be based upon and supported by standard reference publications generally recognized for use by the body repair industry, such as CCC Pathways software, Mitchell's or Motor's Collision Repair manuals. The estimate shall state the reference publication used.

D. The quality of the completed work for fit, finish, sheet metal work, overall painting and patching must be acceptable to the City and in compliance with standard industry best practices. The Director of the Public Works Department or his/her designee shall verify quality of work completed as compliant. The standard applied shall consist as follow:
   1. Repaired surface area will match the rest of the vehicle in color, fit and/or finish
   2. All body and repair parts or materials used in the repairs shall be certified by their manufacturer as meeting Original Equipment Manufacturers (OEM) specifications.

E. When non-OEM body parts are approved for use, such parts shall be certified by the Certified Auto Parts Association (CAPA) and warranted by Contractor as being equal in kind and quality in terms of fit, performance and overall quality to the original manufacturer parts they are replacing.

F. The awarded Contractor will be required to inspect and accept all completed work in accordance with industry fleet management best practices and specifications under this solicitation. Any discrepancies or shortages will be addressed by the selected Contractor at the end of the final inspection. Final inspection will be performed and approved by the selected Contractor. All corrections shall be made at the Contractor's expense including pick-up and delivery of vehicle. Corrections are to be completed within three (3) business days.

G. Performance. The City will monitor the awarded contract to the selected Contractor under this solicitation and will meet with Contractor on a weekly basis to ensure contract compliance.

H. Contractor shall be liable for security and safekeeping of the City's vehicles to include attachments, components, emergency signal equipment and radios when left with Contractor for repairs.

I. Contractor shall maintain records and comply with all applicable EPA and OSHA requirements governing Automotive Body Repair. Records of all hazardous waste removal shall be made available to the City or its assigned agents.

J. Contractor shall have adequate facilities or established ongoing subcontracts in place with vendors having adequate facilities to provide full-service fleet management services for pickup and delivery of vehicles. Contractor will maintain an OSHA approved paint booth. All repairs shall be performed at the Contractor facilities using its own equipment including but not limited to alignment.

K. Contractor shall furnish an itemized invoice showing work hours per class of employee, materials, and quantity, etc., along with a copy of material cost invoice in detail to the City of Hollywood.

L. Contractor agrees to accept such work as the City determines to be an emergency and further agrees to give such emergency work priority to get emergency vehicles

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operational as soon as possible. The City may declare any work to be an emergency, as all vehicles are used regularly in public safety or emergency work.

M. Contractor guarantees to perform services under this Agreement in a professional manner with personnel that are certified in the performance of these repairs. The Contractor shall furnish a warranty for all parts and labor for a period not less than one (1) year from date of installation on the vehicles. Failure to meet minimum standards at the determination of the City will be considered cause for the City to cancel the Contract and shall extend to any work in progress without liability to the City for work performed.

N. Contractor agrees to charge for services the actual hourly rates shown as submitted on the bid form and shall be governed by any predetermined repair time that may be customarily used in calculating charges for work performed, i.e., Mitchell Manual Standards.

3.2.2 Preventative Maintenance and Repairs:

The services, work, and/or items that the Contractor shall provide in a timely and proper manner in accordance with this solicitation include, but is not limited to, the following:

A. The Contractor shall be responsible for management of general mechanical repairs related to preventative maintenance or component failure to the City of Hollywood's owned or maintained vehicles or fleet equipment. Police vehicles are on a 3-month preventative maintenance program, however the Director of the Public Works Department or his/her designee may opt for a difference preventative maintenance schedule on an as needed basis. (Fleet Inventory List in Attachment A).

B. The estimate shall clearly indicate supplied parts and repair materials as:
    1. New Original Equipment Manufacturer (OEM)
    2. New "after-market", or
    3. Used OEM

C. Labor estimates shall be based upon and supported by standard reference publications generally recognized for use by the repair industry, such as Mitchell's or Motor's Repair manuals. The estimate shall state the reference publication used.

D. The quality of repair/service must be acceptable to the City and in compliance with standard industry best practices. The Director of the Public Works Department or his/her designee shall verify quality of work completed as compliant. The standard applied shall consist as follow:
    1. All repair parts or materials used in the repairs shall be certified by their manufacturer as meeting Original Equipment Manufacturers (OEM) specifications.

E. When non-OEM parts are approved for use, such parts shall be certified by the Certified Auto Parts Association (CAPA) and warranted by Contractor as being equal in kind and quality in terms of fit, performance and overall quality to the original manufacturer parts they are replacing.

F. The awarded Contractor will be required to inspect and accept all completed work in accordance with industry fleet management best practices and specifications under this

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solicitation. Any discrepancies or shortages will be addressed by the selected Contractor at the end of the final inspection. Final inspection will be performed and approved by the selected Contractor. All corrections shall be made at the Contractor's expense including pick-up and delivery of vehicle. Corrections are to be completed within three (3) business days.

G. Performance. The City will monitor the awarded contract to the selected Contractor under this solicitation and will meet with Contractor on a weekly basis to ensure contract compliance.

H. Contractor shall be liable for security and safekeeping of the City's vehicles to include attachments, components, emergency signal equipment and radios when left with Contractor for repairs.

I. Contractor shall maintain records and comply with all applicable EPA and OSHA requirements governing Automotive Service Repair. Records of all hazardous waste removal shall be made available to the City or its assigned agents.

J. Contractor shall have adequate facilities or established ongoing subcontracts in place with vendors having adequate facilities to provide full-service fleet management services for pickup and delivery of vehicles. Contractor will maintain an OSHA approved maintenance facility. All repairs shall be performed at the Contractor facilities using its own equipment.

K. Contractor shall furnish an itemized invoice showing work hours per class of employee, materials, and quantity, etc., along with a copy of material cost invoice from the Contractor source of supply suitable in detail to the City of Hollywood.

L. Contractor agrees to accept such work as the City determines to be an emergency and further agrees to give such emergency work priority to get emergency vehicles operational as soon as humanly possible. The City may declare work to be an emergency only with respect to vehicles used regularly in public safety or emergency work.

M. Contractor guarantees to perform services under this Agreement in a first-class professional manner with personnel that are ASE certified in the performance of these repairs. The Contractor shall furnish a warranty for all parts and labor for a period not less than one (1) year from date of installation on the vehicles. Failure to meet minimum standards at the determination of the City will be considered cause for the City to cancel the Contract and shall extend to any work in progress without liability to the City for work performed.

N. Contractor agrees to charge for services the actual hourly rates shown as submitted on the bid form and shall be governed by any predetermined repair time that may be customarily used in calculating charges for work performed, i.e., Mitchell Manual Standards.

3.2.3 Accident and Vandalism Repairs

A. The Contractor will be responsible for processing accident repairs, working in conjunction with the City's Risk Management Claims Adjuster, including obtaining repair

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estimates and bids, transportation of vehicles to/from the repair site (if required), repair quality and timeliness, and administration, including the payment of invoices (charged as non-contract on the Contractor's monthly invoice and not part of the Contractor's Targeted Budget), and coordination with Risk Management for collection of property damage claims.

B. A minimum of three (3) competitive bids may be obtained for accident repairs, one of which can be the Contractor's. The City will monitor the bidding procedures used by the Contractor, and the City reserves the right to increase the required number of competitive bids or to preclude the Contractor from bidding, or both.

3.2.4 Security and Standard Quality of Repairs:

Security:

All City vehicles and equipment shall be kept secure and within a locked, fenced yard or indoors while in the possession of the awarded Contractor.

Repair Standards:

The quality of the finished work shall be of the best standards of the fleet management industry standards as to preparation of metals for repair, primer, and paint standards and finished quality of repairs. The successful awarded Contractor shall be required to consistently produce the best quality of work using modern facilities, methods, paints, and repair techniques performed by individuals knowledgeable and skilled in collision repairs, so the repairs conform with the original body alignment and contours as well as matching existing paint textures and colors in a manner consistent with Original Equipment Manufacturer (OEM) work quality. Where collision damage has caused structural damage or frame/chassis misalignment of any nature, the successful Contractor shall be required to align the frame using equipment currently used in the industry, with ASE certified personnel, to factory new standard frame/chassis/unibody alignment.

3.2.5 Warranty Requirements:

All labor, materials, supplies, paints, and parts etc., supplied by the awarded Contractors shall be covered by a one (1) year unconditional guarantee in addition to the guarantee listed below:

All services under this solicitation to include but not limited to preventative maintenance auto collision damage repairs, or refurbishment work, including paint, shall be guaranteed for one year against cracking, peeling, fading, or not maintaining OEM quality, chipping, rusting fillers coming loose, and other defects in materials or workmanship. Any such repairs, work, paint, or material becoming defective shall be redone to the City’s satisfaction at no charge. Refusal of the Contractor to honor the guarantee, when requested shall be considered justifiable grounds for termination of awarded contract under this solicitation.

The Contractor will administer all warranties and recalls, both for vehicles and parts, associated with management of the City's fleet. The Contractor will be required to attempt to obtain authorization from various vehicle manufacturers to perform in-house

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warranty work on City vehicles. Such work will be reimbursed directly to the Contractor by the manufacturer and the City will be held harmless from payment for such work. Work performed by the Contractor for which reimbursement is provided by the manufacturers will not be billed to the City. The Contractor can send warranty or recall work out to others, subject to applicable provisions of the manufacturer's warranty, when it is more cost-effective to the City to do so. The Contractor will be responsible for any deductible on work performed at a dealership. The cost of repairs made if a vehicle is sent out for suspected warranty work - and the suspected problem is not warrantied - will be absorbed by the Contractor as part of the annual maintenance cost.

3.3 Lease Purchasing Program/Vehicle Replacement:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a lease purchase/vehicle replacement program to the City's Fleet Inventory vehicles. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a lease purchase/vehicle replacement program that would benefit the City which is efficient and cost effective. Please provide how your firm will implement such a program.

3.4 License Administration Program:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a license administration program to the City's Fleet Inventory vehicles. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a license administration program to ensure all covered vehicles are properly licensed with City license plates (specialized yellow plates) that would benefit the City. Please provide how your firm will implement such a program.

3.5 Maintenance Program:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a Maintenance program to the City's Fleet Inventory vehicles. The maintenance program shall include but not limited to cover all essential maintenance and repairs for efficient vehicle operations, oil and other fluids between changes, tire repair and replacement, etc. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a maintenance program that would benefit the City which is efficient and cost effective. Please provide how your firm will implement such a program.

3.6 Maintenance Management Program:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a Maintenance Management program to the City's Fleet Inventory vehicles. The maintenance management program shall include but not limited to a comprehensive Enterprise Resource Planning system (i.e., work order and database management system) to manage all services performed on covered vehicles within the City's Fleet inventory. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a maintenance management program that would benefit the City which is efficient and cost effective. Please provide how your firm will implement such a program.

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3.7 Fuel Management for Fleet Covered Vehicles:

Under this section, the City of Hollywood is open to Contractor's proposals or alternative solutions for a successful implementation of a Fuel Management program to the City's Fleet Inventory vehicles while emphasizing the potential to rapidly transition to lower emissions fuels and, ultimately zero emissions vehicles to the greatest extent possible. The Fuel Management program shall include but not be limited to innovative methods to procure and sustain supply of fuel on covered vehicles within the City's Fleet inventory. Contractors shall highlight in their proposal submission a clearly defined process for the implementation of a Fuel Management program that would benefit the City, which is efficient, cost effective, and helps the City meet its greenhouse gas reduction goals. Fuel availability before, during and after a declared emergency is critical to the city's daily operation, Contractors must be able to provide a consistent supply of fuel for use as needed. Please provide how your firm will implement such a program.

3.8 Employment of Fleet Service Members (Non-Mandatory):

The City of Hollywood requests the awarded proposer discuss any opportunities to competitively interview and employ interested displaced full time fleet service employees for a period of 18 months providing the same wages and benefits as of the date of the awarded contract with the contractor or any of its subcontractors.

3.9 Green Fleet Policy:

For many years, the City has been transitioning its fleet to more efficient and alternative fuel vehicles, such as those powered by compressed natural gas, E-85 fuel, and gasoline powered hybrids to meet its adopted sustainability goals. The City is in the process of adopting a Green Fleet Policy that stipulates accelerating the transition to alternative fuel vehicles, including battery-powered electric vehicles, and equipment to further reduce its greenhouse gas emissions. This policy will apply to the vehicle fleet and equipment supplied under the awarded contract. Through this policy the City aims to purchase the most cost-effective, least polluting, fuel-efficient vehicles and fuel-using equipment possible that still meet the operational requirements of the intended use. The selected contractor will be required to comply with the City's established Green Fleet policy and implementation.

3.10 Additional Miscellaneous Fleet Services

New Vehicle Preparation and Vehicle Disposal

A. The Contractor will prepare newly acquired vehicles for service. Preparation will include inspections; cleaning; installation of decals, vehicle numbers, and department names; and installation of accessory equipment and other special equipment.

B. The Contractor will inspect all new vehicles as well as outsourced after-market work. Any incomplete installations or work and repairs necessary will be documented by the Contractor. If the Contractor performs the corrective work, the Contractor will submit to the Director of the Public Works Department or his/her designee or staff actual time and material costs for these repairs.

C. The Contractor will support the City in its administration of the vehicle disposal program. This support includes making reasonable equipment and personnel available to the City to assure a successful disposal. Preparation for sale will include removing tags, decals

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and special equipment; interior and exterior cleaning of vehicles (unless this work is included by the City in its contract with the auction company); performing minor repairs. Removal of certain equipment such as City radios, computer equipment, etc. will be handled by the appropriate in-house City departments.

D. After being taken out of service, the Contractor will be responsible for arranging the parking of these vehicles on City property in a manner that is acceptable to both the City and the auctioneer.

E. The vehicles taken out of service for sale are not to be stripped of parts or otherwise cannibalized by the Contractor without the express approval of the Director of Public Works Department or his/her designee.

User Abuse Repairs

It is the responsibility of the Contractor to notify the City whenever a vehicle shows suspected blatant abuse by the user. In such cases, the Contractor will proceed to repair the vehicle (subject to limitations specified elsewhere) and will provide the City with documentation of the suspected abuse. The City will then investigate, determine whether user abuse did occur and, if so, involve the user in the review of the damage and repair estimates, and inform the vehicle user of the findings for potential disciplinary actions as appropriate.

Emergency Service

The Contractor will comply with City employee reporting and call-out procedures associated with providing stand-by fleet maintenance and repair support during emergencies declared by the City. The City will notify the Contractor when an emergency situation exists, and the nature and anticipated duration of the response needed from the Contractor. The Contractor will be available to provide service with a full complement of personnel within one hour of notification that emergency services are required. The cost of labor (overtime) during emergency service will be treated separately from the annual maintenance and service budget.

Outside Repairs

The Contractor will be responsible for arranging, managing, and paying for the conduct of outside repairs and will have full responsibility for subcontracted work. The Contractor's plan for outside repair work will be stated in its proposal and approval from the City must be obtained before the plan is substantially changed. The plan will be reviewed as necessary to ensure that the outside repair remains the most cost-effective approach for the City. The Contractor will be responsible for the transporting of City vehicles to and from outside repair shops unless other arrangements are approved by the City and/or the respective using department.

Hours of Service

The Contractor must have their repair facilities open every day with the exception of City designated holidays and/or weekends.

Holidays

New Year 's Day
Martin Luther King's Birthday
President's Day
Memorial Day
Independence Day
Labor Day Veteran's

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Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve

The Contractor will always have at least one fully qualified mechanic 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 Contractor will describe how this will be managed in its proposal.

Vehicle Turnaround Time Standards

The following percentages of all maintenance and repair work must be completed within 24 hours of the vehicle's delivery to the garage or within 24 hours of notification of a maintenance requirement (excluding weekends and non-working holidays):

No more than 5% of all vehicles will be out-of-service for maintenance or repair for more than 48 hours per trip to the garage with the following exceptions:

a. Accident or Vandalism Repair: the repair must be accomplished within twenty (20) calendar days from the date of damage notification.

b. Vehicles Awaiting Repair Authorization from the City: In cases where the Contractor is awaiting repair authorization from the City to proceed with a given repair, the period from which turnaround time is measured will begin with the City's authorization to proceed with the repair.

c. Major Component Overhauls or Replacements: Major component overhauls or replacements within the first four (4) months of the initial contract year will require written authorization from the City. The amount of time allowed for these repairs will be decided by the City as a function of the need for the vehicle and the nature of the repair.

d. Vehicles Exempted by the City: In instances where the City decides that it would be in the City's best interest to temporarily waive vehicle turnaround performance standards for all or selected vehicles, the City will provide the Contractor written notification of this decision including specification of the time period for which these standards will be relaxed.

The Contractor is responsible for notifying the representatives of user departments by telephone, e-mail, or in person when any vehicle will be out of service for maintenance or repair for more than 24 hours.

Fleet Availability

The Contractor will maintain minimum availability rates by class as follows:

One-Ton or Smaller Vehicles	95% each workday
Larger than One-Ton Vehicles (Includes Construction Equipment	95% each workday

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& Other Specialty Equipment)

All other Vehicles	95% each workday

Rework

a. All materials, parts, and workmanship furnished by the Contractor will be of high standards and free from defects and imperfections and meet all OEM standards and specifications. The Contractor will track and identify in its billings multiple repairs for the same deficiency on the same vehicle (rework) and will not bill the City for any rework that occurs within the following timeframes:

   - Engine and Transmission Overhauls - 12 months or 12,000 miles
   - All other Work - 90 days or 4,500 miles

b. No more than fifteen (15) incidents of rework per month is the City standard for the Central Garage vehicles and equipment.

c. All rework must be performed within 24 hours after City notification of corrective action.

Quality Assurance Program

The Contractor will implement a Quality Assurance Program for the management of the repair and maintenance of assigned vehicles. The program will include provisions for meeting specified performance standards, for maintaining quality workmanship, for providing a high level of customer service, and for reducing fleet costs incurred by the City. The Contractor will include a detailed description of its proposed Quality Assurance Program in its proposal. The plan will address, at a minimum, the following items:

- Fleet Availability
- PM Performance
- Repair Performance
- Parts Availability
- Vehicle Safety and Reliability
- Customer Service
- Cost Reduction Initiatives

Environmental Compliance:

The Contractor shall demonstrate that they are in compliance with all City and State requirements related to the correct disposal of hazardous materials such as tire, used motor oil, etc.

Record Keeping and Reporting

A. Contractor Records: Upon prior notice by the City, the Contractor will provide authorized City representatives access at all reasonable times to all electronic and hard data, books, records, correspondence, instructions, plans drawings, receipts, vouchers, timecards, and memoranda, and will provide to the City cost verification for work.

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B. Reference Files and Procedures: The Contractor will maintain, either electronically, hard copy, etc., a complete file of service manuals, parts manuals, service bulletins, lubrication charts and other information needed to properly service and repair the fleet. These records become the property of the City at contract termination or conclusion.

C. Ownership of Records: All reference vehicle and equipment files and procedures and all fleet related electronic data are the property of the City.

D. Weekly Report: The Contractor will generate a report summarizing the previous week's activities for delivery to the City on first business day of the following week. The exact content and format of the report will be determined by the City, which will include the following:

- Performance relative to each performance parameter
- Vehicles scheduled for PM service
- Vehicles scheduled for repair or other service
- A listing of vehicles not delivered for a scheduled PM or other services (The listing will include the assignee's name, if known, and department)
- A status report of any Non-Targeted Operating Budget work by vehicle
- Warranty/Recall status
- A summary of suspected blatant user abuse
- A summary of repair activity indicating vehicles returned to service
- A summary of vehicles remaining out-of-service
- A summary of new vehicle preparation activities
- Number of completed work orders
- Fuel management and unusual usage activity
- Summary of vehicles not repaired pending authorization to repair from City

E. Annual Report: On the first anniversary of the effective date of the Agreement and every other anniversary date thereafter, the Contractor will submit to the City a written annual report that summarizes the year's activity in the format agreed upon by the Contractor and the City. The Contractor will provide a statement indicating the solvency of the Contractor as part of the annual report.

F. Complaints: The Contractor will perform a service of high quality and keep the number of legitimate complaints to a minimum. The Contractor will maintain a record of all complaints for inspection by the City and will furnish a monthly report listing the name and department of the person complaining, the time and date the complaint was received, the nature of the complaint, and the disposition of each complaint. The Contractor may be required, upon notification by the City to do a follow-up contact with the management of the complaining department user to assure satisfaction has been achieved. The Contractor will respond to complaints from the City within 24 hours after a complaint is received. The Contractor will include the resolution of such complaints in the monthly report.

G. Ad Hoc Reports: The Contractor may be required to assist in the generation of any ad hoc reports as the City or any of its user departments may request.

Contractor Personnel

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A. Contractor must have employees who possess the appropriate certifications and skills for testing and/or repairing Heavy Equipment apparatus, pumps and equipment, and any other specialized vehicles and equipment. The Contractor must clearly state the number and type of trained and certified mechanics it intends to employ to meet all of the standby, shift, service, maintenance and repair work previously noted in this specification for all Service vehicles. Likewise, the same information is required for the trained and certified mechanics required to repair and maintain heavy equipment, i.e., cranes; backhoes; loaders; dozers; diesel engines; and other specialty heavy duty equipment owned and operated by the City.

Local Labor

The successful Contractor is encouraged to coordinate with the current staff, and to the extent possible, hire all interested fleet management employees, consistent with the successful Contractor's staffing requirements set forth in its proposal, working with the City in order to minimize disruption of service and to preserve the comprehensive training efforts, specific to the City's fleet, that have been provided these personnel by the City.

Changes in the Size of the Fleet

The Agreement Targeted Operating Budget Cost will be adjusted to correspond to increases or decreases in fleet size (on a vehicle-equivalent basis as specified by the City) if such changes are at more than five percent (5%) (higher or lower) by vehicle and equipment class specified at the time of Agreement effective date. These adjustments may be made as required by prior written mutual approval.

The City of Hollywood reserves the option of award by department or any group thereof. The City also reserves the right to remove from service as a total group any department upon a 90-day written notification.

Invoicing

Awarded Contractor shall invoice the City for services provided subject to the applicable costs set forth in their proposal submission under this solicitation. The City follows the guidelines for payment of invoices as set forth in the Prompt Payment Act of Florida Statutes.

City's Right to Review Billing Documentation

The City reserves the right to request additional documentation from the Contractor prior to paying any disputed portion of the invoice. Such documentation may include, but is not limited to, invoices to the Contractor for parts or subcontracted services and payroll registers. The City also reserves the right to audit this documentation at any time.

Annual Meeting

A meeting will be held no less than ninety (90) days prior to the end of each Agreement year. During this annual meeting between the City and the Contractor, the Contractor will present a summary of work accomplished relative to service performance standards, Targeted Operating Budget and Non-Targeted Operating Budget Expenses, etc. The presentation will also include recommendations for changes to improve performance during the upcoming year. A copy of the presentation will be made available to the City two (2) weeks before the annual meeting. During the meeting, the Contractor's performance will be reviewed. The City will present a "report card"

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that includes its assessment of Contractor performance. Changes to the Agreement resulting from the annual meeting will be documented and submitted for formal approval as required by the City.

Continuity of Service

Notice of Intent Not to Renew

The Contractor must recognize that the services to be provided are vital to the City and must be maintained without interruption and that, upon expiration or termination of the Agreement, a successor will continue these services. Therefore, if the Contractor chooses not to renew the Agreement upon Agreement expiration, the Contractor is required to provide the City a written notice of such intent at least one hundred and eighty (180) days before the expiration of the Agreement. Should the Contractor fail to provide timely notice, the City reserves the right to require continued performance of the Agreement by the Contractor under the terms of the Agreement for a period of up to four (4) months from receipt of written notice of intent or from the date of expiration of the Agreement, whichever is earlier.

Phase in - Phase Out

If upon expiration or termination of the Agreement, the Contractor is not chosen to continue in its role, the Contractor will, upon written notification from the City, provide phase-in, phase-out services for up to thirty (30) days after the Agreement expires or is terminated. After notification, the Contractor will cooperate in good faith with a successor in determining the nature and extent of the services, including the development of a mutually acceptable transition plan, subject to approval by the City. The Contractor will provide sufficient, experienced personnel during the transition period to ensure that all services called for by the Agreement are maintained at the specified level of Agreement performance.

3.11 Submission Requirements:

- Address of location(s) of office and repair facility(ies).
- Copy of occupational license/business tax receipt.
- Copy of employee Master ASE body and collision and/or automotive ASE certifications.
- List of five (5) references documenting past performance in the auto body collision repair and painting and/or automotive repair.

3.12 Contractor Qualifications

The Contractor must meet the following minimum qualifications to provide the essential full fleet management services under this solicitation as follow:

- Address of location of office and repair facility.
- Copy of occupational license/business tax receipt.
- Copy of employee Master ASE body and collision and/or automotive ASE certifications.
- List of five (5) references documenting past performance in comprehensive Fleet Management Services as specified under this solicitation.
- Maintain an office staffed by competent company representatives authorized to discuss matters pertaining to the contracted services, who can provide pertinent information and who are cognizant of the industry and industry standards.

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- The office shall be equipped with telephone and internet contact abilities to provide immediate technical support and expedite noticed quotations.
- Selected Contractor shall be engaged in the business of providing automotive collision body, paint and repair services and shall be required to have a minimum of three (3) years' experience in vehicle body work repair, collision damage repair and painting services.
- The selected Contractor must have at least one (1) staff member who has Master ASE body and collision certification
- The selected Contractor shall not have any unresolved performance issues with the City. The selected Contractor's performance as a prime Contractor or Sub-Contractor with previous City contracts shall be taken into consideration at the evaluation of the Contractors submittal for this solicitation.
- The selected Contractor shall have a local facility with a minimum size of 3,750 square feet which will allow four (4) standard size vehicles to be worked on completely inside. The facility shall provide security in the form of a fenced, locked lot, or the inside of a secure building for no less than six standard sized vehicles simultaneously.
- The facility must be equipped with frame and uni-body, and front end measuring and alignment equipment, a color matching computer, air bag test equipment, spray booth, proper welding equipment and sandblasting capability and any other necessary equipment to complete standard collision and/or maintenance repairs.
- Alternatively, the awarded contractor may satisfy the facility requirements by having one or more subcontractors which collectively have the minimum square footage and equipment requirements.
- The selected Contractor must be able to demonstrate a good record of performance and have sufficient financial resources, facilities, service equipment, employees, and organization to ensure they can satisfactorily provide to the City the goods and/or services required herein. The terms "sufficient financial resources, facilities, service equipment, employees and organization" shall additionally be construed to mean a fully equipped and well-established company in line with the best practices used in the industry.
- The City may consider any evidence available regarding the financial, technical, or other qualifications and abilities of the Contractor, including past performance and the selected Contractor's record of satisfactorily completing prior awards with the City or any other governmental or private entity in determining competency for award consideration.

END OF SECTION

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SECTION IV - EVALUATION

A Selection Committee will review and evaluate submittals to determine if they meet all of the requirements in this solicitation to be deemed responsive and responsible.

The following evaluation criteria will be used to evaluate and score each submittal:

Evaluation Criteria	**Points**
Firm qualifications, experience	30
Pricing Proposal	30
Resources and availability	20
Location (Contractor and/or Subcontractors providing services located within the City Limits)	10
References	10
Local Hollywood Vendor Preference (Per 38.51 of city Ordinance)	5

Each Selection Committee member will convert their maximum available point score (cardinal number) for each Submitter into an ordinal number designating the ranking (as first, second, or third. For example:

Cardinal Number	Ordinal Number
99	1
95	2
91	3
88	4
84	5

The ordinal scores from each Selection Committee member for each Submitter shall be added together to calculate a total ordinal score. The Submitter with the lowest ordinal score will be ranked highest for award preference. The Submitter with the second lowest total ordinal score will be ranked second highest for award preference, and so on, until all Submitters are ranked.

During the evaluation process, the Selection Committee may, at its discretion, request oral presentations from proposed Contractors to clarify information or answer questions on submittals.

A public Selection Committee meeting to complete this evaluation is anticipated to take place in December 2022, follow by City Commission approval of an award tentatively scheduled for January 2023. Selection Committee meeting notices shall be posted on the City's Sunshine Board (https://www.hollywoodfl.org/Archive.aspx?AMID=140).

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SECTION V – GENERAL TERMS AND CONDITIONS

1.1 INTENT

It is the policy of the City to encourage full and open competition among all available qualified Contractors. All Contractors regularly engaged in the type of Work specified in the Solicitation are encouraged to submit proposals. To receive notification and to be eligible to bid Contractor should be registered with OpenGov. Contractors may register with the OpenGov (registration is free) to be included on a mailing list for selected categories of goods and Services. In order to be processed for payment, any awarded Contractor must register with the City by completing and returning a Contractor Application and all supporting documents. For information and to apply as a Contractor, please visit our website at **hollywoodfl.org** to download an application and submit it to Procurement Services Division.

It is the intent of the City of Hollywood, FL ("the City"), through this solicitation and the contract conditions contained herein, to establish to the greatest possible extent complete clarity regarding the requirements of both parties to the agreement resulting from this solicitation.

Before submitting a bid/proposal, the Contractor shall be thoroughly familiarized with all contract conditions referred to in this document and any addenda issued before the bid/proposal submission date. Such addenda shall form a part of the SOLICITATION and shall be made a part of the contract. It shall be the Contractor's responsibility to ascertain that the bid/proposal includes all addenda issued prior to the bid/proposal submission date. Addenda will be posted on the City's internet site along with the SOLICITATION.

The terms of the SOLICITATION and the selected Contractor's bid/proposal and any additional documentation (e.g. questions and answers) provided by the Contractor during the solicitation process will be integrated into the final contract for services entered into between the City and the selected Contractor. The Contractor shall determine, by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

1.2 CONTRACTOR'S RESPONSIBILITIES

Contractors are required to submit their bids/proposals upon the following express conditions:

A. Contractors shall thoroughly examine the drawings, specifications, schedules, instructions and all other contract documents.

B. Contractors shall make all investigations necessary to thoroughly inform themselves regarding delivery of material, equipment or services as required by the SOLICITATION conditions. No plea of ignorance, by the Contractor, of conditions that exist or that may hereafter exist as a result of failure or omission on the part of the Contractor to make the necessary examinations and investigations, or failure to fulfill in every detail the requirements of the contract documents, will be accepted as a basis for varying the requirements of the City or the compensation due the Contractor.

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C. Contractors are advised that all City contracts are subject to all legal requirements provided for in the City of Hollywood Charter, Code of Ordinances and applicable County Ordinances, State Statutes and Federal Statutes.

1.3 PREPARATION OF BIDS/PROPOSALS

Bids/proposals will be prepared in accordance with the following:

A. The City's enclosed bid/proposal Forms, in their entirety, are to be used in submitting your bid/proposal. NO OTHER FORM WILL BE ACCEPTED.

B. All information required by the bid/proposal form shall be furnished. The Contractor shall sign each continuation sheet (where indicated) on which an entry is made.

C. Prices shall be shown and where there is an error in extension of prices, the unit price shall govern.

The City of Hollywood is exempt from payment to its Contractors of State of Florida sales tax and, therefore, such taxes should not be figured into the SOLICITATION. However, this exemption does not apply to suppliers to the City in their (supplier) purchases of goods or services, used in work or goods supplied to the City. Contractors are responsible for any taxes, sales or otherwise, levied on their purchases, subcontracts, employment, etc. An exemption certificate will be signed where applicable, upon request. The City will pay no sales tax.

1.4 DESCRIPTION OF SUPPLIES

Any manufacturer's names, trade names, brand names, or catalog numbers used in these applications are for the purpose of describing and establishing minimum requirements or level of quality, standards of performance, and design required, and are in no way intended to prohibit the bidding of other manufacturers' items of equal material, unless specifications state "NO SUBSTITUTIONS."

Contractors must indicate any variances to the specifications, terms, and conditions, no matter how slight. If variations are not stated in the bid/proposal, it shall be construed that the bid/proposal fully complies with the Specifications, Terms and Conditions.

Contractors are required to state exactly what they intend to furnish; otherwise they shall be required to furnish the items as specified.

Contractors will submit, with their bid/proposal, necessary data (factory information sheets, specifications, brochures, etc.) to evaluate and determine the quality of the item(s) they are proposing.

The City shall be the sole judge of equality and its decision shall be final.

1.5 ADDENDA

The Procurement Services Division may issue an addendum in response to any inquiry received, prior to bid/proposal opening, which changes, adds to or clarifies the terms, provisions or

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requirements of the solicitation. The Contractor should not rely on any representation, statement or explanation, whether written or verbal, other than those made in this solicitation document or in any addenda issued. Where there appears to be a conflict between this solicitation and any addendum, the last addendum issued shall prevail. It is the Contractor's responsibility to ensure receipt of all addenda and any accompanying documents. Contractor(s) shall acknowledge receipt of any formal Addenda by signing the addendum and including it with their bid/proposal. Failure to include signed formal addenda in its bid/proposal shall cause the City to deem the bid/proposal non-responsive provided, however, that the City may waive this requirement in its best interest.

1.6 REJECTION OF BIDS/PROPOSALS

The City may reject a bid/proposal if:

A. The Contractor fails to acknowledge receipt of an addendum, or if

B. The Contractor misstates or conceals any material fact in the bid/proposal, or if

C. The bid/proposal does not strictly conform to the law or requirements of the SOLICITATION, or if

D. The City is under a pre- lawsuit claim or current litigation with the Contractor.

The City may reject all bids/proposals whenever it is deemed in the best interest of the City to do so, and may reject any part of a bid/proposal unless the bid/proposal has been qualified as provided in herein.

1.7 WITHDRAWAL OF BIDS/PROPOSALS

A. may not be withdrawn and shall be deemed enforceable for a period of 180 days after the time set for the SOLICITATION opening.

B. Bids/proposals may be withdrawn prior to the time set for the SOLICITATION opening. Such request must be in writing.

C. The City will permanently retain as liquidated damages the bid deposit furnished by any Contractor who requests to withdraw a bid/proposal after the SOLICITATION opening.

1.8 BIDS/PROPOSALS TO REMAIN OPEN

All bids/proposals shall remain open for 180 calendar days after the day of the bid/proposal opening, but the City may, at its sole discretion, release any bid/proposal and return the bid/proposal Security prior to that date.

Extensions of time when bids/proposals shall remain open beyond the 180 day period may be made only by mutual written agreement between the City, the successful Contractor and the surety, if any, for the successful Contractor.

1.9 LATE BIDS/PROPOSALS OR MODIFICATIONS

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Only bids/proposals received as of the opening date and time will be considered timely. Bids/proposals and modifications received after the time set for the opening will be returned un-opened to the sender and rejected as late.

1.10 CONFLICTS WITHIN THE SOLICITATION

Where there appears to be a conflict between the General Terms and Conditions, Special Conditions, the Technical Specifications, the SOLICITATION Submittal Section, or any addendum issued, the order of precedence shall be the last addendum issued, the SOLICITATION Submittal Section, the Technical Specifications, the Special Conditions, and then the General Terms and Conditions.

1.11 CLARIFICATION OR OBJECTION TO BID/PROPOSAL SPECIFICATIONS

If any person contemplating submitting a bid/proposal for this contract is in doubt as to the true meaning of the specifications or other SOLICITATION documents or any part thereof, they may submit requests for clarification to the Procurement Services Division on or before the date specified for a request for clarification. All such requests for clarification shall be made in writing and the person submitting the request will be responsible for its prompt delivery. Any interpretation of the SOLICITATION, if made, will be made only by Addendum duly issued. A copy of such Addendum will be made available to each person receiving a Solicitation. The City will not be responsible for any other explanation or interpretation of the SOLICITATION given prior to the award of the contract. Any objection to the specifications and requirements as set forth in this SOLICITATION must be filed in writing with the Chief Procurement Officer on or before the date specified for a request for clarification.

1.12 COMPETENCY OF CONTRACTORS

Pre-award inspection of the Contractor's facility may be made prior to the award of a contract. Bids/proposals will be considered only from firms which are regularly engaged in the business of providing the goods and/or services as described in this SOLICITATION(s); have a record of performance for a reasonable period of time; and have sufficient financial support, equipment and organization to ensure that they can satisfactorily deliver the material and/or services if awarded a Contract under the terms and conditions herein stated. The terms "equipment and organization" as used herein shall be construed to mean a fully equipped and well established company in line with the best business practices in the industry and as determined by the proper authorities of the City.

The City may consider any evidence available to it of the financial, technical and other qualifications and abilities of a Contractor, including past performance (experience) in making the award in the best interest of the City. In all cases the City of Hollywood shall have no liability to any Contractor for any costs or expense incurred in connection with this SOLICITATION or otherwise.

1.13 QUALIFICATIONS OF CONTRACTORS

No Bid/proposal will be accepted from, nor will any contract be awarded to any person who is in arrears to the City upon any debt or contract, or who is a defaulter, as surety or otherwise, upon any obligation to City, or who is deemed responsible or unreliable by the City.

As part of the bid/proposal evaluation process, City may conduct a background investigation including a record check by the Hollywood Police Department. Contractor's submission of a bid/proposal

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constitutes acknowledgment of the process and consent to such investigation. City shall be the sole judge in determining a Contractor's qualifications.

1.14 CONSIDERATION OF BIDS/PROPOSALS

In cases where an item requested is identified by a manufacturer's name, trade name, catalog number, or reference, it is understood that the Contractor proposes to furnish the item so identified and does not propose to furnish an "equal" unless the proposed "equal" is pre-approved by the City.

References to any of the above are intended to be descriptive but not restrictive and only indicate articles that will be satisfactory. A bid/proposal of an "equal" will be considered, provided that the Contractor states in his bid/proposal exactly what he proposes to furnish, including sample, illustration, or other descriptive matter which will clearly indicate the character of the article covered by such bid/proposal. The designated City representative hereby reserves the right to approve as an "equal", or to reject as not being an "equal", any article proposed which contains major or minor variations from specifications requirements.

1.15 AWARD OF CONTRACT

If the Contract is to be awarded, it will be awarded, after evaluation by the City, to the responsible and responsive Contractor whom the City determines will be in the best interests of the City and not necessarily to the lowest cost Contractor. Contractors may be invited to an oral interview before the committee. A short list of finalists will be determined and presented to either the City Manager or his/her designee or to the City Commission, in accordance with the applicable City of Hollywood Code of Ordinances, and will make the final ranking for the purposes of negotiating a contract with the top ranked firm. The successful Contractor shall be required to sign a negotiated contract; the refusal or failure of a successful Contractor to execute a contract which contains the mandatory material terms and conditions contained in the SOLICITATION, shall be grounds for deeming the Contractor and/or the Contractor's bid/proposal non-responsive.

If applicable, the Contractor to whom award is made shall execute a written contract prior to award by the City Commission. If the Contractor to whom the first award is made fails to enter into a contract as herein provided, the Contract may be let to the next highest ranked Contractor who is responsible and responsive in the opinion of the City.

1.16 BASIS FOR AWARD, EVALUATION CRITERIA AND QUESTIONS

The qualification of bid/proposal responders on this project will be considered in making the award. The City is not obligated to accept any bid/proposal if deemed not in the best interest of the City to do so. The City shall make award to a qualified Contractor based on fees submitted and responses to this SOLICITATION.

Failure to include in the bid/proposal all information outlined herein may be cause for rejection of the bid/proposal.

The City reserves the right to accept or reject any and all bids/proposals, in whole or in part, as determined to be in the best interest of the City in its sole discretion.

The City reserves the right to waive any informalities or irregularities in bids/proposals.

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The City reserves the right to negotiate separately the terms and conditions or all or any part of the bids/proposals as deemed to be in the City's best interest in its sole discretion.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the City, shall be utilized in the final award. The final award of a contract is subject to approval by the City Commission.

1.17 AGREEMENT

An agreement shall be sent to the awarded Contractor to be signed, witnessed, and returned to the City for execution. The City will provide a copy of the fully executed agreement to the awarded Contractor.

1.18 NOTICE TO PROCEED

A signed purchase order, blanket purchase order or fully executed agreement will be the Contractor's authorization to proceed and may substitute for a "Notice to Proceed" form.

1.19 BID PROTESTS

The City shall provide notice of its intent to award or reject to all Contractors by posting such notice on the City's website.

After a notice of intent to award a contract is posted, any actual or prospective Contractor who is aggrieved in connection with the pending award of the contract or any element of the process leading to the award of the contract may protest to the Director of Procurement Services. A protest must be filed within five business days after posting or any right to protest is forfeited. The protest must be in writing, must identify the name and address of the protester, and must include a factual summary of, and the basis for, the protest. Filing shall be considered complete when the protest, including a deposit, is received by the Procurement Services Division. Failure to file a protest within the time-frame specified herein shall constitute a full waiver of all rights to protest the City's decision regarding the award.

The written protest shall state in detail the specific facts and law or ordinance upon which the protest of the proposed award is based, and shall include all pertinent documents.

A written protest may not challenge the relative weight of evaluation criteria or a formula for assigning points.

Upon receipt of a formal written protest, the City shall stop award proceedings until resolution of the protest; unless it has been determined that the award of the contract without delay is necessary to protect substantial interests of the City.

Any and all costs incurred by a protesting party in connection with a bid protest shall be the sole responsibility of the protesting party.

Upon receipt of a protest of the pending award of a contract, a copy of the protest shall promptly be forwarded to the City Attorney. The City Attorney shall thereupon review the charge to determine its

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sufficiency, including whether the protest was timely filed. If upon review the City Attorney determines that the charge is insufficient, the City Attorney may issue a summary dismissal of the protest. If upon review the City Attorney determines that the charge is sufficient, a hearing of the protest committee shall be scheduled.

A protest committee shall have the authority to review, settle and resolve the protest. The committee shall consist of three members appointed by the City Manager. The committee's review shall be informal.

If the protest committee determines that the pending award of a contract or any element of the process leading to the award involved a significant violation of law or applicable rule or regulation, all steps necessary and proper to correct the violation shall be taken. If the committee determines that the protest is without merit,

The Director shall promptly issue a decision in writing stating the reason for the decision and furnish a copy to the protester and any other interested party, and the process leading to the award shall proceed.

1.20 PREPARATION OF BIDS/PROPOSALS

Bids/proposals shall be prepared in accordance with the bid/proposal response format. Bids/proposals not complying with this format may be considered non-responsive and may be removed from consideration on this basis.

Requirements for Signing Bid/Proposal:

A. Each Contractor, by making a bid/proposal, represents that this document has been read and is fully understood.

B. The bid/proposal must be signed in ink by an individual authorized to legally bind the person, partnership, company, or corporation submitting the bid/proposal.

C. All manual signatures must have the name typed directly under the line of the signature.

D. The above requirements apply to all SOLICITATION addenda.

1.21 EXAMINATION OF BID/PROPOSAL DOCUMENTS

Before submitting a bid/proposal, each Contractor must: examine the bid/proposal Documents thoroughly; consider federal, state and local laws, ordinances, rules and regulations that may in any manner affect cost, progress, performance, or provision of the commodities and/or services; study and carefully correlate Contractor's observations with the bid/proposal Documents, and notify the City's agent of all conflicts, errors and discrepancies in the bid/proposal Documents.

The submission of a bid/proposal will constitute an incontrovertible representation by the Contractor, that the Contractor has complied with every requirement of this SOLICITATION, that without exception, the bid/proposal is premised upon performing the services and/or furnishing the commodities and materials in accordance with such means, methods, techniques, sequences or procedures as may be indicated in or required by the bid/proposal Documents, and that the

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bid/proposal Documents are sufficient in scope and detail to indicate and convey understanding of all terms and conditions of performance and furnishing of the goods and/or services.

1.22 PUBLIC RECORDS LAW

If applicable, for each public agency contract for services, the Contractor is required to comply with F.S. 119.0701, which includes the following:

A. Keep and maintain public records that ordinarily and necessarily would be required by the public agency in order to perform the service.

B. Provide the public with access to public records on the same terms and conditions that the public agency would provide the records and at a cost that does not exceed the cost provided in F.S. Chapter 119 or as otherwise provided by law.

C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.

D. Meet all requirements for retaining public records and transfer, at no cost, to the public agency, all public records in possession of the Contractor upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the public agency in a format that is compatible with the information technology systems of the public agency.

Public records may be inspected and examined by anyone desiring to do so, at a reasonable time, under reasonable conditions, and under supervision by the custodian of the public record. Sealed Bids/proposals become subject to the public records disclosure requirements of F.S. Chapter 119, notwithstanding a Contractors' request to the contrary, at the time the City provides notice of a decision or intended decision, or 30 days after the bid/proposal opening, whichever is earlier.

Financial statements submitted in response to a request by the City may be confidential and exempt from disclosure.

Data processing software obtained under a licensing agreement which prohibits its disclosure may also exempt.

Contractors are hereby notified and agree that all information submitted as part of, or in support of SOLICITATION submittals will be available for public inspection after opening of SOLICITATION in compliance with Chapter 119 of the Florida Statutes. The Contractor shall not, unless required as part of this SOLICITATION, submit any information in response to this invitation which the Contractor considers to be a trade secret, proprietary or confidential. The submission, not required as part of this this SOLICITATION, of any information to the City in connection with this invitation shall be deemed conclusively to be a waiver of any trade secret or other protection, which would otherwise be available to the Contractor.

1.23 INFORMATION

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For information concerning procedure for responding to this Solicitation (SOLICITATION), contact the Point of Contact in the Section 1.4. Such contact shall be for clarification purposes only. **It is preferred that all other questions be submitted in writing via OpenGov at least 10 calendar days prior to the bid/proposal due/opening date.**

1.24 BIDS/PROPOSALS

The bid/proposal must be signed by one duly authorized to do so and in cases where the bid/proposal is signed by a deputy or subordinate, the principal's proper written grant of authority to such deputy or subordinate must accompany the bid/proposal.

Bids/proposals by corporations must be executed in the corporate name by the President or other corporate officers accompanied by evidence of authority to sign. The corporate address and state of incorporation must be shown below the signature.

Bids/proposals by partnerships must be executed in the partnership name and signed by a general partner whose title must appear under the signature and the official address of the partnership must be shown below the signature.

1.25 MODIFICATION AND WITHDRAWAL OF BIDS/PROPOSALS

Bids/proposals must be modified or withdrawn by an appropriate document duly executed in the manner that a bid/proposal must be executed and delivered to the place where bids/proposals are to be submitted at any time prior to the deadline for submitting bids/proposals. A request for withdrawal or a modification must be in writing and signed by a person duly authorized to do so and, in a case where signed by a deputy or subordinate, the principal's proper written grant of authority to such deputy or subordinate must accompany the request for withdrawal or modification. Withdrawal of a bid/proposal will not prejudice the rights of a Contractor to submit a new bid/proposal prior to the bid/proposal date and time. Except where provided in the following paragraph no bid/proposal may be withdrawn or modified after expiration of the period for receiving bids/proposals.

If, within twenty-four (24) hours after bids/proposals are opened, any Contractor files a duly signed written notice with the City and within five (5) calendar days thereafter demonstrates to the reasonable satisfaction of the City by clear and convincing evidence that there was a material and substantial mistake in the preparation of its bid/proposal, or that the mistake is clearly evident on the face of the bid/proposal but the intended correct bid/proposal is not similarly evident, then the Contractor may withdraw its bid/proposal and the bid/proposal Security will be returned.

1.26 REJECTION OF BIDS/PROPOSALS

To the extent permitted by applicable state and federal laws and regulations, the City reserves the right to reject any and all bids/proposals, to waive any and all informalities, irregularities and technicalities not involving price, time or changes in the commodities and/or services, and the right to disregard all nonconforming, non-responsive, unbalanced or conditional bids/proposals. Bids/proposals will be considered irregular and may be rejected if they show serious omissions, alterations in form, additions not called for, conditions or unauthorized alterations or irregularities of any kind.

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The City also reserves the right to waive minor technical defects in a bid/proposal. The City reserves the right to determine, in its sole discretion, whether any aspect of a bid/proposal satisfies the criteria established in this Solicitation.

The City reserves the right to reject the bid/proposal of any Contractor if the City believes that it would not be in the best interest of the City to make an award to that Contractor, whether because the bid/proposal is not responsive or the Contractor is unqualified or of doubtful financial ability or fails to meet any other pertinent standard or criterion established by City.

The foregoing reasons for rejection of bids/proposals are not intended to be exhaustive.

1.27 OPEN END CONTRACT

No guarantee is expressed or implied as to the total quantity of commodities/services to be purchased under any open end contract. Estimated quantities will be used for bid/proposal comparison purposes only. The City reserves the right to issue purchase orders as and when required, or a blanket purchase order and release partial quantities as and when required or any combination of the preceding.

ORDERING: The CITY reserves the right to purchase commodities/services specified herein through Contracts established by other governmental agencies or through separate procurement actions due to unique or special needs. If an urgent delivery is required within a period shorter than the delivery time specified in the contract, and if the seller is unable to comply therewith, the City reserves the right to obtain such delivery from others without penalty or prejudice to the City or to the Contractor.

1.28 AUDIT RIGHTS

The City reserves the right to audit the records of the successful Contractor for the commodities and/or services provided under the Contract at any time during the performance and term of the Contract and for a period of three (3) years after completion and acceptance by the City. If required by the City, the successful Contractor agrees to submit to an audit by an independent certified public accountant selected by the City. The successful Contractor shall allow the City to inspect, examine and review the records of the successful Contractor in relation to this contract at any and all times during normal business hours during the term of the Contract.

1.29 LOCAL, STATE AND FEDERAL COMPLIANCE REQUIREMENTS

The Contractor shall comply with all local, state and federal directives, orders and laws as applicable to this SOLICITATION and subsequent contract(s) including, but not limited to:

A. Equal Employment Opportunity (EEO), in compliance with Executive Order 11246 as amended and applicable to this contract.

B. All manufactured items and fabricated assemblies shall comply with applicable requirements of the Occupation Safety and Health Act of 1970 as amended, and be in compliance with Chapter 442, Florida Statutes. Any toxic substance listed in Section 38F-41.03 of the Florida Administrative Code delivered as a result of this order must be accompanied by a completed Material Safety Data Sheet (MSDS).

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C. The Immigration and Nationality Act prohibits (i) the employment of an unauthorized alien when the employer knows the individual is an unauthorized alien and (ii) the employment of an individual without complying with the requirements of the federal employment verification system. If a Contractor commits either of these violations, such violation shall be cause for unilateral cancellation of the contract.

D. This Section applies only to any contract for goods or services of $1 million or more: The Contractor certifies that it is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List and that it does not have business operations in Cuba or Syria as provided in section 287.135, Florida Statutes (2011), as may be amended or revised. The City may terminate this Contract at the City's option if the Contractor is found to have submitted a false certification as provided under subsection (5) of section 287.135, Florida Statutes (2011), as may be amended or revised, or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or has engaged in business operations in Cuba or Syria, as defined in Section 287.135, Florida Statutes (2011), as may be amended or revised.

1.30 FRAUD AND MISREPRESENTATION

Any individual, corporation or other entity that attempts to meet its contractual obligations with the City through fraud, misrepresentation, or material misstatement, may be debarred from doing business with the City. The City as further sanction may terminate or cancel any other contracts with such individual, corporation, or entity. Such individual or entity shall be responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.

1.31 DEBARRED OR SUSPENDED CONTRACTORS OR CONTRACTORS

The Contractor certifies, by submission of a response to this solicitation, that neither it nor its principals and subcontractors are presently debarred or suspended by any Federal department or agency.

1.32 COLLUSION

More than one bid/proposal received for the same work from an individual, firm, partnership, corporation or association under the same or different names will not be considered. Reasonable grounds for believing that any Contractor is interested in more than one bid/proposal for the same work will cause the rejection of such bin which the Contractor is interested. If there are reasonable grounds for believing that collusion exists among the Contractors, the bids/proposals of participants in such collusion will not be considered.

1.33 COPELAND "ANTI-KICKBACK"

The Contractor and all subcontractors will comply with the Copeland Anti-Kickback Act (18 U.S.C. 874) as supplemented in Department of Labor regulations (29 CFR Part 3).

1.34 FORCE MAJEURE

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The Agreement which is awarded to the successful Contractor may provide that the performance of any act by the City or Contractor hereunder may be delayed or suspended at any time while, but only so long as, either party is hindered in or prevented from performance by acts of God, the elements, war, rebellion, strikes, lockouts or any cause beyond the reasonable control of such party, provided however, the City shall have the right to provide substitute service from third parties or City forces and in such event the City shall withhold payment due the Contractor for such period of time. If the condition of force majeure exceeds a period of 14 days the City may, at its option and discretion, cancel or renegotiate this Agreement.

1.35 PUBLIC ENTITY CRIMES

A person or affiliate who has been placed on the convicted Contractor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a Contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Florida Statutes, Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted Contractor list.

1.36 DRUG-FREE WORKPLACE PROGRAM

Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids/proposals 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/proposal 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 bids/proposals will be followed if none of the tied Contractors have a drug-free workplace program.

1.37 SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY

Contractor shall sign and submit the attached form indicating understanding and compliance with the City's and State's policies prohibiting solicitation and acceptance of gifts by public officers, employees and candidates. Failure to submit the signed form will result in your bid/proposal being declared non-responsive; provided, however, that a responsible Contractor whose bid/proposal would be responsive but for the failure to submit the signed form in its bid/proposal may be given the opportunity to submit the form to the City within five calendar days after notification by the City, if this is determined to be in the best interest of the City.

1.38 CONFLICT OF INTEREST

The Contractor represents that:

No officer, director, employee, agent, or other consultant of the City or a member of the immediate family or household of the aforesaid has directly or indirectly received or been promised any form of benefit, payment or compensation, whether tangible or intangible, in connection with the grant of this Agreement.

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There are no undisclosed persons or entities interested with the Contractor in this Agreement. This Agreement is entered into by the Contractor without any connection with any other entity or person making a bid/proposal for the same purpose, and without collusion, fraud or conflict of interest. No elected or appointed officer or official, director, employee, agent or other consultant of the City, or of the State of Florida (including elected and appointed members of the legislative and executive branches of government), or member of the immediate family or household of any of the aforesaid:

1. Is interested on behalf of or through the Contractor directly or indirectly in any manner whatsoever in the execution or the performance of this Agreement, or in the services, supplies or work, to which this Agreement relates or in any portion of the revenues; or

2. Is an employee, agent, advisor, or consultant to the Contractor or to the best of the Contractor's knowledge, any subcontractor or supplier to the Contractor.

3.

Neither the Contractor nor any officer, director, employee, agent, parent, subsidiary, or affiliate of the Contractor shall have an interest which is in conflict with the Contractor's faithful performance of its obligations under this Agreement; provided that the City, in its sole discretion, may consent in writing to such a relationship, and provided the Contractor provides the City with a written notice, in advance, which identifies all the individuals and entities involved and sets forth in detail the nature of the relationship and why it is in the City's best interest to consent to such relationship.

The provisions of this Article are supplemental to, not in lieu of, all applicable laws with respect to conflict of interest. In the event there is a difference between the standards applicable under this Agreement and those provided by statute, the stricter standard shall apply.

In the event the Contractor has no prior knowledge of a conflict of interest as set forth above and acquires information which may indicate that there may be an actual or apparent violation of any of the above, the Contractor shall promptly bring such information to the attention of the City's Project Manager. The Contractor shall thereafter cooperate with the City's review and investigation of such information and comply with the instructions the Contractor receives from the Project Manager in regard to remedying the situation.

1.39 DISCRIMINATION

Any entity or affiliate who has been placed on the discriminatory Contractor list may not submit a bid/proposal on a contract to provide goods or services to a public entity, may not submit a bid/proposal on a contract with a public entity for construction or repair of a public building or public work, may not submit bids/proposals on leases of real property to a public entity, may not award or perform work as a Contractor, supplier, subcontractor, or consultant under contract with any public entity, and may not transact business with any public entity.

1.40 ADVICE OF OMISSION OR MISSTATEMENT

In the event it is evident to a Contractor responding to this SOLICITATION that the City has omitted or misstated a material requirement to this SOLICITATION and/or the services required by this SOLICITATION, the responding Contractor shall advise the contact identified in the SOLICITATION Clarifications and Questions section above of such omission or misstatement.

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1.41 CONFIDENTIAL INFORMATION

Information contained in the Contractor's bid/proposal that is company confidential must be clearly identified in the bid/proposal itself. The City will be free to use all information in the Contractor's bid/proposal for the City's purposes, in accordance with State Law. Contractor bids/proposals shall remain confidential for 30 days or until a notice of intent to award is posted, which is sooner. The Contractor understands that any material supplied to the City may be subject to public disclosure under the Public Records Law.

1.42 GOVERNING LAW

This Contract, including appendices, and all matters relating to this Contract (whether in contract, statute, tort (such as negligence), or otherwise) shall be governed by, and construed in accordance with, the laws of the State of Florida. This shall apply notwithstanding such factors which include, but are not limited to, the place where the contract is entered into, the place where the accident occurs and not withstanding application of conflicts of law principles.

1.43 LITIGATION VENUE

The parties waive the privilege of venue and agree that all litigation between them in the state courts shall take place in Broward County, Florida and that all litigation between them in the federal courts shall take place in the Southern District of Florida.

1.44 SOVEREIGN IMMUNITY

Nothing in this agreement shall be interpreted or construed to mean that the city waives its common law sovereign immunity, or the limits of liability set forth in Section 768.28, Florida Statute.

1.45 SURVIVAL

The parties acknowledge that any of the obligations in this Agreement will survive the term, termination and cancellation hereof. Accordingly, the respective obligations of the Contractor and the City under this Agreement, which by nature would continue beyond the termination, cancellation or expiration thereof, shall survive termination, cancellation or expiration hereof.

1.46 INDEMNIFICATION AND HOLD HARMLESS AGREEMENT

The Contractor shall indemnify and hold harmless the City of Hollywood and its officers, employees, agents and instrumentalities from any and all liability, losses or damages. In addition, the City shall be entitled to attorney's fees and costs of defense, which the City of Hollywood, or its officers, employees, agents or instrumentalities may incur as a result of claims, demands, suits, causes of actions or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this project by the awarded Contractor or its employees, agents, servants, partners, principals or subcontractors. Furthermore, the awarded Contractor shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind of nature in the name of the City of Hollywood, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may issue thereon. The awarded Contractor expressly understands and agrees that any insurance protection required by the resulting agreement or otherwise provided by the awarded Contractor shall cover the City of Hollywood, its officers,

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employees, agents and instrumentalities and shall include claims for damages resulting from and/or caused by the negligence, recklessness or intentional wrongful misconduct of the Contractor and persons employed by or utilized by the Contractor in the performance of the contract.

1.47 PATENT AND COPYRIGHT INDEMNIFICATION

The Contractor warrants that all deliverables furnished hereunder, including but not limited to: services, equipment programs, documentation, software, analyses, applications, methods, ways, processes, and the like, do not infringe upon or violate any patent, copyrights, service marks, trade secret, or any other third party proprietary rights.

The Contractor shall be liable and responsible for any and all claims made against the City for infringement of patents, copyrights, service marks, trade secrets or any other third party proprietary rights, by the use or supplying of any programs, documentation, software, analyses, applications, methods, ways, processes, and the like, in the course of performance or completion of, or in any way connected with, the work, or the City's continued use of the deliverables furnished hereunder. Accordingly, the Contractor, at its own expense, including the payment of attorney's fees, shall indemnify, and hold harmless the City and defend any action brought against the City with respect to any claim, demand, and cause of action, debt, or liability.

In the event any deliverable or anything provided to the City hereunder, or a portion thereof, is held to constitute an infringement and its use is or may be enjoined, the Contractor shall have the obligation, at the City's option, to (i) modify, or require that the applicable subcontractor or supplier modify, the alleged infringing item(s) at the Contractor’s expense, without impairing in any respect the functionality or performance of the item(s), or (ii) procure for the City, at the Contractor's expense, the rights provided under this Agreement to use the item(s).

The Contractor shall be solely responsible for determining and informing the City whether a prospective supplier or subcontractor is a party to any litigation involving patent or copyright infringement, service mark, trademark, violation, or proprietary rights claims or is subject to any injunction which may prohibit it from providing any deliverable hereunder. The Contractor shall enter into agreements with all suppliers and subcontractors at the Contractor's own risk. The City may reject any deliverable that it believes to be the subject of any such litigation or injunction, or if, in the City's judgment, use thereof would delay the work or be unlawful.

The Contractor shall not infringe any copyright, trademark, service mark, trade secrets, patent rights, or other intellectual property rights in the performance of the work.

1.48 ADVERTISING

Contractor shall not advertise or publish the fact that the City has placed this order without prior written consent from the City, except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

1.49 DISCLAIMER

The Hollywood may, in its sole discretion, accept or reject, in whole or in part, for any reason whatsoever any or all bids/proposals; re-advertise this SOLICITATION, postpone or cancel at any time this SOLICITATION process; or, waive any formalities of or irregularities in the bid/proposal

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process. Bids/proposals that are not submitted on time and/or do not conform to the City of Hollywood's requirements will not be considered. After all bids/proposals are analyzed, organization(s) submitting bid/proposal that appear, solely in the opinion of the City of Hollywood, to be the most competitive, shall be submitted to the City of Hollywood's City Commission, and the final selection will be made shortly thereafter with a timetable set solely by the City of Hollywood. The selection by the City of Hollywood shall be based on the bid/proposal, which is, in the sole opinion of the City Commission of the City of Hollywood, in the best interest of the City of Hollywood. The issuance of this SOLICITATION constitutes only an invitation to make a bid/proposal to the City of Hollywood. The City of Hollywood reserves the right to determine, in its sole discretion, whether any aspect of the bid/proposal satisfies the criteria established by the City. In all cases the City of Hollywood shall have no liability to any Contractor for any costs or expense incurred in connection with this bid/proposal or otherwise.

1.50 TRADEMARKS

The City warrants that all trademarks the City requests the Contractor to affix to articles purchased are those owned by the City and it is understood that the Contractor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the City.

1.51 RIGHT TO REQUEST ADDITIONAL INFORMATION

The City reserves the right to request any additional information that might be deemed necessary during the evaluation process.

1.52 PROPOSAL PREPARATION COSTS

The Contractor is responsible for any and all costs incurred by the Contractor or his/her subcontractors in responding to this solicitation.

1.53 DESIGN COSTS

The successful Contractor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base bid/proposal.

1.54 ADDITIONAL CHARGES

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training and Contractor travel charges.

1.55 RIGHTS TO PERTINENT MATERIALS

All responses, inquires, and correspondence relating to this SOLICITATION and all reports, charts, displays, schedules, exhibits and other documentation produced by the Contractor that are submitted as part of the bid/proposal shall become the property of the City upon receipt, a part of a public record upon opening, and will not be returned.

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1.56 INSURANCE REQUIREMENTS

See insurance requirements in the main solicitation document.

1.57 NATURE OF THE AGREEMENT

The Agreement incorporates and includes all negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained in the Agreement. The parties agree that there are no commitments, agreements, or understandings concerning the subject matter of the Agreement that are not contained in the Agreement, and that the Agreement contains the entire agreement between the parties as to all matters contained herein. Accordingly, it is agreed that no deviation from the terms hereof shall be predicated upon any prior representations or agreements, whether oral or written. It is further agreed that any oral representations or modifications concerning this Agreement shall be of no force or effect, and that the Agreement may be modified, altered or amended only by a written amendment duly executed by both parties hereto or their authorized representatives.

The Contractor shall provide the services set forth in the Scope of Services and render full and prompt cooperation with the City in all aspects of the services performed hereunder.

The Contractor acknowledges that the Agreement requires the performance of all things necessary for or incidental to the effective and complete performance of all work and services under this Contract. All things not expressly mentioned in the Agreement but necessary to carrying out its intent are required by the Agreement, and the Contractor shall perform the same as though they were specifically mentioned, described and delineated.

The Contractor shall furnish all labor, materials, tools, supplies, and other items required to perform the work and services that are necessary for the completion of this Contract. All work and services shall be accomplished at the direction of and to the satisfaction of the City's Project Manager.

The Contractor acknowledges that the City shall be responsible for making all policy decisions regarding the Scope of Services. The Contractor agrees to provide input on policy issues in the form of recommendations.

The Contractor agrees to implement any and all changes in providing services hereunder as a result of a policy change implemented by the City. The Contractor agrees to act in an expeditious and fiscally sound manner in providing the City with input regarding the time and cost to implement said changes and in executing the activities required to implement said changes

1.58 AUTHORITY OF THE CITY’S PROJECT MANAGER

The Contractor hereby acknowledges that the City’s Project Manager will determine in the first instance all questions of any nature whatsoever arising out of, under, or in connection with, or in any way related to or on account of, this Agreement including without limitations: questions as to the value, acceptability and fitness of the services; questions as to either party's fulfillment of its obligations under the Contract; negligence, fraud or misrepresentation before or subsequent to acceptance of the Bid/proposal; questions as to the interpretation of the Scope of Services; and claims for damages, compensation and losses.

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The Contractor shall be bound by all determinations or orders and shall promptly obey and follow every order of the Project Manager, including the withdrawal or modification of any previous order and regardless of whether the Contractor agrees with the Project Manager's determination or order. Where orders are given orally, they will be issued in writing by the Project Manager as soon thereafter as is practicable.

The Contractor must, in the final instance, seek to resolve every difference concerning the Agreement with the Project Manager. In the event that the Project Manager and the Contractor are unable to resolve their difference, the Contractor may initiate a dispute in accordance with the procedures set forth in the section below. Exhaustion of these procedures shall be a condition precedent to any lawsuit permitted hereunder.

In the event of such dispute, the parties to this Agreement authorize the City Manager or designee, who may not be the Project Manager or anyone associated with this Project, acting personally, to decide all questions arising out of, under, or in connection with, or in any way related to or on account of the Agreement (including but not limited to claims in the nature of breach of contract, fraud or misrepresentation arising either before or subsequent to execution hereof) and the decision of each with respect to matters within the City Manager's purview as set forth above shall be conclusive, final and binding on the parties. Any such dispute shall be brought, if at all, before the City Manager within 10 days of the occurrence, event or act out of which the dispute arises.

The City Manager may base this decision on such assistance as may be desirable, including advice of experts, but in any event shall base the decision on an independent and objective determination of whether the Contractor’s performance or any deliverable meets the requirements of this Agreement and any specifications with respect thereto set forth herein. The effect of any decision shall not be impaired or waived by any negotiations or settlements or offers made in connection with the dispute, whether or not the City Manager participated therein, or by any prior decision of others, which prior decision shall be deemed subject to review, or by any termination or cancellation of the Agreement. All such disputes shall be submitted in writing by the Contractor to the City Manager for a decision, together with all pertinent information in regard to such questions, in order that a fair and impartial decision may be made. The parties agree that whenever the City Manager is entitled to exercise discretion or judgment or to make a determination or form an opinion pursuant to the provisions of this Article, such action shall be deemed fair and impartial when exercised or taken. The City Manager shall render a decision in writing and deliver a copy of the same to the Contractor. Except as such remedies may be limited or waived elsewhere in the Agreement, the Contractor reserves the right to pursue any remedies available under law after exhausting the provisions of this Article.

1.59 MUTUAL OBLIGATIONS

This Agreement, including attachments and appendices to the Agreement, shall constitute the entire Agreement between the parties with respect hereto and supersedes all previous communications and representations or agreements, whether written or oral, with respect to the subject matter hereof unless acknowledged in writing by the duly authorized representatives of both parties.

Nothing in this Agreement shall be construed for the benefit, intended or otherwise, of any third party that is not a parent or subsidiary of a party or otherwise related (by virtue of ownership control or statutory control) to a party.

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In those situations where this Agreement imposes an indemnity or defense obligation on the Contractor, the City may, at its expense, elect to participate in the defense if the City should so choose. Furthermore, the City may at its own expense defend or settle any such claims if the Contractor fails to diligently defend such claims, and thereafter seek indemnity for costs and attorney's fees from the Contractor.

1.60 SUBCONTRACTUAL RELATIONS

If the Contractor will cause any part of this Agreement to be performed by a subcontractor, the provisions of this Contract will apply to such subcontractor and its officers, agents and employees in all respects as if it and they were employees of the Contractor; and the Contractor will not be in any manner thereby discharged from its obligations and liabilities hereunder, but will be liable hereunder for all acts and negligence of the subcontractor, its officers, agents, and employees, as if they were employees of the Contractor. The services performed by the subcontractor will be subject to the provisions hereof as if performed directly by the Contractor.

The Contractor, before making any subcontract for any portion of the services, will state in writing to the City the name of the proposed subcontractor, the portion of the services which the subcontractor is to do, the place of business of such subcontractor, and such other information as the City may require. The City will have the right to require the Contractor not to award any subcontract to a person, firm or corporation disapproved by the City.

Before entering into any subcontract hereunder, the Contractor will inform the subcontractor fully and completely of all provisions and requirements of this Agreement relating either directly or indirectly to the services to be performed. Such services performed by such subcontractor will strictly comply with the requirements of this Contract.

In order to qualify as a subcontractor satisfactory to the City, in addition to the other requirements herein provided, the subcontractor must be prepared to prove to the satisfaction of the City that it has the necessary facilities, skill and experience, and ample financial resources to perform the services in a satisfactory manner. To be considered skilled and experienced, the subcontractor must show to the satisfaction of the City that it has satisfactorily performed services of the same general type which are required to be performed under this Agreement.

The City shall have the right to withdraw its consent to a subcontract if it appears to the City that the subcontract will delay, prevent, or otherwise impair the performance of the Contractor's obligations under this Agreement. All subcontractors are required to protect the confidentiality of the City and City's proprietary and confidential information. The Contractor shall furnish to the City copies of all subcontracts between the Contractor and subcontractors and suppliers hereunder. Within each such subcontract, there shall be a clause for the benefit of the City permitting the City to request completion of performance by the subcontractor of its obligations under the subcontract, in the event the City finds the Contractor in breach of its obligations, and the option to pay the subcontractor directly for the performance by such subcontractor. The foregoing shall neither convey nor imply any obligation or liability on the part of the City to any subcontractor hereunder as more fully described herein.

1.61 PROMPT PAYMENT: LATE PAYMENTS BY CONTRACTOR TO SUBCONTRACTOR AND MATERIAL SUPPLIERS; PENALTY:

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When a Contractor receives from the City of Hollywood any payment for contractual services, commodities, materials, supplies, or construction contracts, the Contractor shall pay such moneys received to each subcontractor and material supplier in proportion to the percentage of work completed by each subcontractor and material supplier at the time of receipt. If the Contractor receives less than full payment, then the Contractor shall be required to disburse only the funds received on a pro rata basis to the subcontractors and materials Suppliers, each receiving a prorated portion based on the amount due on the payment. If the Contractor without reasonable cause fails to make payments required by this section to subcontractors and material suppliers within fifteen (15) working days after the receipt by the Contractor of full or partial payment, the Contractor shall pay to the subcontractors and material suppliers a penalty in the amount of one percent (1%) of the amount due, per month, from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed. Retainage is also subject to the prompt payment requirement and must be returned to the subcontractor or material supplier whose work has been completed, even if the prime contract has not been completed. The Contractor shall include the above obligation in each subcontract it signs with a subcontractor or material suppler.

1.62 TERMINATION FOR CONVENIENCE AND SUSPENSION OF WORK

The City may terminate this Agreement if an individual or corporation or other entity attempts to meet its contractual obligation with the City through fraud, misrepresentation or material misstatement.

The City may, as a further sanction, terminate or cancel any other contract(s) that such individual or corporation or other entity has with the City. Such individual, corporation or other entity shall be responsible for all direct and indirect costs associated with such termination or cancellation, including attorney’s fees.

The foregoing notwithstanding, any individual, corporation or other entity which attempts to meet its contractual obligations with the City through fraud, misrepresentation or material misstatement may be debarred from City contracting in accordance with the City debarment procedures. The Contractor may be subject to debarment for failure to perform and any other reasons related to the Contractor’s breach or failure of satisfactory performance.

In addition to cancellation or termination as otherwise provided in this Agreement, the City may at any time, in its sole discretion, with or without cause, terminate this Agreement by written notice to the Contractor and in such event:

The Contractor shall, upon receipt of such notice, unless otherwise directed by the City:

1. Stop work on the date specified in the notice ("the Effective Termination Date");

2. Take such action as may be necessary for the protection and preservation of the City's materials and property;

3. Cancel orders;

4. Assign to the City and deliver to any location designated by the City any non-cancelable orders for deliverables that are not capable of use except in the performance of this Agreement and which have been specifically developed for the sole purpose of this Agreement and not incorporated in the services;

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5. Take no action which will increase the amounts payable by the City under this Agreement.

In the event that the City exercises its right to terminate this Agreement pursuant to this Article, the Contractor will be compensated as stated in the payment articles herein, for the:

1. Portion of the services completed in accordance with the Agreement up to the Effective Termination Date; and

2. Non-cancelable deliverables that are not capable of use except in the performance of this Agreement and which have been specifically developed for the sole purpose of this Agreement but not incorporated in the services.

All compensation pursuant to this Article is subject to audit.

1.63 EVENT OF DEFAULT

An Event of Default shall mean a breach of this Agreement by the Contractor. Without limiting the generality of the foregoing and in addition to those instances referred to herein as a breach, an Event of Default, shall include the following:

1. The Contractor has not delivered deliverables on a timely basis;

2. The Contractor has refused or failed, except in any case for which an extension of time is provided, to supply enough properly skilled staff personnel;

3. The Contractor has failed to make prompt payment to subcontractors or suppliers for any services;

4. The Contractor has become insolvent (other than as interdicted by the bankruptcy laws), or has assigned the proceeds received for the benefit of the Contractor's creditors, or the Contractor has taken advantage of any insolvency statute or debtor/creditor law or if the Contractor's affairs have been put in the hands of a receiver;

5. The Contractor has failed to obtain the approval of the City where required by this Agreement;

6. The Contractor has failed to provide "adequate assurances" as required under subsection "B" below; and

7. The Contractor has failed in the representation of any warranties stated herein.

When, in the opinion of the City, reasonable grounds for uncertainty exist with respect to the Contractor's ability to perform the services or any portion thereof, the City may request that the Contractor, within the time frame set forth in the City's request, provide adequate assurances to the City, in writing, of the Contractor's ability to perform in accordance with terms of this Agreement. Until the City receives such assurances the City may request an adjustment to the compensation received by the Contractor for portions of the services which the Contractor has not performed. In the event

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that the Contractor fails to provide to the City the requested assurances within the prescribed time frame, the City may:

1. Treat such failure as a repudiation of this Agreement;

2. Resort to any remedy for breach provided herein or at law, including but not limited to, taking over the performance of the services or any part thereof either by itself or through others.

In the event the City shall terminate this Agreement for default, the City or its designated representatives may immediately take possession of all applicable equipment, materials, products, documentation, reports, and data.

1.64 REMEDIES IN THE EVENT OF DEFAULT

If an Event of Default occurs, the Contractor shall be liable for all damages resulting from the default, including but not limited to:

A. Lost revenues;

B. The difference between the cost associated with procuring services hereunder and the amount actually expended by the City for procurement of services, including procurement and administrative costs; and,

C. Such other damages that the City may suffer.

The Contractor shall also remain liable for any liabilities and claims related to the Contractor's default. The City may also bring any suit or proceeding for specific performance or for an injunction.

1.65 BANKRUPTCY

The City reserves the right to terminate this contract if, during the term of any contract the Contractor has with the City, the Contractor becomes involved as a debtor in a bankruptcy proceeding, or becomes involved in a reorganization, dissolution, or liquidation proceeding, or if a trustee or receiver is appointed over all or a substantial portion of the property of the Contractor under federal bankruptcy law or any state insolvency law.

1.66 CANCELLATION FOR UNAPPROPRIATED FUNDS

The obligation of the City for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, **unless otherwise authorized by law.**

1.67 VERBAL INSTRUCTIONS PROCEDURE

No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any City employee. Only those communications which are in writing from an authorized City representative may be considered. Only written communications from Contractors, which are signed by a person designated as authorized to bind the Contractor, will be recognized by the City as duly authorized expressions on behalf of the Contractor.

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1.68 E-VERIFY

Contractor acknowledges that the City may be utilizing the Contractor's services for a project that is funded in whole or in part by State funds pursuant to a contract between the City and a State agency. The Contractor shall be responsible for complying with the E-Verify requirements in the contract and using the U.S. Department of Homeland Security's E-Verify system to verify the employment of all new employees hired by the Contractor during the Agreement term. The Contractor is also responsible for e-verifying its subcontractors, if any, pursuant to any agreement between the City and a State Agency, and reporting to the City any required information. The Contractor acknowledges that the terms of this paragraph are material terms, the breach of any of which shall constitute a default under this Agreement.

1.69 BUDGETARY CONSTRAINTS

In the event the City is required to reduce contract costs due to budgetary constraints, all services specified in this document may be subject to a permanent or temporary reduction in budget. In such an event, the total cost for the affected service shall be reduced as required. The Contractor shall also be provided with a minimum 30-day notice prior to any such reduction in budget.

1.70 COST ADJUSTMENTS

The cost for all items as quoted herein shall remain firm for the first term of the contract. Costs for subsequent years and any extension term years shall be subject to an adjustment only if increases occur in the industry. However, unless very unusual and significant changes have occurred in the industry, such increases shall not exceed 3% per year or, whichever is less, the latest yearly percentage increase in the All Urban Consumers Price Index (CPU-U) (National) as published by the Bureau of Labor Statistics, U.S. Dept. of Labor. The yearly increase or decrease in the CPI shall be that latest index published and available ninety (90) days prior to the end of the contract year than in effect compared to the index for the same month one year prior. Any requested cost increase shall be fully documented and submitted to the City at least ninety (90) days prior to the contract anniversary date. Any approved cost adjustments shall become effective upon the anniversary date of the contract. In the event the CPI or industry costs decline, the City shall have the right to receive from the Contractor a reduction in costs that reflects such cost changes in the industry. The City may, after examination, refuse to accept the adjusted costs if they are not properly documented, increases are considered to be excessive, or decreases are considered to be insufficient. In the event the City does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the City, the contract can be cancelled by the City upon giving thirty (30) days written notice to the Contractor.

1.71 OSHA STANDARDS

Contractor acknowledges and agrees that as Contractor for the City of Hollywood, Florida, within the limits of the City of Hollywood, Florida, will have the sole responsibility for compliance with all requirements of the Federal Occupational Safety and Health Act of 1970, and all State and local safety and health regulations, and agrees to defend, indemnify and hold harmless the City of Hollywood, Florida, its officials, employees, service providers, and its agents against any and all legal liability or loss the City of Hollywood, Florida may incur due to the Contractor's failure to comply with such act.

END OF SECTION

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CITY OF Hollywood

ORIGINAL



First Vehicle Services

First Vehicle Services, Inc.

Comprehensive Fleet Management Services

RFP -017-23-RS

December 2022

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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.

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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**

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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.

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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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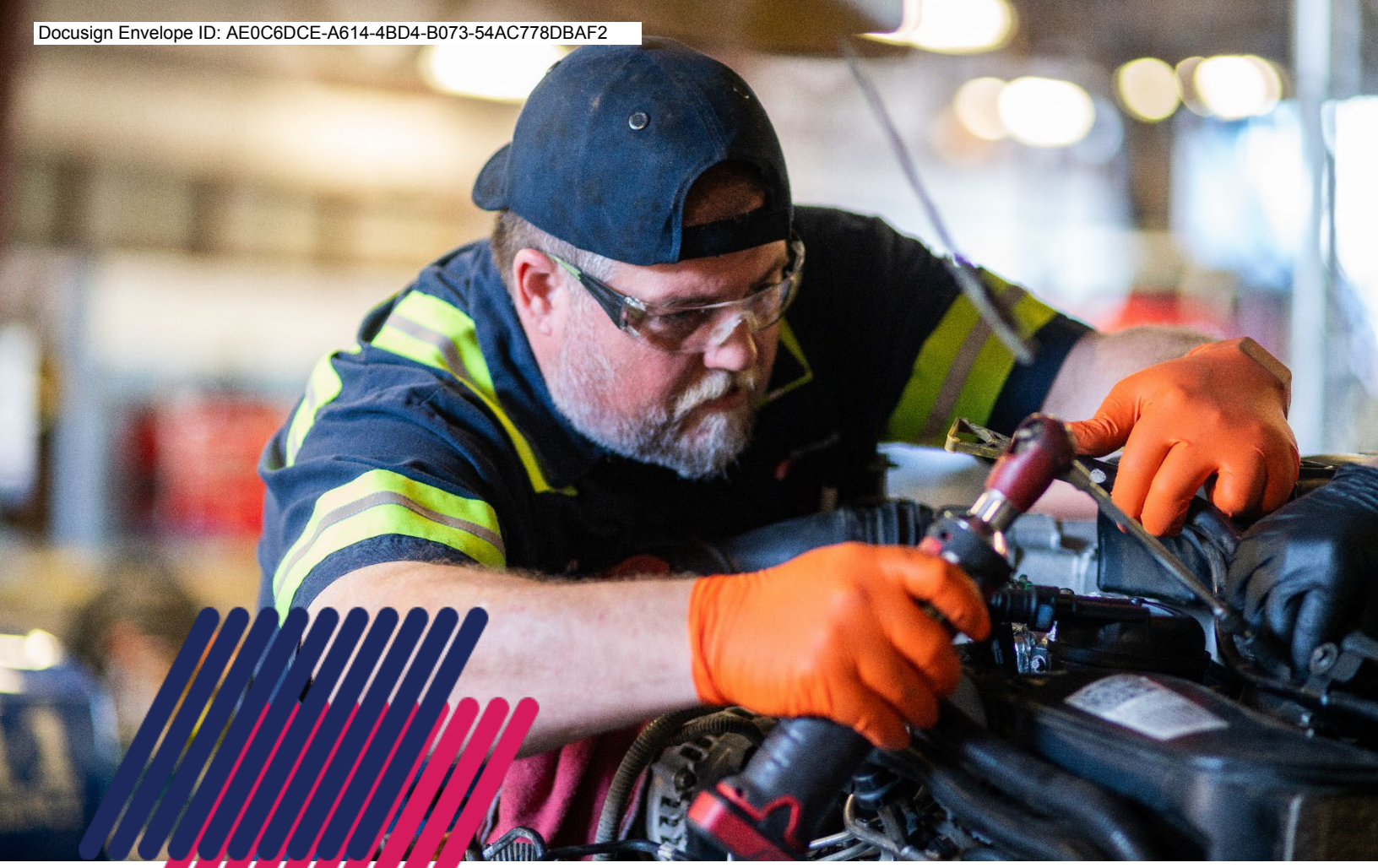


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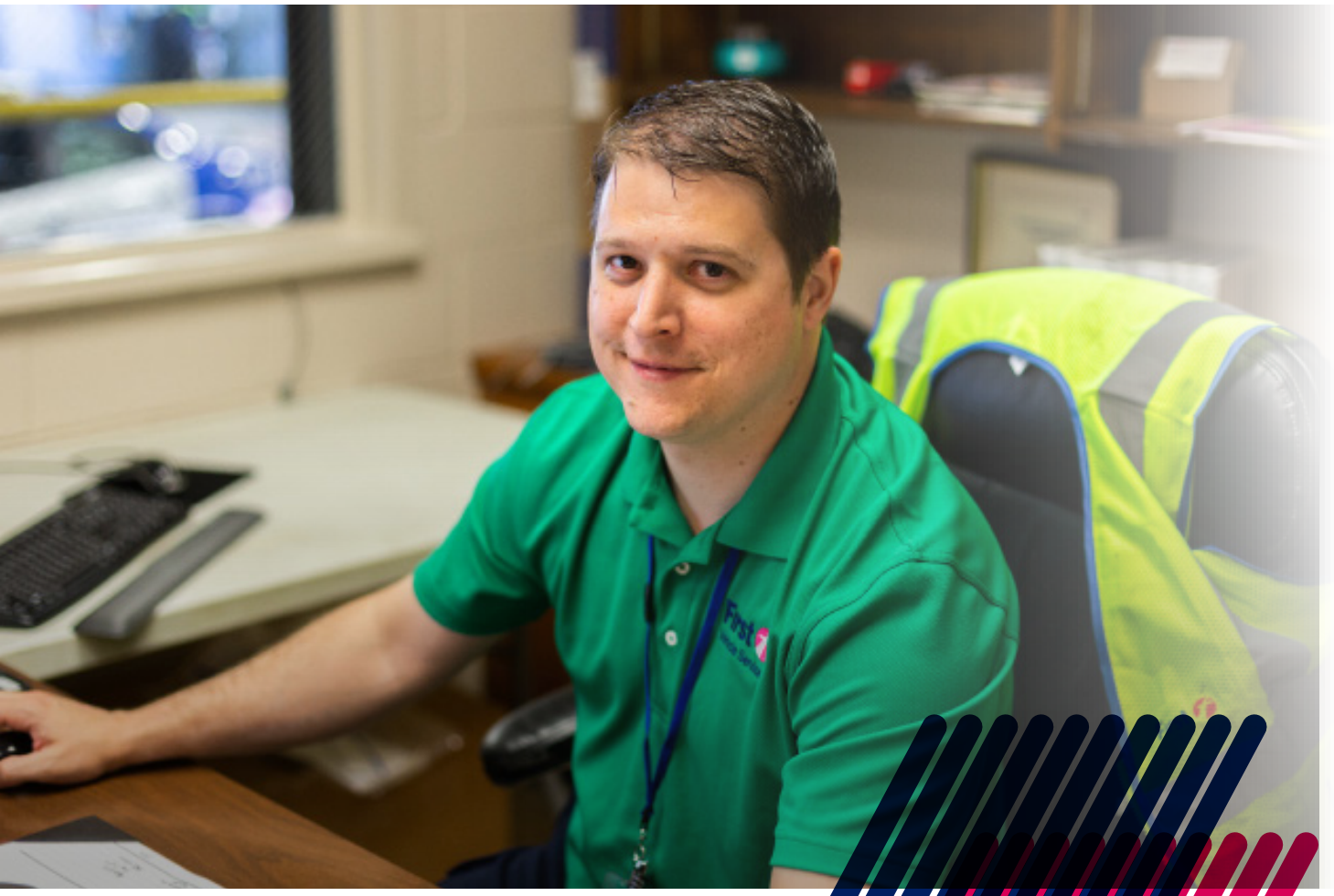
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SECTION 1: Project Understanding

First Vehicle Services

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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 cost-effective 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.

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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.



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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.

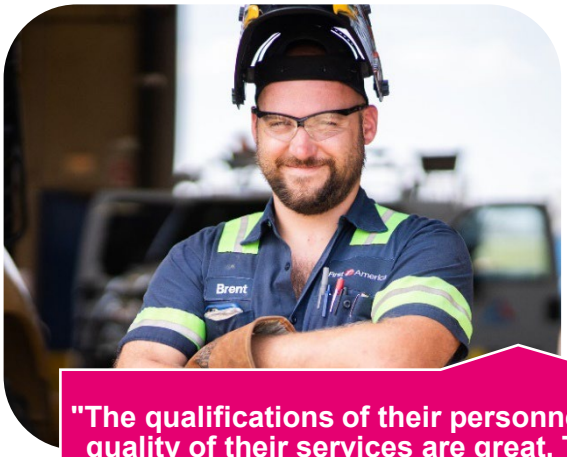
Optimistic, responsive, and confident, First Vehicle Services is uniquely positioned to provide innovative fleet management solutions to customers—whenever, wherever, and however they need them. Dedicated to the services they provide, the employees of First Vehicle Services will be here for you—today,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

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CONTACT INFORMATION

Name of Organization	**First Vehicle Services, Inc.** 600 Vine Street, Suite 1400 Cincinnati, Ohio 45202 Phone: (513) 241-2200 Fax: (513) 672-2998		
Type of Business	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		

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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:

	Reduce overall fleet maintenance cost
	Improve vehicle and equipment availability
	Increase overall operating efficiencies including a reduction in capital expenditures for fleet assets
	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
	Help lower the City's Green House Gasses by offering low-emission vehicles to the fleet

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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:

	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.**

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	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.

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	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.

	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 on-site 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.

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	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**.

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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 ✓ Fiscal 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**.

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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.

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SECTION 2: Scope of Services

First Vehicle Services

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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.



"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

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

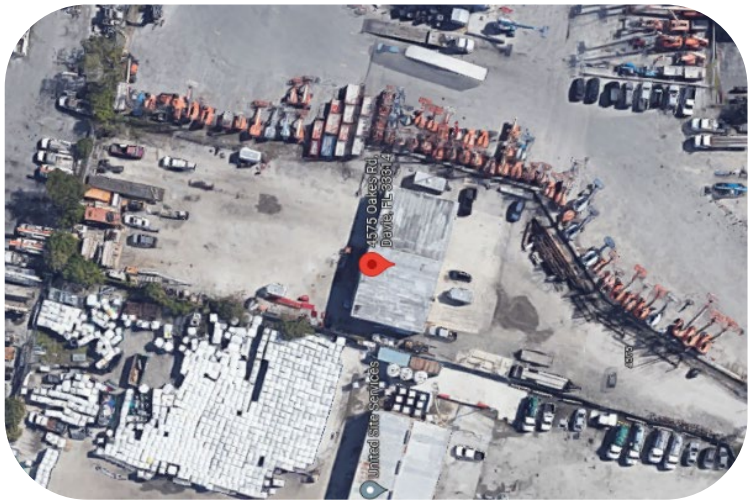
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As the leading public-sector fleet maintenance contractor with more than 40 years of experience, we understand the importance of a safe and reliable fleet to deliver day-to-day public services.

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.

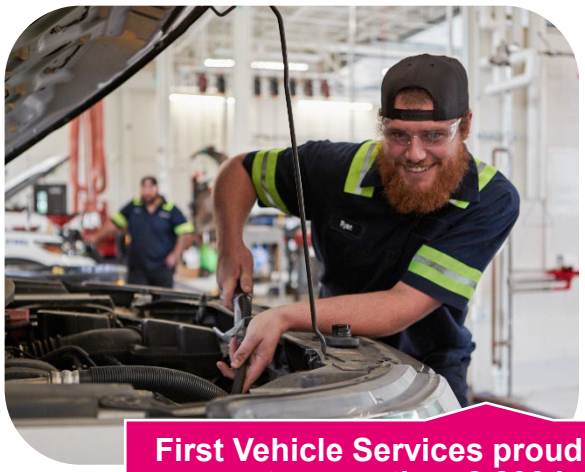
VEHICLE SECURITY

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.**

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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

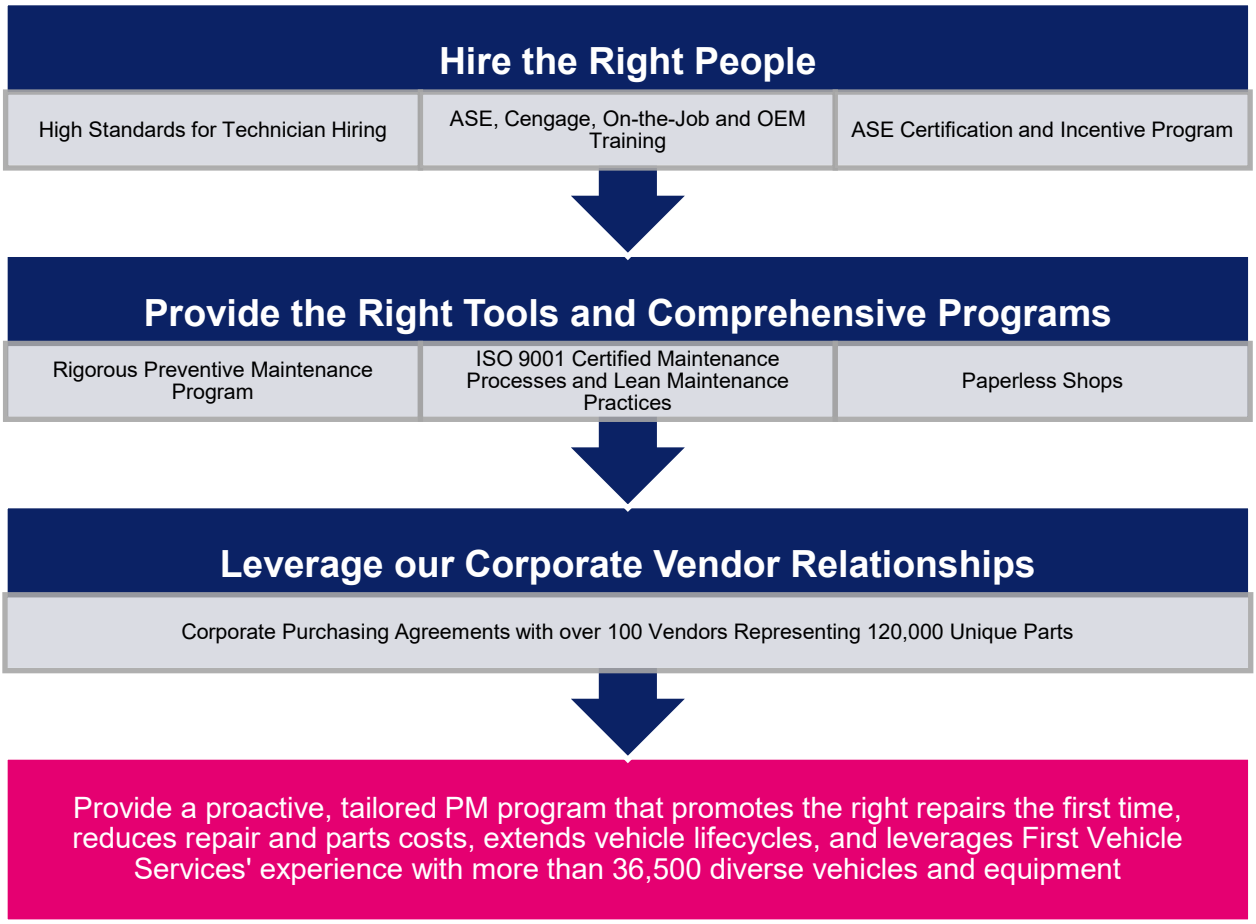
We also mandate ongoing drug and alcohol testing on a random individual basis, post-accident, and full facility. Motor vehicle reports for our personnel who are required to operate the City's vehicles and equipment as part of the maintenance program are checked annually.

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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.

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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

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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.

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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.

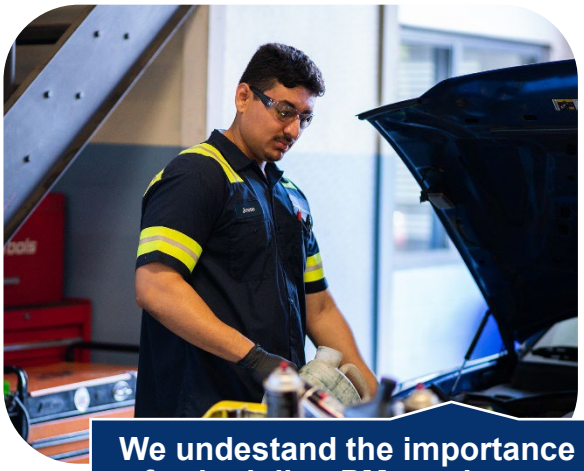
We will utilize an automated PM scheduling process with sufficient lead time as mutually determined by First Vehicle Services and the City for notice to City vehicles users. PM schedule notification, referencing both the department and unit number, will be provided to the designated department representative. 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.

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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.



We undestand the importance of scheduling PM services so they do not impace the City's normal workflow.

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 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.

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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.

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

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 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.

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

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.

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.

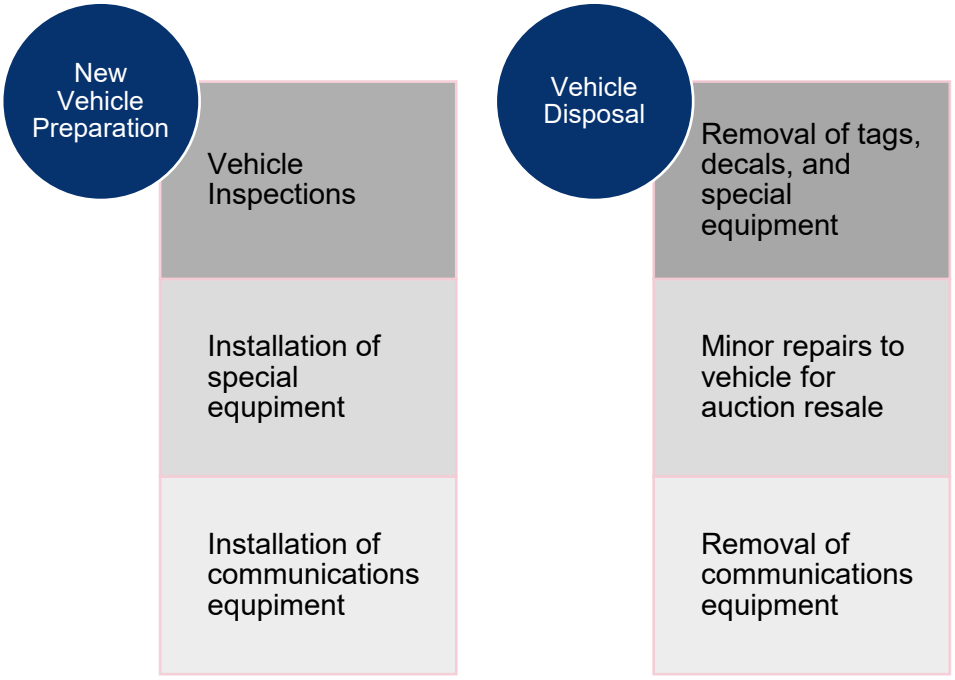
All outside repair work will be performed to enhance the overall fleet performance in concert with industry best fleet practices. Whenever possible, repairs will be performed in-house to better control quality and cost, maximize turnaround time, and minimize repeat repairs. We will periodically meet 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:

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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.

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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

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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.

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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).

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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.

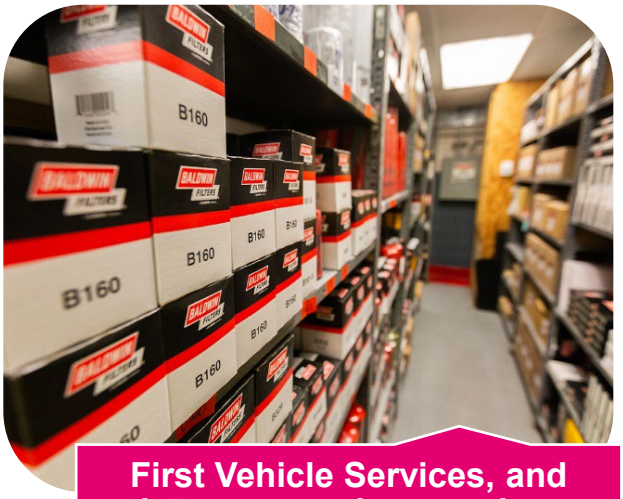
Use OEM Quality Parts or Equivalent purchased at Competitive Prices. Just as we strive to cultivate partnerships with our customers, we do the same with our vendors.

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.

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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.



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

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.

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.

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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.

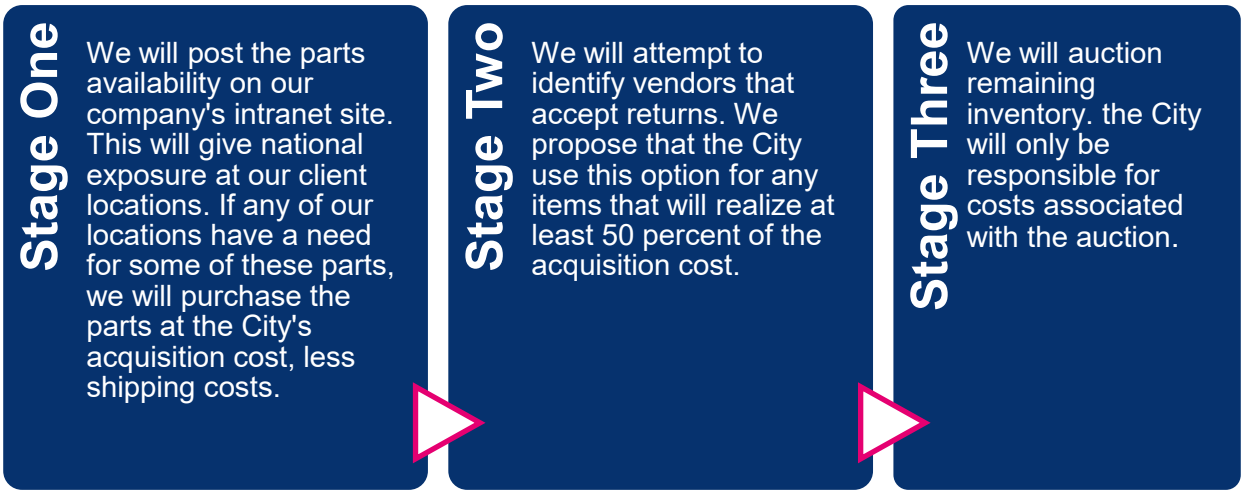
We will be responsible for maintaining an adequate parts inventory during the contract term. We will use our fleet management information system, Hexagon EAM, to monitor the parts inventory and track parts usage on the City's fleet. We will use our Hexagon EAM to generate a complete inventory by part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

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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

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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.

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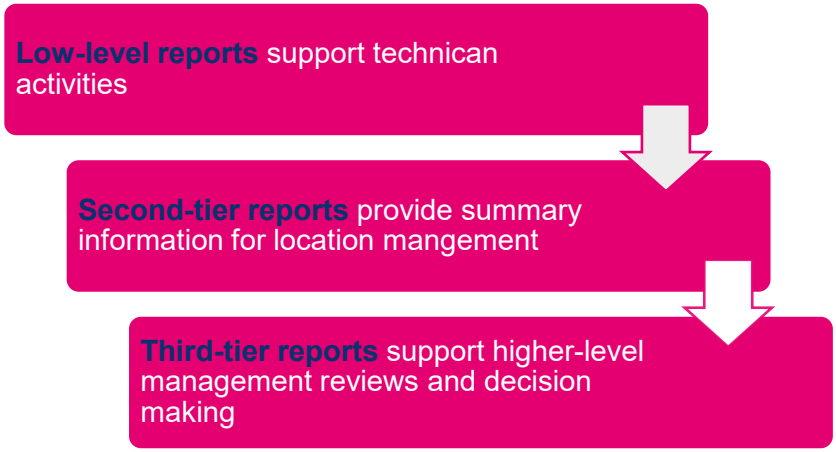
Hexagon EAM will capture critical data about the City's fleet and provide fleet analysis with customized reporting.

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:

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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

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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.

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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.



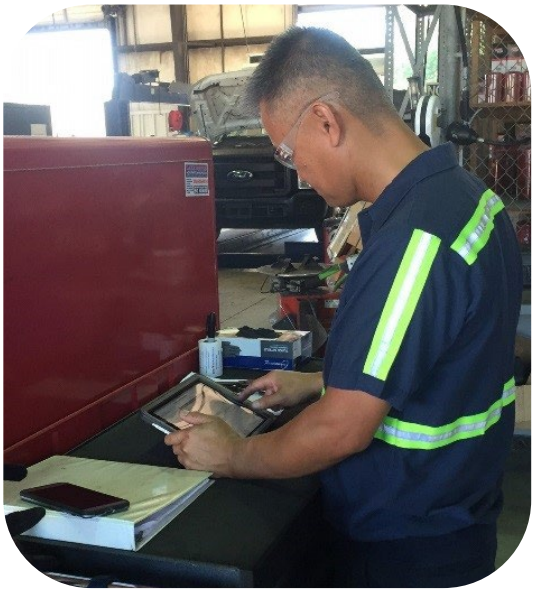
Trained MIS Support Professionals

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.

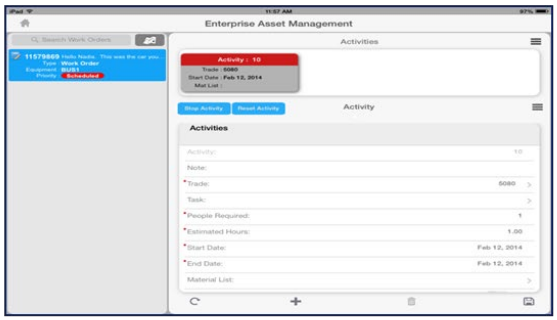
- Employees can document preventative maintenance inspections and record maintenance functions and work orders from anywhere in the shop on tablets.
- Tablet usage helps correct documentation by storing the data directly into Hexagon EAM. This is a quicker way to fill out forms and ensure the accuracy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



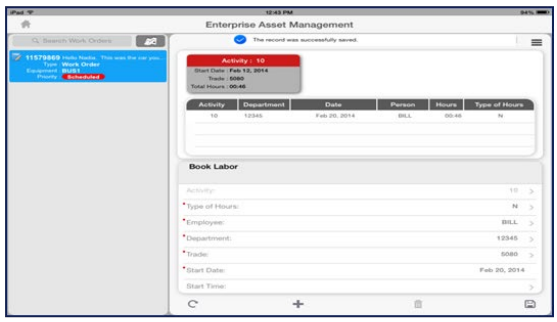
- Technicians complete all follow up work orders from the tablet, ending the need for extra forms and processing time.
- Parts are pre-assigned to jobs and technicians can easily sign out parts on the tablets, which helps in inventory control and creates a seamless process for inspections and repairs.
- 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.

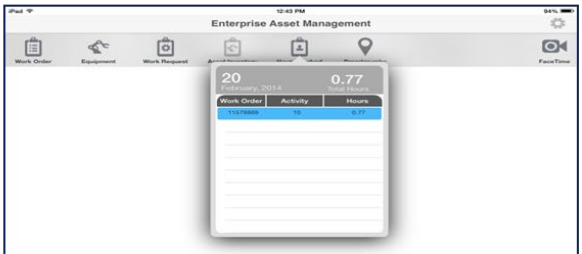
First Vehicle Services and its sister division—First Transit, have successfully implemented 390 tablets that support 590 technicians at more than 48 shops.

Click Start / Stop on Job



Post Total to Activity





View All Jobs for Day

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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.

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

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

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

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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.

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SECTION 3: Transition Plan

First Vehicle Services

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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.

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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.

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SECTION 4: Management Approach

First Vehicle Services

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4. MANAGEMENT APPROACH

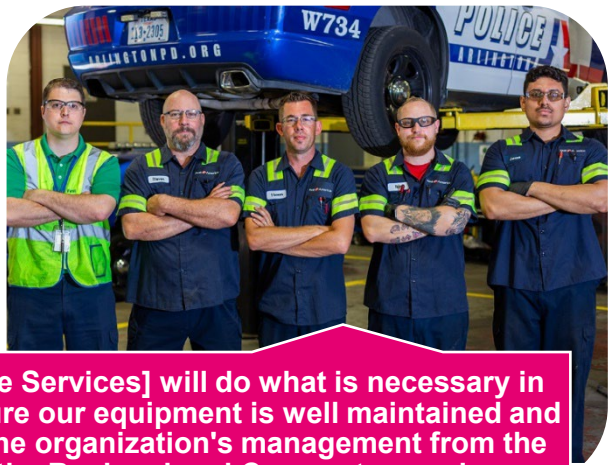
LOCATION STAFFING APPROACH

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.



"[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

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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

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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.

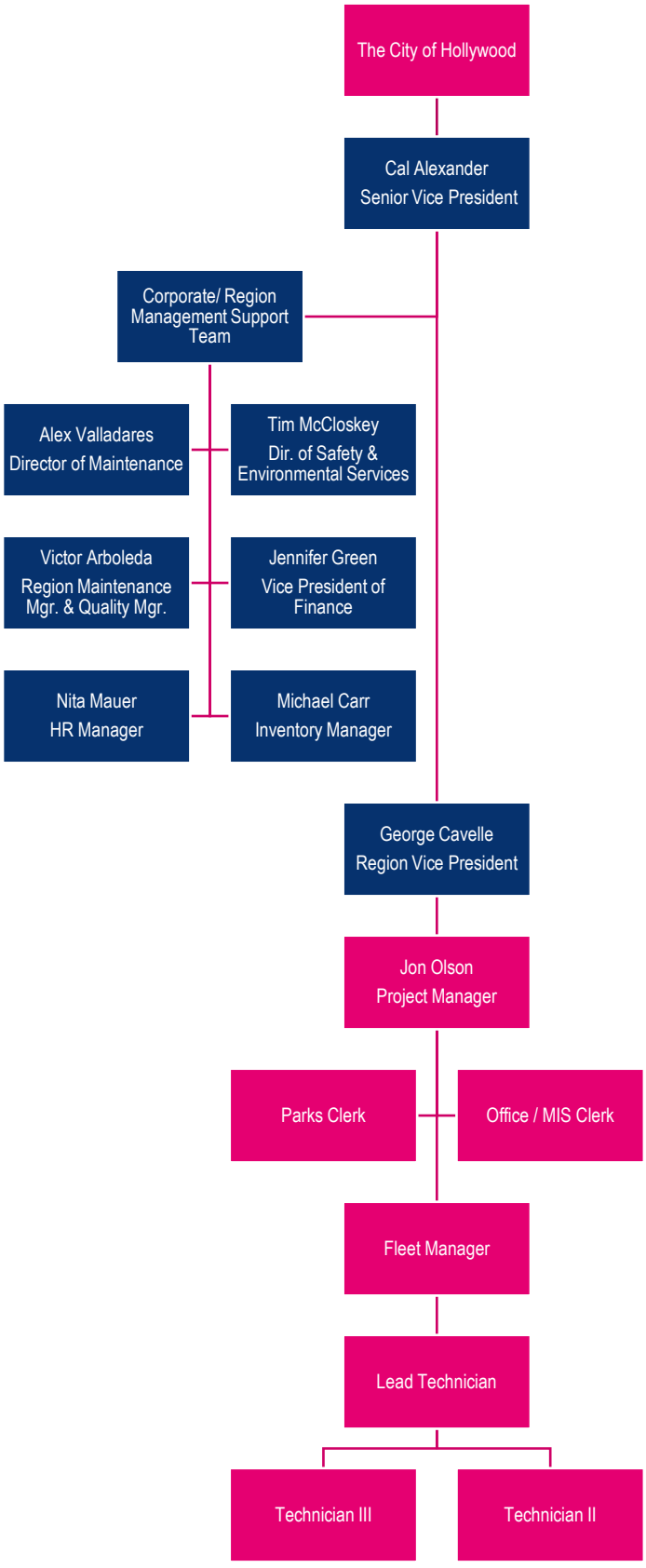
VENDOR LICENSES AND CERTIFICATIONS

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.

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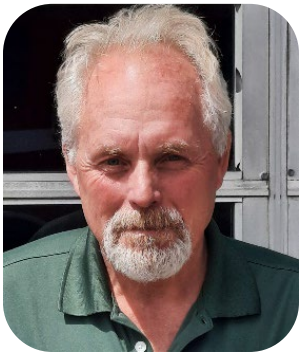
ORGANIZATION CHART



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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.



"[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

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 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.

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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*

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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.

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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.

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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.**

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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.



RECRUIT MILITARY®

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.

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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

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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.**

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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

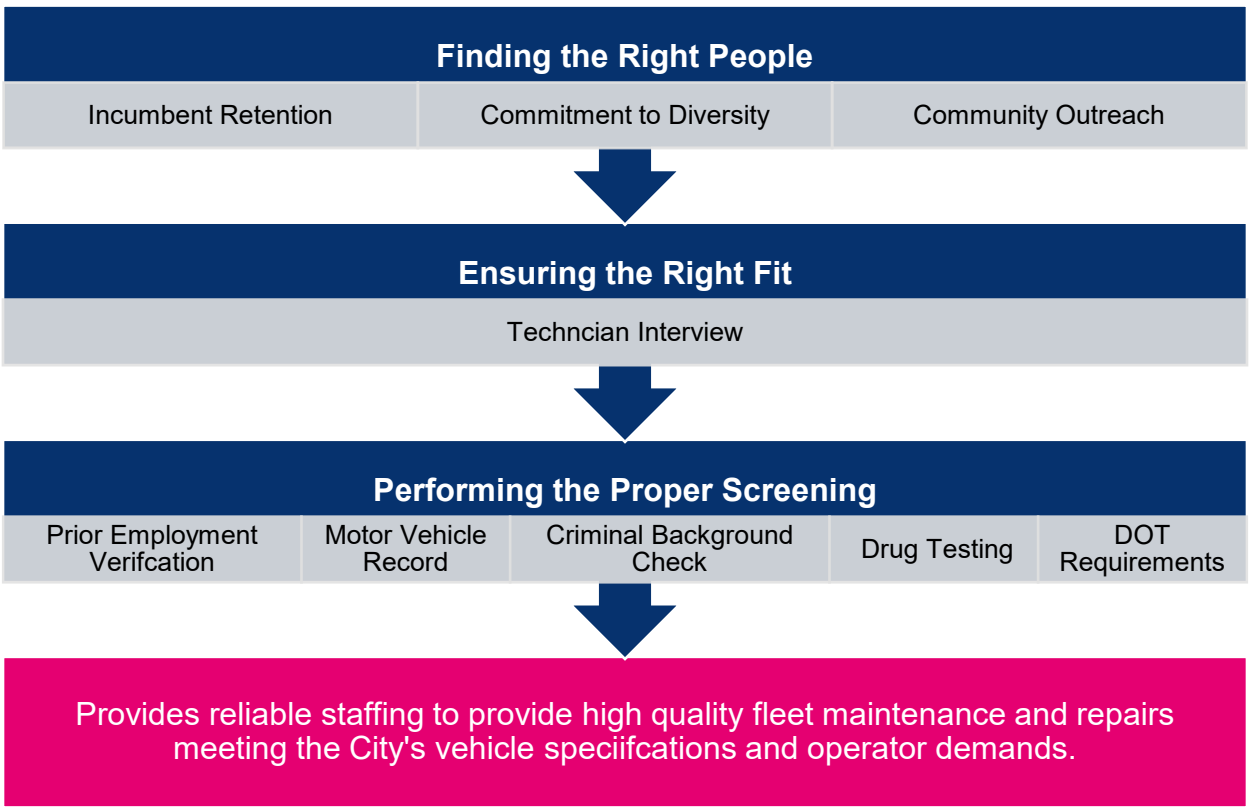
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HIRING QUALIFIED EMPLOYEES

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.



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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.

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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 groups[1].

Workforce Diversity	
U.S. Workforce[1]	**First Vehicle Services Workforce**
• 78% White • 12% Black/African American • 47% Women	• 23% White • 25.34% Black/African American • 37% 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.



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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 employee-evaluation process – before and after hiring.

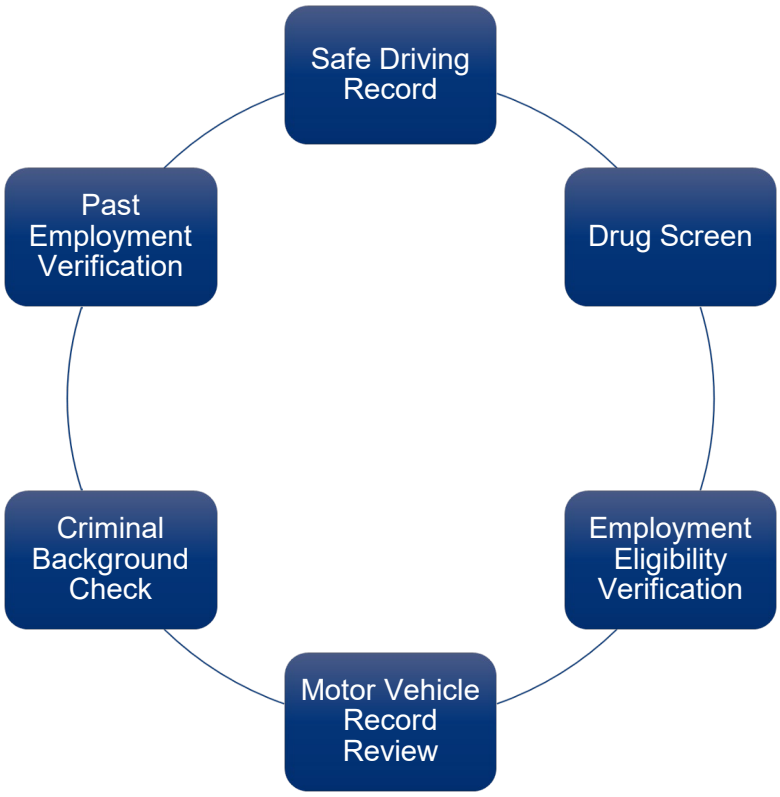
Criminal record checks are part of the employment process, as a requirement for all new employees. After hire employees have background checks on a bi-annual basis, or an as-needed basis as determined by the City. Repeated background evaluations allow First Vehicle Services and the City to ensure quality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

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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.

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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
Motor Vehicle Record	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 No more than two moving violations within the past 12 months 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 History	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 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.

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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

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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.

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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.

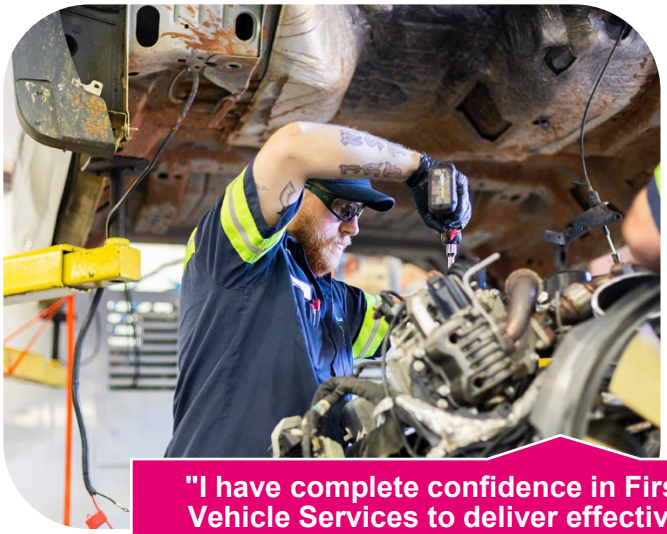
First Vehicle Services also offers opportunities for advancement. While this first communicates to employees that their experience and knowledge of our industry is vital to our shared success, it also allows for our employees to understand their own value and contribution to our company's goals. **In 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



"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."

-City of Pembroke Pines Client Feedback

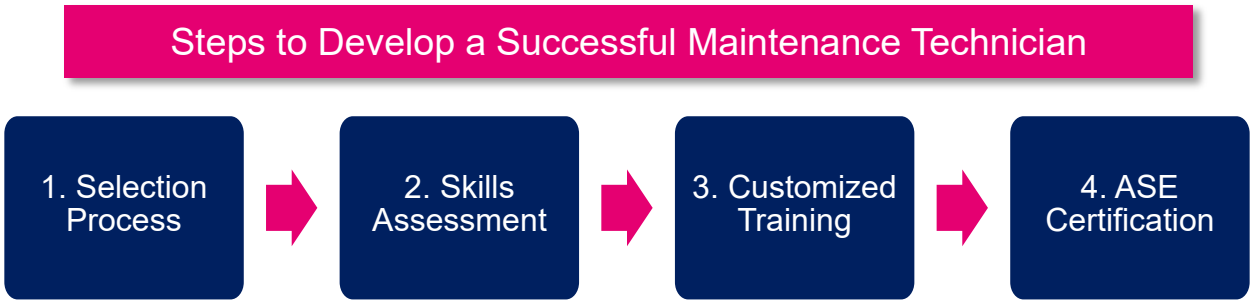
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upon their current skill set, the City's vehicle and equipment fleet specifications, and contractual obligations. Our foundation to maintenance excellence begins with enhancing the abilities of our technicians. This reflects First Vehicle Services' 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.

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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 on-site. 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

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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
- Altec
- 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.

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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.

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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 of Excellence RECOGNIZED BUSINESS
Efficiency	ASE Blue Seal Shops fix it right the first time eliminating the need for repair work and decreasing vehicle downtime.	

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 job-

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specific 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 MANAGEMENT™ 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

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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.

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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.

ISO 9001
FM 84929

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:

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- **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:

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- 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.

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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.

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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.

Lean Enterprise:
Eliminates process waste

+

Six Sigma:
Minimizes process defects

=

Lean Six Sigma:
Faster, more efficient processes

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, 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:



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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

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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 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.

> **"[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*

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.

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- **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.

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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

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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.

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- 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:

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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.

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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.



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

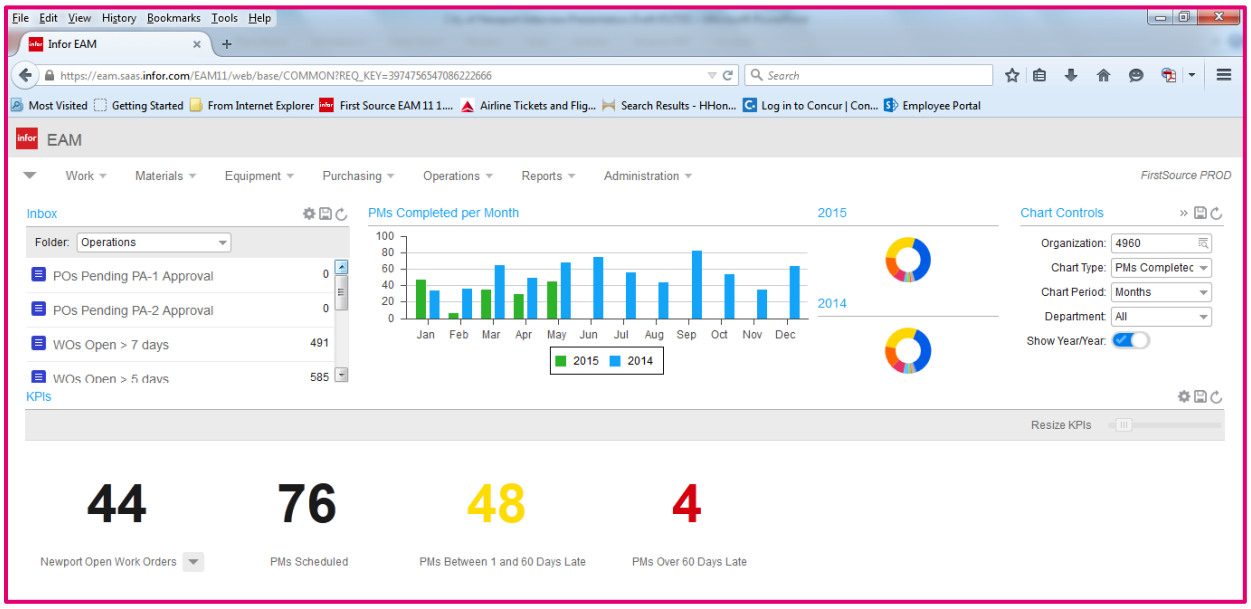
This tool allows us to measure actual performance against performance goals. It also provides the flexibility to **analyze data across multiple iterations,** including by day, across a specific date range, etc. to review trends. The system displays averages and exceptions, flagging areas of concern that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



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SECTION 5: Experience & Qualifications

First Vehicle Services

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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**
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**

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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.

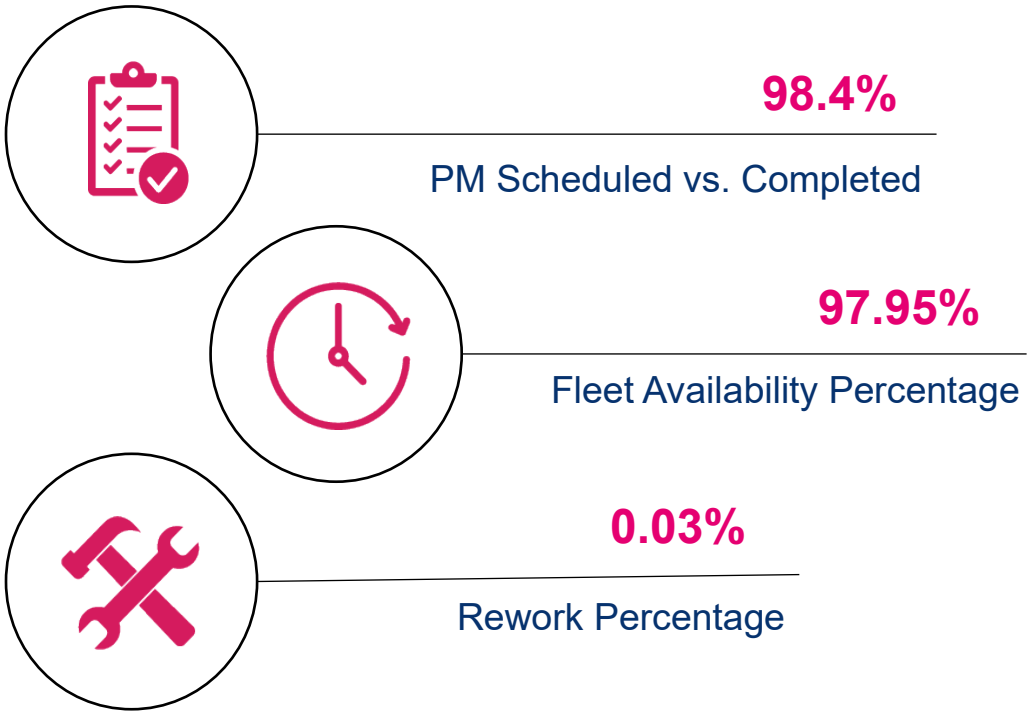
We have a passion for delivering world-class customer service and exceeding customer expectations.

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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



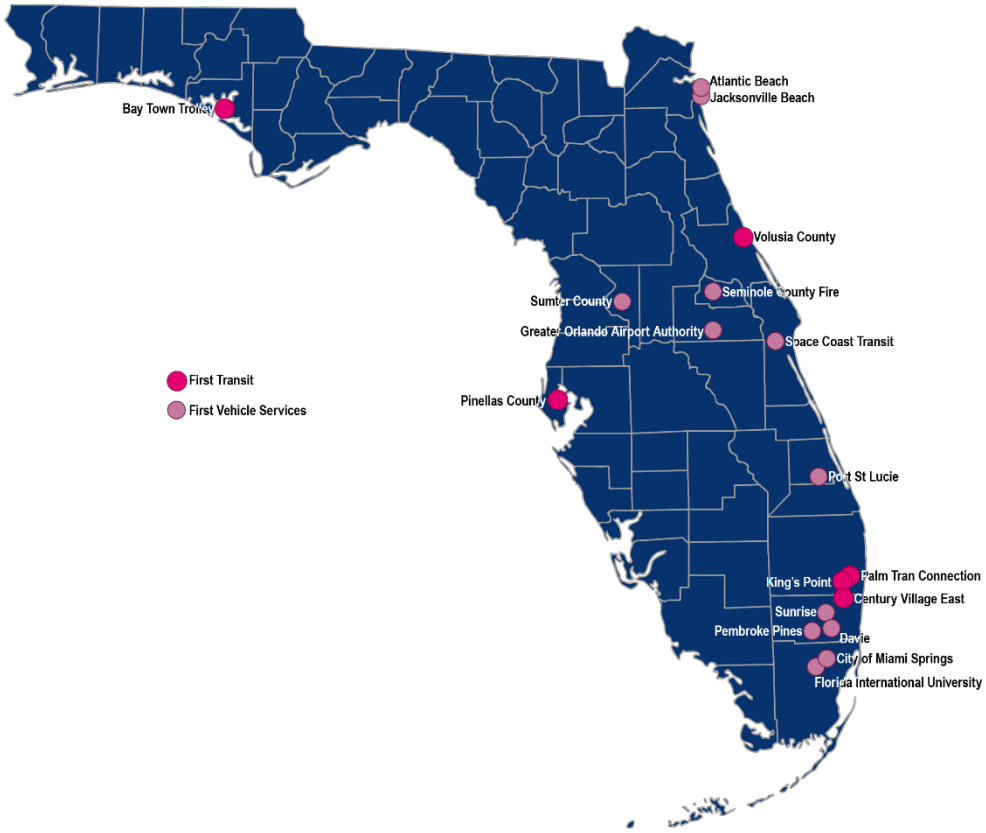
FLORIDA EXPERIENCE

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.



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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

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- **Transit and School Buses:** including paratransit, fixed route, front and rear engine school buses, etc.
- **Forklifts, Golf Carts and Trailers: i**ncluding 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.

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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

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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.

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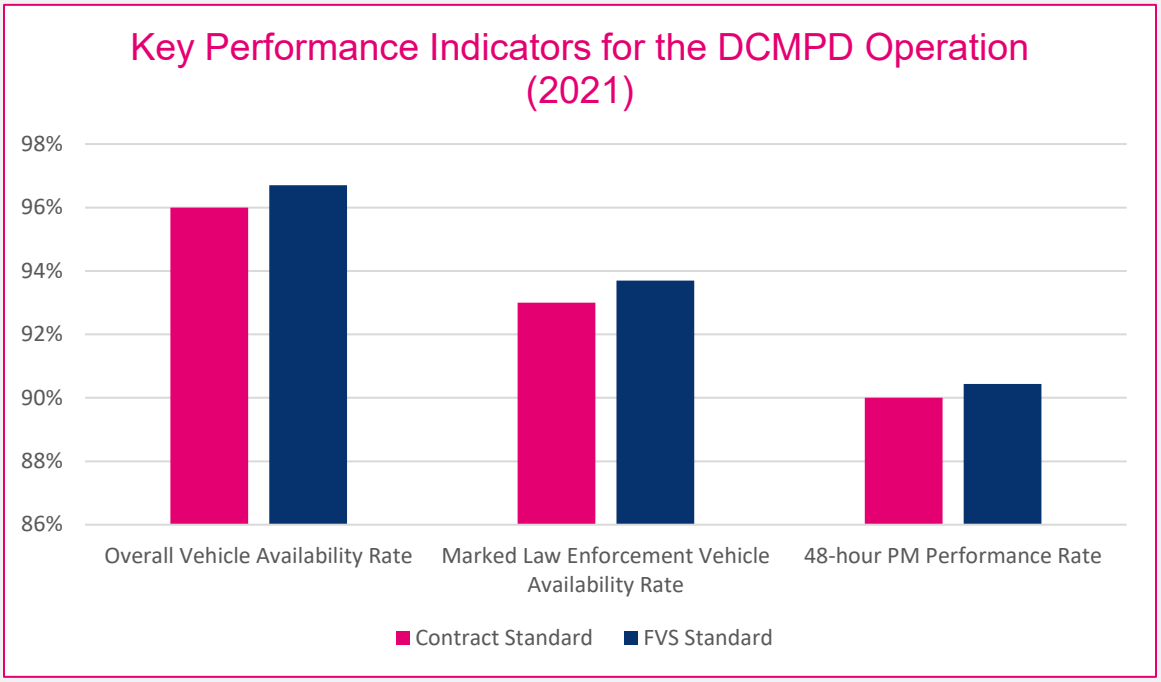
WORKING WITH THE COMMUNITY

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

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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.

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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.

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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	HME	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.

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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

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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-to-find 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.

Space Coast AREA TRANSIT

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.

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Procedures to Ensure Employee Safety

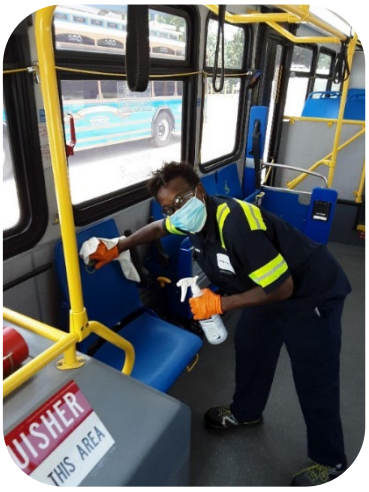
Every effort has been made to protect our employees providing these essential services, keeping communities moving in the midst of the public health crises. Efforts at our locations to protect our employees and the vehicle users and client employees that we serve follow Center for Disease Control (CDC)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

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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

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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
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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 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

"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

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.

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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.



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

-City of Wilmington (DE) Client Feedback

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.

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.**

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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	Client Reference	Service Delivery / Fleet Size
City of Port St. Lucie 121 SW Port St. Lucie Boulevard Port St. Lucie, FL 34984	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 / Fleet Size
Seminole County 149 Bush Loop Sanford, FL 32773	Ms. Rebecca Ward Assistant Fire Chief (407) 665-5053 Bward@seminolecountyfl.gov	**Service Delivery** Dec. 2017 to Present **Fleet Size** Approx. 195 Units

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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	Client Reference	Service Delivery
City of Sunrise 10770 West Oakland Park Boulevard Sunrise, FL 33351-6899	Mr. Hameed Khan Fleet Manager (954) 746-3214 hkhan@sunrisefl.gov	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 1701 SW Ben Jordan Victoria, TX 77902	Mr. Roger Welder Fleet Administrator (361) 946-4640 (Phone) rwelder@victoriatx.org	April 2013 to Present **Fleet Size** Approx. 260 Units

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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	Client Reference	Service Delivery / Fleet Size
City of Sumter P.O. Box 1449 Sumter, SC 29151	Mr. Mike Evans Support Services (803) 968-4241 mevans@sumtersc.com	**Service Delivery** May 1999 to Present **Fleet Size** Approx. 875 Units

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SECTION 6: Required RFP Forms and Documents

First Vehicle Services

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6. REQUIRED RFP FORMS AND DOCUMENTS

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

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FORM 2

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: 20-0441528

State Incorporated/Organized: Delaware

Company Operating Address: 600 Vine Street, Suite 1400

City: Cincinnati State: OH Zip Code: 45202

Remittance Address (if different from ordering address): Same as above.

City: State: Zip Code:

Company Contact Person: Gerald (Jerry) West Email Address: Gerald.West@firstgroup.com

Phone Number (include area code): (513) 214-4973 Fax Number (include area code): (513) 672-2998

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.

Bidder/Proposer's Authorized Representative's Signature: Date: Dec. 1, 2022

Type or Print Name: 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.

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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.

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

FORM 4
VENDOR REFERENCE FORM

City of Hollywood Solicitation #: RFP-017-23-RS

Reference for: Comprehensive Fleet Management Services

Organization/Firm Name providing reference: City of Port St. Lucie

Organization/Firm Contact Name: Roberto Mann **Title:** Fleet Manager

Email: rmann@cityofpsl.com **Phone:** 772-877-1517

Name of Referenced Project: First vehicle Services - City of PSL **Contract No:** 20190087

Date Services were provided: 2019 - Now **Project Amount:** $1,991,520.90

Referenced Vendor's role in Project: ☒ Prime Vendor ☐ Subcontractor/ Subconsultant

Would you use the Vendor again? ☒ Yes ☐ No. Please specify in additional comments

Description of services provided by Vendor (provide additional sheet if necessary):
The scope of this work includes all labor, supervision, equipment, machinery, tools, materials, transportation, insurance, maintenance of traffic, personal safety equipment, and all other incidentals necessary to provide and perform the Fleet Vehicle/Equipment Maintenance & Management.

Please rate your experience with the Vendor	Need Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service				
a. Responsive	☐	☐	☒	☐
b. Accuracy	☐	☐	☒	☐
c. Deliverables	☐	☐	☒	☐
Vendor's Organization:				
a. Staff expertise	☐	☐	☒	☐
b. Professionalism	☐	☐	☒	☐
c. Staff turnover	☐	☐	☒	☐
Timeliness/Cost Control of:				
a. Project	☐	☐	☒	☐
b. Deliverables	☐	☐	☒	☐

Additional Comments (provide additional sheet if necessary):
The City of Port Saint Lucie has been extremely satisfied witht he service provided by First Vehicle Services.They have effectively 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.

****THIS SECTION FOR CITY USE ONLY****						
Verified via:	**Email:**	☐	**Verbal:**	☐	**Mail:**	☐
Verified by:	**Name:**				**Title:**	
	Department:				**Date:**	

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

FORM 4
VENDOR REFERENCE FORM

City of Hollywood Solicitation #: RFP-017-23-RS

Reference for: Comprehensive Fleet Management Services

Organization/Firm Name providing reference: Seminole County Fire Department

Organization/Firm Contact Name: Rebecca Ward **Title:** Asst. Chief Fire Support

Email: bward@seminolecountyfl.gov **Phone:** 407-665-5053

Name of Referenced Project: FLEET MAINTENANCE AND MANAGEMENT OF FIRE DEPARTMENT FLEET AND RELATED SMALL EQUIPMENT AND TOOLS **Contract No:** (RFP-602896-17 /BJC)

Date Services were provided: December 17, 2011 – Present **Project Amount:** $1,823,292.94

Referenced Vendor's role in Project: ☑ Prime Vendor ☐ Subcontractor/ Subconsultant

Would you use the Vendor again? ☑ Yes ☐ No. Please specify in additional comments

Description of services provided by Vendor (provide additional sheet if necessary): Service include preventive maintenance,
Scheduled and unscheduled repairs, accident, abuse, vandalism, mobile service, towing, vehicle preparation and decommissioning.
Includes management of an in-house inventory and supply of materials and parts. Required to furnish all Supervision and labor to
Manage and maintain the Fire Departments fleet in a manner consistent with performance standards.

Please rate your experience with the Vendor	Need Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☑	☐
Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Staff turnover	☐	☐	☑	☐
Timeliness/Cost Control of:				
a. Project	☐	☑	☐	☐
b. Deliverables	☐	☑	☐	☐

Additional Comments (provide additional sheet if necessary):

****THIS SECTION FOR CITY USE ONLY****						
Verified via:	Email:	☐	Verbal:	☐	Mail:	☐
Verified by:	Name:				Title:	
	Department:				Date:	

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

FORM 4
VENDOR REFERENCE FORM

City of Hollywood Solicitation #: RFP-017-23-RS

Reference for: Comprehensive Fleet Management Services

Organization/Firm Name providing reference: City of Sunrise

Organization/Firm Contact Name: Hameed Khan Title: Fleet Manager

Email: HKhan@sunrisefl.gov Phone: 954-746-3214

Name of Referenced Project: FIRST Vehicle Series Contract No: C-15-20-03-WL

Date Services were provided: APR-2015-Current Project Amount: APROX: $1.4 Million

Referenced Vendor's role in Project: ☐ Prime Vendor ☑ Subcontractor/ Subconsultant

Would you use the Vendor again? ☑ Yes ☐ No. Please specify in additional comments

Description of services provided by Vendor (provide additional sheet if necessary):
Provide Fleet maintnce To city equipnt & Vehicles. Police, FIRE, UTILITIES, Lesuresm, Gas Dept - etc. etc...

Please rate your experience with the Vendor	Need Improvement	Satisfactory	Excellent	Not Applicable
Vendor's Quality of Service				
a. Responsive	☐	☐	☑	☐
b. Accuracy	☐	☐	☑	☐
c. Deliverables	☐	☐	☑	☐
Vendor's Organization:				
a. Staff expertise	☐	☐	☑	☐
b. Professionalism	☐	☐	☑	☐
c. Staff turnover	☐	☐	☑	☐
Timeliness/Cost Control of:				
a. Project	☐	☐	☑	☐
b. Deliverables	☐	☐	☑	☐

Additional Comments (provide additional sheet if necessary):
Vendor does an Excellent Job overall.

****THIS SECTION FOR CITY USE ONLY				
Verified via:	Email:	☐	Verbal:	☐
Verified by:	Name:			
	Department:			

Hameed Khan, C.A.M.
Fleet Manager

Fleet Management
Utilities Department

CITY OF SUNRISE

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

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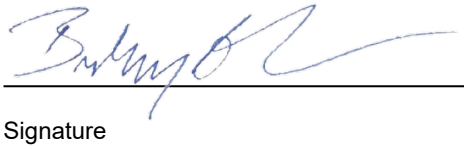
FORM 5

HOLD HARMLESS AND INDEMNITY CLAUSE

First Vehicle Services, Inc. ,

(Company Name and Authorized Signature, Print Name)

the contractor, shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.



Signature

Bradley A. Thomas

Printed Name

First Vehicle Services, Inc.

Name of Company

CEO

Title

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

FORM 6

NON-COLLUSION AFFIDAVIT

STATE OF: Ohio

COUNTY OF: Hamilton, being first duly sworn, deposes and says that:

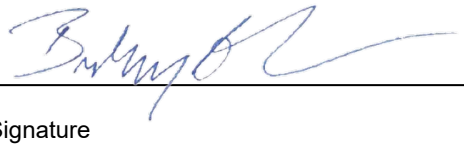
(1) He/she is President of First Vehicle Services, Inc., the Proposer that has submitted the attached Proposal.

(2) He/she has been fully informed regarding the preparation and contents of the attached Proposal and of all pertinent circumstances regarding such Proposal;

(3) Such Proposal is genuine and is not a collusion or sham Proposal;

(4) Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the contractor for which the attached Proposal has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices, profit or cost element of the Proposal price or the Proposal price of any other Proposer, or to secure an advantage against the City of Hollywood or any person interested in the proposed Contract; and

(5) The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.



Signature

Bradley A. Thomas

Printed Name

First Vehicle Services, Inc.

Name of Company

CEO

Title

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

FORM 7

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

1. This form statement is submitted to the City of Hollywood by Bradley A. Thomas, President for First Vehicle Services, Inc.
(Print individual's name and title) (Print name of entity submitting sworn statement) whose business address is 600 Vine Street, Suite 1400, Cincinnati, OH 45202
and if applicable its Federal Employer Identification Number (FEIN) is 20-0441528. If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

2. I understand that "public entity crime," as defined in paragraph 287.133(1)(g), Florida Statues, 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), Florida Statutes, 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), Florida Statues, 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.

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6. 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 this 6th day of December, 20 22.

Personally known ✓

Or produced identification _____ Notary Public-State of Ohio

Channelle Johnson my commission expires June 30, 2025
(Type of identification)

_____
(Printed, typed or stamped commissioned name of notary public)

CHANNELLE JOHNSON NOTARY PUBLIC, STATE OF OHIO

Channelle Johnson
NOTARY PUBLIC
STATE OF OHIO
My Commission Expires
June 30, 2025

First Vehicle Services, Inc. CORPORATE SEAL 2003 DELAWARE

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FORM 8

CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS

The applicant certifies that it and its principals:

(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 Management Services

Applicant IRS/Vendor Number: 20-0441528

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

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

FORM 9

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.
2. 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.
5. 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.

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

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

FORM 10

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.”

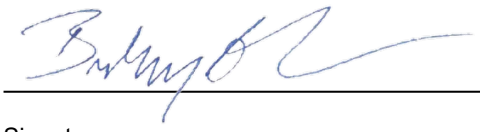
The City of Hollywood/Hollywood CRA policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City/CRA does business.

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.



Signature

Bradley A. Thomas

Printed Name

First Vehicle Services, Inc.

Name of Company

CEO

Title

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Form **W-9**
(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.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
First Vehicle Services, Inc.

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification (required): ☐ Individual/sole proprietor ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶

☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
600 Vine Street, Suite 1400

Requester's name and address (optional)

City, state, and ZIP code
Cincinnati, Ohio 45202

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

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

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

Social security number
			-		-				

Employer identification number
2	0	-	0	4	4	1	5	2	8

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here Signature of U.S. person ▶ [signature] Date ▶ December 8, 2022

General Instructions

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.

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

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.

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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.

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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 [1]	Generally, exempt payees 1 through 7 [2]

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

[2] However, 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.

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.

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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
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account [1]
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor [2]
4. 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 [1]
5. Sole proprietorship or disregarded entity owned by an individual	The owner [3]
6. 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:**
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity [4]
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. 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
14. 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

[1] 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.

[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.

[4] List 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.

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.

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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.

	Work to be Performed	**Subcontractor's Name / Address**
1.	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.		

NOTE: Attach additional sheets if required.

- END OF SECTION -

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FORM 15

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.

1. Contractor's Name/Address: First Vehicle Services, Inc.
   600 Vine Street, Suite 1400
   Cincinnati, OH 45202

2. Contractor's Telephone Number: (513) 214-4973 Gerald (Jerry) West, Director of Business Development
   and e-mail address: Gerald.West@firstgroup.com

3. 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

4. Number of years as a Contractor in construction work of the type involved in this Contract: N/A

5. List the names and titles of all 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. Treasurer
   Brian Beechem, Asst. Secretary / Christa McAndrew, Asst. Secretary
   Nancy Eliason, Asst. Secretary

6. Name of person who inspected site or proposed work for your firm:
   Name: N/A
   Date of Inspection: N/A

7. What is the last project of this nature you have completed?
   Please see References Form 4 for this information

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8. Have you ever failed to complete work awarded to you; if so, where and why?

No.

9. Name three individuals or corporations for which you have performed work and to which you refer:

See the References Form 4 for this information

10. List the following information concerning all contracts on hand as of the date of submission of this proposal (in case of co-venture, list the information for all coventures).

Name of Project	City	Total Contract Value	Contracted Date of Completion	% Completion to Date
Please see attached full client list in our technical proposal's **Attachment** section.				

(Continue list on inset sheet, if necessary)

11. What equipment do you own that is available for the work?

Proprietary fleet software Hexagon EAM and various diagnostic tools.

12. What equipment will you purchase for the proposed work?

Please see attached tools list in our **Attachments** section.

13. List at least three (3) similar projects completed within the last two (2) years by the bidder. For purposes of this requirement, ‘similar’ projects shall be considered to include experience with cured-in-place pipe lining. Include owner,

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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 be a construction question. Please see Form 4 for similar projects we have completed.

(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.

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Attachments

First Vehicle Services

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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

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ATTACHMENT 12

- Sample Customer Critique Card

ATTACHMENT 13

- Power for Attorney, Bradley A. Thomas

ATTACHMENT 14

- Full Client List

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ATTACHMENT 1



First Vehicle Services

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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.

Cut Here

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

POST CERTIFICATE CONSPICUOUSLY

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 fried

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.

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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:
Business Name: 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 Phone: 954-797-1249

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

Rooms	Seats	Employees	Machines	Professionals
		5		

For Vending Business Only
Number of Machines: 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:
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Receipt #: 322C-2524
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Business Location: 6915 SW 45 ST
DAVIE
Business Phone: 954-797-1249

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

Rooms	Seats	Employees	Machines	Professionals
		5		

Signature

For Vending Business Only
Number of Machines: 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

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

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

Sunbiz.org DIVISION of CORPORATIONS
an official State of Florida website

Detail by Entity Name

Foreign Profit Corporation
FIRST VEHICLE SERVICES, INC.

Filing Information

Document Number	F04000004753
FEI/EIN Number	20-0441528
Date Filed	08/18/2004
State	DE
Status	ACTIVE
Last Event	CANCEL ADM DISS/REV
Event Date Filed	10/15/2008
Event Effective Date	NONE

Principal Address

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

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Florida dbpr Department of Business & Professional Regulation

HOME CONTACT US MY ACCOUNT

5:19:18 PM 11/22/2022 EST

ONLINE SERVICES

- Apply for a License
- Verify a Licensee
- View Food & Lodging Inspections
- File a Complaint
- Continuing Education Course Search
- View Application Status
- Find Exam Information
- Unlicensed Activity Search
- AB&T Delinquent Invoice & Activity List Search

Welcome to the Department of Business and Professional Regulation's Application Center.

Using the links below, you can get information on licensing requirements, check the status of an existing application, apply using a printable application, or access the online application system if available for the specific business or profession.

If you are updating or changing the status of an existing license or licenses, you will most likely be required to submit an application.

CONSTRUCTION CONTRACTORS

Please choose from the menu below:

Certified Licenses

Certified licenses are statewide and allow you to work as a contractor anywhere in Florida.

- Air Conditioning
- Building
- General
- Glass & Glazing
- Mechanical
- Plumbing
- Pollutant Storage System
- Pool/Spa
- Residential
- Roofing

Registered Licenses

Registered licenses are limited to certain local jurisdictions and only allow you to work in the cities or counties where you hold a certificate of competency.

- Air Conditioning
- Building
- General
- Glass & Glazing
- Mechanical
- Plumbing
- Pool/Spa
- Precision Tank Tester
- Residential
- Roofing

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ATTACHMENT 2



First Vehicle Services

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

CERTIFICATE OF LIABILITY INSURANCE

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

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Aon Risk Services Central, Inc.
Chicago IL Office
200 East Randolph
Chicago IL 60601 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (866) 283-7122 **FAX (A/C. No.):** (800) 363-0105
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	AXIS Surplus Insurance Company	26620
INSURER B:	National Union Fire Ins Co of Pittsburgh	19445
INSURER C:	AIU Insurance Company	19399
INSURER D:	AIG Specialty Insurance Company	26883
INSURER E:	Ironshore Specialty Insurance Company	25445
INSURER F:	Underwriters At Lloyds London	15792

INSURED
First Transit Inc
600 Vine Street
Suite 1400
Cincinnati OH 45202 USA

COVERAGES **CERTIFICATE NUMBER:** 570096575530 **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.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X COMMERCIAL GENERAL LIABILITY			6882265	04/01/2022	04/01/2023	EACH OCCURRENCE	$10,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$5,000,000
							MED EXP (Any one person)	
							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
	OTHER:							
B	AUTOMOBILE LIABILITY			7031098 AOS	04/01/2022	04/01/2023	COMBINED SINGLE LIMIT (Ea accident)	$10,000,000
B	X ANY AUTO			7031099 VA	04/01/2022	04/01/2023	BODILY INJURY (Per person)	
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	
	DED RETENTION							
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N			WC035901759 AOS	04/01/2022	04/01/2023	X PER STATUTE OTH-	
C	ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH)	N / A		WC035901760 CA	04/01/2022	04/01/2023	E.L. EACH ACCIDENT	$5,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE-EA EMPLOYEE	$5,000,000
							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

City of Hollywood
2600 Hollywood Blvd.
Hollywood FL 33020 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Central Inc.

Holder Identifier :

Certificate No : 570096575530

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AGENCY CUSTOMER ID: 570000088924

LOC #:

ADDITIONAL REMARKS SCHEDULE

AGENCY	NAMED INSURED
Aon Risk Services Central, Inc.	First Transit Inc
POLICY NUMBER: See Certificate Number: 570096575530	
CARRIER: See Certificate Number: 570096575530 / NAIC CODE	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	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If 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)	LIMITS	
	WORKERS COMPENSATION							
C		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

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ATTACHMENT 3



First Vehicle Services

First Vehicle Services

Injury Prevention

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

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

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

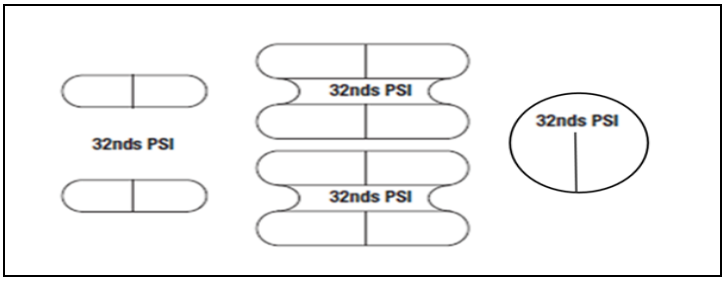
All items must be checked and marked ✓= Serviceable, X = Defective and N/A = Not Applicable. The technician releasing the equipment must print and sign their name and the Supervisor must sign the inspection sheet. Please complete in BLUE / BLACK ink and in capitals.

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	



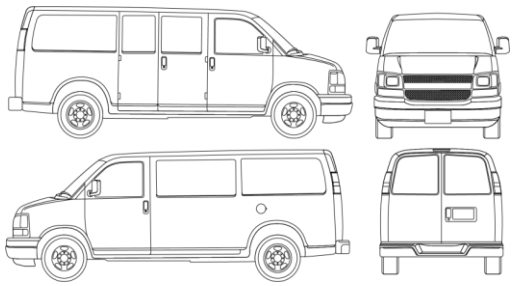
SECTION E – Engine Compartment Inspection	✓
E.1 Check Engine Hood	
E.2 Check Engine Compartment Lights and Gauges	
E.3 Check Fan, Shroud and Radiator	
E.4 Check Coolant Recovery System	
E.5 Record Antifreeze Protection Level Using , Refractometer Reading _____° F / C	
E.6 Pressure Test Cooling System, 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 Measurements - 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	

Note Physical Damage Here



"A" LUBRICATION SECTION K – PM Servicing	Tech's 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 SECTION L PM Servicing	Tech's Initial	✓ Box
L.1 Change Engine Oil and Filters		

"C" PMI SERVICING ITEMS SECTION M – PM Servicing	Tech's 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	

SECTION J – Completion of PMI	✓
J.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

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First Vehicle Services

Injury Prevention

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

PMI AND SERVICING WORKSHEET - Medium Duty (19,501 to 26,000)	TYPE OF PM PERFORMED			
	A	B	C	

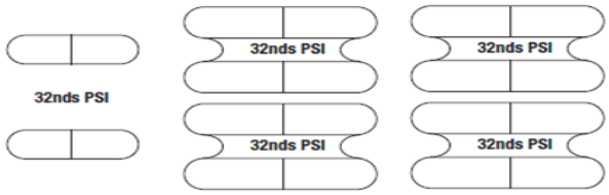
Date:	**Unit No.**	**MVI Date**	**Current Odometer:**	**Hour Meter:**	**Location Code:**	**W.O.#**

All items must be checked and marked ✓= 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 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 (_____ 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.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 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	



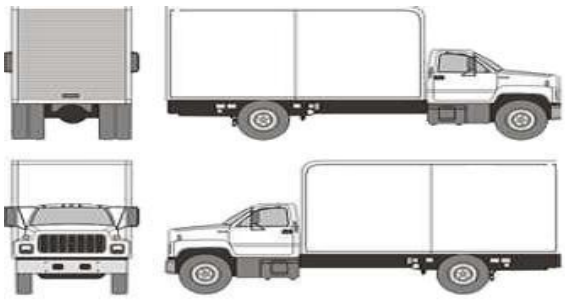
SECTION D – Battery Inspection and Service	✓
D.1 Inspect Battery Box(es), Cover(s) and Mountings	
D.2 Inspect Battery Hold Downs and Cables	
D.3 Check Electrolyte Levels	
D.4 Load Test Batteries Volts:(1) _____ @ _____ amps Volts:(2) _____ @ _____ amps Volts:(3) _____ @ _____ amps Volts:(4) _____ @ _____ amps	
D.5 Check and Record 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	

Note Physical Damage Here



"A" LUBRICATION SECTION H – PM Servicing	Tech's 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 SECTION J PM Servicing	Tech's 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 SECTION K – PM Servicing	Tech's 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

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PMI AND SERVICING WORKSHEET - Heavy Duty (26,001 and Above)

TYPE OF PM PERFORMED			
A	B	C	

First Vehicle Services

Injury Prevention

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

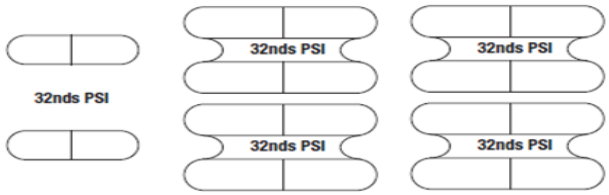
Date:	Unit No.	MVI Date	Current Odometer:	Hour Meter:	Location Code:	W.O.#

All items must be checked and marked ✓= 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	



SECTION D – Battery Inspection and Service	✓
D.1 Inspect Battery Box(es), Cover(s) and Mountings	
D.2 Inspect Battery Hold Downs and Cables	
D.3 Check Electrolyte Levels	
D.4 Load Test Batteries Volts:(1) _____ @ _____ amps Volts:(2) _____ @ _____ amps Volts:(3) _____ @ _____ amps Volts:(4) _____ @ _____ amps	
D.5 Check and Record Alternator Output _____ amps	

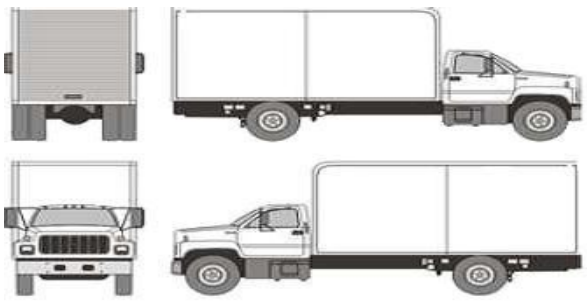
SECTION E – Engine Compartment Inspection	✓
E.1 Inspect Radiator Mountings and core	
E.2 Inspect A/C Condenser Mounting and Core	
E.3 Inspect Fan Assembly and Shroud	
E.4 Check for Fluid Leaks	
E.5 Inspect Coolant Hoses and Clamps	
E.6 Check Coolant Recovery System and Protection Level Refractometer 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	

Note Physical Damage Here



"A" LUBRICATION SECTION H – PM Servicing	Tech's 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 SECTION J PM Servicing	Tech's 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 SECTION K – PM Servicing	Tech's 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):

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SIGNATURE OF VEHICLE INSPECTOR/TECHNICIAN

SIGNATURE OF SUPERVISOR

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Preventative Maintenance Inspections for Police

First Vehicle Services

Unit No. _____ Verified Mileage _____ Date _____

PMI due A	B	C	Init.		PMI due A	B	C	Init.	
Drive On & Interior Inspection									
				Start engine listen for unusual noises					Check door operation
				Check neutral start safety switch					Check window operation
				Check wiper and washer operation					Check play in steering wheel
				Check horn operation					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 output _____F					Check physical condition of all interior components
				Check A/C system - record output _____F					Check safety equipment(Fire Extinguisher, etc)
				Check condition of glass & mirrors					Check Prisoner or K-9 containment module
				Check Spotlight					
Exterior Circle Inspection									
				Check all emergency lighting					Check fuel tank cap
				Check lights & reflectors					Check license plate
				Check wiper blade and arm condition					Check physical condition of all exterior components
				Check & lubricate door locks, linkages & latches					Check spare tire
				Check unit numbers & markings					
				Check trunk or tailgate as equipped					
Under Hood Inspection									
				Check hood					Check transmission fluid level
				Check and lubricate hood hinges, latches & cables	■	■			Change transmission fluid (W / flushing machine)
				Check engine compartment lights					Check battery hold-down and tray
				Check fan, shroud, & radiator	■				Perform battery load test
				Check all other cooling system components	■				Check alternator output _____volts _____amps
				Check A/C components	■				Check starter draw _____amps @ ____volts
				Check P/S components					Check air filter, replace as needed
				Check all belt driven components					Check cabin air filter, replace as needed
				Check belt condition, alignment & tension	■	■			Service fuel injection system
				Check brake master cylinder					Check intake system
				Check power steering fluid					
				Check windshield washer tank & fluid level					
				Check coolant level & test for leaks					
■	■			Change coolant					
				Record antifreeze protection level: _____F_					
Under Vehicle Inspection									
				Check tires for Irregular or alignment wear					Change oil and filter
				Check for cuts					Oil analysis if required
				Check for mismatched tread and casings					Lubricate chassis
				Check & record tread depth and air pressure					Check for engine and transmission oil leaks
Specification _____/32 _____PSI									Check engine & transmission mounts
(RF:_____/32 @_____psi) (RR:_____/32 @_____psi)									Check exhaust system
(LF:_____/32 @_____psi) (LR:_____/32 @_____psi)									Check driveline, U-joints, & slip yokes
■				Check e-brake shoes					Check fuel tank & fuel system components
				Check brake hoses and lines					Check differential breather and fluid
■				Check brake pad and rotor thickness - record	■	■			Change fuel filter
Specification; Pad = Frotor = Rrotor =									
(RF:P=_____,R=_____) (RR:P=_____,R=_____)									
(LF:P=_____,R=_____) (LR:P=_____,R=_____)									
Measurements: P = Pad R = Rotor					**Final Inspection**				
				Check wheels for cracks, bends or loose lugs					Road Test
				Check for loose or noisy wheel bearings					Install lube sticker
				Check entire steering system					All follow up repairs are complete
				Check suspension components					All Pm paper work completed
				Check inner wheel seals for leaks					
				Repack wheel bearings (as required)					

1st Inspector's signature: _____ 2nd Inspector's signature: _____

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ATTACHMENT 4



First Vehicle Services

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In your shop, at your side

ProDemand®

Repair Information + Real Fixes

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“ProDemand
is the ONE source I need for OEM information and real-world solutions.”

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.

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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.

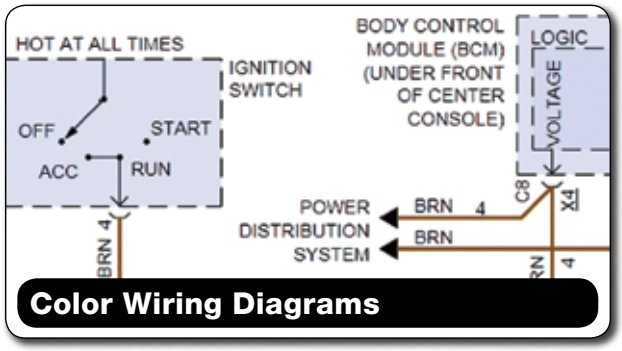
- **Latest TSBs**
  Never miss a TSB! Access the most accurate and up-to-date database of TSBs available, most delivered within one month of publication by OEM.

- **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.

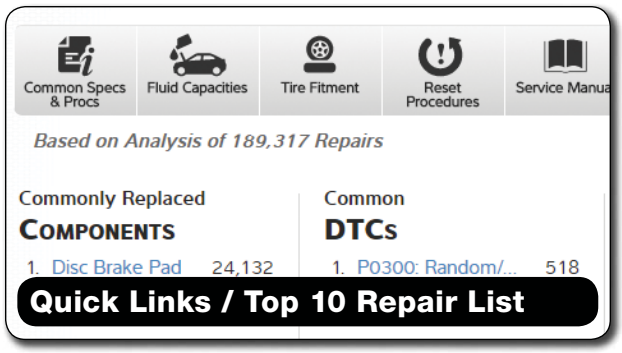
- **Top 10 Repair List**
  Get a jumpstart to an accurate diagnosis with the “Top 10 Repairs” dashboard. With every lookup in ProDemand, you see the most common components, codes, symptoms and lookups for your current vehicle.

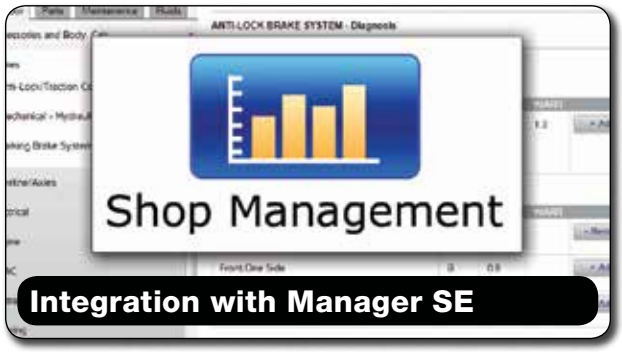
- **Estimating Integrated with Manager™ SE**
  Build accurate, profitable estimates quickly and easily with the only OEM repair information system integrated with the industry’s most trusted shop management system.











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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.

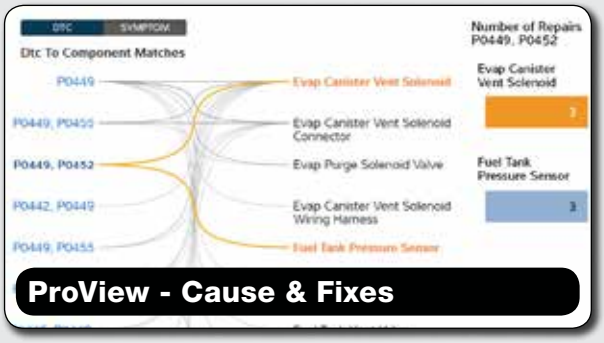


- **Real Fixes**
  Find the fix with expert-based knowledge captured from over 500 Million completed repairs and real-world tips from professional technicians.



- **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.

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In your shop, at your side

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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.



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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

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ATTACHMENT 5



First Vehicle Services

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JPRO® PROFESSIONAL

COMMERCIAL VEHICLE DIAGNOSTIC & REPAIR SOFTWARE

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

- 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.

DIAGNOSE

- 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.

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JPRO® PROFESSIONAL

2018 v1

	OEM Diagnostic Trouble Codes/ Lookup Information	Proprietary OEM Data and Faults	Clear Fault Codes	Bi-directional Functions and Tests	Trip Data Management Including: Vehicle Health, Trip Reports & LOV Reports	Print Reports by Vehicle
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	✓	✓	✓			✓
Wabash	✓	✓				✓

For complete medium & heavy-duty **coverage**, including **bi-directional** tests, please **visit: noregon.com/jpro/coverage**

Featured Products:

COMPLETE DIAGNOSTIC SERVICE KIT
P/N: 263025-NS — JPRO Professional Diagnostic Toolbox *w/ NextStep**

SOFTWARE, ADAPTER & CABLES
P/N: 232125-NS — JPRO Professional Diagnostic Software & Adapter Kit *w/ NextStep**

SOFTWARE ONLY
P/N: 212100-NS — JPRO Professional Diagnostic Software *w/ NextStep**

Includes a 1 year annual subscription

WHY JPRO?

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

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NOREGON® VEHICLE DATA EXPERTS | JPRO® PROFESSIONAL

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JPRO® PROFESSIONAL

2018 v2 COVERAGE INFORMATION

Make & Model - Coverage

JPRO Professional covers heavy & medium-duty OEMs (Class 3 – 8)

BODY & CHASSIS

- Bluebird
- Ford
- Freightliner
- GM
- International
- Kenworth
- Mack
- Peterbilt
- Sprinter
- Sterling
- Thomas Built
- Volvo
- Western Star

ENGINES

- CAT
- Cummins
- Detroit Diesel
- Ford
- GM
- International
- Mack
- Mercedes
- PACCAR MX
- Sprinter
- Volvo

TRANSMISSIONS

- Allison
- Detroit
- Eaton
- Ford
- GM
- Mack
- Sprinter
- Volvo
- ZF Meritor

ABS

- Bendix
- Ford
- GM
- Haldex
- Sprinter
- Wabash
- WABCO

Bi-directional Features - Parameter Tests, Functionality & Reporting

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.***

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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, and10 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+, 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**

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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)
    - Drivers Door Module (DDM)
    - Front Control/Display Interface Module (FCDIM)
    - Front Controls Interface Module (FCIM)
    - Front Display Interface Module (FDIM)
    - Generic Electronic Module (GEM)
    - 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)
    - Occupant Classification System Module (OCS)
    - 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)
  - **Wiper Control Test**
    - Generic Electronic Module (GEM)
    - Smart Junction Box (SJB)
  - **Wiper Washer Rear Test**
    - Generic Electronic Module (GEM)
    - Smart Junction Box (SJB)

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

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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
- **HO2S Bank 1 Sensor 2 Heater** for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- **HO2S Bank 2 Sensor 1 Heater** for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- **HO2S Bank 2 Sensor 2 Heater** for 2010 to 2012 GMC Express and Chevy Savana 6.0L Gas engines
- **HO2S 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

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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

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NOREGON VEHICLE DATA EXPERTS

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2018 v1 COVERAGE CHART

	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 Reports	Print Reports by Vehicle
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	✓	✓	✓			✓
Wabash PLC	✓	✓				✓

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ATTACHMENT 6

First Vehicle Services

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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 CODE	DOWN TIME TO DATE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COST
4769454	4912	4912 2003 FORDX F350 EC 4X4	167,209	6/2/17	6/16/17	C	C	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	C	C	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	C	C	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	C	C	5.14	4.00	349.96	316.25	0.00	666.21
Department: 1107020001-D - Emergency Mngmnt. (Ofc. of Finance and Admin.) 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

CHARGE CODE	WO COUNT	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COST
C Contract	4	21.78	1,815.77	1,387.97	230.00	3,433.74
Totals	4	21.78	1,815.77	1,387.97	230.00	3,433.74

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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	B		
029	029 2010 CHVRL EXPRESS 1500 CARGO CSI	Apr 1, 2020	73,144	70,350	2,794	B		
302	302 2013 DODGE CHARGER POLICE	May 20, 2020	128,920	123,920	5,000	B	SGT. VIDAL	
558	558 2015 FORDX EXPLORER INTERCEPTOR 4X4	Mar 20, 2020	23,092	18,967	4,125	B		
599	599 2015 FORDX ECONOLINE E350-CSI MOBILE LAB	Mar 4, 2020	7,880	2,880	5,000	C		
641	641 2016 FORDX TRANSIT CONNECT CARGO	May 28, 2020	20,500	15,500	5,000	C		
742	742 2017 FORDX TAURUS INTERCEPTOR AWD BLU	Sep 20, 2019	27,673	28,058	-385	B		
743	743 2017 FORDX TAURUS INTERCEPTOR AWD GRAY	Jan 28, 2020	26,167	21,167	5,000	B		
744	744 2017 FORDX TAURUS INTERCEPTOR AWD SILVER	Mar 12, 2020	34,830	29,830	5,000	B		
853	853 2018 FORDX F150 CC 4X2 -	Mar 20,	12,128	7,128	5,000	B		

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Completed PM Performance

List View

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
06/08/2022	PKR062901-D	GENERAL PARKS MAINTENANCE	4745_LD_6K_MP	On Time	PM	06/08/2022	2022 06	V10184	V10184 2017 FORDX F250 EC 4X2	C	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	C	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	C	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	C	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	C	6066265	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 16	C	5834252	Light Duty 6,000 Mile or 12 Month PM	06/16/2022	4745
06/22/2022	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	C	5833638	Light Duty 6,000 Mile or 12 Month PM	06/15/2022	4745
06/09/2022	PBS660402-D	PIPE CONSTRUCTION	4745_MD_6K_MP	On Time	PM	06/09/2022	2022 06	V11175	V11175 2020 INT MV607 DUMP 10CY	C	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	C	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	C	5840773	Light Duty 6,000 Mile or 12 Month PM	06/25/2022	4745
07/07/2022	PKR062901-D	GENERAL PARKS MAINTENANCE	4745_LD_6K_MP	On Time	PM	07/07/2022	2022 07	V11118	V11118 2019 FORDX F250 CC 4X2 SRW	C	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	C	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	C	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	C	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	C	5882696	Light Duty 6,000 Mile or 12 Month PM	08/26/2022	4745
06/06/2022	PBS660410-D	Alterations and Relocations	4745_WHLCON_6MO_MP	On Time	PM	06/06/2022	2022 06	V10404	V10404 2017 CTRPL 416F2 BACKHOE	C	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	C	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	C	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	C	5947426	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	C	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	C	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	C	5955462	Test BG Additive - Light Duty 5,000 Mile or 12 Month	12/20/2022	4745

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Show Filter Row:

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Record View | Veh Drop | Down List | Notices | Pass Down | Work Plan | Pending | Pending Detail | WOType | WO Status | Open POs | On Order | Parts Here | Orphaned Requisitions | Techs Working | Today's Schedule | Tomorrow's Schedule

FVS All Records — Edit — Equipment — Run

Equipment	Alia	Equipment Description	Work Order	Description	WO Class	Job Type	Down List Note	Comments	Status Code	Technician Assigned	Client Dept Code	Scheduled End
V7095		V7095 2016 DODGE RAM 1500 CC 4X2	6117518	V7095 - RETURNING TO ARRIGO DODGE FOR SERVICE ELECTRONIC THROTTLE CONTROL	C	UNSCHEDULED		BACK TO ARRIGO DODGE FOR SERVICE ELECTRONIC THROTTLE CONTROL 07/11/2022 / AS OF 08/05/22 PCM ARRIVED BEING REPLACED COULD BE READY 08/09/22 954 471 1529	VN		FIR010302-D	08/17/2022
V7061		V7061 2016 DODGE CHARGER	6120391	V7061 A/C BLOWING HOT AIR /FRONT END NOISE/HAND REST HAS A SHARP END STICKING OU	C	UNSCHEDULED		@ NUMBER ONE TRANSMISSION TRANSMISSION SHIFTING HARD 08/03/22 / USED TRANSMISSION TAKEN TO # 1 08/04/22 / # 1 REP[ORTS JON AWARE UNIT NEEDS CONTROLER / FOLLOW UP 08/11/22	VN		POL020401-D	07/11/2022
V7050		V7050 2016 DODGE CHARGER	6130823	V7050 VEHICLE DOES NOT RAPIDLY ACCELERATE/OVERHEATS OVER 80MPH/ SMELL LIKE GAS	C	UNSCHEDULED		@ GOODYEAR FOR ALIGNMENT 08/09/2022 THEN VEHICLE NEEDS TO GO TO DEALER FOR FUEL TANK LEAK	VN		POL020401-D	08/31/2022
V7047		V7047 2016 DODGE CHARGER	6142019	V7047 - NO AC	C	PM FOLLOWUP			AS		POL020401-D	08/09/2022
V7036		V7036 2016 DODGE CHARGER	6135476	V7036 CHECK ENGINE LIGHT - OVERHEATING	C	UNSCHEDULED		CHECK ENGINE LIGHT - OVERHEATING / VALVE COVER ORDERED ETA 08/02 / PART HERE / GASKET ORDER ETA 08/04 / engine gasket are here	AP		POL020401-D	07/26/2022
V7022		V7022 2016 DODGE CHARGER	6138773	V7022 - A/C HOT	C	UNSCHEDULED		A/C HOT / PART HERE	PA		POL020401-D	08/04/2022
V7019		V7019 2016 DODGE CHARGER	6144170	V7019 - FRONT PADS AND ROTORS / DS LOWER CONTROL ARM/ UPPER CONTROL ARMS	C	PM FOLLOWUP			AS		POL020401-D	08/10/2022
V7014		V7014 2016 DODGE CHARGER	6137727	V7014 ACCIDENT DAMAGE / WAITING ON APPORVAL	NCA	UNSCHEDULED		ACCIDENT DAMAGE / WAITING ON APPORVAL / ESTIMATES IN PROGRESS / 07/28/22	AE		POL020401-D	08/05/2022
V7013		V7013 2016 DODGE CHARGER	6143683	V7013 - A/C INOP BLOWING WARM	C	UNSCHEDULED		A/C INOP BLOWING WARM	AS		POL020401-D	08/09/2022
V7012		V7012 2016 DODGE CHARGER	6141549	V7012 - BATTERY AND ENGING TICKING	*	PM FOLLOWUP			AS		POL020401-D	08/03/2022
V7010		V7010 2016 DODGE GRAND CARAVAN	6140658	Light Duty PM Follow-up CEL TIRES AND MOTOR MOUNTS	C	PM FOLLOWUP		MOTOR MOUNTS ETA 8/3/2022 / PARTS HERE	PA		POL020401-D	08/02/2022
V6979		V6979 2015 NSSMT PATHFINDER 4X3	6144175	V6979 - AC NOT BLOWING INTERMITTENTLY	C	UNSCHEDULED		JASON 810-300-0849	AS		POL020401-D	08/10/2022
V6952	s/n 20...	V6952 2015 INT 4300 JOHNSTON SWEEPER VT651	6107945	V6952 - REPLACE CENTER BROOM - ENGINE LIGHT - NEEDS PARKING REGEN	C	UNSCHEDULED		V6952 - REPLACE CENTER BROOM - ENGINE LIGHT - NEEDS PARKING REGEN -	RLS		PBS660511-D	06/22/2022

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FVS Equip. by Cost — Edit — Dept Location — Run

Dept Location	Dept Loc Desc	Equipment	Equipment Description	Serial No.	Model Year	Manufacturer	Model	Equipment Type	WO Count	Down Time Hours	Labor Hours	Labor Cost	Parts Cost	Services Cost	Parts and Services
PBS660511-D	STORM DRAIN MAITENANCE	V10705	V10705 2018 PTRBL 348 VACCON 1300	2NP3LJ0X5JM474790	2018	PTRBL	348 VACCON 1300	V	5	290.2	45.62	1,284.67	4,928.54	29,665.38	
PBS660408-D	SMALL LEAK REPAIR	V10332	V10332 2017 FORDX F450 RC 4X2 DRW 11' UTILITY	1FDUF4GT0HED70088	2017	FORDX	F450 RC 4X2 DRW	V	2	1,315.75	5.22	55.64	0	25,175.5	
FIR030101-D	OPERATIONS	V6908	V6908 2015 PIERC ARROW-XT	4P1BAAGF6FA015554	2015	PIERC	ARROW-XT	V	8	1,307	62.95	1,527.2	11,533.37	3,773.4	
PBS58-D	FLEET SERVICES	PBS58	PARKING SERVICES (FLEET OWNED)					S	17	738.56	24.05	322.86	99.75	12,138.71	
POL020401-D	STAFF SUPPORT	V7024	V7024 2016 DODGE CHARGER	2C3CDXAG0GH116184	2016	DODGE	CHARGER	V	4	293.31	73.27	2,044.69	5,117.4	6,263.5	
FIR030101-D	OPERATIONS	V11311	V11311 2021 STPHN CUSTOM PUMPER	1S9A1HND7M1003027	2021	STPHN	CUSTOM PUMPER	V	6	249.4	8.73	141.13	3,045.46	8,060.99	
POL020401-D	STAFF SUPPORT	V11358	V11358 2020 DODGE CHARGER SXT	2C3CDXBG2LH136901	2020	DODGE	CHARGER SXT	V	1	188.63	1.1	2.76	0	9,640.7	
PBS660411-D	FIRE HYDRANT & VALVES	V11396	V11396 2020 FORDX F550 EC 4X2 DRW WACHS VALVE	1FD0X5GN7LED96814	2020	FORDX	F550 EC 4X2 DRW WACHS	V	4	362.61	7.74	141.53	148.41	8,864.65	
POL020401-D	STAFF SUPPORT	V7032	V7032 2016 DODGE CHARGER	2C3CDXAGXGH122364	2016	DODGE	CHARGER	V	1	293.89	3.62	14.79	0	8,711.55	
PKR070501-D	FACILITY MAINTENANCE SUPPORT	V10243	V10243 2017 FORDX F550 RC 4X2 DRW	1FDUF5GY6HED44824	2017	FORDX	F550 RC 4X2 DRW	V	5	356.36	10.65	183.31	129.04	8,410.5	
POL020401-D	STAFF SUPPORT	V7058	V7058 2016 DODGE CHARGER	2C3CDXAG4GH122361	2016	DODGE	CHARGER	V	2	312.58	29.9	706.35	783.85	7,230.55	
POL020401-D	STAFF SUPPORT	V11391	V11391 2021 CHVRL SILVERADO CC 4X2	1GCPWAEF7MZ144940	2021	CHVRL	SILVERADO CC 4X2	V	4	127.61	7.25	125.21	554.8	6,929.55	
POL020401-D	STAFF SUPPORT	V10574	V10574 2018 DODGE CHARGER PURSUIT	2C3CDXAG0JH265766	2018	DODGE	CHARGER PURSUIT	V	2	279.77	6.67	96.83	692.15	6,500.4	

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Fleet Overview

List View

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Reporting Group	Department Code	Department	Unit Number	Type	Contract	Manufacturer	Model	Model Year	Serial Number	In Service	Life Meter	Primary Meter	Supervisor	Driver	Parking Location	Months in Service	Expected Life	Fund
4745 - MGR	MGR110101-D	DIV OF NEIGHBOR SUPPORT	V6847	V	Y	FORDX	ECONOLINE E350 CUTAWAY	2014	1FDWE3FL5EDA55599	05/30/2014	6,249	Miles	LUISA AGATHON		3351 NE 33rd Ave	98	8	001
4745 - PKR	PKR062901-D	GENERAL PARKS MAINTENANCE	V10780	V	Y	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	Y	CHVRL	EXPRESS 2500 CARGO	2019	1GCWGAFP5K1264831	05/01/2019	30,330	Miles	JOSE VAZQUEZ		150 SE 2 ST	39	8	461
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11011	V	Y	CHVRL	TAHOE 4X2 POLICE	2019	1GNLCDEC9KR300687	07/10/2019	53,618	Miles	SAM LAIRD		ASSIGNED TAKE HOME	37	7	001
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11012	V	Y	CHVRL	TAHOE 4X2 POLICE	2019	1GNLCDEC8KR302916	07/10/2019	38,462	Miles	SAM LAIRD		ASSIGNED TAKE HOME	37	7	001
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11013	V	Y	CHVRL	TAHOE 4X2 POLICE	2019	1GNLCDEC0KR303834	07/15/2019	28,350	Miles	SAM LAIRD		ASSIGNED TAKE HOME	37	7	001
4745 - POLICE	POL020401-D	STAFF SUPPORT	V11116	V	Y	FORDX	F250 CC 4X4 PICKUP	2019	1FT7W2B60KEE57410	06/25/2019	41,507	Miles	SAM LAIRD		1300 W BROWARD BLVD	38	8	001
4745 - PKR	PKR062901-D	GENERAL PARKS MAINTENANCE	V11180	V	Y	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	Y	CTRPL	DP100NT	2014	T15E00023	11/04/2014	1,245	Miles	HECTOR PULGARIN	HECTOR PULGARIN	949 NW 38TH STREET	93	10	450
4745 - PBS	PBS660602-D	PUMP STATION MAINTENANCE	V5845	E	Y	ROCKX	UTL48	2006	4WMK8DE196A004925	08/21/2006	16	Hours	LENNY RODRIGUEZ	SHARED / NO ASSIGNED DRIVER	4250 NW 10 AVE	192	10	450
4745 - PBS	PBS660510-D	WASTEWATER SYSTEM	V5852	E	Y	ACROX	7000	2008	1A911432381005029	02/12/2008	513	Hours	ROOSEVELT BUTLER	SHARED / NO ASSIGNED DRIVER	4250 NW 10 AVE	174	10	450
4745 - PBS	PBS660604-D	WELLFIELD MAINTENANCE	V5861	E	Y	ROCKX	UTL48	2006	4WMK8DE126A004927	08/21/2006	38	Hours	KEVIN SCOTT	SHARED / NO ASSIGNED DRIVER	4250 NW 10 AVE	192	10	450
4745 - MGR	MGR120802-D	HOUSING GRANT ADMINISTRATION	V5879	V	Y	CHVRL	COBALT	2007	1G1AL58F077246641	01/24/2007	38,597	Miles	AVIS WILKINSON	SZELIGA, LAWRENCE	700 NW 19 AVE	187	7	108
4745 - MGR	MGR120802-D	HOUSING GRANT ADMINISTRATION	V5882	V	Y	CHVRL	COBALT	2007	1G1AL58F977246301	01/24/2007	50,339	Miles	AVIS WILKINSON	MALONEY, JASON	700 NW 19 AVE	187	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	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	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	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	7	
4745 - PKR	PKR033001-D	FACILITY SUPV. & MAINTENANCE	V4563	E	N	GILIB	SERVACE ALLOY	1999	F9925770788	01/29/1999	46	Hours	SEAN ROGERS			283	4	

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Record View | Veh Drop | Down List | Notices | Pass Down | Work Plan | Pending | Pending Detail | WOType | WO Status | Open POs | On Order | Parts Here | Orphaned Requisitions | Techs Working | Today's Schedule | Tomorrow's Schedule

FVS All Records — Edit — Technician — Run

Technician	Equipment	Work Order	Reported	WO Description	WO Status	Activity	Activity Note	Start Date	Starting Time	Elapsed Time
Boucher, Marlin W	V10167 2017 CHVRL IMPALA	6140708	08/03/2022	V10167 - INTERMITTENT NO START	21 - In Shop	15	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	15	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	15	RF TIRE	08/09/2022	13:38	36
Hunt, Russell W	V10769 2019 NSSMT FRONTIER EC 4X2 PICKUP	6144159	08/08/2022	V10769 - ROAD CALL JUMP START	21 - In Shop	10	Road Call	08/09/2022	14:00	14
James, Trenon	V10239 2018 FRGHT M2-106 GRAPPLE	6138763	08/01/2022	V10239 - CHECK FOR TRANS LEAK	21 - In Shop	15	CHECK FOR TRANS LEAK	08/09/2022	13:28	46
Laguna, Franklin	V10602 2018 DODGE CHARGER PURSUIT	6062957	08/09/2022	Light Duty 5,000 Mile or 12 Month PM	21 - In Shop	20	Light Duty Inspection & PM-C	08/09/2022	13:30	44
Paez 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	15	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	25	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	21 - In Shop	25	CAB MOUNT	08/09/2022	12:22	112
Wasserman, Nikko	ENGINE 54 2008 ROSEN GA41L-2142	6144582	08/09/2022	V6414 - NO START - TURN SIGNALS INOP	21 - In Shop	25	TURN SIGNALS INOP	08/09/2022	13:53	21

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FVS All Records | Edit | WO No. | Run

WO No.	WO Description	Job Type	Dept Location	Dept Loc Desc	Equipment	Equipment Description	Date Reported	Date Completed	Down Time Hours	Hours	Labor Cost	Material Cost	Services Cost	Parts and Services
6144544	V6419 - LABOR ONLY FOR HYDR FLUID TNT PUMP	UNS	FIR030101-D	OPERATIONS	V6419	V6419 2009 HCKNY DFC200	08/09/2022	08/09/2022	0.04	0.5	15.49	0	0	0
6144311	V11531 - L/F TIRE REPAIR	UNS	POL020401-D	STAFF SUPPORT	V11531	V11531 2021 CHVRL TAHOE 4X2 PPV	08/09/2022	08/09/2022	0.66	0.5	11.93	0	0	0
6144289	V10812 - DEAD BATTERY	UNS	PBS660506-D	ASPHALT	V10812	V10812 2019 FORDX F450 CC 4X2 DRW DUMP 3CY	08/09/2022	08/09/2022	0.91	0.78	18.6	122.17	0	122.17
6144211	V10463 - PARK LIGHTS INOP	PMF	PBS660402-D	PIPE CONSTRUCTION	V10463	V10463 2018 TEXAC EQ1614B TANDEM TRAILER	08/09/2022	08/09/2022	3.21	0.5	11.93	0	0	0
6144205	V10812 - SERVICE CALL - DEAD BATTERY	UNS	PBS660506-D	ASPHALT	V10812	V10812 2019 FORDX F450 CC 4X2 DRW DUMP 3CY	08/09/2022	08/09/2022	2.1	1.1	26.24	0	0	0
6144165	V10498 - WIPER BLADES	UNS	PBS660411-D	FIRE HYDRANT & VALVES	V10498	V10498 2017 FORDX F550 EC 4X2 DRW WACHS VALVE	08/09/2022	08/09/2022	0.41	0.25	5.96	5.98	0	5.98
6144081	V11557 CHECK TIRE SENSOR	UNS	POL020401-D	STAFF SUPPORT	V11557	V11557 2021 DODGE CHARGER PURSUIT	08/08/2022	08/08/2022	0	0.05	1.19	0	0	0
6144045	Light Duty PM Follow-up	PMF	DSD034002-D	BUILDING PERMITS	V10970	V10970 2019 FORDX ESCAPE 4X2	08/08/2022	08/08/2022	0	1.5	46.46	375	0	375
6144021	V6687 NAIL IN TIRE R/F	UNS	POL020401-D	STAFF SUPPORT	V6687	V6687 2015 FORDX FUSION HYBRID	08/08/2022	08/08/2022	0	1.4	33.39	100.39	0	100.39
6143802	V10213 - FLAT REPAIR	UNS	PKR070501-D	FACILITY MAINTENANCE SUPPORT	V10213	V10213 2017 TOYOT PRIUS HYBRID C	08/08/2022	08/08/2022	0.53	0.27	7.64	80.07	0	80.07
6143699	V6947 - SHIFTER INTERLOCK BROKEN	UNS	POL020401-D	STAFF SUPPORT	V6947	V6947 2016 FORDX EXPLORER INTERCEPTOR 4X4	08/08/2022	08/08/2022	2.4	0.7	16.7	0	0	0
6143692	V6831 - LR TIRE	UNS	POL020401-D	STAFF SUPPORT	V6831	V6831 2013 CHVRL CAPRICE	08/08/2022	08/08/2022	0.77	0.73	17.41	159.42	0	159.42
6143679	V10414 - PUMP OIL DEPT PICKUP	UNS	PBS660510-D	WASTEWATER SYSTEM	V10414	V10414 2018 INT 7400 LELY TANKER 4500 GAL	08/08/2022	08/09/2022	2.68	0	0	97.98	0	97.98

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Record View | Veh Drop | Down List | Notices | Pass Down | Work Plan | Pending | Pending Detail | WOType | WO Status | Open POs | On Order | Parts Here | Orphaned Requisitions | Techs Working | Today's Schedule | Tomorrow's Schedule

All Records | Edit | Planning Status | Run

Planning Status	Equipment	Equipment Description	Work Order	Work Description	Est. Hours	Job Type	WO Status	Priority	Maint Pattern	Maint Pattern Seq	Assigned to Technician	Enter
Plan Now	V6683	V6683 2015 FORDX FUSION HYBRID	5974927	Ford Recall # 18S08		CAMPAIGN	15 - AWAITING VEHICLE	HIGH				YAF
Plan Now	V10788	V10788 2019 FORDX F450 EC 4X2 UTILITY BODY	6078325	Manu Recall 19C07 / NHTSA Recall 19V633		CAMPAIGN	15 - AWAITING VEHICLE	HIGH				YAF
Plan Now	V11119	V11119 2019 FORDX F250 CC 4X2 SRW	5676199	Manu Recall 19C07 / NHTSA Recall 19V633		CAMPAIGN	15 - AWAITING VEHICLE	HIGH				YAF
Plan Now	V10412	V10412 2018 FORDX F150 EC 4X2 PICKUP	5421279	FORD SERVICE ACTION 18N03		CAMPAIGN	15 - AWAITING VEHICLE	HIGH				YAF
Plan Now	V6878	V6878 2015 FORDX EXPLORER INTERCEPTOR 4X4	5683881	Manu Recall 19S17 / NHTSA Recall 19V435		CAMPAIGN	15 - AWAITING VEHICLE	HIGH				YAF
Plan Now	V10883	V10883 2019 CHVRL TAHOE 4X2 POLICE	5413652	GM RECALL N182206730		CAMPAIGN	15 - AWAITING VEHICLE	HIGH				YAF
Plan Now	V10361	V10361 2017 FORDX EXPLORER INTERCEPTOR AWD	5794666	Light Duty 6,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_6K_MP	10		FLA
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	Light Duty 6,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_6K_MP	10		PAI
Plan Now	V10550	V10550 2018 FORDX E350 KUV SERVICE BODY	5844918	Light Duty 6,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_6K_MP	10		PAI
Plan Now	V10875	V10875 2018 MRCBN SPRINTER 3500 CCTV VAN	5844955	Light Duty 6,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_6K_MP	10		PAI
Plan Now	V6797	V6797 2013 CHVRL CAPRICE	5850079	Light Duty 5,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_5K_MP	10		NTI
Plan Now	V11248	V11248 2020 KIAXX OPTIMA	5853444	Light Duty 5,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_5K_MP	10		IHA
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
Plan Now	V10187	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	10		MIS
Plan Now	V6306	V6306 2009 FORDX ESCAPE 4X2	5870041	Light Duty 6,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_6K_MP	10		IHA
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		FLA
Plan Now	V10173	V10173 2017 CHVRL IMPALA	5871646	Light Duty 5,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_5K_MP	10		RH
Plan Now	V10859	V10859 2019 FORDX ESCAPE FWD	5873391	Light Duty 6,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_6K_MP	10		FPA
Plan Now	V6861	V6861 2015 FORDX E350 RC 4X2 DRW	5873881	Light Duty 6,000 Mile or 12 Month PM	2	PREVENTIVE MAINTENANCE	15 - AWAITING VEHICLE	HIGH	4745_LD_6K_MP	10		PAI

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ATTACHMENT 7



First Vehicle Services

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

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

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ATTACHMENT 8

First Vehicle Services

Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

City of Hollywood, FL Transition Plan

Name: First Vehicle Services

Calendar Start: 1/1/2023 (Sunday)

Display Week: 1

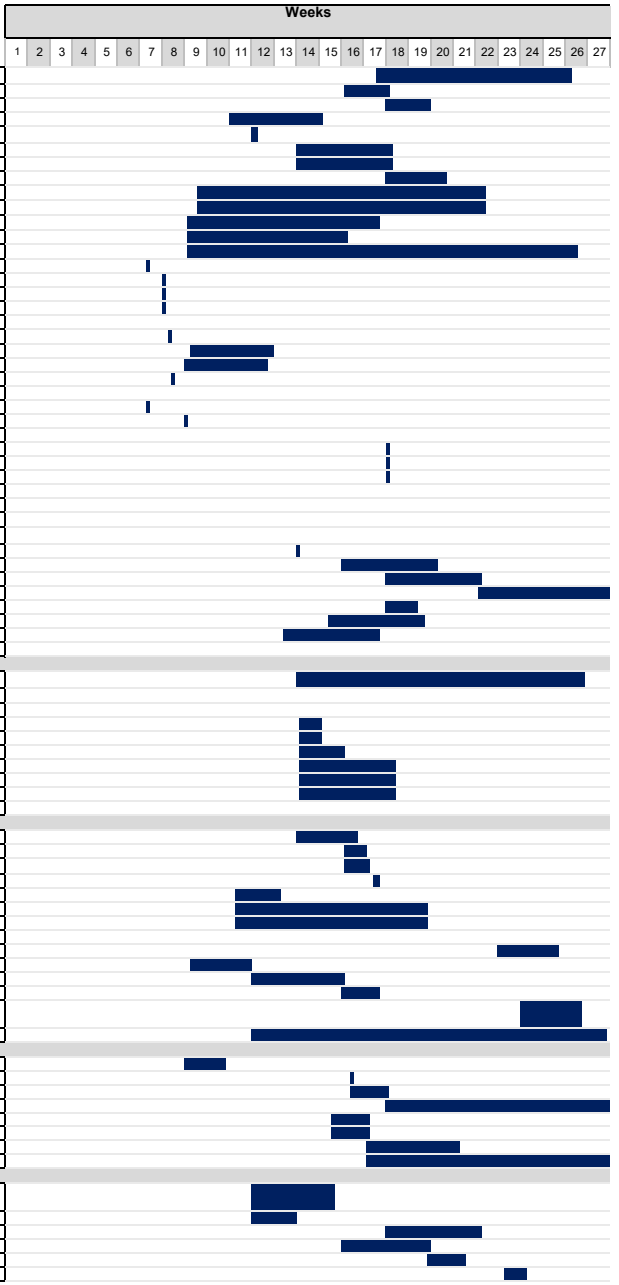
Task	Functional Areas Required - TM to Assign Responsibility	Notes	Start	End	Cal. Days	% Done	Work Days
Critical Path	**PLEASE NOTE** - Transition Manager oversight of each task.						
Contract Award - Estimated	City of Hollywood		Mon 5/01/23	Mon 5/01/23	1	0%	1
Notice of Award (NOA) Issued	City of Hollywood		Sat 2/25/23	Sun 2/26/23	2	0%	0
Establish Location for Vehicle Maintenance	RVP, BD, SVP, Corporate		Thu 2/16/23	Thu 2/16/23	1	0%	1
Insurance Certificates	RVP, SVP	Issued within 10 days of NOA	Thu 2/16/23	Fri 2/24/23	9	0%	7
List of Key Managers	RVP, SVP	Issued within 10 days of NOA	Thu 2/16/23	Fri 2/24/23	9	0%	7
Complete Organization Chart	RVP, SVP	Issued within 10 days of NOA	Thu 2/16/23	Fri 2/24/23	9	0%	7
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	RMM, FTRMD	Within 45 days of NTP	Wed 2/01/23	Fri 3/17/23	45	0%	33
Submit Equipment Maintenance Plan	RMM, FTRMD	Within 45 days of NTP	Wed 2/01/23	Fri 3/17/23	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	1	0%	1
First Vehicle Legal to review of final contract document	RVP, SVP, Legal		Tue 3/14/23	Fri 3/24/23	11	0%	9
Execute Contract	FT Exec		Fri 3/24/23	Thu 3/30/23	7	0%	5
Incumbent Employee Communication and On-Boarding Strategy	RVP, RMM, GM, DM, BD, FTHR, Unions	Website, Meetings, Orientation, Training	Thu 2/23/23	Sat 4/08/23	45	0%	32
Identify 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		Mon 2/20/23	Wed 4/05/23	45	0%	33
Establish Transition and Base of Operations	RVP, RMM, GM, DM		Fri 12/08/23	Fri 4/26/24	141	0%	101
Transition & Start-Up	RVP, RMM, GM, DM		Fri 12/08/23	Fri 4/26/24	141	0%	101
Transition KICK-OFF Meeting with City of Hollywood	RVP, RMM, GM, DM, City of Hollywood		Fri 1/20/23	Fri 1/27/23	8	0%	6
Commence Transition Meetings	RVP, RMM, GM, DM, City of Hollywood		Fri 1/20/23	Tue 7/11/23	173	0%	123
Transition Plan - Review and Update Action Items	RVP, RMM, GM, DM	In Consultation with City of Hollywood	Fri 1/20/23	Tue 2/07/23	19	0%	13
Union Agreement Negotiations if required	GM, FTHR, Unions	Not Applicable		Tue 4/03/00	95	0%	0
Development of Material for Employee Open House	GM, RMM, FTHR		Fri 1/20/23	Thu 1/26/23	7	0%	5
Incumbent Employee Open House	Senior Management Team		Thu 2/17/22	Mon 2/21/22	5	0%	3
Incumbent 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	Insurance, License, Emergency Equip, Procedure	Fri 3/31/23	Sat 4/29/23	30	0%	21
Confirm Reporting Requirements	RVP, GM	Aligned with City of Hollywood Requirements	Fri 3/31/23	Thu 4/13/23	14	0%	10
Recruiting 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							
Contract Award	City of Hollywood		Mon 2/20/23	Mon 2/20/23	1	0%	1
Confirmation of Leadership Start-Date (GM, OM, etc.)	RVP		Mon 2/20/23	Sun 3/05/23	14	0%	10
General 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 Incumbents	RVP, RMM, GM, City of Hollywood	Obtain references and feedback	Mon 2/27/23	Mon 3/20/23	22	0%	16
Finance 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	1	0%	1
Safety & Training Manager Start Date	RVP, GM	Corporate to support this task	Wed 2/15/23	Wed 2/15/23	1	0%	1
Human Resource Manager Start Date	RVP, GM		Wed 2/15/23	Wed 2/15/23	1	0%	1
Safety & Security Manager Start Date	RVP, GM		Wed 2/15/23	Wed 2/15/23	1	0%	1
IT Manager Start Date (if required)	RVP, GM	Corporate to support this task	Wed 3/15/23	Wed 3/15/23	1	0%	1
Recruiting, Retention, & On-Boarding Coordinators - Start Date	HR, FTHR		Mon 2/20/23	Mon 2/20/23	1	0%	1
D&A Program Manager - Start Date	HR, FTHR	Corp. HR to start process.	Mon 2/20/23	Mon 2/20/23	1	0%	1
Program Manager for Talent Development	HR		Sat 12/09/23	Sat 12/09/23	1	0%	0
Claims Coordinator Start Date	HR	Could be an incumbent	Mon 4/17/23	Mon 4/17/23	1	0%	1
Payroll Coordinator Start Date	FM, HR	Could be an incumbent	Mon 4/17/23	Mon 4/17/23	1	0%	1
Accounts Payable Coordinator Start Date	FM, HR	Could be an incumbent	Mon 4/17/23	Mon 4/17/23	1	0%	1
Shop Foreman / Service Writer Start Date	RVP, RMM, GM	Could be an incumbent	Tue 2/28/23	Tue 2/28/23	1	0%	1
Fleet Manager Start Date	RVP, RMM, GM		Mon 4/10/23	Mon 4/10/23	1	0%	1
Initiate 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
Set-Up New Location Number Corporately	FT Finance		Fri 1/20/23	Wed 2/08/23	20	0%	14
Set up Transition Cost Invoice	FT Finance		Mon 2/13/23	Wed 2/22/23	10	0%	8
Submission of Transition Costs Invoices (3 installments)	FT Finance		Mon 2/13/23	Tue 7/11/23	149	0%	107
Set up First Invoice for Mayl 2023	FT Finance	30 days paid after receipt	Mon 4/03/23	Tue 5/23/23	51	0%	37
Submission of First Invoice May 2023	FT Finance		Fri 5/26/23	Tue 5/30/23	5	0%	3
Identify Business License Requirements	FT Finance		Mon 2/27/23	Tue 3/28/23	30	0%	22
Contact benefits department Regarding New Contract.	FT Payroll		Wed 3/01/23	Thu 3/30/23	30	0%	22
Confirm Payroll Technology Solutions	GM, FT Finance, IT		Wed 3/01/23	Tue 3/21/23	21	0%	15
Implement Payroll Technology Solutions	GM, FT Finance, IT		Wed 3/01/23	Wed 3/01/23	1	0%	1
Training 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
Test payroll system/process	FM, FT Finance, IT		Wed 4/19/23	Fri 4/28/23	10	0%	8
Training Financial Personnel Payroll, AP, AR	FM, FT Finance, IT		Mon 4/10/23	Wed 4/19/23	10	0%	8
Set-Up Vendors in AP	RMM, GM, OM, MM, PM		Sat 4/15/23	Mon 5/29/23	45	0%	31
Fleet Maintenance & Servicing							
Vehicle 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
Equipment Maintenance Program - Approval	RMM, MM, DM, City of Hollywood	Class I Equipment	Mon 4/03/23	Sun 4/16/23	14	0%	10
Establish Seniority list	AVP, RVP, GM, OM, MM, HR, Unions	Answered in Questions		Sun 1/29/00	30	0%	0
Meet with Unions to Discuss Employee Transition	AVP, RVP, GM, OM, MM, HR, Unions	Not Applicable		Sat 5/12/00	134	0%	0
Obtain Copy of CBA	RVP, GMM, RM, Unions	Answered in Questions		Sat 1/00/00	1	0%	0
Confirm Employee Contact Procedures	RVP, GM, RMM		Mon 4/17/23	Fri 4/28/23	12	0%	10
Establish Uniform Provider	RMM, GM		Mon 2/20/23	Tue 3/21/23	30	0%	22
Uniform 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
Development of Hazardous Waste Disposal Policy	RMM, GM		Tue 4/11/23	Mon 4/24/23	14	0%	10
Fleetwatch Training Program	RMM, GM		Mon 5/01/23	Sun 5/14/23	14	0%	10



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Display Week: 1

Task	Functional Areas Required - TM to Assign Responsibility	Notes	Start	End	Cal. Days	% Done	Work Days
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	Annual Review with City of Hollywood.	Tue 4/18/23	Mon 5/01/23	14	0%	10
Confirm Maintenance Employee Requirements	RMM, GM		Mon 5/01/23	Sun 5/14/23	14	0%	10
Confirm Tooling Requirements and Order Required Equipment	RMM, GM		Mon 3/13/23	Mon 4/10/23	29	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	Mon 4/03/23	Tue 5/02/23	30	0%	22
Produce / Print Training Support Material	RMM, GM	Employee Handbook - P & P Manual	Mon 5/01/23	Fri 5/19/23	19	0%	15
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	RMM, GM		Tue 2/28/23	Tue 4/18/23	50	0%	36
Offer of Employment **NEW** Maintenance Staff	RMM, GM		Tue 2/28/23	Thu 6/29/23	122	0%	88
Manager Start Date	MM, HR		Wed 2/15/23	Wed 2/15/23	1	0%	1
Maintenance Training Manager Start Date	MM, HR		Mon 2/20/23	Mon 2/20/23	1	0%	1
Maintenance Clerk Start Date	RMM, GM		Mon 2/20/23	Mon 2/20/23	1	0%	1
Parts Manager Start Date	RMM, GM	Not Needed	Mon 2/20/23	Mon 2/20/23	1	0%	1
Facility Technician Start Date	RMM, GM	Not applicable FVS leased building		Sat 1/00/00	1	0%	0
Parts Clerk Start Date	RMM, GM		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	RMM, GM		Thu 2/23/23	Thu 2/23/23	1	0%	1
Body Shop Supervisor Start Date	RMM, GM	Outsource to local vendors get setup by 4/15/2023		Sat 1/00/00	1	0%	0
Quality Assurance Manager Start Date	RMM, GM		Wed 2/15/23	Wed 2/15/23	1	0%	1
Warranty Clerk Start Date	RMM, GM	will be combined with office position	Mon 2/27/23	Mon 2/27/23	1	0%	1
Body Shop Technician Start Dates	RMM, GM	Outsource to local vendors get setup by 4/15/2023		Sat 1/00/00	1	0%	0
Maintenance A Technicians Start Dates	RMM, GM		Mon 5/01/23	Mon 5/01/23	1	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	1	0%	0
Electronic Technicians Start Dates	RMM, GM	performed by Technicians above		Sat 1/00/00	1	0%	0
Tire Technicians Start Dates	RMM, GM	performed by Technicians above		Sat 1/00/00	1	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		Mon 4/03/23	Mon 4/03/23	1	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	30	0%	22
Corrective Repairs - City of Hollywood Fleet	MM, City of Hollywood, Incumbent, 3rd Party Insp.		Tue 5/30/23	Thu 8/17/23	80	0%	58
Vehicle Inspection FINAL City of Hollywood Fleet	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	RVP, DM, GM	Per RFP no inventory to purchase		Mon 1/16/00	17	0%	0
Safety and Security							
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		Sat 1/00/00	1	0%	0
Confirm Site Security and Building Access Protocol & Procedures	GM, City of Hollywood		Tue 4/04/23	Mon 4/10/23	7	0%	5
Develop Approved Access Checklist - Live Document	GM, City of Hollywood	City of Hollywood will be provided access to electronic file.	Tue 4/04/23	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	GM, City of Hollywood	Including location of Defibrillators	Tue 4/04/23	Wed 5/03/23	30	0%	22
Meet with City of Hollywood Security Contractor	GM, City of Hollywood		Tue 4/04/23	Wed 5/03/23	30	0%	22
Drug & Alcohol Program Manager Start Date	STM, HR	From Corporate		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	RVP, RMM, GM, DM, City of Hollywood	Office Facility	Tue 4/18/23	Mon 4/24/23	7	0%	5
Facility Inspection (Initial) - Safety Equipment, PPE, Fall Protection, Etc.	RVP, RMM, GM, DM, City of Hollywood		Tue 4/18/23	Tue 4/25/23	8	0%	6
Facility Inspection (Final) - Acceptance	RVP, RMM, GM, DM, City of Hollywood	Maintenance Facility	Thu 4/27/23	Fri 4/28/23	2	0%	2
Floor Plan for IT and Furniture Requirements	GM, RMM		Wed 3/15/23	Tue 3/28/23	14	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	GM, OM		Wed 3/15/23	Sat 5/13/23	60	0%	43
Conduct Facility Risk Assessment	GM, RMM, DM	Not applicable FVS Building		Wed 1/11/00	12	0%	0
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	IT Corp, GM, Local Supplier, City of Hollywood		Mon 3/20/23	Mon 4/17/23	29	0%	21
Test Local Network & Telephone System	IT Corp, GM, Local Supplier, City of Hollywood		Mon 4/17/23	Fri 4/28/23	12	0%	10
Review and Update On-Site Signage	GM, RMM, City of Hollywood	Includes Safety Signage, Subject to the approval of City of Hollywood	Mon 6/12/23	Fri 6/30/23	19	0%	15
Obtain required licenses and permits	GM		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		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	IT Corp, IT		Mon 5/01/23	Mon 8/21/23	113	0%	81
Order IT Equipment (Computers, Laptops, Printers, Postage Meter, Etc.)	IT Corp, IT	IT coordinated by IT Corp, prior to IT Manager Start	Fri 4/14/23	Tue 4/25/23	12	0%	8
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	RVP, RMM, DM, GM	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%	10
Review & Analyze City of Hollywood Comment/Complaint history	RVP, RMM, DM, GM		Mon 5/01/23	Tue 5/30/23	30	0%	22
Develop DRAFT Version Quality Management Plan for Year One	RVP, RMM, DM, GM	Draft Submit by 05/30/2023 pending inspections	Mon 4/17/23	Sun 5/14/23	28	0%	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



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ATTACHMENT 9



First Vehicle Services

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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 day-to-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

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Jon Olson

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

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ATTACHMENT 10



First Vehicle Services

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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

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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

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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

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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

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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 world-class 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

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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

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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

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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

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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

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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

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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

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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

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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)

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ATTACHMENT 11



First Vehicle Services

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First Transit

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	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
August 31, 2009	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
January 10, 2011	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
March 3, 2011	Policy updated per 49 CFR Part 40 and 49 CFR Part 655
September 25, 2014	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.

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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, **all** 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;
2. 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.

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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).

Safety Sensitive Employee - When a covered employee or applicant has not performed a safety-sensitive function 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 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 pre-employment category is to be used.

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NOTE: The Company may conduct pre-employment alcohol 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.

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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.

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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, only using non-federal forms.

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:

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- 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**

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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.

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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.**

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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 safety-sensitive 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

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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

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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.

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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.

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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;

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- 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.

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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 non-safety-sensitive testing.

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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
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

National Substance Abuse Professionals – www.nsapn.com (800) 879-6428
- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat
- Oversees process and reports to make sure compliant

American Substance Abuse Professionals (ASAP) – www.go2asap.com (888) 792-2727
- Managed SAP Services
- Works with qualified DOT SAPs nationwide
- Employer/Employee contacts provider and contracts through them for SAP services for a flat fee
- Oversees process and reports to make sure compliant

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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)

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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.

Name:	Laboratory Corporation of America (LabCorp)	Quest Diagnostics	CRL
Address:	1904 Alexander Drive Research Triangle Park, NC 27709	101001 Renner BLVD Lenexa, KS 66700	8405 Quivira Rd 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 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

Local SAP's

Name: _____

Address: _____

Phone: _____

Name: _____

Address: _____

Phone: _____

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ATTACHMENT 12



First Vehicle Services

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Date:_____ Sublet Shift: 1 2 Roadcall
(Circle one)

Re: Repair Order #_____ Stock #

Mechanic #_____ Mechanic Leader

Shop Comments (if any)_____

_____

DO NOT WRITE ABOVE THIS LINE

Agency's Comments Date:_____

Was this repair a rework of a previous repair? _____ Yes _____ No

Were all requested repairs/service performed: _____ Yes _____ No
Exceptions_____

_____

How many days was vehicle in shop for repairs: _____ Days

Was the vehicle returned in the same state of cleanliness as when it entered facility? _____ Yes _____ No

Were you handled courteously by shop personnel? _____ Yes _____ No

Please rate the quality of service received:

____ no comment ____ poor ____ average ____ good ____ excellent

Comments and Suggestions:

_____

_____

_____

Operator Name:

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ATTACHMENT 13



First Vehicle Services

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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: Jami Janowieck

Michael Petrucci, Secretary

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

State of Incorporation: Delaware

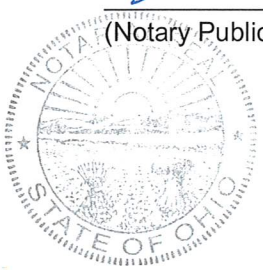
State of Ohio)

County of Hamilton)

Before me, the undersigned, a Notary Public in and for said county and state, personally appeared Michael Petrucci, 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

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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	Client Reference	Service Delivery / Fleet Size
Archbold Medical Center Gordon Ave. and Mimosa Dr. P.O. Box 1018 Thomasville, GA 31799	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	Client Reference	Service Delivery / Fleet Size
City of Atlantic Beach 1200 Sandpiper Lane Atlantic Beach, FL 32233	Ms. Lisa Showman Public Works Contracts Administrator Coordinator (904) 247-5834 lshowman@coab.us	**Service Delivery** Nov. 1997 to Present **Fleet Size** Approx. 225 Units

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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	Client Reference	Service Delivery
City of Atlantic City 1100 N. Albany Ave. Atlantic City, NJ 08041	Mr. Paul Jerkins Public Works Director (609) 347-5731	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	Client Reference	Service Delivery	Fleet Size
City of Augusta/ Richmond County 1568 Broad Street Augusta, GA 30906	Mr. Ronald Crowden Fleet Manager (706) 821-2892 rcrowden@augustaga.gov	Jan. 2003 to Present	Approx. 2,580 Units

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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	Client Reference	Service Delivery
Beaufort County 120 Shanklin Road Beaufort, SC 29906	Mr. Dave Thomas Dir. of Procurement (843) 255-2304 dthomas@bcgov.net	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	Client Reference	Service Delivery
City of Bellflower 9944 Flora Vista Street Bellflower, CA 90706	Mr. Len Gorecki Public Works Director (562) 804-1324 lgorecki@bellflower.org	Sept. 2011 to Present **Fleet Size** Approx. 205 Units

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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	Client Reference	Service Delivery / Fleet Size
City of Brownsville Urban System 755 International Brownsville, TX 78520	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	Client Reference	Service Delivery / Fleet Size
Municipality of Caguas P.O. Box 907 Caguas, PR 00726-0907	Mr. Liuis E. Santiago Fleet Manager (787) 258-0620 lesantiago@caguas.gov.pr	**Service Delivery** August 2002 to Present **Fleet Size** Approx. 421 Units

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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	Client Reference	Service Delivery
Estado Libre Asociado de Puerto Rico Gobierno Municipal de Carolina Apartado 9 Carolina, PR 00986-0008	Mr. Andres Velez Director of Transportation (787) 949-6098 avelez@carolina.gobierno.pr	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	Client Reference	Service Delivery
Cecil County Government 200 Chesapeake Boulevard Elkton, MD 21921	Mr. Kenneth Jackson Fleet Procurement Manager (410) 996-8122 kjackson@ccgov.org	August 2002 to Present **Fleet Size** Approx. 375 Units

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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 / Fleet Size
City of Chelsea 380 Beacham Street Chelsea, MA 02150	Mr. Lam Vu DPW Supervisor (617) 466-4302 lvu@chelseama.gov	**Service Delivery** August 2010 to Present **Fleet Size** 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 / Fleet Size
The Colonial Williamsburg Foundation PO Box 2600 Williamsburg, VA 23187	Mr. Kurt Reisweber Contract Administrator (757) 565-8358 kreisweber@cwf.org	**Service Delivery** April 2011 to Present **Fleet Size** Approx. 180 Units

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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	Client Reference	Service Delivery / Fleet Size
Town of Davie 6591 S.W. 45th Street Davie, FL 33314	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	Client Reference	Service Delivery / Fleet Size
DC Metropolitan Police Department 2175 West Virginia Avenue, NE Washington, DC 20002	Mr. Greg Hester Fleet Director (202) 576-5386 greg.hester@dc.gov	**Service Delivery** Oct. 2002 to Present **Fleet Size** Approx. 1,680 Units

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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	Client Reference	Service Delivery / Fleet Size
Eastman Chemical Company P.O. Box 7444 Longview, TX 75607-7444	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	Client Reference	Service Delivery / Fleet Size
Enterprise Holdings Southern California Vehicle Repair 9020 Aviation Boulevard Inglewood, CA 90301	Mr. Aurelio Cuellar Maintenance Manager (310) 649-5400 aurelio.cuellar@ehi.com	**Service Delivery** Feb. 2011 to Present **Fleet Size** Approx. 65 Units

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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	Client Reference	Service Delivery / Fleet Size
ExxonMobil 2800 Decker Drive Baytown, TX 77521	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	Client Reference	Service Delivery / Fleet Size
Florence County 180 N. Irby Street MSC-R Florence, SC 29501	Mr. Patrick Fletcher Director of Procurement (843) 665-3035 pfletcher@florenceco.org	**Service Delivery** Sept. 1988 to Present **Fleet Size** Approx. 345 Units

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Florida International University

Services Provided

Fleet management and maintenance of administrative sedans; light, medium and heavy-duty trucks; and transit buses.

Client Address	Client Reference	Service Delivery / Fleet Size
Florida International University Modesto A. Maidique Campus 11200 SW 8th Street Miami, FL 33199	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	Client Reference	Service Delivery / Fleet Size
Georgetown County 108 Screven Street Georgetown, SC 29440	Mr. Ray Funnye Director of Public Services (843) 458-5144 rcfunnye@gtcounty.org	**Service Delivery** Sept. 1997 to Present **Fleet Size** Approx. 700 Units

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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	Client Reference	Service Delivery
Greater Orlando Aviation Authority 8701 Casa Verde Road Orlando, FL 32827	Mr. Robert Lindsay Contract Compliance Coordinator (407) 825-2637 rlindsay@goaa.org	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	Client Reference	Service Delivery
Township of Hamilton 5500 Atlantic Ave. Mays Landing, NJ 08330	Ms. Sue Giberson Operations Manager (609) 625-1511, Ext. 202 (Phone) (609) 909-1157 (Fax) sgiberson@townshipofhamilton.com	Oct. 2016 to Present **Fleet Size** Approx. 174 Units

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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	Client Reference	Service Delivery / Fleet Size
Harford County Government 1807 North Fountain Green Road Bel Air, MD 21050	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	Client Reference	Service Delivery / Fleet Size
Hazlet Township 39 Leocadia Court Hazlet, NJ 07730	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

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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	Client Reference	Service Delivery / Fleet Size
City of Jacksonville Beach 1460 Shetter Avenue Jacksonville Beach, FL 32250	Mr. Louis Flores Property Management Supervisor (904) 247-6228 lflores@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	Client Reference	Service Delivery / Fleet Size
Kean University 1000 Morris Avenue Union, NJ 07083	Mr. Ken Kimble Associate Director (908) 399-4666 kkimble@ kean.edu	**Service Delivery** April 2017 to Present **Fleet Size** Approx. 96 Units

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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	Client Reference	Service Delivery
Liberty County 1079 Bacontown Road Hinesville, GA 31310	Mr. Clenton Wells Public Works Director (912) 884-3310 clenton.wells@libertycountyga.com	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	Client Reference	Service Delivery
Loudoun County Dept. of Fire, Rescue & Emergency Mgmt. 21660 Red Rum Drive, Suite 138 Ashburn, VA 20147	Mr. Adam Davis Captain (571) 233-1466 adam.davis@loudoun.gov	Sep. 2010 to Present **Fleet Size** Approx. 35 Units

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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 / Fleet Size
Maine DOT Region 1 (Scarborough) P.O. Box 358 Scarborough, ME 04070	Mr. John Small Fleet Operations Manager Fleet Services Division (207) 592-0328 john.small@maine.gov	**Service Delivery** May 2014 to Present **Fleet Size** Approx. 168 Units

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 / Fleet Size
City of Miami Springs 345 N. Royal Poinciana Blvd. Miami Springs, FL 33166	Mr. Robert Williams Director of Public Works (305) 805-5170 williamsr@miamisprings-fl.gov	**Service Delivery** Oct. 2015 to Present **Fleet Size** Approx. 105 Units

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Monroe Public Schools, Michigan

Services Provided

Fleet management and maintenance of student transportation buses and auxiliary vehicles.

Client Address	Client Reference	Service Delivery
Monroe Public Schools 4920 West Albain Road Monroe, MI 48161	Mr. Jerry Oley Operations Director (734) 265-3300 oley@monroe.k12.mi.us	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	Client Reference	Service Delivery
Montgomery County Government 16630 Crabbs Branch Way Rockville, MD 20855	Mr. Jeffrey Steed Procurement (240) 777-9914 jeffrey.steed@montgomerycountymd.gov	Dec. 2017 to Present **Fleet Size** Approx. 270 Units

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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	Client Reference	Service Delivery
Montgomery Township 2261 US Route 202 North Belle Meade, NJ 08502	Ms. Laura Pavan Liaison, Police Department (908) 874-3144 lpavan@police.montgomery.nj.us	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	Client Reference	Service Delivery
City of Moultrie P.O. Box 3368 Moultrie, GA 31776	Mr. Danny Ward Public Works Director (229) 890-5426 Danny.Ward@moultriega.com	Oct. 2004 to Present **Fleet Size** Approx. 355 Units

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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	Client Reference	Service Delivery / Fleet Size
Town of Mount Pleasant P.O. Box 745 Mount Pleasant, SC 29465	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	Client Reference	Service Delivery / Fleet Size
Borough of Munhall 1900 West Street Munhall, PA 15120	Mr. Joe Varhola Borough Manager (412) 464-7310 ext. 9 jvarhola@munhallpa.us	**Service Delivery** Dec. 2004 to Present **Fleet Size** Approx. 40 Units

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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	Client Reference	Service Delivery
City of Newport 280 Spring St Newport, RI 02840	Mr. William Riccio Director of Public Works (401) 845-5841 Wriccio@CityofNewport.com	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 Dept. of Parks and Recreation 5 Boro Complex Randall's Island New York, NY 10035	Mr. Paris Apollon Chief of Operations (212) 410-8933 (Phone) (212) 410-8319 (Fax) paris.apollon@parks.nyc.gov	March 2000 to Present **Fleet Size** Approx. 640 Units

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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.

Client Address	Client Reference	Service Delivery / Fleet Size
Ocean Township 163 Monmouth Road Oakhurst, NJ 07755	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	Client Reference	Service Delivery / Fleet Size
City of Oklahoma City Utilities Department 621 N. Penn Ave. Oklahoma City, OK 73120	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

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City of Paramount, California

Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy-duty trucks, and mowing equipment.

Client Address	Client Reference	Service Delivery / Fleet Size
City of Paramount 16400 Colorado Avenue Paramount, CA 90723	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	Client Reference	Service Delivery / Fleet Size
City of Pembroke Pines 9500 Pines Boulevard Building B Pembroke Pines, FL 33024	Mr. Maurice Washington Support Specialist – Fleet Liaison (954) 499-9529 purchasing@ppines.com	**Service Delivery** April 2018 to Present **Fleet Size** Approx. 200 Units

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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	Client Reference	Service Delivery
City of Pittsburgh Department of Finance 414 Grant Street Pittsburgh, PA 15219	Mr. Brandon Walton Fleet Services Manager Phone: (412) 652-9398 brandon.walton@pittsburghpa.gov	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	Client Reference	Service Delivery
City of Port St. Lucie 121 SW Port St. Lucie Boulevard Port St. Lucie, FL 34984	Mr. Roberto Mann Fleet Manager (772) 877-1517 rmann@cityofpls.com	Oct. 1988 to Present **Fleet Size** Approx. 950 Units

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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	Client Reference	Service Delivery / Fleet Size
Richland County 400 Powell Road Columbia, SC 29203	Mr. Williams Peters Fleet Manager (803) 576-2457 Peters.bill@richlandcountysc.us	**Service Delivery** July 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	Client Reference	Service Delivery / Fleet Size
Saint Clair County 21 Airport Drive Saint Clair, MI 48079	Mr. Kirk Weston Managing Director (810) 388-4024 kweston@stclaircounty.org	**Service Delivery** April 2010 to Present **Fleet Size** Approx. 695 Units

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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	Client Reference	Service Delivery
City of San Clemente 100 Avenida Presidio San Clemente, CA 92672	Mr. Tom Rendina Business Services Officer (949) 361-8312 RendinaT@san-clemente.org	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	Client Reference	Service Delivery
City of San Mateo 1949 Pacific Boulevard San Mateo, CA 94403	Mr. David Fink Facilities and Fleet Services Manager (650) 522-7360 dfink@cityofsanmateo.org	March 1993 to Present
		Fleet Size Approx. 280 units

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Seaboard Farms, Kansas

Services Provided

Fleet management and maintenance services of light duty vehicles, tractors, and trailers.

Client Address	Client Reference	Service Delivery
Seaboard Farms, Inc. 301 8th Street Rolla, KS 67954	Mr. Wade Wisdom Director of Milling Operations (620) 593-1528 Wade_Wisdom@SeaboardFoods.com	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	Client Reference	Service Delivery
Seminole County 149 Bush Loop Sanford, FL 32773	Ms. Rebecca Ward Assistant Fire Chief (407) 665-5053 Bward@seminolecountyfl.gov	Dec. 2017 to Present **Fleet Size** Approx. 195 Units

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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	Client Reference	Service Delivery
South Jersey Industries, Inc. 1 South Jersey Plaza, Route 54 Folsom, NJ 08037	Ms. Nicole Horan Manager, Administrative Services (609) 561-9000, Extension 4566 nhoran@sjindustries.com	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	Client Reference	Service Delivery / Fleet Size
Space Coast Area Transit 401 South Varr Avenue Cocoa, FL 32922	Mr. Scott Nelson Operations Manager (321) 635-7815 scott.nelson@brevardfl.gov	**Service Delivery** Feb. 2010 to Present **Fleet Size** Approx. 85 Units

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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 P.O. Box 68 208 East Lincoln Avenue Breckenridge, CO 80424	Mr. Tom Gosiorowski Public Works Director (970) 453-3438 tom.gosiorowski@summitcountyco.gov	Feb. 2011 to Present **Fleet Size** 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	Client Reference	Service Delivery
City of Sumter P.O. Box 1449 Sumter, SC 29151	Mr. Mike Evans Support Services (803) 968-4241 mevans@sumtersc.com	May 1999 to Present **Fleet Size** Approx. 875 Units

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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	Client Reference	Service Delivery / Fleet Size
Sumter County 319 E. Anderson Avenue Bushnell, Florida 33513	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	Client Reference	Service Delivery / Fleet Size
City of Sunrise 10770 West Oakland Park Boulevard Sunrise, FL 33351-6899	Mr. Hameed Khan Fleet Manager (954) 746-3214 hkhan@sunrisefl.gov	**Service Delivery** Oct. 1989 to Present **Fleet Size** Approx. 670 Units

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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	Client Reference	Service Delivery
City of Thornton 12450 North Washington Street Thornton, CO 80241	Mr. Dave Carson Fleet Administrator (720) 977-6336 david.carson@cityofthornton.net	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	Client Reference	Service Delivery
University of Southern California USC Transportation 620 W. 35th Street Los Angeles, CA 90089	Mr. Shawn Chavira Associate Director of Transit (213) 740-9930 shawnc@usc.edu	March 2012 to Present
		Fleet Size Approx. 125 Units

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

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 Authority 7239 Pocahontas Trail Williamsburg, VA 23185	Ms. Karen Davis Director of Operations (757) 790-2411 kdavis@gowata.org	April 2011 to Present **Fleet Size** 36 Units

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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	Client Reference	Service Delivery / Fleet Size
City of Wilmington City/ County Building 500 Wilmington Ave Wilmington, DE 19801	Mr. Leonard Obohoski Fleet Manager Phone: (302) 576-3077 laobohoski@wilmingtonde.gov	**Service Delivery** Oct. 1994 to Present **Fleet Size** Approx. 690 Units

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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
Municipality of Caguas, 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

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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

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First Vehicle Services
600 Vine Street
Suite 1400
Cincinnati, OH 45202

513-241-2200
www.firstvehicleservices.com

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 07/18/2024

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
MARSH USA, LLC.
800 Market Street, Suite 1800
St. Louis, MO 63101

2Q99 E- FM

CONTACT NAME: Marsh | U.S. Operations
PHONE (A/C, No, Ext): 866-966-4664 **FAX (A/C, No):** 212-948-0811
E-MAIL ADDRESS: StLouis.CertRequest@Marsh.Com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : The Travelers Indemnity Company of Connecticut	25682
INSURER B : Travelers Property Casualty Company of America	25674
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Enterprise Fleet Management, Inc.
5105 Johnson Road
Coconut Creek, FL 33073

COVERAGES **CERTIFICATE NUMBER:** CHI-008905768-16 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** [ ] CLAIMS-MADE [X] OCCUR X Fire Damage (Any One Fire) GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:			HC2E-GLSA-474M7351-TCT-23	09/01/2023	09/01/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 1,000,000 $ 1,000,000
A	**AUTOMOBILE LIABILITY** X ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY X SIR 2,000,000			HEEAP-474M7302-TCT-23	09/01/2023	09/01/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
	[ ] **UMBRELLA LIAB** [ ] OCCUR [ ] **EXCESS LIAB** [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B B B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? **Y / N** [N] **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	**N / A**		UB-8P765351-23-NC-R (WI) HWXJUB-474M7074-TIL-23 (OH) UB-8P137346-23-NC-T (AOS) *SEE ATTACHED*	09/01/2023 09/01/2023 09/01/2023	09/01/2024 09/01/2024 09/01/2024	X PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 500,000 $ 500,000 $ 500,000
A	Garage Liability			See Attached	01/01/2024	01/01/2025		See Attached

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: GPBR: 2Q99 , 5105 Johnson Road, Coocnut Creek, FL, 33073.

City of Hollywood is/are included as Additional Insured where required by written contract with respect to General and Auto Liability. Auto coverage insures any Auto owned or leased by the named insured while operated by employees of the named insured. No coverage provided to renters under this policy.

CERTIFICATE HOLDER

City of Hollywood
Public Works
1600 S. Park Rd
Hollywood, FL 33021

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

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Docusign Envelope ID: AE0C6DCE-A614-4BD4-B073-54AC778DBAF2

AGENCY CUSTOMER ID: CN101321765

LOC #: St. Louis

ADDITIONAL REMARKS SCHEDULE

AGENCY MARSH USA, LLC.	**NAMED INSURED** Enterprise Fleet Management, Inc. 5105 Johnson Road Coconut Creek, FL 33073
POLICY NUMBER	
CARRIER / **NAIC CODE**	**EFFECTIVE DATE:**

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

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

Workers' Compensation Continued:

Carrier: The Standard Fire Ins. Co.
Policy #: UB-35878596-23-NC-F (Excess MN)
Effective Date: 09/01/2023
Expiration Date: 09/01/2024

Workers Compensation coverage for employees in Puerto Rico and in the States of North Dakota, Washington and Wyoming is provided through the Monopolistic State programs. Workers Compensation coverage for employees in Ohio is self-insured. Workers Compensation policy# UB-8P137346-23-NCT provides Employers Liability for all States with the exception of Wisconsin. Policy# UB-8P765351-23-NCR provides Employers Liability for Wisconsin.

Garage Liability Policy:
Carrier: Travelers Indemnity Company of Connecticut
Policy number: HC2EGAR474M7363-TCT-24 - FL, HI, VA
Effective Date: 01/01/24
Expiration Date: 01/01/25
Auto Only - Each Accident: $1,000,000

Garagekeepers Coverage:
Comprehensive: $500,000 Each Loss Limit
Collision: $500,000 Each Loss Limit
Comprehensive/Collision $500,000 Aggregate Limit

Auto Dealer Policy:
Carrier: Travelers Indemnity Company of Connecticut
Policy number: HC2EADR-474M8648-TCT-24 - All Other States
Effective Date: 01/01/24
Expiration Date: 01/01/25
Auto Only - Each Accident: $1,000,000

Garagekeepers Coverage:
Comprehensive: $500,000 Each Loss Limit
Collision: $500,000 Each Loss Limit
Comprehensive/Collision $500,000 Aggregate Limit

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