



February 20, 2026

# Transit Operation and Maintenance Services

RFP No. Transit-01

**SUBMITTED TO**  
City of San Luis Obispo  
Alex Fuchs, Mobility Services Business  
Manager  
990 Palm Street  
San Luis Obispo CA, 93401  
Afuchs@slocity.org

**SUBMITTED BY**  
MV Transportation, Inc.  
2711 N. Haskell Avenue, Suite 1500 LB-2  
Dallas, TX 75204  
Keith Everage, Vice President  
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www.mvtransit.com



**Driven by People.**

# Request for Confidentiality

As a privately held company, many aspects of MV's business are considered confidential. The proposal contained herein offers details regarding our proposed operating plan for the City of San Luis Obispo (City) and includes client information, operating procedures, management candidates, and innovative approaches that our Board of Directors considers Confidential and/or Trade Secrets.

For ease of the City's review, MV:

- » Indicates those sections of our proposal narrative considered either confidential or a trade secret using footnotes;
- » Includes confidential attachments in this proposal response; these are marked "confidential" in the margins of each document and/or form;
- » Considers its pricing information confidential and has therefore indicated so in the margin of each price page; and,
- » Has submitted its Audited Financial Statements in a separate confidential file.

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*MV Transportation, Inc. is a federal contractor or subcontractor which complies fully with Executive Order 11246, as amended, and the applicable regulations contained in 41 C.F.R. Parts 60-1 through 60-60; 29 U.S.C. Section 793 and the applicable regulations contained in 41 C.F.R. Part 60-741; 38 U.S.C. Section 4212 and the applicable regulations contained in 41 C.F.R. Part 60-250 and/or 60-300; and 29 CFR Part 471, Appendix A. MV is an Equal Employment Opportunity/Affirmative Action Employer.*



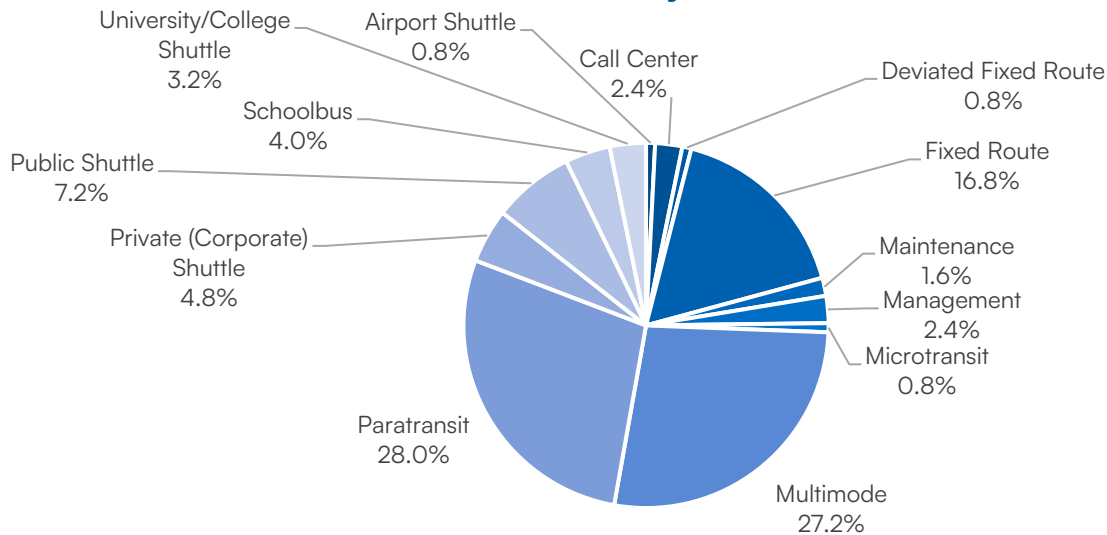
# Executive Summary

The City of San Luis Obispo (the City) is seeking a trusted partner to operate and maintain its fixed route transit operation and maintenance services, SLO Transit. SLO Transit recognizes that high-quality public transportation depends on four core elements:

1. a strong local team to run daily operations,
2. delivering excellent customer service,
3. effective system design and operation, and
4. maintaining on-time performance (OTP).

With 50 years of experience and over 125 active contracts nationwide, nearly **45% of MV Transportation (MV) contracts include fixed route services, either as a stand-alone fixed route or as part of multimodal operations.**

**Contracts by Mode**



Our extensive experience showcases our ability to meet SLO Transit’s unique needs. For the City, MV will:

1. **Build a strong local team** through proven recruitment and retention strategies, supported by dedicated professionals and backed by a strong corporate team.
2. **Deliver exceptional customer service** through comprehensive training programs and customer-focused technology.
3. **Enhance system design and operations** by using proven scheduling, planning, and safety technologies, supported by dedicated professional services.
4. **Increase OTP** with our customized OTP, road supervision, and dispatch plans.

## Proven Experience

MV’s deep familiarity with California’s transit landscape is unmatched. We currently operate **over 30 contracts** surrounding the San Luis Obispo area, including systems comparable to SLO Transit:

- **Union City Transit-** fixed route and ADA paratransit (since 2000)
- **Livermore Amador Valley Transit Authority-** fixed route and rapid bus services (since 2002)
- **City of West Covina-** fixed route and demand-responsive services (since 2014)
- **Santa Clarita Transit-** fixed route, commuter express, dial-a-ride, microtransit, and trolley services (since 2008)

**Because we are deeply experienced in California’s operational and regulatory environments, we can deliver a seamless, low-risk transition that maintains service continuity from day one.**

Our highly experienced regional team will support SLO Transit’s local team.



**Regional Vice President Lorraine Lopez** brings 20 years of transportation experience and will lead the regional support team, partnering with the local team to drive continuous improvement.

**Director of Safety Jorge Flores** brings 16 years of transportation safety experience and will uphold compliance with all regulatory requirements relating to health, safety, and security.

**Director of Maintenance Samuel (Sam) Tolley** brings nearly 15 years of transportation maintenance leadership and will support the maintenance manager on the ground to ensure smooth daily services.

**Vice President of Customer Success Terence (Terry) Thompson** brings over two decades of experience in management and customer care and will support SLO Transit by addressing the unique challenges and opportunities within public transit systems.

## 1. Building a Strong Local Team

Founded in 1975 by Alex and Feysan Lodde, a husband-and-wife team, MV was built on a mission to provide freedom of mobility by offering access to safe, reliable transportation. Half a century later, this mission continues today through The New MV- a renewed focus on people, performance, and accountability.

Our approach rests on having and continually building on the best team in the transportation business:

- Hiring people who share our values and deep commitment to our passengers and clients
- Investing heavily in development and training so that they unlock their full potential
- Reinforcing a culture prioritizing safety, customer service, and operational excellence so that we treat each passenger like we would our dearest loved ones.

For SLO Transit, we propose the following local management team, fully dedicated to the City’s services.

### Meet the Local Team

**Proposed General Manager Yvette Mc Neese** brings 19 years of transportation industry experience and will provide hands-on operational leadership, ensuring safe, compliant, and efficient service delivery for SLO Transit.

**Proposed Operations Manager Jeffery Lampton** brings nearly 5 years of transit leadership experience and will lead daily operations by driving safe, reliable, and compliant service delivery through collaborative leadership, data-driven decision-making, and strong operational discipline across all service modes.

**Proposed Maintenance Manager Casterdale Green** brings nearly two decades of fleet maintenance experience and will ensure SLO Transit’s fleet is safe, reliable, and fully DOT-compliant.

**Proposed Safety and Training Manager Aaron Pike** brings over 30 years of experience in transportation operations, safety, and compliance, and will lead safety and training programs and foster a culture of safety, reliability, and customer-focused service.

**In addition to our proposed management team, we will also implement our proven recruitment strategy to ensure SLO Transit is supported by a fully staffed team.**

Our national recruiting program has evolved over the past five years to adjust to the changing labor market and has proven highly successful. For instance, in response to sharp post-pandemic staffing declines across all five LADOT operations, we implemented a strategy addressing both immediate workforce needs and long-term organizational health.

Recruitment was overhauled with a regional recruiter, like MV will provide for SLO Transit, leading grassroots campaigns, weekly job fairs, and Facebook outreach. As a result, turnover rates dropped significantly across all divisions. Downtown Dash, which was short 20 drivers as recently as January 2025, is now **operating above its staffing goal**.

Mid-Cities Central Dash, once the most impacted, has become a model for retention and engagement. MV’s recruiting and retention strategies are now being adopted in other regions, and our partnership with LADOT has grown stronger.

### Meet Melissa Flohre: SLO Transit’s Recruitment Partner

Melissa Flohre brings over 15 years of experience in recruitment and employee relations. She will oversee recruiting, selection, and staffing programs, evaluating strategies to meet staffing objectives for SLO Transit.



**Most importantly, retention translates into safer service.** With fewer new drivers and more tenured employees behind the wheel, Preventable Accident Frequency Rate (PAFR) rates are declining. For example, LA City Ride saw its July year-over-year PAFR drop from 3.05 in 2023 to 0.00 in 2025. **Our investment in people has directly improved the safety and reliability of LADOT’s transportation services, and we are excited to introduce the same results for SLO Transit.**

## 2. Delivering Exceptional Customer Service

We believe excellent customer service begins with well-trained, engaged employees. For SLO Transit, MV will implement structured training programs that reinforce safety, professionalism, and accountability, including:

**The MV Way-** an operational manual for general managers that reinforces policies and best practices while fostering positive culture and talent development, prioritizing safety and operational efficiency, ensuring outstanding customer satisfaction, and leveraging AI-powered tools to streamline operations.

**Operator Retraining-** all MV operators are evaluated at least every six months, and if needed, receive tailored remedial training to address specific issues.

**Own the Moment-** is a comprehensive safety engagement initiative that emphasizes leadership, accountability, and consistent safe behavior by all employees in every environment.

**General Manager Development Academy (GMDA)-** This training program develops general managers’ leadership, operational, and practical skills, culminating in actionable plans for success across our nationwide operations.

	<b>MV EMPLOYEE PERSPECTIVE</b>	<b>William Crespin, General Manager, Glendale division 43</b>
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“Driven by people- that means that we’re here to serve. The general manager- instead of being at the top of the pyramid, you’re at the bottom of the pyramid. You have to want to serve the community, help people, and people who just want to help people just do so great in transit. They go the extra mile.”

These training programs are supported by employee wellness initiatives and a focus on work-life balance, creating a positive workplace that translates into better service for riders.

To further enhance the customer experience, MV is embracing advanced technology like Spare AI Voice—a cutting-edge solution that transforms routine interactions into seamless, human-like conversations, ensuring passengers receive timely, accurate, and personalized support.

In 2024, **MV released an employee engagement survey** which resulted in the following top four strengths:

- Employees are proud to work for MV.
- They feel connected to MV because their work has meaning and purpose.
- They feel the perspectives of people from other cultures and backgrounds and are respected and valued.
- They feel they were properly trained and supported in their roles.

## 3. Enhancing System Design and Operations

Within the past three years, we have been making significant transformations to build The New MV, investing in AI, microtransit, zero and low-emission vehicles, and other trends that have positively impacted our passengers, customers, and employees.

We provide extra support for Connexionz software, operating two California contracts near SLO Transit to promote best practices and offer assistance as needed. In addition, MV proposes the following innovative technology for SLO Transit.

**Technology Offerings**

**Optibus** streamlines planning and scheduling for fixed route systems, supports battery electric buses (BEB) and internal combustion engine (ICE) vehicles, and creates multiple planning scenarios in minutes.



**Technology Offerings**

**DriveCam** continuously records footage inside the vehicle and on the road to support real-time coaching, incident response, and risk reduction.

**AI-Enabled Technology** improves candidate quality, retention, and workforce stability by identifying the best long-term new hire fits.

Further supporting SLO Transit’s efforts to enhance system design and operations, MV brings a professional services team with decades of experience in innovative transit to support the City as it scales its electric vehicle fleet.

**Meet the Professional Services Team**

<p><b>Stephanie Doughty, vice president of professional services</b>, leads resource optimization and strategic initiatives with 10+ years in technology and paratransit operations.</p>	<p><b>Cartra Baker, Senior Solutions Lead</b>, brings 20 years of experience driving strategic initiatives and operational efficiency through sourcing, procurement, and data analytics.</p>	<p><b>Lidia Gonzales, senior IT applications analyst</b>, specializes in application configuration, system integration, and trip-data analysis to maximize on-demand service efficiency.</p>	<p><b>Elizabeth (Liz) Stayner, senior transit planning manager</b>, offers 10+ years in transit planning, with expertise in management, training, financial oversight, and community outreach.</p>
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MV will enhance system design and operation by pairing proven, scalable technology with hands-on regional support- deploying Optibus to drive data-informed planning and scheduling, integrating DriveCam to strengthen a safety-first culture, and embedding our professional services expertise to guide continuous improvement as SLO Transit transitions to an electric fleet. This approach provides SLO Transit with a clear, practical pathway to optimize its fixed-route operations while improving efficiency, reliability, and the rider experience.

## 4. Increasing OTP

The New MV culture and approach have greatly benefited our clients and passengers. Our operational metrics are now second-to-none; our client satisfaction ratings and net promoter scores are not just outstanding but on par with those of some of the most admired companies in America across any industry.

 <p><b>Soundbite</b></p>	<p><b>Building A Strong Workforce</b></p>
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We know how to deliver measurable improvements quickly. When MV began operating IndyGo Access, OTP jumped 12% within weeks, reaching 91.9% and restoring rider confidence from day one.

For SLO Transit, MV will implement a structured supervision and dispatch plan designed to maintain OTP:

- **Dedicated Road Supervisors:** MV will assign coverage zones to monitor routes in real time, assist operators, and respond to incidents promptly.
- **Centralized Dispatch Operations:** Dispatchers will actively monitor service delivery through integrated scheduling and AVL software.
- **Technology Integration:** Optibus for efficient scheduling, MV Insight dashboards for performance monitoring, T-EAM for managing maintenance schedules and compliance documentation, DriveCam and Mobileye for ensuring a safety-first culture.

**MV Insights-** A custom-built operational visualization of our operations tailored to each customer’s Key Performance Indicators, to quickly identify underperforming KPIs and receive real-time notifications when issues arise.

**Trapeze Enterprise Asset Management (T-EAM)-** Supports facility maintenance operations by monitoring scheduled maintenance intervals and ensuring preventive maintenance is completed in accordance with OEM recommendations.

This plan combines real-time oversight and advanced technology to optimize daily operations and deliver consistent, high-quality service for SLO Transit.





## MV ADVANTAGE

## MV Case Study: Boosting OTP for LADOT Dash

MV collaborated with the Los Angeles Department of Transportation (LADOT) to address OTP challenges for the Mid-City DASH bus service. Through a comprehensive, data-driven approach involving technology optimization, operator engagement, and route timing adjustments, they significantly improved service reliability and schedule adherence. OTP increased by 27%, improving schedule adherence on key routes from about 40-50% to 80-90%, nearing the client's goal of 85%. Early arrivals were reduced from 10% to 1.5%, indicating better schedule compliance.

We are a much better company today than we were three years ago when we began the journey to the New MV, and our improvements and growth are accelerating as we continue to build on these successes.

## Moving Forward With MV

As proud as we are of the improvements we have made in the last three years, we are even more excited about the future. We believe the acceleration of artificial intelligence, enhanced driving technologies, zero- and low-emissions vehicles, microtransit, and other emerging trends will drive significant changes in the transit industry over the next five years. A strong team is crucial during times of significant change, enabling us to stay focused on client needs and industry shifts so we can effectively support our clients in adapting.

### MV is the Right Partner for SLO Transit

MV combines 50 years of proven experience with a forward-thinking approach that embraces innovation and operational excellence. Our ability to deliver outstanding service rests on three pillars:

- **People:** A strong local team supported by regional and national experts, backed by industry-leading recruitment and retention strategies.
- **Technology:** Advanced tools like Optibus, MV Insights, and T-EAM, paired with safety innovations like DriveCam, to optimize operations and enhance reliability.
- **Culture of Excellence:** A relentless commitment to safety, customer service, and continuous improvement, reinforced by structured training programs and data-driven decision-making.

By aligning these strengths with SLO Transit's goals, MV offers a partnership that ensures operational stability today while preparing for the future. The next chapter of SLO Transit is one we will write together, fueled by the same spirit of service and commitment to improving our passengers' lives that has carried MV for five decades. We will deliver a safe, reliable, and innovative transit system that meets the needs of the San Luis Obispo community for decades to come.



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February 20, 2026

Alex Fuchs, Mobility Services Business Manager  
The City of San Luis Obispo  
990 Palm Street  
San Luis Obispo, CA, 93401

Dear Alex,

MV Transportation, Inc. and all subsidiaries, joint ventures, partnerships, and affiliates (or MV) greatly appreciate the opportunity to submit its proposal in response to the City of San Luis Obispo's Request for Proposal Number Transit-01 for Transit Operation and Maintenance Services.

We are proud of our history in passenger transportation, and we offer high-quality service delivered by qualified, professional staff. MV's proposal honors all its Collective Bargaining Agreements and knows the true operating costs in this market. The company is confident that its proposed operating approach offers the best value for the City.

As required, MV's proposed operating plan is contained herein. This plan is built on our promise to our customers, our passengers, and our employees:

*We always prioritize the safety and security of our passengers, employees, and communities above all else. We work collaboratively within our workplace, with our business partners, and in our community to improve the quality of life. We strive to pursue new ideas to bring value to our customers.*

MV acknowledges receipt of Addendum 1 dated December 2, 2025, and Addendum 2 dated February 6, 2026.

Keith Everage is your primary contact for this procurement and is authorized to make representations for MV Transportation, Inc., to include all its subsidiaries, joint ventures, partnerships, and affiliates (the bidding entity). If awarded the contract, the Contracting Party will be MV Public Transportation, Inc.

You can reach me at (323) 422-5946 or keith.everage@mvtransit.com. Additionally, Joe Escobedo, senior vice president, will serve as your secondary contact; you can contact Joe at (623) 340-3209 or joe.escobedo@mvtransit.com. Please direct all correspondence related to this and all future procurements to MV's bid office located at 750 Mason Street, Suite 105, Vacaville, CA 95688.

Thank you for your consideration; I encourage you to select MV Transportation as your partner for the provision of the SLO Transit. We look forward to working with you throughout this procurement.

Sincerely,

Dorothea DePrisco  
Assistant Corporate Secretary

# 1. Submittal Forms

*In response to RFP section G.1 "Submittal Forms," please see the required forms on the following pages of the proposal.*

*Please see the Cost Proposal Forms submitted separately to BidNet in Excel format as required.*

## APPENDIX K - Federal Proposal and Contract Certification Forms

The proposing firms is required to complete and submit the following forms.

**Form 1. Debarment and Suspension Certification**

The Federal Transit Administration (FTA) requires third-party contractors to submit this certificate to the grantee (the CITY). In addition, any subcontractor doing work valued at \$25,000 or more is required to submit this certificate to the grantee.

**Form 2. Certification Regarding Lobbying Activities**

FTA requires that each third-party contractor submit this certification to the grantee (the CITY). Any subcontractor doing work valued at more than \$100,000 is also required to submit a certification to the grantee.

**Form 3. Disclosure of Lobbying Activities**

FTA requires any third-party contractor or subcontractor whose participation exceeds \$100,000 and who is involved in lobbying activities must submit this statement to the grantee.

**Form 4. Drug-Free Workplace Act Certification**

**Form 5. Non-Collusion Affidavit**

**Form 6. Tax Liability Certification**

**Form 7. Workers' Compensation Certification**

**FORM 1**

**DEBARMENT AND SUSPENSION CERTIFICATION FORM**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98, Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988 Federal Register (pages 19160-19211).

**(BEFORE COMPLETING THIS CERTIFICATION, READ THE FOLLOWING INSTRUCTIONS WHICH ARE AN INTEGRAL PART OF THE CERTIFICATION)**

1. The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
2. Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

The Proposer shall require that the language of this certification be included in the contract documents for all subcontractors and material suppliers at all tiers, and that all subcontractors and material suppliers shall certify and disclose accordingly.

The Proposer certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification. In addition, the Proposer understands and agrees that the provisions of 31 U.S.C. §§ 3801 et al. are applicable to this certification.

Dorothea DePrisco, Assistant Corporate Secretary

Name and Title of Authorized Representative



Signature

2/18/2026

Date

## INSTRUCTIONS FOR FORM 1

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is providing the certification as set out below.
2. The certification in this class is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to whom the proposal is submitted if at any time the prospective recipient of Federal assistance funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms “covered transaction”, “debarred”, “suspended”, “ineligible”, “lower tier covered transaction”, “participant”, “person”, “primary covered transaction”, “principal”, “proposal” and “voluntarily excluded”, as used in this clause, have the meanings set out in Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal assistance funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled “Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Transactions,” without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may but is not required to check the List of Parties Excluded from Procurement of Non-procurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to the other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

**FORM 2**

**CERTIFICATION REGARDING LOBBYING ACTIVITIES FORM**

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

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq .)]
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. A 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

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

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

Signature of Contractor's Authorized Official 

Name and Title of Contractor's Authorized Official Dorothea DePrisco, Assistant Corporate Secretary

Date 2/18/2026

DISCLOSURE OF LOBBYING ACTIVITIES

OMB Control Number: 4040-0013

Expiration Date: 2/28/2025

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

Review Public Burden Disclosure Statement

<b>1. * Type of Federal Action:</b> <input type="checkbox"/> a. contract <input checked="" type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	<b>2. * Status of Federal Action:</b> <input type="checkbox"/> a. bid/offer/application <input checked="" type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	<b>3. * Report Type:</b> <input checked="" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change
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**4. Name and Address of Reporting Entity:**

Prime     SubAwardee

\* Name: [Redacted]

\* Street 1: [Redacted]    Street 2: [ ]

\* City: [Redacted]    State: [ ]    Zip: [ ]

Congressional District, if known: [ ]

**5. If Reporting Entity in No.4 is Subawardee, Enter Name and Address of Prime:**

<b>6. * Federal Department/Agency:</b> [Redacted]	<b>7. * Federal Program Name/Description:</b> [ ] CFDA Number, if applicable: [ ]
--	---

<b>8. Federal Action Number, if known:</b> [ ]	<b>9. Award Amount, if known:</b> \$ [ ]
---	---

**10. a. Name and Address of Lobbying Registrant:**

Prefix [ ] \* First Name [Redacted] Middle Name [ ]

\* Last Name [Redacted] Suffix [ ]

\* Street 1 [ ] Street 2 [ ]

\* City [ ] State [ ] Zip [ ]

**b. Individual Performing Services** (including address if different from No. 10a)

Prefix [ ] \* First Name [Redacted] Middle Name [ ]

\* Last Name [Redacted] Suffix [ ]

\* Street 1 [ ] Street 2 [ ]

\* City [ ] State [ ] Zip [ ]

**11.** Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when the transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

\* Signature: [Redacted]

\* Name: Prefix [ ] \* First Name [Redacted] Middle Name [ ]  
 \* Last Name [Redacted] Suffix [ ]

Title: [ ] Telephone No.: [ ] Date: [Redacted]

## INSTRUCTIONS FOR FORM 3

### Federal Agency Form Instructions

Form Identifiers	Information
Agency Owner	Grants.gov
Form Name	Disclosure of Lobbying Activities (SF-LLL)
Form Version Number	1.2
OMB Number	4040-0013
OMB Expiration Date	02/28/2022

### Form Field Instructions

Field Number	Field Name	Required or Optional	Information
1.	*Type of Federal Action:	Required	Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action. This field is required.
2.	*Status of Federal Action	Required	Identify the status of the covered Federal action. This field is required.
2-a.	a. Bid/Offer/Application	Check if applicable	Click if the Status of Federal Action is a bid, an offer or an application.
2-b.	b. Initial Award	Check if applicable	Click if the Status of Federal Action is an initial award.
2-c.	c. Post-Award	Check if applicable	Click if the Status of Federal Action is a post-award.
3.0	*Report Type	Required	Identify the appropriate classification of this report.
3-a.	a. Initial filing	Check if applicable	Check if Initial filing.
3-b.	b. Material change	Check if applicable	If this is a follow up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the previously submitted report by this reporting entity for this covered Federal action. This field is required.

Field Number	Field Name	Required or Optional	Information
	Material Change Year	Conditionally Required	If this is a follow up report caused by a material change to the information previously reported, enter the year in which the change occurred.
	Material Change Quarter	Conditionally Required	If this is a follow up report caused by a material change to the information previously reported, enter the quarter in which the change occurred.
	Material Change Date of Last Report	Conditionally Required	Enter the date of the previously submitted report by this reporting entity for this covered Federal action.
4.	Name and Address of Reporting Entity	Required	Provide the information for Name and Address of Reporting Entity.
	Prime	Check if applicable	Click to designate the organization filing the report as the Prime Federal recipient.
	Subawardee	Check if applicable	Click to designate the organization filing the report as the SubAwardee Federal recipient. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
	Tier if known:	Optional	Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier.
	Name	Required	Enter the name of reporting entity. This field is required
	Street 1	Required	Enter Street 1 of the reporting entity. This field is required.
	Street 2	Optional	Enter Street 2 of the reporting entity.
	City	Required	Enter City of the reporting entity This field is required.
	State	Required	Enter the state of the reporting entity. This field is required
	ZIP	Required	Enter the ZIP of the reporting entity. This field is required

Field Number	Field Name	Required or Optional	Information
	Congressional District, if known	Optional	Enter the primary Congressional District of the reporting entity. Enter in the following format: 2 character state abbreviation – 3 characters district number, e.g., CA-005 for California 5 <sup>th</sup> district, CA-012 for California 12 <sup>th</sup> district, NC-103 for North Carolina's 103 <sup>rd</sup> district.
5.	If Reporting Entity in No. 4 is Subaward, Enter Name and Address of Prime	Conditionally Required	If Reporting Entity in No. 4 is Subaward, provide the information for the Name and Address of Prime
	Name	Required	If the organization filing the report in item 4, checks "Subawardee", enter the full name of the prime Federal recipient.
	Street 1	Required	If the organization filing the report in item 4, checks "Subawardee", enter the address of the prime Federal recipient.
	Street 2	Optional	If the organization filing the report in item 4, checks "Subawardee", enter the address of the prime Federal recipient.
	City	Required	If the organization filing the report in item 4, checks "Subawardee", enter the city of the prime Federal recipient.
	State	Required	If the organization filing the report in item 4, checks "Subawardee", select the appropriate state from this pull down menu.
	ZIP	Required	Enter the ZIP of Prime. This field is required

Field Number	Field Name	Required or Optional	Information
	Congressional District, if known	Optional	Enter the Congressional District of Prime. Enter in the following format: 2 character state abbreviation – 3 characters district number, e.g., CA-005 for California 5 <sup>th</sup> district, CA-012 for California 12 <sup>th</sup> district, NC-103 for North Carolina's 103 <sup>rd</sup> district.
6.	Federal Department/Agency	Required	Enter the name of the Federal Department or Agency making the award or loan commitment. This field is required.
7.	CFDA Number:	Required	Enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans and loan commitments. Pre-populated from SF-424 if using Grants.gov.
	CFDA Title:	Required	Enter the Federal program name or description for the covered Federal action. Pre-populated from SF-424 if using Grants.gov.
8.	Federal Action Number	Optional	Enter the most appropriate Federal identifying number available for the Federal action, identified in item 1 (e.g., Request for Proposal (RFP) number, invitation for Bid (IFB) number, grant announcement number, the contract, grant, or loan award number, the application/proposal control number assigned by the Federal agency). Include prefixes, e.g., "RFP-DE-90-001".
9.	Award Amount	Optional	For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment of the prime entity identified in item 4 or 5.

<b>Field Number</b>	<b>Field Name</b>	<b>Required or Optional</b>	<b>Information</b>
10.a.	Name And Address of Lobbying Registrant	Required	Provide the information for the Name and Address of Lobbying Registrant.
	Prefix	Optional	Enter the prefix (e.g., Mr., Mrs., Miss), if appropriate, for the Lobbying Registrant.
	First Name	Required	Enter the first name of Lobbying Registrant. This field is required.
	Middle Name	Optional	Enter the middle name of Lobbying Registrant.
	Last Name	Required	Enter the last name of Lobbying Registrant. This field is required.
	Suffix	Optional	Enter the suffix (e.g., Jr. Sr., PhD), if appropriate, for the Lobbying Registrant.
	Street 1	Required	Enter the first line of street address for the Lobbying Registrant.
	Street 2	Optional	Enter the second line of street address for the Lobbying Registrant.
	City	Required	Enter the city of the Lobbying Registrant.
	State	Required	Select the appropriate state of the Lobbying Registrant.
	ZIP Code	Required	Enter the Zip Code (or ZIP+4) of the Lobbying Registrant.
10.b.	Individual Performing Services	Required	Provide the information for Individual Performing Services
	Prefix	Optional	Enter the prefix (e.g., Mr., Mrs., Miss), if appropriate, for the Individual Performing Services.
	First Name	Required	Enter the first name of the Individual Performing Services. This field is required.
	Middle Name	Optional	Enter the middle name of the Individual Performing Services.
	Last Name	Required	Enter the last name of the Individual Performing Services. This field is required.

Field Number	Field Name	Required or Optional	Information
	Suffix	Optional	Enter the suffix (e.g., Jr. Sr., PhD), if appropriate, for the Individual Performing Services.
	Street 1	Required	Enter the first line of street address for the Individual Performing Services.
	Street 2	Optional	Enter the second line of street address for the Individual Performing Services.
	City	Required	Enter the city of the Individual Performing Services.
	State	Required	Select the state for the address of the Individual Performing Services from this pull down menu.
	ZIP Code	Required	Enter the Zip Code (or ZIP+4) of the Individual Performing Services.
11.	Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when the transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	N/A	N/A
	Signature:	Required	Completed by Grants.gov upon submission.
	Name:	Required	Provide the information for the Name of the Certifying Official.

Field Number	Field Name	Required or Optional	Information
	Prefix	Optional	Enter the prefix (e.g., Mr., Mrs., Miss), if appropriate, for the Certifying Official.
	First Name	Required	Enter the first name of Certifying Official. This field is required.
	Middle Name	Optional	Enter the middle name of the Certifying Official.
	Last Name	Required	Enter the last name of the Certifying Official. This field is required.
	Suffix	Optional	Enter the suffix (e.g., Jr. Sr., PhD), if appropriate, for the Certifying Official.
	Title:	Optional	Enter the title of the Certifying Official.
	Telephone No.:	Optional	Enter the telephone number of the certifying official.
	Date:	Required	Completed by Grants.gov upon submission.

**FORM 4**  
**DRUG-FREE WORKPLACE ACT CERTIFICATION FORM**

Contractor/Bidder Firm Name: MV Transportation, Inc.

The contractor/bidder firm named above hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The above named will:

1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355 (a).
2. Establish a Drug-Free Awareness Program as required by Government Code Section 8355 (a)(1)(B), to inform employees about all the following:
  - (a) The dangers of drug abuse in the workplace,
  - (b) The person's or organization's policy of maintaining a drug-free workplace,
  - (c) Any available counseling, rehabilitation and employee assistance programs, and
  - (d) Penalties that may be imposed upon employees for drug abuse violations.
3. Provide as required by Government Code Section 8355 (a)(1)(C), that every employee who works on the proposed contract:
  - (a) Will receive a copy of the company's drug-free policy statement, and
  - (b) Will agree to abide by the terms of the company's statement as a condition of employment on the contract.

I, the official named below, hereby swear that I am duly authorized legally to bind the contractor to the above described certification. I am fully aware that this certification, executed on the date and in the county below, is made under penalty of perjury under the laws of the State of California.

Authorized Representative's Name and Title: Dorothea DePrisco, Assistant Corporate Secretary

Authorized Representative Signature: 

Date executed: 2/18/2026

Contractor/Bidder Firm's Mailing Address: 750 Mason St., Ste. 105, Vacaville CA, 95688

Federal I.D. Number: 11-3706367 (MV Public Transportation Inc.)

**FORM 5**

**NON-COLLUSION AFFIDAVIT FORM**

(Title 23 United States Code Section 112 and Public Contract Code Section 7106)

State of: California

County of: Solano

Dorothea DePrisco (Name) being first duly sworn, deposes and says that he or she is Assistant Corporate Secretary (Title) of MV Transportation, Inc. (Company Name) the party making the foregoing bid, that such bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that said bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, collusion, or conference, with anyone to fix the bid price of the bidder or any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the bidder has not, directly or indirectly, submitted his or her bid price of any breakdown thereof, of the contents thereof, of divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member of agent thereof to effectuate a collusive or sham bid.

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

Executed on February 17, 2026, at Vacaville, California  
(Date) (City) (State)

Dorothea DePrisco, Dorothea DePrisco, Assistant Corporate Secretary  
Printed Name Signature of Authorized Official Title

**CALIFORNIA JURAT**

**GOVERNMENT CODE § 8202**



A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Solano

Subscribed and sworn to (or affirmed) before me on this 17<sup>th</sup> day of February, 20    , by  
*Date Month Year*

(1) Dorothea Adria Deprisco

(and (2) \_\_\_\_\_),

*Name(s) of Signer(s)*

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature \_\_\_\_\_

*Signature of Notary Public*



Place Notary Seal and/or Stamp Above

**OPTIONAL**

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

**Description of Attached Document**

Title or Type of Document: Form 5 Non-Collusion Affidavit Form

Document Date: \_\_\_\_\_ Number of Pages: 1

Signer(s) Other Than Named Above: \_\_\_\_\_



**FORM 6**  
**TAX LIABILITY CERTIFICATION FORM**

The Proposer certifies that:

1. It has no unpaid federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability;
2. It has not been convicted of a felony criminal violation under any federal law within the preceding 24 months; and
3. It shall require that the language of this certification be included in the award documents for all subcontractors and material suppliers at all tiers, and that all subcontractors and material suppliers shall certify and disclose accordingly.

The Proposer certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification. In addition, the Proposer understands and agrees that the provisions of 31 U.S.C. §§ 3801 et al. are applicable to this certification.

Title of Company/Firm: MV Transportation, Inc.

Name: Dorothea DePrisco

Title: Assistant Corporate Secretary

Signature: 

Date: 2/18/2026


**FORM 7**  
**WORKERS' COMPENSATION CERTIFICATION FORM**

Labor Code Section 3700 in relevant part provides:

Every employer except the State shall secure the payment of compensation in one or more of the following ways:

1. By being insured against liability to pay compensation by one or more insurers duly authorized to write compensation insurance in this State.
2. By securing from the Director of Industrial Relations a certificate of consent to self-insure, which may be given upon furnishing proof satisfactory to the Director of Industrial Relations of ability to self-insure and to pay any compensation that may become due to employees.
3. For any county, city, city and county, municipal corporation, public Owner, public agency, or any political subdivision of the state, including each member of a pooling arrangement under a joint exercise of powers agreement (but not the state itself), by securing from the Director of Industrial Relations a certificate of consent to self-insure against workers' compensation claims, which certificate may be given upon furnishing proof satisfactory to the director of ability to administer workers' compensation claims properly, and to pay workers' compensation claims that may become due to its employees. On or before March 31, 1979, a political subdivision of the state which, on December 31, 1978, was uninsured for its liability to pay compensation, shall file a properly completed and executed application for a certificate of consent to self-insure against workers' compensation claims. The certificate shall be issued and be subject to the provisions of Section 3702.

I am aware of the provisions of Labor Code Section 3700 which require every employer to be insured against liability for Workers' Compensation or to undertake self-insurance in accordance with the provisions of that code, and I will comply with such provisions before commencing the performance of the work of this Contract.

 2/18/2026  
Signed (Contractor) MV Transportation, Inc.      Date

Dorothea DePrisco, Assistant Corporate Secretary  
Print Name and Title

**REFERENCES**

Number of years engaged in providing the services included within the scope of the specifications under the present business name: 36 years.

Describe fully three current contracts in performance by your firm that demonstrate your ability to provide the services included with the scope of the specifications. The City reserves the right to contact each of the references listed for additional information regarding your firm's qualifications.

**Reference No. 1:**

Agency Name	City of Santa Clarita
Contact Name	Adrian Aguilar, Transit Manager
Telephone & Email	(661) 295-6305 & aaguilar@santa-clarita.com
Street Address	28250 Constellation Rd
City, State, Zip Code	Valencia, CA, 91355
Description of services provided including contract amount, when provided and project outcome	Since 2008, MV has operated transit services for Santa Clarita Transit, which comprises fixed route, commuter express, station links Dial-A-Ride, micortransit, and trolley services. Service is delivered with a mixed fleet of BEB, CNG, diesel, and unleaded buses, transit coaches, articulaed buses and vans. For more than two decades, MV has provided comprehensive transit O&M services for the City. We manage all aspects of service delivery, including operator recruitment and training, dispatch coordiination, and preventive maintenance programs to ensure reliable and efficient service. MV is currently providing service for the City and the annual contract value for this service is \$24,300,000.

**Reference No. 2:**

Agency Name	City of Downey
Contact Name	Michelle Jenney Arias
Telephone & Email	(562) 904-7223 & marias@downeyca.org
Street Address	7810 Quill Drive
City, State, Zip Code	Downey, CA 90242
Description of services provided including contract amount, when provided and project outcome	MV began operating DowneyLINK public fixed route service for the City of Downey in 2002. The city's transit program encompasses the DowneyLink fixed route bus service, with four routes traversing throughout the city, and a Dial-a-Ride shared curb-to-curb services for senior citizens and not able to ride the fixed route service. In 2018 MV extended its fixed route operation into a second decade while expanding the company's responsibility for the Dial-A-Ride program. MV is currently in the second contract term, providing operations, reservations, dispatch, and maintenance services, with a fleet of 17 vehicles, 10 DAR, and 7 fixed route. The annual contract value for this service is \$1,700,000.

**Reference No. 3:**

Agency Name	Livermore Amador Valley Transit Authority
Contact Name	Christy Wegener, Executive Director
Telephone & Email	(925) 605-8442 & cwegener@lavta.org
Street Address	1362 Rutan Ct, Ste. 100
City, State, Zip Code	Livermore, CA 94551
Description of services provided including contract amount, when provided and project outcome	MV began operating fixed route services for this customer in 2002. This service provides bus-tobus and bus-to-rail connections. MV also operates the Tri-Valley Rapid Bus Rapid Transit where we assisted with the design and implementation of this service in 2010. MV's success in the in the operations and management of the LAVTA service is evidenced by receiving the California Transit Agency of the Year in 2018 and 2019. MV is in its third term with the Authority, to provide operations, dispatch, and mainenance services, utilizing 74 diesel and gas vehicles. The annual contract value for this service is \$14,800,000.

**Reference No. 4:**

Agency Name	City of Union City
Contact Name	Steve Adams, Transit Manager
Telephone & Email	(510) 675-5446 & sadams@unioncity.org
Street Address	34650 7th St
City, State, Zip Code	Union City, CA, 94587
Description of services provided including contract amount, when provided and project outcome	MV began providing fixed route and ADA paratransit services for the City of Union City in 2000, with the addition of microtransit service in 2022. The fixed route service routes coordinate with other major transportation services in the area, including Bay Area Rapid Transit (BART) AC Transit, and the Dumbarton Express, with main transfer points at the Union City BART station and the Union Landing transit center. The paratransit service provides limited service to the City and eligible passengers with disabilities. The microtransit service operate within city limits of Union City to provide curb-to-curb transporation. MV has been in the third contract term since 2000, operating 26 mixed fleet vehicles of unleaded, CNG, and BEB vehicles. The annual contract value of this service is \$30,273,808.

**Reference No. 5:**

Agency Name	Palos Verdes Peninsula Transit Authority
Contact Name	Martin Gombert, Administrator
Telephone & Email	(310) 544-7108 & transit@pvtransit.net
Street Address	38 Crest Rd W
City, State, Zip Code	Rolling Hills, CA 90274
Description of services provided including contract amount, when provided and project outcome	MV began operating fixed route transit services for the Palos Verdes Peninsula Transit Authority (PVPTA) in 2015. Service operates on nine routes throughout the Peninsula, connecting the Cities of Rancho Palos Verdes, Palos Verdes Estates, Rolling Hills Estates, and Rolling Hills. Service operates in a hilly area, serving schools, libraries, shopping centers, and local government buildings. MV is currently in the first contract term, operating and maintaining a fleet of 23 CNG and propane cutaway vehicles. MV also provides dispatch and monitoring services using real-time AVL systems. The annual contract value of this service is \$1,800,000.

**CONFIDENTIAL**



## 2. Experience and Qualifications

### Demonstrated Ability and Relevant Experience

In response to RFP section G.2 “Experience and Qualifications,” MV brings 50 years of proven performance and a uniquely deep understanding of what it takes to deliver safe, reliable, customer-focused fixed route transit. Founded in 1975 on the simple and powerful belief that *everyone deserves access to mobility*, MV has spent half a century expanding that founding mission into a nationwide legacy—one built on operational excellence, community partnership, and service to others.

Today, nearly 45% of MV’s 125 active contracts include fixed route services, either independently or as part of integrated multimodal systems. This extensive experience directly aligns with SLO Transit’s service profile and demonstrates MV’s enduring commitment to delivering the same high-quality mobility the company was founded on.

Our California presence is equally rooted in that history of service. Since our earliest days operating in the Bay Area, MV has expanded to **more than 30 contracts statewide**, with multiple systems along the coastal corridor from San Francisco to Los Angeles. This long-standing regional experience ensures we bring:

- Proven best practices already tailored to California transit conditions
- A strong regional labor pipeline
- Ready-to-deploy operational resources
- Local management familiar with state-specific requirements

What began 50 years ago as a husband-and-wife mission to serve vulnerable riders has grown into the largest privately owned transit company in the country—yet our core purpose remains unchanged: deliver safe, reliable, and accessible transportation with world-class care.

### Nature and Relevance of Recently Awarded Work

MV’s most recent system awards continue to reflect our company’s evolution into *The New MV*—a modern, innovation-focused organization built on the same principles of safety, reliability, and service that guided us in 1975, and underscore our relevant experience with systems that mirror the scale, service mix, and operational requirements of SLO Transit.

#### Some of our recent awards in 2025 include:

- **Augusta—Richmond County:** Fixed route and demand-responsive services, including operation of nine fixed routes and complementary paratransit.
- **St. Lucie County, FL:** Continued operation of fixed route, paratransit, and microtransit services.
- **City of West Covina, CA:** Extension to continue operating fixed route and dial-a-ride programs.
- **San Leandro LINKS, CA:** Continued fixed route shuttle operations.
- **Collier County, FL:** Fixed route and paratransit operations.
- **Valley Regional Transit (VRT):** Fixed route, ADA paratransit, and microtransit services.
- **City of Downey, CA — DowneyLINK:** Continued fixed route and dial-a-ride operations.
- **City of Madera:** Continued operation of fixed-route and demand-response services
- **Fresno:** Continued operations of fixed-route and demand-response paratransit services.

**MODES OF TRANSIT & CORE BUSINESS LINES**

**MICROTRANSIT, ON DEMAND & PARATRANSIT**  
We have more experience operating on-demand and advanced reservation transportation, than any other firm.

**FIXED ROUTE, COMMUTER & BUS RAPID TRANSIT**  
We operate large, complex fixed route, local, commuter, and BRT lines for agencies like LADOT, LAVTA, and LACMTA.

**CAMPUS AND AIRPORT SHUTTLES**  
From Abbott Labs’ employee shuttle to GSU’s Panther Express MV has the shuttle expertise needed to move your campus.

**CALL CENTERS AND CONTACT CENTERS**  
We operate critical call centers, staffing call agents, schedulers and dispatch for our customers at King County and Maryland MTA.

**STUDENT TRANSPORTATION**  
We operate regular and special needs transportation for customers in Anchorage Alaska and Chicago, IL

**LARGEST, PRIVATELY HELD, AMERICAN OWNED TRANSIT CONTRACTOR**




These recent awards are highly relevant to SLO Transit for several reasons:

Reason for Relevance to SLO Transit	Benefit to SLO Transit
<p><b>1. Demonstrates Current Market Confidence</b> The volume and recency of MV’s contract awards indicate that municipalities across the country—and especially in California—continue to entrust MV with their fixed-route, paratransit, and multimodal operations. This current vote of confidence validates MV’s capabilities, accountability, and performance culture.</p>	<p>SLO Transit partners with a proven, modern operational readiness, backed by a 50-year track record of reliability, safety, and an exceptional service culture.</p>
<p><b>2. Experience With Systems Similar in Size and Scope</b> Many of these newly awarded systems operate at fleet sizes, route structures, and service models comparable to SLO Transit, demonstrating MV’s ability to deliver right-sized system management.</p>	<p>Immediate access to relevant service planning strategies, scheduling approaches, and operator training already optimized for systems that resemble SLO Transit’s service.</p>
<p><b>3. Continued Trust From Long-Term California Partners</b> Award extensions in <b>West Covina</b>, <b>Downey</b>, and <b>San Leandro</b> show that California agencies continue to renew MV based on strong performance and ongoing service improvements.</p>	<ul style="list-style-type: none"> <li>• Assurance that MV understands California labor structures, state safety regulations, and regional transportation expectations</li> <li>• Stability—we are capable of delivering long-term, consistent service quality</li> <li>• Local references and nearby operational support that SLO Transit can depend on from day one</li> </ul>
<p><b>4. Proven Multimodal Integration Expertise</b> Our ability to blend fixed route, paratransit, and microtransit services reflects the adaptability and innovation required of modern transit operators. This enhances system efficiency, improves customer mobility options, and maintains high-quality service across diverse user needs.</p>	<p>If SLO Transit expands or adjusts its service portfolio in the future, MV already has the tools, technology, and experience to support seamless transitions.</p>
<p><b>5. Readiness and Capacity to Mobilize Quickly</b> Our broad portfolio showcases our continued ability to launch and scale operations efficiently—whether taking over an existing system or implementing service enhancements.</p>	<p>MV arrives with a tested mobilization plan, ensuring service continuity and minimizing operational disruptions.</p>

We bring decades of specialized fixed route expertise, an unmatched presence throughout California, and a demonstrated history of successfully operating systems that closely parallel SLO Transit’s needs. These recent awards underscore MV’s forward momentum—driven by a modernized operating system, investments in artificial intelligence and zero-emission technology, and a company-wide culture transformation—while still grounded in the values that shaped MV’s founding 50 years ago. This proven and current experience positions MV to deliver exceptional service to SLO Transit from day one.

 **MV ADVANTAGE** California Expertise That Delivers for SLO Transit

 **59 California Contracts** We bring a depth of knowledge in California’s landscape that few can rival. With over 50 active contracts across the state, including many surrounding the San Luis Obispo region, we understand the operational, regulatory, and customer-service nuances unique to California systems.

Our extensive footprint includes long-standing partnerships with agencies whose service profiles closely align with SLO Transit, ensuring immediate readiness:

- **Union City Transit-** Operates fixed-route and ADA paratransit service since 2000
- **Livermore Amador Valley Transit Authority-** Manages fixed-route and rapid bus services since 2002
- **City of West Covina-** Operates fixed-route and demand-responsive services since 2014
- **Santa Clarita Transit-** Delivers fixed-route, commuter express, dial-a-ride, microtransit, and trolley services since 2008



Our deep regional presence enables us to deliver reliable, efficient, and customer-focused service for SLO Transit, supported by decades of operational insight from statewide systems that face similar ridership, geographic, and service-design considerations.

## Staffing Capacity

A strong workforce has been at the heart of MV since Alex and Feysan Lodde first established the company with a frontline, service-first mindset. That principle is fully embedded in *The New MV*, where hiring, developing, and supporting front-line employees is central to our success.

This people-first philosophy allowed MV to partner with LADOT to overcome one of the most challenging post-pandemic labor shortages in the country. Through targeted recruitment, competitive compensation strategies, and a renewed cultural focus on communication, recognition, and operational excellence, MV rapidly rebuilt staffing levels across all five LADOT divisions.

The outcomes reflect the strength of MV’s team-based culture:

- Turnover fell by more than 50% at several locations
- Mid-Cities and Central Dash improved from 80.7% to 21.7%
- Downtown Dash shifted from a 20-operator deficit to exceeding all staffing targets

These results reflect the same foundational commitment that shaped MV’s beginnings- treating employees with respect and equipping them with the tools, leadership, and support needed to succeed.

For SLO Transit, we are pleased to propose the following staffing plan:

Position	Number Proposed	Positions	Number Proposed
General Manager	1FT	Road Supervisor	4FT
Operations Manager	1FT	Dispatcher	3FT
Safety and Training Manager	1FT	Technicians	4FT
Maintenance Manager	1FT	Utility Worker	1FT
Accounting Coordinator	1FT	Fueler	1FT
Vehicle Operator	24FT, 3PT		

### A MESSAGE FROM OUR FOUNDERS

As Alex Lodde noted, “It’s truly incredible what we have been able to build over 50 years, and I’m even more excited about all of the opportunities we have in the years ahead.” Feysan added, “It makes me so happy to see us focus so intently on investing in our employees to serve our passengers and our clients; we are honoring our heritage while building even stronger for the future.”

## Capacity and Workload

Backed by 50 years of continuous growth and supported by the national resources of the largest privately owned transit provider in the U.S., MV has the full capacity to transition, implement, and sustain the SLO Transit project without impact from any current or future commitments.

The MV Way—our new standardized operating system—ensures every division receives robust national support while maintaining strong local accountability. This structure allows MV to scale resources rapidly, maintain service excellence, and meet the distinct needs of each client.

## Financial Strength and Stability

Our 50-year legacy, diversified national portfolio, and ongoing investment in technology, training, and innovation demonstrate the financial discipline and stability required to support reliable operations for decades to come.

Our financial position is solid, and the company has the financial resources and wherewithal to meet its financial obligations. For more information regarding the financial viability of MV, please contact Chief Financial Officer Erin Niewinski at (972) 391-4600.



## Experience of the Firm

### MV's Experience Providing Work Relevant to the Scope of Services

Our fixed route experience complements our paratransit operations, and in many cases, MV provides both types of services. These multimodal contracts enhance our overall experience and capabilities. We operate large, complex fixed routes and commuter services for our customers at the Los Angeles Department of Transportation (LADOT) operations and the Los Angeles County Metropolitan Transportation Authority (LACMTA, or the Metro).

**It is not only our high-performing operations that differentiate us, but also our experienced leadership and the investments we make in our people — our customers, our riders, and our employees. These investments pave the way for us to provide meaningful guidance, recommendations, and thought leadership as we engage with the City in key areas of our operation:**

**Zero-emissions Fleets:** MV has built a dedicated zero-emissions team supported by an ecosystem of vendors in the zero-emissions space. [This team assists our customers in transitioning to a zero-emissions plan and guides them from bus procurement to equipment setup.](#) Our team is available to expertly recommend solutions for every step of our defined Roadmap to Zero Emissions.

**Professional Services:** [Our professional services team is available to support MV customers in the area of innovation.](#) We offer a range of capabilities, including fixed route planning, microtransit modeling and planning, paratransit runcutting, geographic information system (GIS) analysis, data modeling, and enabling operations with new technologies.

**Data Sciences:** MV invested in a data sciences team devoted to creating tools and dashboards for our local teams and customers, enabling them to understand key insights generated by operational data quickly. The team is responsible for the ongoing development of [MV Insights, our business intelligence tool that promotes data-driven decision-making and continuous monitoring of our operations.](#)

Our maintenance analytics platform includes a predictive parts engine that leverages the data from MV's fleet of more than 6,700 vehicles. This engine assesses the actual lifespan of parts compared to the original equipment manufacturer (OEM) specifications, helping to save time and money while minimizing breakdowns.

### Similar Service References

MV brings half a century of experience operating fixed-route, ADA paratransit, commuter, microtransit, and demand-response services for California public transit agencies similar in size and complexity to SLO Transit. We currently operate systems for Santa Clarita Transit, the City of Downey, Livermore Amador Valley Transit Authority, Union City, and the Palos Verdes Peninsula Transit Authority, providing full turnkey operations and maintenance services. Across these contracts, we manage operator recruitment and training, dispatch, preventative maintenance, and the integration of technologies such as CAD/AVL and real-time passenger information systems. Our experience coordinating multimodal services, supporting service expansions, and operating in diverse operating environments demonstrates our ability to deliver safe, reliable, and customer-focused transit services consistent with SLO Transit's Scope of Services.



#### MV EMPLOYEE PERSPECTIVE

Marsha Moore, SVP Tiger Team, Corporate

"Ethics and integrity is something that's been behind this company for a long time, and that's a reason why a lot of us stayed with the company."

*Please see the reference form in the appendix section of the proposal for more information about MV's experience operating services similar to SLO Transit.*



## Contracts Ended Prior to Completion

MV is proud of the longstanding relationships it has formed with the agencies it serves. Neither MV Transportation, Inc., nor its subsidiaries, joint ventures, partnerships, or affiliates has ever defaulted on a contract in our 50 years of service. MV has had contracts terminated for convenience or had a revised expiration date negotiated. Notably, many of these situations were directly caused by the 2020 COVID-19 pandemic, which led to the shutdown of several services. MV has never had a contract terminated due to failure to comply with contract obligations.

Contract	Year	Reason for Termination
Rowan County Transit - Salisbury, North Carolina	2003 to 2020	Client terminated early to bring the service in-house.
Carson Circuit - Carson, California	2016 to 2020	Client chose not to exercise the option years and terminated the contract early.
Monarch Black Hawk, Colorado	2016 to 2020	Client terminated early to bring the service in-house.
Raleigh-Durham Airport Authority, North Carolina	2019 to 2020	Authority terminated the contract as service was impacted due to the COVID-19 pandemic.
Metrolink - Canada	2016 to 2021	Client terminated the contract, as service had been impacted due to the COVID-19 pandemic.
Western Placer Consolidated Transportation Services Agency - California	2013 to 2021	Client terminated the contract due to funding issues.
Northwest Independent School District - Justin, Texas:	2018 to 2021	The District terminated the contract early to bring the service in-house due to state budget cuts.
Chicago Public Schools - Chicago, Illinois:	2020 to 2022	Client terminated the student transportation service. MV continues to provide service for the paratransit & alternate modes of student transportation contract.
Cities of Tulare and Dinuba, California	2009 to 2022	Cities terminated the contract for convenience after a new provider was selected through procurement.
Ford Point, California:	2006 to 2022	The service was suspended due to COVID-19, and the client did not renew.
Placer County, California	2017 to 2023	The County terminated the contract for convenience to take the service in-house.
Raleigh, North Carolina	2012 to 2023	The City terminated the contract early to align the end date with the Wake County contract end date, as they combined the two contracts.
Marin, California	2006 to 2023	The County opted not to renew its contract with MV.
Caltrain - Daly City, California	2016 to 2023	The Crown Colony Homeowners Association discontinued its Caltrain shuttle service.
Capital Metropolitan Transportation Authority - Austin, Texas	2015 to 2024	The Authority decided not to exercise the option to extend its contract with MV to operate the University of Texas at Austin Shuttle.
Queens College-Bus Transportation Shuttle Services - Flushing, New York	2014 to 2024	Queens College decided to terminate the contract early for the bus transportation shuttle services.
Suburban Bus Division of the Regional Transportation Authority - Arlington Heights, Illinois	2014 to 2024	PACE did not terminate the contract early; instead, it allowed the service to expire for routes 662 through 665, 668, and 669.
University of Colorado - Aurora, Colorado	2014 to 2024	MV and the university were unable to negotiate a new agreement for the university shuttle bus service.
Capitola Summer Shuttle - Capitola, California	2009 to 2024	MV was unable to run this seasonal shuttle due to the loss of the main contract for the division.
Gold Coast Transit - Oxnard, California	2008 to 2024	Gold Coast Transit decided to take the operation, maintenance, and management of coordinated paratransit services in-house.
Greater Bridgeport Transit - Bridgeport, Connecticut:	2022 to 2024	Client decided to terminate the GBTA services contract early to facilitate the transition to a new contractor.
Regional Transportation Commission of Southern Nevada - Las Vegas, Nevada	2019 to 2024	The Commission terminated paratransit and senior transportation services by not exercising the last optional years, bringing the services out for bid.



Contract	Year	Reason for Termination
Placer County Dial-A-Ride Services - Auburn, California	2013 to 2024	The County terminated this contract to take the service in-house.
New York City Metropolitan Transit Authority - Long Island City, New York	2020 to 2025	The Authority did not exercise the option years for this agreement, leading to its termination.
San Benito County Express - Hollister, California	2001 to 2025	MV did not win the rebid for this contract, prompting the client to send a termination notice to end the contract before the extension term was due to expire.

## Financial Statements

MV is a privately held firm, and as such, its financial statements are confidential and proprietary trade secret information. Accordingly, *MV's confidential audited financial statements for 2023-2024 are enclosed separately in a sealed envelope along with the original proposal.* MV affirms that there are no conditions that may impede our ability to perform under this contract.

## Relevant Certifications

MV is not a Disadvantaged Business Enterprise (DBE), and we will not be using DBE subcontractors for this opportunity.

## Additional Existing Resources

For SLO Transit, we bring enhanced support through our professional services team, including experts in transit design and planning, transit operations, zero-emission vehicles, and technology. This team will provide regular performance reviews and schedule assessments to ensure continuous involvement and responsiveness. These reviews will evaluate service outcomes, identify areas for enhancement, and implement adjustments proactively to ensure SLO Transit evolves in step with passenger demand.

### Meet the Professional Services Team



**Stephanie Doughty, VP of Professional Services**

Stephanie Doughty brings over 25 years of experience delivering technology-driven and consultative solutions tailored to client needs. She specializes in aligning operational and technology services to drive measurable outcomes and long-term value for SLO Transit.



**Eric Peterson, Senior GIS Analyst**

Eric has nearly four decades of experience in transit technology, excelling as an expert in transit-oriented spatial analysis. His robust track record includes managing GIS analysis projects, overseeing hardware and software implementations, and effectively collaborating with vendors.



**Lidia Gonzalez, Senior IT Applications Analyst**

With nearly two decades of experience in the transportation industry, Lidia brings a wealth of experience and demonstrates a comprehensive understanding of evaluating, implementing, and supporting information technology applications. Lidia excels in configuring and customizing applications, ensuring seamless integration with existing systems. Her proficiency extends to conducting thorough system testing, troubleshooting issues, and providing invaluable support and training to users.



**Dr. Ya Wang, Senior Transportation Planner**

Ya will assist in transit planning, data analysis, visualization, compliance, and quality assurance. Her analyses include reviews of ridership trends, demographics, and socioeconomic data to understand the demand for transit and its impact on transit accessibility.



**Elizabeth (Liz) Stayner, Senior Transit Planning Manager**

Liz serves as MV's in-house expert in routing, scheduling, and runcutting for our most complex transit operations. She brings deep planning expertise in developing operator deployment schedules precisely



tailored to each client’s unique service demands. MV and SLO Transit can rely upon her unique expertise to quickly evaluate potential adjustments or changes SLO Transit would like to make during the contract term.

For example, MV led the deployment of zero-emission fleets at three Los Angeles Department of Transportation (LADOT) sites. We coordinated intensive operator and maintenance training, hands-on bus familiarization, and close coordination with LADOT, EOMs, and utility partners.

Despite challenges like no initial charging infrastructure, steep learning curves, extreme heat impacts on battery range, supply-chain shortages, and the need to maintain strong on-time performance, we implemented adaptive, data-driven solutions. These solutions included real-time SOC monitoring, proactive coach exchanges, a summer readiness program, collaborative infrastructure expansion, and strong maintenance and dispatch support.

Today, ZE operations across the three divisions demonstrate high reliability and resilience. In some locations, more than 80 percent of the fleet is electric, and all staff are trained and confident in ZE operations. The systems, training, and processes now in place have created a stable, scalable framework that supports LADOT’s long-term zero-emission goals and positions them for continued growth as the fleet expands.

 <b>MV ADVANTAGE</b>	<b>Experts Behind Every Solution</b>
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Our Professional Services team gives SLO Transit a clear advantage by delivering focused expertise in planning, technology integration, data analytics, and system optimization. Their hands-on support and proven success with tools like Optibus help SLO Transit strengthen service reliability, advance its electric fleet transition, and improve operational efficiency. With practical, scalable solutions- not just recommendations- MV provides SLO Transit with a trusted, experienced partner dedicated to continuous improvement and a future-ready transit system.

### MV’s Point of Contact for the City

Keith Everage is your primary contact for this procurement and is authorized to make representations for MV Transportation, Inc., to include all its subsidiaries, joint ventures, partnerships, and affiliates (the bidding entity). You can reach Keith at (323) 422-5946 or keith.everage@mvtransit.com. Additionally, Joe Escobedo, senior vice president, will serve as your secondary contact; you can contact Joe at (623) 340-3209 or joe.escobedo@mvtransit.com.

Please direct all correspondence related to this and all future procurements to MV’s bid office located at 750 Mason Street, Suite 105, Vacaville, CA 95688.

## 3. Operational Approach

### The MV Way

Transforming a transit system is never the result of one action. It is the outcome of thousands of daily decisions, coordinated effort, and a culture built with intention. **The MV Way was created from that reality—not as a manual or checklist, but as a living operating philosophy refined over more than 50 years of transit operations.** This dynamic management tool serves as a comprehensive playbook, providing general managers with guidance on running a successful division. At its core, the MV Way reflects a simple belief: **operational excellence happens when people are empowered with clarity, support, and the right tools.**

Key elements of The MV Way include:



## People

- How to create and maintain a positive culture, attract and retain talent, develop employees, foster harmonious labor relations, and cultivate a high-performance culture.
- The general manager plays a significant role in leading by example and coaching the team to align with the shared values of MV and the City.

## Safe, Successful Operations

- The moral obligation and importance of placing safety at the center of everything we do, delivering a safe and reliable experience for our customers, optimizing operations for efficiency and effectiveness, and leading with world-class safety and maintenance practices.
- The general manager is responsible for setting the tone, actively participating in all business areas, making data-driven decisions, and ensuring that expectations are met.

## Customer Satisfaction

- As a responsible corporate citizen, we recognize our duty to our communities. Our goal is to provide a safe, reliable ride and ensure an outstanding customer experience, where our passengers genuinely enjoy every interaction with our professional team.
- We seek to meet our customers' expectations every day fully. We aim to help our clients solve their problems by providing innovative ideas and solutions to achieve their goals and objectives.



MV is enhancing this critical information by leveraging checklists and AI-powered applications, such as chatbots, to streamline and automate interactions in a user-friendly manner. We are confident that this beneficial resource will support and maintain excellence in our SLO Transit operations for the City.

## How Does The MV Way Help the City?

As a comprehensive approach to delivering exceptional transportation services, The MV Way emphasizes safety, reliability, and operational excellence. The MV Way benefits the City in the following ways:

Enhanced Service Quality	
<b>Personalized Rider Experience</b> ✓ Customer-centric service and compassionate support for riders with mobility challenges.	<b>Reduced Ride Times</b> ✓ Optimized trip planning minimizes ride durations and wait times, improving overall rider satisfaction.
Operational Efficiency	
<b>Data-Driven Decisions</b> ✓ Advanced analytics streamlines routes, minimizes deadhead miles, and increases vehicle efficiency, ultimately reducing costs for the City.	<b>Efficient Resource Allocation</b> ✓ Ensures that demand aligns with available resources to avoid over- or under-utilization of vehicles.
Safety and Compliance	
<b>Safety-First Culture</b> ✓ Prioritizes the safety of drivers and passengers through continuous training, onboard technology, and real-time monitoring.	<b>Regulatory Compliance</b> ✓ Ensures adherence to ADA requirements and local regulations, reducing the risk of compliance-related issues.
Technology Integration	
<b>Seamless Technology Platforms</b> ✓ Integrates with specific fixed route tools like Connexionz to improve scheduling, dispatching, and real-time communication.	<b>Performance Monitoring</b> ✓ Provides real-time insights into on-time performance, service reliability, and customer feedback.
Cost Control and Sustainability	
<b>Operational Cost Savings</b>	<b>Sustainability Focus</b>



<ul style="list-style-type: none"> <li>✓ Implements best practices for vehicle maintenance, fuel management, and driver efficiency, reducing overall operational costs.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Supports the transition to low- and zero-emission fleets and other more sustainable transit solutions.</li> </ul>
<b>Continuous Improvement</b>	
<p style="text-align: center;"><b>Ongoing Training and Development</b></p> <ul style="list-style-type: none"> <li>✓ Provides regular training for operators, dispatchers, and customer service teams to improve service quality.</li> </ul>	<p style="text-align: center;"><b>Proactive Problem-Solving</b></p> <ul style="list-style-type: none"> <li>✓ Anticipates operational challenges and adjusts processes to ensure consistent, high-quality service.</li> </ul>
<b>Client and Community Engagement</b>	
<p style="text-align: center;"><b>Client-Centric Partnerships</b></p> <ul style="list-style-type: none"> <li>✓ We will work closely with the City to understand your unique needs, offering customized solutions and responsive support.</li> </ul>	<p style="text-align: center;"><b>Community Focus</b></p> <ul style="list-style-type: none"> <li>✓ Strengthens community ties by enhancing riders' quality of life, promoting independence, and supporting local mobility.</li> </ul>

The MV Way helps general managers drive service improvement and build stronger client relationships. By emphasizing ongoing training and proactive problem-solving, we maintain top service standards and meet the City's requirements efficiently. This approach builds trust, improves operations, and enhances the quality of life for the community.



**Strong local Team:** We staff operations to the span of service and organize around operator success- pairing active dispatch with road supervision so front-line teams have immediate support in the yard and in the field.

**Excellent Customer Service:** Our coaching and training model equips operators to “own the moment,” while user-friendly tools simplify feedback and resolutions- so riders consistently experience professional, compassionate service.

**Effective System Design and Operations:** We integrate proven fixed-route technology to optimize schedules, streamline communication, and enable rapid incident response and service interruption coordination. With data at the center, managers make informed adjustments that keep trips reliable.

**On-Time Performance:** We protect OTP through real-time monitoring, proactive field intervention, and appropriate coverage ratios (dispatcher-to-bus and road supervisor-to-bus) that allow us to manage, recover, and sustain headways throughout the day.

*At MV, you've got a whole team behind you. If I'm going through some problem, there's another location that's having the same problem or had the same problem, and they give you a blueprint of what to do, and then you just have to modify it so it works at your location.” — General Manager William Crespin, Glendale division 43*

**Ultimately, our technology-driven processes combined with a well-supported team deliver dependable, customer-focused service designed to meet and surpass your goals.**

### 3.1. Start-up and Transition Plan

In response to RFP section G.3 through 11, “Start-up and Transition Plan,” MV recognizes that a solid implementation methodology and robust management approach are essential for a successful service transition. By leveraging our extensive network of experienced support personnel, we prioritize organization, efficiency, and quality service. We



provide the necessary leadership and resources without bureaucracy and micromanagement from corporate headquarters. As a result, we can transition service quickly and seamlessly, without service disruptions.

 **MV ADVANTAGE**      **Transitioning With MV**

Our extensive experience operating more than 30 transit contracts across California—including systems comparable to SLO Transit—enables a seamless, low-risk transition that preserves service continuity from day one. Our deeply experienced regional leadership team partners closely with the local workforce to provide hands-on support in operations, safety, maintenance, and customer engagement throughout the transition period. This combination of local continuity and proven regional expertise ensures stability, regulatory compliance, and continuous improvement for SLO Transit and the community it serves.

**MV CASE STUDY: Startup Success for IndyGo Access**

IndyGo Access, the paratransit service in Indianapolis, partnered with MV in 2025 to improve its ADA-compliant, reservation-based transit service. This partnership led to significant enhancements in service reliability, ridership growth, and workforce engagement through operational and technological optimizations.

**Improved service reliability:** On-time performance increased to 91.9 percent in April 2025, marking a 12% year-over-year improvement shortly after MV began operations.

**Growing ridership:** Ridership rose by 10.2 percent compared to the same month in the previous year, reflecting increased rider confidence in the service.

**Stronger workforce engagement:** MV exceeded staffing goals early by hiring 82 operators ahead of schedule and boosted employee morale through daily recognition, communication, and incentive programs.

**Optimized technology and operations:** MV reconfigured the Ecolane scheduling system parameters and implemented comprehensive staff retraining, aligning technology with real-world service conditions to enhance scheduling efficiency and passenger experience

## Reputation for Excellence

We are known for our transparency and ability to build positive client relationships from the very start. No other firm possesses the same level of experience in service transitions. We have successfully managed transitions for nearly every type of contracting model, including:

- ✓ Overnight transitions of emergency contracts
- ✓ Transitioning management contracts to turnkey contracts
- ✓ Initiation of new services
- ✓ Phased-in transitions
- ✓ Transitions resulting from the bankruptcy of the incumbent contractor
- ✓ Transition-only contracts to prepare for in-house service management
- ✓ Transitions with accelerated timelines
- ✓ Transitioning turnkey contracts to management contracts
- ✓ Contracts specifically for transition services
- ✓ Transitions from client-managed services

## Implementation Methodology

Effective communication and meticulous attention to detail drive our transition approach.

Our transition leadership team will hold biweekly meetings with the City. These meetings will cover the progress of the transition, updates to the task list, potential challenges, and a look ahead at the next two weeks. Additionally, our implementation team will meet daily each morning to review the transition plan, outstanding tasks, current issues, and task lists.

## Transition Planning

MV follows a detailed startup schedule that identifies each task, subtask, dependent task, duration/timeline, and staff assignment. *A draft startup schedule is included at the end of this section to demonstrate the tasks required during the*



*transition.* Our transition team updates this document regularly throughout the transition period; however, no item on the schedule is marked as "complete" without confirmation from the startup manager.

### Risk Mitigation During Contract Startup

To ensure a smooth transition, we use a comprehensive, itemized checklist that covers all aspects of the service transition. Based on our experience, the most frequent disruptions occur during transitions of staff, vehicles, and technology; therefore, we focus our efforts on these areas. As we meet with the incumbent provider and the City throughout the transition process, any specific concerns that may arise can be added to the checklist and addressed as needed.

Accountability and oversight are key throughout the contract transition. Our regional team offers on-site support to local staff, meeting daily—and then twice daily—with General Manager Yvette Mc Neese to resolve startup issues quickly. Through clear communication, proven processes, and defined accountability, we aim to deliver a smooth, disruption-free transition for the City, staff, and passengers.



#### MV EMPLOYEE PERSPECTIVE

Norma Pinales, Operator, El Paso Division 218

“MV is one of the best companies to me to work for. It gives you an opportunity to fly. It gives you the opportunity to rise up. There’s no such thing as going down with MV- it’s only going up. MV Transportation means to me the world. Honestly, it gives me an opportunity to move up, to be a better person. We have a lot of benefits. We get a lot of help from management. It’s the best company in the whole world.” — Norma Pinales, Operator at Division 218, El Paso.

### Transition Leadership

**Regional Vice President of Operations Lorraine Lopez** will oversee all startup activities and serve as the transition manager for this project. Lorraine will work closely with General Manager Yvette Mc Neese, the local management team, and our corporate support team to direct all transition elements.

**General Manager Yvette** will assume their role during the transition period, co-leading the startup alongside Lorraine Lopez. Yvette will be on-site throughout the startup and will directly oversee activities in each functional area. She will work directly with her management team to ensure a smooth transition. Yvette will also meet with the City staff throughout the transition and will serve as the local decision-making authority for all transition-related activities.

MV's transition team for the City also comprises the following team leaders:

<p><b>General Manager Yevette Mc Neese &amp; RVP of Operations Lorraine Lopez</b></p> <ul style="list-style-type: none"> <li>• Team Oversight</li> <li>• City Liaison and Contract Compliance</li> <li>• Passenger Relations and Service Quality</li> </ul>
<p><b>Operations Manager Jeffery Lampton &amp; Safety Training Manager Aaron Pike</b></p> <ul style="list-style-type: none"> <li>• Operator Training and Recruiting</li> <li>• Scheduling and Operator Assignments</li> </ul>
<p><b>Safety &amp; Training Manager Aaron Pike &amp; Director of Safety Jorge Flores</b></p> <ul style="list-style-type: none"> <li>• Security</li> <li>• Emergency Planning and Assessments</li> </ul>
<p><b>Regional Director of Human Resources Jorge Parra</b></p> <ul style="list-style-type: none"> <li>• Human Resources</li> </ul>
<p><b>Director of Finance Mike Krutak &amp; General Manager Yevette Mc Neese</b></p> <ul style="list-style-type: none"> <li>• Budgeting and Finance</li> </ul>
<p><b>Director of Maintenance Sam Tolley</b></p> <ul style="list-style-type: none"> <li>• Fleet, Equipment, and Facilities</li> </ul>

## Personnel Plan

### Retaining the Existing Team

The ongoing presence of the current (incumbent) workforce promotes consistency, SLO Transit experience, and tenure in service. We aim to retain as many existing employees as possible, provided they meet the minimum qualifications, have a strong employment record, and receive the City's approval. MV will retain these individuals in their current positions and seniority levels.

All employment offers will be contingent upon successfully completing duties with the current provider and pending completion of required pre-employment background checks, drug screens, and other required certifications.

### Employee Outreach

To ensure the current workforce remains engaged and well-informed during the transition, we will hold meetings with these employees immediately after contract award. These meetings will be scheduled during off-peak service hours, where a representative will outline the transition process. Additional MV staff will also be present to help current personnel with the application process.

We will also establish a toll-free number for employees who wish to call with questions or concerns about the transition process. By offering multiple communication channels with the MV team, we aim to enhance employees' confidence and trust during this important period.

We recognize that some employees may not qualify for, or choose not to accept, a position with MV. As a result, our transition team will actively recruit new employees to fill any open positions during the transition period.

### Vehicle Operator Evaluation and Training

In addition to pre-employment screening, MV conducts on-road evaluations for all existing operators. Each operator receives orientation, customer service training, and refresher training, which serve as condensed versions of MV's full operator training program. This training is essentially an abridged version of MV's operator training program. The transition team will schedule classes during weekends and evenings to accommodate operators' work schedules. During the day, newly hired operators will attend MV's comprehensive operator training program, Operator Excellence Training (OET).



Throughout the transition period, we hope that most non-management personnel will have successfully transitioned to MV, ensuring an experienced, prepared team ready on day one. All new employees will receive training and be prepared for service. Additionally, most of the transition team will be on duty the night of June 30, 2026, to ensure everything is in place for the start of service.

As employees arrive at the facility at the end of their last shift with the incumbent contractor, additional MV personnel will be on-site to answer any questions about the following day. This team will provide all necessary shift and operational information to the employees.

All computer/network, phone, and internet services will be fully functional and ready for use. Our IT team will handle all telephone assignments and assist with any last-minute IT issues. MV staff will be available to answer questions and respond to concerns immediately.

## Working With the Community

The transition period is an excellent opportunity to establish positive relations with passengers and gain insights into their perspectives on service quality.

MV will create a Mass Transportation Committee (MTC) to foster regular and consistent communication. This committee comprises passengers, the City staff, MV staff, community members, and advocacy groups. Together, this committee will proactively address and manage transition issues and challenges.

General Manager Yvette Mc Neese will support this committee and promote clear, open, and honest communication regarding the progress of the transition.



### MV ADVANTAGE

### A Community-First Approach to Public Transportation

We are deeply committed to being an active, trusted partner in the communities we serve, advancing equity, inclusion, and local well-being beyond transit operations. We regularly volunteer our time and resources to support local needs- whether through food and toy drives, coat collections for women and children in crisis, or partnerships that create meaningful employment opportunities for adults with autism. These efforts reflect our belief that public transit providers play a vital role in strengthening the social fabric of the communities they serve. In partnership with the City, MV will bring this same community-first mindset to SLO Transit by fostering strong local relationships, supporting inclusive initiatives, and ensuring transit services contribute positively to the quality of life for all residents.



Food and toy drive in Barrie, Canada



Coat drive in Louisville, Kentucky



Partnering with Non-Pareil to provide jobs for adults with autism in Plano, Texas.

## 3.2. Management and Operations Plan


MV SOUNDBITE
Collaborative Solutions to Enhance the Rider Experience

We know how to solve operational challenges through partnerships. MV worked side-by-side with IndyGo to reconfigure scheduling parameters and adjust routes, improving efficiency and the passenger experience through targeted, data-driven changes.

### Operational Technologies Considered in this Offer

MV’s operating plan enables technologies that support service delivery optimization, both digitizing manual processes and leveraging state-of-the-art vehicle tracking systems.

**Connexionz CAD/AVL System:** MV has direct, hands-on experience with the provided Connexionz software in fixed-route transit environments similar in scale and complexity to SLO Transit, like our divisions in Hanford and Santa Clarita. Our teams leverage Connexionz data to proactively manage service, respond to disruptions, and communicate accurate information to riders and staff.

**OptiBus** is the scheduling platform MV uses for route scheduling, vehicle blocking, run cutting, and rostering. Optibus is the industry’s leading scheduling platform, automating processes that would otherwise take hours to accomplish and enabling users to generate various scenarios in minutes. Our firm was an extremely early adopter of the Optibus platform; in 2017, MV entered into an enterprise agreement with Optibus and reinvested our firm in planning management.

MV has maximized the use of this technology by providing valuable feedback to its developers for enhanced functionality. This level of innovative collaboration is a hallmark of MV. Today, Senior Transit Planning Manager Liz Stayner and MV are well-known for their proficiency in Optibus, and Liz is often asked to represent Optibus during panel discussions and presentations.



*Read about how MV and LADOT use Optibus to optimize service*



*Watch Liz Stayner talk about her use of Optibus*



*Read about MV and Optibus's collaborative partnership*

**The MV Driver App** is a proprietary app available exclusively to MV operators. This tool enables operators to conduct routine activities that would otherwise require a paper process (dispatch check-in, vacation requests, DMV checks, shift swaps, vacation requests, payroll review, unusual incident reports, bulletin distribution) on their own time and at their convenience. This eliminates unnecessary interactions, paperwork, and manual approvals.

### Start of Service Day

Dispatchers actively manage operator report-to-work times. When an operator has not arrived by their assigned time, the dispatcher will coordinate with an extraboard operator to assume that shift. They adjust operator and bus assignments directly in Connexionz as needed to ensure timely pullout and accurate assignments.

Operators check in and hand their driver’s license and medical card to the dispatcher. Dispatch visually validates these credentials. With credentials verified, the dispatcher provides the operator with their vehicle assignments and any necessary notifications or detours.

The dispatcher performs fit-for-duty reviews of operators as they check in. They evaluate the operator’s demeanor, attire, and professional appearance. The operator then departs the dispatch area and reports to their assigned vehicle in the yard.

## Pre-Trip Inspection

When the operator arrives at their assigned vehicle, they perform pre-trip inspections. During this inspection, the operator moves around the vehicle to visually inspect and, at times, test the various components and subcomponents. This inspection addresses critical safety items.

The operator performs this inspection using a paper checklist. This checklist displays each inspection item, and the operator documents the condition of each item.

If the operator detects a safety issue that requires a technician’s assistance, they will notify the in-yard technician (if available) or the dispatcher to coordinate with the technician. The technician will immediately determine whether the vehicle should be pulled from service; if so, the dispatcher will assign the operator a backup vehicle. Otherwise, the technician will repair the issue in the yard before the operator pulls out.

## Pull out

This dispatcher monitors operator pull-outs on Connexionz and closely observes operator log-ons to ensure all operators are logged in correctly. The supervisor stationed in the yard actively monitors pull-out in person to confirm that all buses depart on time.

## Road Supervision

Road supervisors report to the facility at the start of the service day and check in with the dispatchers. They collect their car keys, then drive to their designated service zone in an MV-provided road supervisor vehicle.

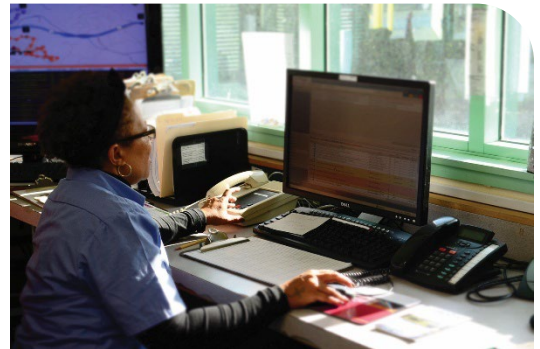
At least one road supervisor is in the yard during peak pullouts. They observe operators who perform their pre-trip inspections, respond to any questions, and help coordinate support in the event of a vehicle exchange. While dispatch monitors pull out and on-time performance from Connexionz, road supervisors monitor this in person, rallying the operators to pull out on time.

Each road supervisor has a schedule of ride checks to perform throughout the day, and they frequently visit the transit center(s). Throughout the day, they are dispatched to locations along the route to support operators. This can involve responding to road calls, de-escalating passenger disruptions, posting detour signs, or conducting accident investigations. They may also be called to resolve any farebox issues. Road supervisors are also responsible for facilitating our Drug and Alcohol program, including conducting reasonable suspicion checks and coordinating any necessary post-accident testing from the field.

Given the diversity of work they perform, road supervisors are highly responsive, detail-oriented, and customer-focused.

## Operator Relief

MV’s run cut may consider in-field reliefs. Operators starting their shifts use one of MV’s relief cars to drive themselves to the relief location at the layover point. Our run cuts may aim to group as many operators as possible to transport multiple relief operators in a single car.



When the operator ends their shift and arrives at the layover point, the relief operator begins their shift by performing a mid-trip inspection and resuming the route. The operator ending their shift in the field may drive the relief car back to the yard. Dispatch monitors the timing of the relief.

## Pull In

When operators arrive at the last stop on their route, they park the bus and conduct a walk-through, checking every seat for sleeping passengers. If a passenger is onboard, the operator gently wakes them and notifies them that they must exit the bus.

Once the bus is confirmed to be empty, the operator returns to the operating yard, where they perform a post-trip inspection, remove all trash, and tidy up their vehicle. They return any paperwork to the dispatcher working the window, who checks the operator out for the day.

## DISRUPTION MANAGEMENT

Situation	Response
<p><b>The vehicle has experienced a mechanical failure, and the operator cannot safely operate the bus.</b></p>	<p>The vehicle operator pulls over to a safe and secure location and radios dispatch to report the issue. The dispatcher asks basic troubleshooting questions. If the issue is not resolved, the dispatcher notifies the on-duty maintenance technician to contact the operator. Meanwhile, the dispatcher contacts a road supervisor and sends them to the scene.</p> <p>The technician may decide to replace the bus while talking to the operator. Otherwise, they may ask the road supervisor to perform basic troubleshooting (i.e., check for leaks, test brake pressure, etc.).</p> <p>If the issue remains unresolved, the road supervisor coordinates with the technician to determine whether a replacement bus is needed, whether it is safe to drive the vehicle back to the yard, whether the technician should repair it in the field, or if a tow is required.</p> <p>The road supervisor facilitates the transfer of passengers to the next stop or to a replacement bus.</p> <p>The road supervisor stays with the vehicle as needed until a technician or a tow arrives.</p>
<p><b>The onboard farebox is jammed or malfunctioning and cannot collect fares.</b></p>	<p>Road supervisors are trained in minor farebox maintenance, such as unjamming bills. When a farebox malfunctions, the operator notifies dispatch, and dispatch sends a road supervisor to the nearest layover point, where they attempt to clear the jam. If the road supervisor cannot clear the jam, they coordinate with dispatch to send a replacement bus to recover the route, and the original operator returns the bus to the yard for repair. The bus with the non-operational farebox will operate in bypass mode for the remainder of the route until the replacement bus arrives.</p>
<p><b>The operator is running late on their route and is in danger of missing a trip.</b></p>	<p>On-time performance (OTP) is a shared responsibility. If an operator is running late on a trip, they must notify dispatch within five minutes. Similarly, dispatchers contact operators as they identify late-running routes. The dispatcher attempts to assist the operator by alerting them that their layover will be shortened. If the operator cannot recover the route at the layover point, the dispatcher may dispatch a ready bus/protection coach to the route with an extraboard operator. The dispatcher coordinates with the road supervisor to notify them of the additional bus on the road.</p>
<p><b>The operator was involved in an accident where injuries were sustained, body damage incurred, or other vehicle damage occurred.</b></p>	<p>When the operator notifies dispatch that they have been involved in an accident resulting in injury or vehicle damage, the dispatcher immediately notifies emergency services. The dispatcher sends the road supervisor to the scene of the incident. General Manager Yvette Mc Neese and Safety Training Manager Aaron Pike are notified immediately; they notify the City and determine if they need to report to the scene.</p> <p>The operator performs emergency management on board the vehicle, assesses any injured passengers, and awaits emergency response as needed. Dispatch sends a ready bus to the scene to recover the route. Upon arrival, the road supervisor takes control of the scene and helps coordinate the transfer of passengers. They also coordinate with dispatch to transport the operator for post-accident drug testing.</p> <p>Once all passengers are cleared from the bus, the road supervisor conducts an accident investigation, documenting all findings, including passenger comments and photos, using digital forms that are immediately uploaded to our systems for processing.</p>



Situation	Response
	<p>Depending on the severity of the accident, the road supervisor will coordinate with maintenance to arrange for a tow. If the vehicle can be safely operated, the road supervisor will return the vehicle to the yard for repairs.</p> <p>All road supervisors are trained in accident investigation, emergency management, and de-escalation.</p>
<p><b>There is a disruptive passenger who poses a threat to the safety and security of the operator or passengers.</b></p>	<p>When a disruptive passenger poses a threat to the safety and security of the operator or passengers, the operator immediately notifies dispatch, using code words as appropriate.</p> <p>Dispatch will first alert law enforcement if the passenger has a weapon, is using physical force, spits, or verbally threatens physical harm. They then notify a road supervisor to report to the scene and notify the City’s safety/security team. Both road supervisors and operators are trained in de-escalation techniques.</p> <p>If necessary, MV may dispatch a protection bus to cover any late service.</p>
<p><b>There is a dispute between the operator and a passenger that requires conflict mediation.</b></p>	<p>If a dispute arises between an operator and a passenger that requires conflict mediation, operators are first trained to activate the DriveCam unit to capture footage of the events preceding and during the situation.</p> <p>The operator is trained in de-escalation techniques; however, if the situation requires conflict mediation, they will notify dispatch and request the support of a road supervisor.</p> <p>The dispatcher then notifies the road supervisor, who meets the operator in the field. Upon arrival, the road supervisor will attempt to mediate the situation and reach a favorable resolution. Road supervisors enforce the City policies and, as necessary, have the authority to ask a passenger to deboard the bus. Road supervisors are responsible for completing all necessary incident reporting.</p> <p>If needed, MV may dispatch a protection bus to cover any late service.</p>

## Emergency Management and Natural Disaster Response

When operating in the San Luis Obispo service area, the City’s contractor must be prepared for severe weather events, including flash floods, earthquakes, and freezing rain. As your service provider and partner, we recognize our crucial role in evacuations, emergency response, and relief efforts. We adhere to a strict no-strand policy, meaning that when service is halted due to severe weather conditions, we continue operating until the last rider is safely returned to their destination.

### Preparedness

Preparedness is essential for minimizing injuries and/or damage during natural disasters or severe weather events. During the transition period, MV will work with the City to confirm emergency preparedness procedures, which may include the following:

- ✓ Confirmation of emergency locations, including alternate command centers and shelters;
- ✓ Establishment of a chain of command and communication protocols;
- ✓ Weather severity thresholds and acceptable levels of service at each threshold

MV operators are trained in emergency management and communications, as well as safe vehicle operation during severe weather events. They are also equipped with knowledge on what steps to take if they are on the road during a flash flood warning.

### Continuity of Service

During severe weather or disasters, MV will promptly coordinate with the City on whether to suspend or continue services. If operations proceed, MV and the City will monitor conditions and communicate regularly, relying on dispatchers, management, forecasts, and local news. Road supervisors will assess conditions throughout the day. Operators must report visibility and road issues to dispatch. MV management decides if service continues or stops and informs the City. If suspended, dispatchers instruct operators to finish routes, return to the facility, or take passengers to an emergency location.



## Emergency Evacuations

MV's policy is to ensure essential functions continue during any emergency, whether caused by human, technological, or natural events. For immediate threats, such as terrorist attacks, MV will quickly assess impacts and take necessary actions. With advance warnings—like hurricanes or hazardous material accidents—orderly alerts and evacuations can be issued.

If emergencies happen outside work hours and the office is inaccessible, staff will follow the provided instructions, including relocation notices, aided by a communication tree for notifying all employees and city personnel. During office hours, unanticipated incidents trigger the continuity of operations plan (COOP), preceded by building evacuation procedures.

MV's COOP provides a framework for uninterrupted operations, detailing a concept of operations, specifying essential functions, and describing three phases: Activation and Relocation, Alternate Facility Operations, and Reconstitution.



### MV ADVANTAGE

### Service Continuity During Emergency Events



In early 2024, severe weather in Santa Paula, California, triggered a large mudslide that blocked State Route 150, a critical access point to major routes in the region. This disruption left residents unable to reach essential services, work, and schools without adding over an hour of travel time via alternate routes.

MV quickly mobilized to create a shuttle service tailored specifically for Santa Paula. We worked with local authorities to plan an efficient route, set up accessible pick-up zones, and schedule runs at times that would best serve the community.

The launch of the altered shuttle service resulted in three dedicated routes, with two morning trips and one afternoon trip, running Monday to Friday. MV maintained flexibility, connecting residents and college students to vital locations, including grocery stores, medical appointments, workplaces, and postal offices, alleviating the impact of the blocked route.

Over 1,000 rides were provided during the four-month period, allowing residents to maintain their routines and access essential services during a challenging time. As Route 150 cleanup efforts advanced, we continued to operate the service until demand subsided, exemplifying our commitment to supporting communities during emergencies.

## Emergency Response Plans

MV has specific plans and programs designed to mitigate risk and provide a safe, healthy workplace. Each of these plans is available upon request:

- ✓ **System Management System (SMS):** MV's SMS integrates our Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion into our daily activities. This plan outlines systematic procedures, practices, and policies for managing risks and hazards in these four areas and serves as the base guidelines for workplace safety and incident response. MV's Public Transportation Agency Safety Plan (PTASP) outlines each location's safety performance targets and target coordination and includes a hazard/risk report template.
- ✓ **System Safety Program Plan (SSPP):** To provide a superior level of safety and minimize any risk, MV's SSPP is maintained by the standards of the American Public Transportation Association (APTA) and the Federal Transit Administration (FTA).
- ✓ **System Security and Emergency Preparedness Plan (SSEPP):** This set of comprehensive security goals, objectives, and strategies maximizes the security of MV's passengers, employees, and property. This plan is a blueprint for all security procedures.
- ✓ **Continuity of Operations Plan (COOP):** This plan template provides MV's operations with a base for developing continuous operations during an emergency. The COOP, which sets forth a concept of



operations, identifies essential functions, and outlines three potential phases of operation: 1) Activation and Relocation, 2) Alternate Facility Operations, and 3) Reconstitution.

- ✓ **Emergency Action Plan:** The EAP helps employees and management make quality decisions during times of crisis and comply with the Occupational Safety and Health Administration’s (OSHA) Standard for Emergency Action Plans, 29 CFR 1910.38.
- ✓ **Bloodborne Pathogen Exposure Control Plan:** MV’s Bloodborne Pathogen Exposure plan provides the guidance and training needed to protect employees against exposure to bloodborne pathogens. This plan complies with OSHA Bloodborne Pathogen Standard, 29 CFR 1910.1030, to eliminate or minimize employee occupational exposure to blood, certain other body fluids, or other potentially infectious materials.

Additional health and safety plans include:

- » Fire Prevention Plan
- » Hearing Conservation Program
- » Hazardous Communication Plan
- » Illness Prevention Plan
- » Heat Illness Prevention Plan
- » Lock-Out Tag-Out Control of Hazardous Energy Program



**MV ADVANTAGE**

**Addressing OTP Challenges with Head-On Solutions**

To address SLO Transit’s goal of increasing OTP, part of MV’s operations approach includes a customized road supervision and dispatch plan focused on real-time visibility, data-driven decision-making, and operator engagement.

Morning pull-outs will be actively supervised to ensure service starts on time, while ongoing analysis of route blocking and runcuts will help identify and resolve recurring delays.

**We are committed to continuously monitoring our performance trends using Connexionz, complemented by valuable insights gathered from our management team and field supervisors. This proactive approach will help us conduct thorough field line saturation checks and assess operating conditions effectively. Our road supervisors will also keep a close eye on On-Time Performance (OTP) in real time through Connexionz, enabling swift action whenever we see a dip in performance. Plus, we'll introduce additional oversight through mystery rider evaluations, offering an unbiased perspective on our service reliability. Together, these efforts will ensure we consistently deliver top-notch service.**

**To reinforce accountability and awareness, MV will implement an OTP incentive and recognition program for operators who meet OTP goals, paired with clear feedback channels to capture and address OTP challenges on lower-performing routes. Together, these strategies create a proactive, transparent approach to improving reliability and maintaining consistent OTP.**

Our incentive program will include raffling gift cards and other prizes to the top OTP and most improved OTP performers for a one-month period.

**SEE IT**



- Increase Visibility in the Field
- Morning pull-out presence and yard oversight
- Road supervisor coverage zones with rapid response

**FIX IT**



- Use data to remove causes of delay
- regular Connexionz trend reviews (line saturation/hotspots)
- Blocking plus runcut analysis to improve schedule performance

**SUSTAIN IT**



- Reinforce and sustain OTP gains
- Mystery rider checks plus feedback channels for low performers
- operator awareness, recognition, and incentives

## 3.2.a. Scheduling, Dispatching, and Customer Service

### Dynamic Scheduling

In response to RFP section G.3 through 13, MV has experience with the newer reservation, scheduling, and dispatch systems, such as Connexionz. **MV has Connexionz experience at two locations in California that can be used to support and reinforce best practices when needed.** The newer platforms enable automated scheduling by matching trip assignments, optimizing routes based on vehicle and operator allocation, geographic designations, and customer-specific needs. This allows MV's schedulers to focus their efforts on more strategic management and oversight. During the transition, MV will analyze historical trip data, perform a system runcut, and present refined templates to the City that accurately reflect the planned volume for each day of the week (and holidays) for review and approval. We update our templates seasonally and adjust our parameter settings to account for changes in speed.

Connexionz dynamically schedules routes without requiring manual batch runs or schedule refinements. While the automated system handles a majority of scheduling tasks, schedulers can manually adjust trip assignments as needed, send rides to vendors, fleets, or vehicles, and make necessary tweaks to ensure optimal service performance. We train all our dispatchers in manual trip movement in the event of an emergency (e.g., when we need to close a route due to a breakdown and reroute future trips).

The night before service, the scheduler will anchor the routes to minimize deadhead for the next service day and then run the automated scheduling feature in Connexionz. This produces refined schedules for the following day. MV has an automated line that operators call the night before to confirm their start times.

### Runcutting

With each service change determined by the City, MV will perform a runcut to optimize operator staffing and align operator schedules with the span of service. MV performs all runcutting in-house, under the leadership of our dedicated planning and runcutting team, led by Liz Stayner, our senior transit planning manager. Liz and her team utilize the Optibus scheduling platform to optimize resource allocation, taking into account regulatory requirements for meal and rest periods, as well as work rules outlined in the collective bargaining agreement, while ensuring compliance with all applicable state wage and hour laws.

### Operations and Dispatch

Dispatchers are assigned to continually monitor the service on the Connexionz using the available dispatch screens. Dispatchers monitor trips for adherence to schedule, passenger loads, any off-route movements, and known traffic delays.

When a trip is running late, depending on the situation, the dispatcher may advise the operator that an extraboard will be inserted or that their layover time may be reduced to make their next trip depart on time. Regardless of the dispatcher's action, close communication between the dispatcher and operator is essential. Dispatchers are our operators' first line of support throughout the service day; their interactions are marked by professionalism, expediency, and clarity. They are trained to fully document all incidents and issue public bulletins using Connexionz as required.

### Customer Service Hours and Staffing

From September to June, during the academic year, customer service support will be maintained from 6 a.m. to 11 p.m. Monday through

#### Enhancing System Design and Operations

MV supports SLO Transit's goal to enhance system design and operations through proven technology and expert regional support. As an early adopter of Optibus, MV leverages this powerful planning and scheduling platform to model service scenarios, optimize staffing, and support mixed vehicle fleets. Led by Senior Transit Planning Manager Liz Stayner, MV will help SLO Transit efficiently scale service and plan for a successful transition to an electric fleet.

*See section 2 for more information about our professional services team, and section 3.iii for more information about Optibus and how it can help SLO Transit.*



Friday and 8:15 a.m. to 8:10 p.m. on Saturday and Sunday. From July through August, customer service support will be maintained from 6 a.m. to 8 p.m. Monday through Friday and 8:15 a.m. to 8:10 p.m. on Saturday and Sunday, ensuring riders have consistent access to information, trip assistance, and service support.

*Please see MV's proposed staffing levels in section 2 of this proposal.*

## Customer Service Approach

A successful customer service program is built on consistent service. MV supports this initiative through clear, ongoing communication and delivers customer service with professionalism, empathy, and expertise. We reinforce this commitment by carefully addressing feedback and conducting frequent quality assessments.

The SLO Riders Guide outlines the service policies that form passenger expectations for our services. To consistently meet these daily expectations, it is essential to adhere to the City service guidelines. Any inconsistency in service delivery can harm customer service.

Transparent, professional communication is essential, particularly when service delivery changes are necessary. By effectively managing passenger expectations, MV ensures quality customer service in response to delays, detours, road calls, or other service disruptions.

To achieve this, MV's SLO Transit employees receive comprehensive training in service delivery. Each MV employee receives training in the City's policies, procedures, and system orientation. To supplement this training, we provide dedicated customer service training to all employees. All vehicle operators and office staff are required to complete four hours of MV's Platinum Connection Customer Service training program.

Quality assurance audits, secret rider programs, complaint analyses, and passenger feedback sessions also offer opportunities to evaluate MV's processes against the City's standards. These reviews help identify where our customer service programs are effective and where new initiatives may be necessary. By conducting these quality checks, we ensure that customer service techniques remain fresh and compelling.

## i. Talent Acquisition and Workforce Retention

### Extraboard Operator and Standby Shifts

MV staff for sufficient extraboard operators to cover runs that are open due to vacations, leaves of absence, and other absences. We closely monitor daily call-off patterns to predict the number of absences due to illnesses, lateness, jury duty, bereavement, and other unanticipated reasons. The size of our extraboard and the number of available operators are adjusted based on estimates of absences, considering the day of the week and time of day. To ensure proper coverage, we typically maintain an extraboard size of approximately 20%.

We regularly evaluate the number of standby shifts needed for the upcoming days. If the number of standby shifts exceeds the available unscheduled extraboard operators, we will post available day off opportunities for operators eager to receive extra work assignments. Day-off operator coverage is planned 48 and 72 hours in advance or as specified in the collective bargaining agreement.

MV is vigilant in ensuring standby shifts are scheduled to cover open work or respond to service interruptions. We closely monitor each operator's hours of service to avoid exceeding permitted work hours, ensuring a well-rested and safe workforce.

### Recruitment at MV

MV uses a technology-driven active recruiting and retention strategy designed to attract, select, and retain high-quality talent. Job openings are advertised through Appcast using data from iCIMS, while Phenom People's AI-powered career site and chatbots guide candidates through application and screening. Hiring managers review applicants for required qualifications, with operator candidates evaluated using personality assessments and AI-based tenure prediction tools. Selected candidates complete interviews and required screenings before moving into onboarding, orientation, and training.





MV ADVANTAGE

MV CASE STUDY: Recruiting and Retention at LADOT

In response to a severe post-pandemic driver shortage across its LADOT operations, MV implemented a comprehensive, culture-driven retention strategy focused on competitive wages, modernized recruitment, data-driven retention, and proactive employee engagement. MV partnered with LADOT to secure multiple wage increases, overhauled recruiting with regional outreach and signing bonuses, and introduced AI-enabled tools to predict and prevent turnover. MV invested heavily in workplace culture through structured check-ins, recognition programs, safety engagement, and visible leadership presence. These efforts dramatically reduced turnover, stabilized staffing, improved OTP, and lowered preventable accident rates.

THE RESULTS

<b>Mid-Cities Central Dash-</b> Turnover dropped from 80.7% in 2020 to 21.7% in 2025.	<b>Downtown Dash-</b> Turnover dropped from 55.9% in 2022 to 22.9% in 2025.	<b>LADOT Commuter-</b> Turnover dropped from 41.7% in 2022 to 25.1% in 2025.	<b>Los Angeles South-</b> Turnover dropped from 39.4% in 2022 to 9.2% in 2025.	<b>LA City Ride-</b> Turnover dropped from 23.6% in 2020 to 6.7% in 2025.
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Our broader recruiting and retention strategy emphasizes **“Always Be Recruiting,”** strong digital and paid advertising, competitive wages, regional recruiter support, and deep community partnerships. Advanced data and learning models help identify both strong hires and current employees at risk of turnover, enabling managers to engage proactively. Retention is reinforced through a strong safety-focused culture, competitive compensation and benefits, career development opportunities, and data-driven insights from exit interviews and dashboards, allowing MV to sustain a stable, high-quality workforce.

*Please see section 6.4 of this proposal for more information about MV’s recruitment and retention strategy.*

### Ensuring Operator Availability

SLO Transit can be confident that MV will consistently have qualified operators available as needed through a proven, multi-layered staffing and retention approach. We proactively maintain an extraboard of approximately 20 percent to cover planned and unplanned absences, supported by daily analysis of call-off trends to predict coverage needs by day and time accurately. Standby shifts are strategically scheduled, and when additional coverage is required, we activate pre-planned day-off opportunities- identified 48 to 72 hours in advance in accordance with labor agreements- while closely monitoring hours of service to ensure a safe, well-rested workforce.

*“I love the rewarding feeling that I get being able to get people to where they need to go on time—safe. There’s nothing better than that. For that, I’m grateful. I’m grateful to MV that I have this job. I’m going to retire here. That’s how much I like it.” — Tom Lancaster, Fixed Route Operator, Glendale division 43*

Our "Always be Recruiting" strategy uses AI hiring tools, digital ads, regional recruiters, and strong compensation to keep a steady pool of qualified operators. This is supported by a retention model proven at LADOT, where turnover dropped, staffing stabilized, OTP improved, and safety got better. These recruiting and retention efforts guarantee SLO Transit has dependable operator availability.

### ii. Quality Control

Our company’s organizational structure offers continuous oversight and leadership in support of our local team. This support structure confirms that we deliver daily safe, professional, and efficient service.

Throughout our organization, we provide our customers with a cross-functional quality assurance (QA) program that promotes excellence throughout the operation. Our team may adjust these reviews over the contract term to accommodate specific service needs and requests, drawing on our experience in similar services.



Auditor	Inspection	Frequency	Description
<b>Regional Vice President</b>	<i>Performance Metrics</i>	Semi-monthly	Regional Vice President Lorraine Lopez has access to MV's performance metrics dashboards and reviews performance with General Manager Yvette McNeece on periodic calls to ensure adherence to MV and the City standards.
<b>Regional Vice President</b>	<i>Customer Satisfaction</i>	Monthly	Regional Vice President Lorraine Lopez regularly meets (in person or via telephone) with the City staff to gauge satisfaction with MV's operations. These discussions offer an excellent opportunity to discuss current challenges, successes, and areas requiring improvement.
<b>Regional Vice President</b>	<i>Audit Scheduling and Review</i>	As needed	Regional Vice President Lorraine Lopez works with the regional team to establish an audit schedule. They review each audit upon completion and work with the regional team to create and complete an action plan when needed.
<b>Director of Safety</b>	<i>Safety Audits</i>	Annual	The safety audit is a full-day inspection of the operating facility. Director of Safety Jorge Flores ensures all safety elements are in place and functioning as intended. They audit the location for compliance with MV and the City's safety policies, rules, regulations, standards, codes, procedures, and requirements. They also review all employee training files for completeness and compliance. Finally, they review all safety-related programs, issues, and reporting, and provide recommendations for improvement.
<b>Director of Maintenance</b>	<i>Facility Audits</i>	Annual	Facility audits, led by Director of Maintenance Samuel Tolley, include an inspection of the operating facility and audits of facility systems and sub-systems. Locations also undergo annual fire inspections and insurance underwriter inspections.
<b>Director of Maintenance</b>	<i>Shop Audit</i>	Semi-Annual	This audit includes a review of the facility, environmental compliance, tools and equipment, office administration, records, maintenance, safety, and training. If needed, Director of Maintenance Samuel Tolley develops an action plan to resolve any issues identified.
<b>Director of Finance</b>	<i>Monthly Financial Statement Review Call</i>	Monthly	Director of Finance Mike Krutak and Senior Vice President Lorraine Lopez review the income statements and general ledger during the month-end close. This process confirms MV's books are accurate and align with budget forecasts.
<b>Maintenance Manager</b>	<i>Preventive Maintenance Inspection "Rerack"</i>	10% of all PMs per Month	These inspections assess the quality and completeness of preventive maintenance inspections. To ensure completeness, Maintenance Manager Casterdale Green completely re-inspects 10% of the fleet, undergoing a preventive maintenance inspection.
<b>Safety and Training Manager</b>	<i>Safety Inspections</i>	Monthly	Safety and Training Manager Aaron Pike conducts monthly safety inspections of the facility to identify, document, and correct deficiencies. All findings are reported to the Regional Director of Safety, Jorge Flores, who follows up on all items during the semi-annual audits.

## Continuous Process Improvement

The design of our continuous process improvement plan intentionally focuses on identifying issues before they become problems. Transparency is essential in this design, and our approach to reviewing our business practices plan is predicated on ongoing communication and data sharing with the City's staff.



## Continuous Process Improvement

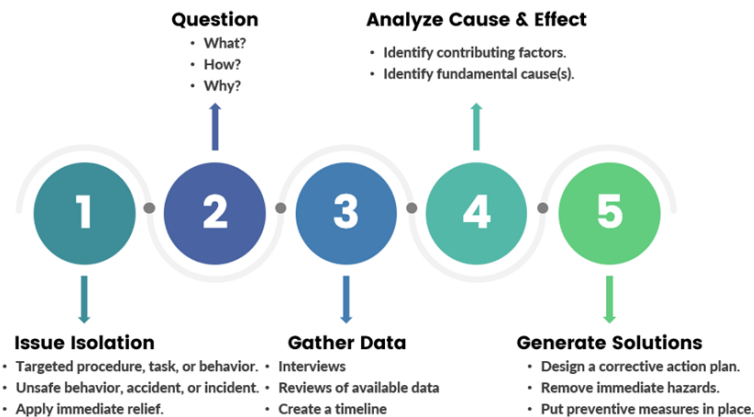
The MV Way to Achieve Quality Performance



## Problem-Solving Approach

MV recognizes that transit operations face varied challenges, including accidents and unsafe behaviors. While immediate responses are sometimes needed, addressing root causes is often more effective. A root cause analysis starts by isolating the problem and identifying contributing factors, such as weather, traffic, speed, or distracted driving. Immediate actions may resolve some issues, but rarely prevent recurrence. Along with quick responses to limit impact, MV uses root cause analysis to tackle underlying problems through a multi-step process detailed below, proactively.

## Root Cause Analysis



## Documentation and Development of Processes

Our MV Insights dashboard tool is a key component of the MV Way, enabling us to analyze data and identify trends. Our operations team can consistently digitally document processes by centralizing our performance data from multiple sources using Connexionz and maintenance information systems on an integrated platform. We can quickly review past action plans and their effectiveness, and use the dashboards to determine when and where to adjust policies or procedures for improved performance. When revising policies and procedures, we employ best practices in change management that account for passenger impact, testing, solicitation of feedback, and review.

## Monthly and Quarterly Business Reviews

**Monthly and Quarterly Business Reviews** are essential components of successful operations, fostering transparency, collaboration, and continuous improvement. These structured interactions provide a platform for reviewing performance metrics, addressing challenges, and aligning strategic objectives between MV and the City.



The MV local management team will regularly meet with the City to ensure that we continue to meet or exceed operational and performance standards.

Each month, Yvette Mc Neese will meet with City staff for a Monthly Business Review, where we assess the previous month’s performance against the standard KPIs and compare it with prior months to determine whether we have made improvements in each performance area. These monthly business reviews include updates on staffing levels, planned division events, and the incentives we have in place.

MV will also schedule a **Quarterly Business Review (QBR)** to adjust our service strategy to best serve SLO Transit passengers. During these meetings, we translate our goals for the upcoming quarter into specific 90-, 180-, and 270-day objectives.

The QBR provides a comprehensive overview of SLO Transit services, focusing on major functional areas rather than individual components. This approach allows us to gather the City’s feedback and insights from the passengers.

Topics for discussion may include:

- ✓ Service challenges and opportunities for improvement
- ✓ Upcoming service changes and routing recommendations
- ✓ New products or features
- ✓ Roadblocks or obstacles to success
- ✓ Stated goals for the next 90, 180, and 270 days

### iii. Additional Proposed Technologies

Our technology strategy for SLO Transit is designed to support safe, reliable, and efficient service today while positioning the system to adapt to the evolving demands of a modern transit environment. Our proposed suite of technologies is intentionally integrated—linking safety, planning, operations, maintenance, and workforce management—to provide the City with actionable insights, operational resilience, and measurable performance improvements.

*“The technology and software [at MV] helps me do my job every day. It allows me to track and trend areas where we are seeing issues that we want to address before they become concerns.” — Corey Siu, Safety and Training Manager, Chicago division 134*

#### DriveCam SF400 Event Recorder

MV is pleased to propose the DriveCam SF400 event recorder for the City’s fleet in the new term. DriveCam is a unique event recorder that continuously records footage inside the vehicle and on the road and saves footage clips when triggered.

The SF400 unit has a dual wide-angle lens, eliminating blind spots in video clips and enhancing the views captured. It also includes four high-lumen infrared lights, integrated microphones, and continuous video recording for up to 100 hours. The SF400 units deliver the same reliable event recording as the current DriveCam units in place today (interior and exterior recording, cellular connectivity, manual trigger button); however, these units bring valuable new features to our operation.



**On-demand lookback:** The SF400 saves up to 100 hours of footage that we can access on demand. This data allows us to investigate complaints quickly and easily. With the base package, we have access to the lookback feature for five minutes per unit per month; however, we can expand this at an additional cost.

**MV+AI Technology:** Delivering machine vision and artificial intelligence, the SF400 delivers improved safety features both in the vehicle and on the road. The units can detect when operators use handheld devices and alert those not wearing a seatbelt, as well as those smoking, eating, or drinking in the vehicle. The unit also detects rolling through stop signs, close following distance, critical distance, speeding, pedestrian/bicyclists, and lane departures on the road. These alerts are configurable to support our specific objectives and goals.

**Fleet Tracking:** All SF400 units include Lytx’s GPS Fleet Tracking functionality, which provides insight into vehicle position and idling times using Google Maps, Traffic, and Street Views. This technology will support our quality assurance supervisors’ ability to identify operators for road evaluations and vehicles that require in-field support. This optional feature can be made available at an additional cost.

## Optibus Optimization Technology

MV is proposing to use Optibus for SLO Transit. This SaaS platform offers several complex modules that streamline planning and scheduling for large fixed-route systems. It unites Artificial Intelligence with optimization algorithms to deliver efficiency, reduce congestion, and contain costs.

Optibus enables MV to create multiple planning scenarios in minutes, compared to the hours required by other planning platforms. The system allows users to configure not only work rules and rest period requirements, but also the ranges and discharge rates of any battery electric buses (BEB) in place. Optibus is ideal for customers looking to integrate BEBs into their service, as the EV module enables users to plan scenarios that mix BEBs and internal combustion engine (ICE) vehicles.

Optibus enables our team to quickly identify where we can achieve staffing, operational, and cost efficiencies, as well as the optimal number of vehicles to deliver service. This system supports the shift bid process and informs potential route or blocking redesign. MV will use Optibus to determine the most efficient route schedules based on the input data.

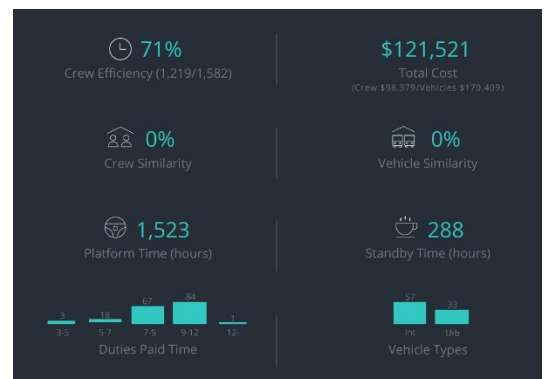
Elizabeth (Liz) Stayner, MV’s Corporate Sr. Transit Planning Manager, is an in-house expert for these systems. Liz has extensive experience with Optibus across all of MV’s fixed-route locations. She will support our team by creating efficient and realistic runcuts that meet this service’s unique requirements.

### For the City, MV will bring the following Optibus Modules:

- ✓ **Planning:** The systems’ planning module leverages maps, satellite data, and street-level images to visualize routes, allowing planners to visualize routes easily. Moreover, users can import GTFS data or build routes from the ground up, building multiple scenarios in minutes. Finally, the system’s tools communicate the business impact of route changes as we make changes.
- ✓ **Scheduling:** Optibus’s speed in optimizing crews and vehicles is a hallmark of its design. Users can build multiple scenarios in minutes while accounting for rules and limitations, and schedule vehicles and operators simultaneously.
- ✓ **Rostering:** The system’s rostering function can account for all work rules and supports route familiarity and day-off patterns. It helps control overtime, adheres to guaranteed time, and balances assigned hours. Users can create roster groups, each with specific preferences.
- ✓ **Optibus for Electric Vehicles (EV):** Optibus unites its rostering solution with EV scheduling functionality. This module lets users plan vehicle schedules based on infrastructure available, ensuring range is maximized, and proper charging events and discharge rates are factored in.

### How AI Supports SLO Transit

AI driven safety analytics from DriveCam help reduce collisions and complaints by identifying risky driving behaviors and supporting timely coaching and corrective action. At the same level, Optibus uses AI-based optimization to help SLO Transit improve service reliability, plan efficient schedules, integrate battery electric buses, and control operating costs through data-driven decision-making.



**100 / DOUBLE DECKER INTERURBAN**

SIGN: 215  
TRIP ID: 4755  
V. TYPE: DOUBLE DECKER INTERURBAN

FROM: (193) 79th St  
TO: (201) Pelham Bay Park

Sort By

TIME: 20:06 — 60 min, 6.8mi —> 21:06

PREDICTED OTP: 60%      80% Start —> 13% End

SERVICE TIME PERCENTILE: 13% (60 min)

MOVE EDIT



## MV Insights — Data-Driven Fixed Route Operations

Built on Microsoft’s Power BI data analytics tool, the MV Insights Platform captures and visualizes key operational KPIs across all aspects of the organization, including operations, maintenance, and safety, as well as staffing and retention. We recently enhanced MV Insights to provide “early warning” capabilities that signal when key metrics are trending in the wrong direction.

MV Insights provides our leadership — from general manager to our CEO — visibility into critical and actionable data and visualizes our performance against prior year numbers. General managers frequently review these dashboards with their regional/senior vice president and director of human resources, to ensure we are continually meeting or exceeding KPI goals.

Our local management team can then use this data to mitigate risks through:

- Employee coaching and retraining
- Posting signage about dangerous intersections
- Targeted safety meeting
- Selecting safety blitz themes and more.

The operational visibility provided by the MV Insights platform across the organization has enabled better decision-making and actions through proactive, timely responses to trends.



**MV Insight’s Turnover Dashboard** shows us up-to-date statistics of our turnover year over year, and compared to



**Figure x: Operations KPI Dashboard**—Many factors, working together, contribute to service excellence. Each one has to be analyzed individually and as a group to fully understand not only how they deliver success but also how service degradation and interruptions occur and contribute to poor service KPIs. The operations dashboard shows individual trends against desired goals to achieve excellence.

Operational Excellence is a culture built into our organization. When adhered to, all aspects of delivering the operation come together to deliver the most important goal of providing an excellent customer experience by transporting the customer safely and on time to their destination.

## People/Operator Insights

A great customer experience depends on a well-trained, reliable operator, a dependable vehicle, and a team of experts ensuring safe, punctual service from pick-up to destination. Successfully attracting, hiring, training, and retaining operators is complex and demands creativity and close attention. MV has focused on reducing operator



attrition, which is often highest within the first 90 days of employment. To combat this, MV created an automated system that offers ongoing feedback and one-on-one communication with the operator during the first 30 days of onboarding and training.

### Operator Onboarding Communications Solution Features:

- Periodic text messages are sent to the new hire, providing key information and instructions to access timely communications
- Custom-designed web pages providing information about the company, their new role, and tips to ensure a positive onboarding experience
- Satisfaction surveys are sent to onboarding operators to identify and resolve issues quickly. Survey results are automatically sent to operations management for quick resolution

MV uses many other insights to deliver effective people management, such as:

- Employee satisfaction survey analysis
- Turnover analysis
- Wage analysis
- Coaching and Training Effectiveness
- Retention analysis
- Candidate sourcing effectiveness

Effective people management is both an art and a science. MV works hard to strike the right balance between managing operator performance, key results, and relationships through individual coaching and mentoring.

### About our Maintenance Management Information System

Trapeze Enterprise Asset Management, or T-EAM, is the maintenance management information system (MMIS) used in the majority of MV's shops. We offer this system at no additional cost, providing our customers with direct access to this system and its reporting.

We have a long-standing partnership with Trapeze, and we have found that their system is ideal for managing even the most complex bus fleets. T-EAM serves as our electronic vehicle file and has the functionality to process a wide range of data:

- ✓ Service requests (to document pending service items)
- ✓ Work order requests
- ✓ Parts inventories
- ✓ Warranty repairs
- ✓ Fleet defects
- ✓ Asset documentation
- ✓ Reporting (both standardized and ad hoc)

We also use T-EAM to measure:

- ✓ Technician productivity
- ✓ Repair costs (cost per mile)
- ✓ Mean distance between road failures
- ✓ On-time preventive maintenance
- ✓ Scheduled versus unscheduled maintenance
- ✓ Fuel usage by unit

MV uses T-EAM's mobile products to enable real-time data entry directly into the system from the shop floor. As part of MV's digital shop initiative, all technicians are trained to use ruggedized tablets for inspections and to properly document their work. The electronic inspection forms include embedded instructions for the technician and offer voice-to-text capabilities for ease of use.

#### WHAT DO YOU GET FROM TRAPEZE-EAM AND MV?

- Direct access to all of your digitized maintenance records
- Ability to run reports on your assets
- Streamlined, digital vehicle files for accurate work history
- NTD asset reporting at your fingertips
- Accurate parts inventories
- Ease and speed in the warranty recovery process



## 4. Maintenance

### Our World-Class Maintenance Program

Rider safety, comfort, and an exceptional overall experience drive our fleet maintenance plan. We strive to maintain all passenger vehicles in like-new condition, with careful attention to preventive maintenance (PM) practices that reduce the frequency of unscheduled maintenance and ensure the safe and reliable operation of every SLO Transit vehicle.

*“There’s probably about 15 vehicles that get worked on just in the morning shift. We have such a large fleet and everybody’s roles here are just as important- from the managers down to the supervisors to the clerks, the technicians, the servicers, the fuelers.” — Diego Penaloza, Electronics Technician, Santa Clarita division 150*

MV's maintenance experience spans four decades and encompasses the management and maintenance of more than 7,000 passenger vehicles nationwide, supported by more than 90 maintenance shops. Our operating agreements empower us to maintain fleets of all sizes under this program — from sedans to 60-foot electric articulated transit buses. Our world-class approach to fleet health is driven by the following initiatives designed to execute our vision. We want each of the City’s vehicles pulling out of the yard to be safe, clean, expertly maintained in like-new condition, and fully prepared for service.

### World-Class Maintenance Support for Your Operation

Our Maintenance Manager, Casterdale Green, will oversee all local maintenance activities to ensure operational excellence. This includes scheduling work and repairs, managing the Preventive Maintenance Inspection (PMI) timeline, conducting quality control inspection reports, identifying trends in maintenance needs, performing root cause analyses, and facilitating technician training. Throughout these tasks, Casterdale will prioritize the overarching health and safety of the City’s SLO Transit fleet, supported by our world-class maintenance program.

Casterdale will receive ongoing support from our Maintenance Director, Samuel Tolley, a regional expert who oversees MV's maintenance program and supports employees in their assigned maintenance shops.

Samuel Tolley has 15 years of experience in fleet maintenance oversight, will hold weekly check-ins with the local team via videoconference, continually monitor shop performance, serve as an escalation point for any local challenges, and provide ongoing resources to our team. He will continually assess the quality of the maintenance program to ensure it maintains its world-class status, review the customer service qualities of our technicians, and evaluate the impact of the maintenance program on the rider experience.

Samuel Tolley will be on-site during the transition and, at a minimum, quarterly to meet with General Manager Yvette Neece, Maintenance Manager Casterdale Green, and our local maintenance team.

#### WHAT IS WORLD-CLASS MAINTENANCE AT MV?

At MV, our world-class maintenance is committed to fundamental practices: Investing in employee and leadership development, catching defects before road service, collaborating with OEMs, and inspiring every shop member to provide freedom of mobility for our passengers.

## Regional Maintenance Director Duties

- Weekly check-ins with maintenance manager Casterdale Green
- Coaching and mentoring the local team
- Reviewing fleet health with SLO Transit's staff
- On-site visits at least quarterly
- Specialized training sessions
- Maintenance program audits
- OEM coordination
- Equipment procurement assistance
- Facility safety audits
- National accounts liaison
- Budgeting and finance support
- Action planning

Alongside local and regional support, the City will also benefit from ongoing assistance from MV's extended maintenance function. The following individuals will contribute to this contract as necessary to ensure we deliver world-class service and support the City in achieving its future fleet and maintenance goals.

Support Personnel	How They Support Our Local Shops	Years of Experience
<b>James Schultzman, Chief Maintenance Officer</b>	Drives MV's fleet and facilities maintenance program across all maintenance shops	25 years
<b>Humberto Marazzi, National Director of Workforce Development</b>	Designs, maintains, and administers all technician training plans by vehicle type; administers regional training	36 years
<b>Donald Penny, Director of Facilities</b>	Identifies and selects facilities based on proximity to service area, building appropriateness, amenities, and zoning; negotiates and executes lease agreements for MV locations; manages leasehold improvements.	17 years
<b>KC Champa, Maintenance Recruiting Manager</b>	100% dedicated to recruiting efforts for MV's maintenance shops.	3 years
<b>Loren Moore, Maintenance Database Administrator</b>	Manages, maintains, and administers the T-EAM technology platform, MV's MMIS.	45 years
<b>Andres De Los Rios, Director of ZE Engineering</b>	Works with MV customers to provide technical analysis, such as battery degradation, technology, and operational elements of zero-emissions.	20 years
<b>Jennifer Partlow, Director of ZE Strategy</b>	Works with MV customers on the design and advancement of the strategy, daily project management, and client and ecosystem interfacing.	14 years
<b>Rachel Shelton, Maintenance Data Analyst</b>	Serves as the administrator for the MV Insights maintenance platform. Develops all company-wide reports, dashboards, predictive analytics, and early warning notifications.	3 years

## Zero Emission Experience

In today’s rapidly evolving transit landscape, the shift to zero emissions (ZE) is far from uniform. MV’s ZE program is built on an agnostic foundation. We recognize that each agency faces distinct challenges. Drawing on experience gained from operating hundreds of electric vehicles across the nation, MV has become a trusted guide through this transition, offering tailored solutions grounded in technical expertise and collaboration.



### MV ADVANTAGE

### Delivering A Smooth Zero Emission Fleet Transition

In 2022, MV was awarded contracts for ongoing transit operation and maintenance services on behalf of Antelope Valley Transit Authority (AVTA). Within two months, MV successfully and efficiently transitioned the service to ZE by the start of the contract. We provide public transportation in the cities of Lancaster and Palmdale, and in the unincorporated areas of the Antelope Valley, approximately 70 miles northeast of Los Angeles. **Notably, AVTA has the largest all-electric fleet in the country, which MV transitioned within 60 days.**

## 4.1. Facility Maintenance Program

MV recognizes its responsibility for facility maintenance at 29 Prado Road, San Luis Obispo, California 93401 for this contract. This section outlines our approach to facility maintenance. A sample plan is available upon request. During the transition period, we will work with the City to update our sample plan to meet all contractual obligations and address safety, repair, and cleanliness standards set forth by the City and MV.

### Organization and Responsibility

MV will employ a full-time maintenance manager to oversee all assigned aspects of facility systems and equipment maintenance. Our technician team will receive training on performing facility and equipment inspections and repairs as needed.

### System of Periodic Inspections

A strong, effectively managed facility preventive maintenance (PM) program is essential for maintaining system health and ensuring fleet availability. Additionally, a well-organized program enables our customers to accurately forecast capital funding needs as their systems, subsystems, and equipment approach the end of their life cycles. In collaboration with our customers, we proactively make informed decisions on whether to rehabilitate or replace equipment before costly failures occur.

At MV, we adhere to original equipment manufacturer (OEM) recommendations regarding PM intervals and activities. Our commitment to excellence is supported by the Trapeze Enterprise Asset Management (T-EAM) maintenance software, which enables us to monitor scheduled maintenance intervals for all facility systems effectively. Upon award, our maintenance team will work with the City to establish a work asset management system to identify and verify all equipment and facility components under our care.

Our staffing plan considers the provision of four dedicated technicians, who will report directly to the Maintenance Manager. These employees are responsible for ongoing PM and repair of all mechanical facility equipment and systems.

The facility PM program's inspectors will ensure that facility systems, subsystems, and equipment are inspected and adjusted to maximize performance in accordance with OEM standards.



## Preventive Maintenance Program

Our team conducts routine preventive maintenance, inspections, and repairs on all facility equipment, ensuring peak performance and reliability. We will develop PM schedules based on OEM-recommended intervals and industry best practices. Inspections are conducted weekly, monthly, quarterly, semiannually, and annually, depending on the equipment and systems. Casterdale Green identifies equipment due for servicing each week, ensuring service completion within a 3-day window or within 10 percent of the scheduled time for timely and effective maintenance.

During inspections, our skilled technicians use facility and OEM manuals as primary references. If any issues arise that cannot be resolved during the PM service, a work order will be generated, and the maintenance manager will assign the repair. Completed work orders are documented in the T-EAM maintenance software, and SLO Transit is updated on any ongoing work, such as if an outside vendor has required parts on backorder.

MV's maintenance manager will audit our facility maintenance program to ensure optimal performance across systems, subsystems, and equipment.

## Other Required Inspections

In addition to the PM inspections, MV uses the following company-wide facility maintenance programs at its locations:

	<b>Monthly Safety Inspections</b>
	Our Safety and Training Manager conducts monthly facility safety inspections. They report all findings to the regional director of safety, who follows up on all items during the semi-annual audits.
	<b>Annual Facility Audits</b>
	Each location is subject to an annual, comprehensive audit by members of MV's maintenance team. Members of the operations team may also support this inspection. Standard inspection forms and photographs document the condition of all major facility components, including foundations, substructures, superstructures, exterior closures, roofing, doors, walls, floors, conveyors, plumbing, electrical, and safety systems. These audits are used to prepare condition profiles that assist in planning and programming all repair and rehabilitation projects into annual budget plans.
	<b>Fire Safety Inspections</b>
	Each location receives an unannounced fire inspection. We base these inspections on compliance with all local fire and life safety codes. We document the inspection and follow up on any areas of identified weakness. These inspections happen at least once a year.
	<b>Insurance Inspections</b>
	MV's insurance provider regularly schedules inspections for each division. The inspectors conduct the inspections and provide written reports documenting their findings and recommendations. This process confirms compliance with local, contractual, and company specifications regarding the proper maintenance of insurance required for the division's operation, equipment, and facilities.

In addition to the above inspections, MV staff conduct daily walk-throughs at each operating facility, focusing on safety to ensure reliable, high-quality operations for our employees, customers, and passengers at every MV location.

## Reporting Forms, Schedules, and Procedures

Timely and accurate reporting of deficiencies is essential in maintaining a safe and reliable facility. We identify the necessary repairs during the following activities:



- PM inspections
- Work requisitions
- Facility routine walk-throughs
- Monthly safety inspections
- Consultant/client inspections
- Secondary contractor maintenance

## Completing Repairs

When a team member identifies a repair, they complete a work order record in T-EAM. The maintenance manager assigns a technician to the repair based on priority or arranges for a qualified subcontractor if a trade specialist is required. The maintenance manager inspects all subcontracted repairs upon completion.

MV will require a full facility inspection before assuming responsibility for facility maintenance. During this inspection, MV's team and the City staff will identify outstanding repairs that must be made before the facility transition.

## Categorization of Maintenance Activities

MV's facility maintenance plan categorizes maintenance activities into three types:

- Buildings and Grounds: Non-mechanical attachments to the facility, such as grounds, concrete, grates, and lots.
- Building Systems: Mechanical, electrical, electromechanical, hydraulic, and pneumatic systems permanently attached to the building or property.
- Facility Equipment: All electrical, mechanical, electro-mechanical, pneumatic, hydraulic, tools, and other items *not permanently attached* to the building or grounds.

## Warranty Management

The maintenance manager oversees all warranty recoveries for facility equipment and systems. MV uses T-EAM software to track warranty work and related financial recoveries, making reimbursement a key part of our maintenance plan. When a defect is found within the warranty period, MV's maintenance manager promptly informs the City of actions to enforce the warranty and updates them on the equipment's status throughout the repair process. MV quickly notifies City staff of any disputes with manufacturers or suppliers about warranty coverage and works with relevant parties to resolve issues efficiently.

## 4.2. Preventive Maintenance and Inspection Program

### Preventive Maintenance Inspections

Preventive care is the cornerstone of our world-class maintenance program. By proactively addressing known issues and maintaining vehicle systems at their optimum level, we can reduce in-service failures, ensuring a safe, reliable trip for every rider.

Preventive maintenance inspections (PMIs) are scheduled inspections that occur during the service day. The night before service, Maintenance Manager Casterdale Green coordinates with the on-duty dispatcher to ensure all service fleet needs are met. They rotate vehicles into service to accommodate inspection due dates and to regulate fleet mileage.

Technicians use ruggedized tablet computers to enter inspection results directly into T-EAM from the inspection screen, including notes for the technician that describe the action on the checklist. Technicians can easily access MV's standard operating procedures from the T-EAM home screen, along with OEM manuals, bulletins, and schematics. Technicians can input comments on the inspection screen using the tablet's voice-to-text feature. Technicians whose first language is not English can receive training on using Google Translate to enter their comments.

PMIs occur at 5,000-mile intervals, as per the sample summary tables below. Please note that detailed PM schedules specific to the City’s exact fleet composition will be based on OEM recommendations and created during the transition period.

Gasoline or Diesel PMI Items	A	B	C	D
Mileage	5K	10K	15K	30K
Vehicle interior and exterior (lights, safety equipment, etc.)	✓	✓	✓	
Brake testing	✓	✓	✓	
Door and/or lift/ramp operation/cycling	✓	✓	✓	
Road test (engine, transmission, brakes, steering)	✓	✓	✓	
Undercarriage (shocks, brake lines, filters, air lines, drive shaft, etc.)	✓	✓	✓	
Engine compartment (fluid and leak inspection)	✓	✓	✓	
Clean/check battery and cables	✓	✓	✓	
Steam clean/pressure-wash engine	✓	✓	✓	
Mobility device lift inspection and service	✓	✓	✓	
Climate control systems inspection	✓	✓	✓	
Lubrication, oil, and filter change (unless vehicle manufacturer recommends a different interval)	✓	✓	✓	
Air filter change		✓	✓	
Fuel filter change (if applicable)		✓	✓	
HVAC (leaks, filters, temperature checks, function inspections)			✓	

Electric Fleet PMI Items	PIT	A	B	C	AC
Mileage	3K	6K	18K	36K	ANNUAL
Visual inspections of electronic control air suspension (ECAS), brakes, tires, and drive components for leaks	✓	✓			
Visual inspection of fire suppression systems	✓	✓			
Visual inspection of charge ports for wear	✓	✓			
Inspection of door operation to include testing sensitive edges	✓	✓			
Inspection of emergency exits	✓	✓			
Inspection of the ADA ramp and securements	✓	✓			
Inspection of voice annunciation and operator PA operation	✓	✓			
AC inspection - filter clean or replacement	✓	✓			
Clean all surfaces on wheels and mudflaps		✓	✓	✓	
Clean radiator with compressed air - regulated to less than 29.7 PSI		✓	✓	✓	
Clean rear compartment with compressed air - regulated to less than 29.7 PSI		✓	✓	✓	
Clean rear axle housing and cantilever surfaces		✓	✓	✓	
ECAS - Test and verify all sensors, secure, and measure for proper heights		✓	✓	✓	
Road test vehicle, ensuring there are no abnormal noises from motors, excessive vibrations, or unusual noises related to suspension		✓	✓	✓	
No unusual odors from motors, such as burning or electrical smells		✓	✓	✓	
Pressure test drive system, cooling system		✓	✓	✓	
Inspect kingpins			✓	✓	
Wheel-off brake inspections			✓	✓	
AC - clean evaporators and condensers of any dust and foreign material			✓	✓	
Test and inspect the fire suppression system			✓	✓	
Major chassis inspection, lubrication				✓	
Wheel end system maintenance				✓	
Torque suspension fasteners and thrust rods				✓	
Change wheel drive axle oil (GL 5 - 75W90)				✓	



Electric Fleet PMI Items	PIT	A	B	C	AC
Change wheel motor oil (ATF 3309)				✓	
Clean fins on the heat exchanger					✓
Evaporator and condenser motor, clean fans, replace bearings as necessary					✓
Replace the receiver dryer					✓
Compressor					✓
Inspect mounting					✓
Electrical connections					✓
Seals for waterproofing in good conditions					✓
Frequency converter					✓
Inspect fans					✓
Inspect all connections and terminals					✓

Please see MV’s PMI inspection and service forms following this section.

### What Else Happens During a Preventive Maintenance Inspection?

As part of our PM program, all mechanical, electrical, fluid, air, and hydraulic systems are maintained for safety and proper function. Activities are summarized in the tables above, with additional procedures outlined below:

**Mobility Lifts and Ramps:** MV vehicles require fully operational lifts and ramps before entering service. Daily pre-trip inspections, periodic maintenance inspections (PMIs), and annual checks ensure functionality. Defective units are replaced immediately, and technicians address wear and adjust alignment as needed.

**Kneeling Systems:** Vehicles must have safe, working kneeling systems. Operators test these during pre- and post-trip inspections, and PMIs include checking ride height, leaks, worn components, and overall operation.

**HVAC System:** Technicians inspect HVAC systems year-round for leaks, check brushes and fan motors, change filters, and operate systems weekly to prevent refrigerant issues. Seasonal HVAC checks supplement regular inspections.

**Electric Drive System (Fuel Cell/BEB):** Drive mounts and high-voltage cables are inspected, and gearbox fluids are changed per OEM recommendations.

**Emission Testing and Compliance:** Annual and semi-annual for certain vehicles, emission inspections comply with CARB standards. Reports are managed as required, including administration of the city’s smog check program.

**Oil Analysis:** Oil samples are collected during PMIs and analyzed by Titan Labs, with reports posted online within 24 hours and attached to vehicle records.

**Onboard Technology Maintenance:** Trained technicians inspect, diagnose, and repair or replace onboard electronic systems like destination signs, passenger counters, and GPS/AVL systems.

**DriveCam System:** Devices are checked during PMIs; defective units are swapped out and repaired with manufacturer support.

**Surveillance Cameras:** Technicians check power, housing, lenses, seals, microphone wiring, and camera angles during inspections.

**Farebox Maintenance:** Fareboxes are cleaned and inspected during PMIs, with additional weekly, quarterly, semi-annual, and annual maintenance. MV maintains necessary spare parts and expendables for timely repairs.

### Reinspecting the PM Inspection for Quality

At a minimum, 10% of all PMIs undergo re-rack inspections, which are complete re-inspections of the vehicle to verify that the PMI was performed thoroughly, reflecting MV’s commitment to world-class maintenance.

Maintenance Manager Casterdale Green conducts re-rack inspections, comparing the findings to the original PMI to identify any missed items, unclear documentation, failure to process work orders, or other deviations. They provide



follow-up training, coaching, and feedback to the technician who performed the original inspection, thereby contributing to our ongoing quality-improvement approach.

All PM records are reviewed by the Maintenance Manager, Casterdale Green, for completeness, clarity, and detail.

## Repairs

MV is unique in our approach to performing as much in-house maintenance as possible. We limit our work with outside vendors to major body repair, engine, and transmission rebuilds (MV's team will perform the replacement). This approach ensures prompt attention is given to the fleet, that the work performed on the fleet is world-class, and that we are not beholden to a third-party shop's repair timelines.

### Pre-Trip Maintenance Repairs

When an operator detects a defect, the information is sent to the technician. The defect record flags safety items so the technician knows how to address them and generates a service request for repair.

If a safety defect cannot be immediately repaired, the vehicle is pulled from service and scheduled for repair, typically on the same day. If the defect is not a safety item, it is scheduled for repair when the vehicle returns from service or during the next PM inspection.

### Preventive Maintenance Repairs

Technicians inspecting vehicle systems can spot necessary repairs, which T-EAM systems log as service requests with their notes. Technicians may perform repairs during inspection. PMI results and related service requests are checked for completeness and accuracy.

### Scheduled Component Repairs and MV's Parts Replacement Engine

We schedule planned component replacement based on our Parts Replacement Engine, which uses machine learning to predict the actual component life history (versus stated life).

This engine recommends parts for inspection and/or replacement based on an average part life calculated by analyzing part performance across thousands of vehicles in the company. This approach to planned component replacement minimizes road calls and ensures the ongoing health of a world-class fleet. When possible, we plan the replacement or rebuilding of a vehicle component based on a periodic schedule.

Clear Selections		Division	Equipment #	Manufacturer	Model	Part Number	Part Description
All	All	DDGG	CABA	94rpg			
Equipment #	Meter	Part #	Description	Expected Life	Part Life Miles	Part Life Days	Date Replaced
416719-45	329,424	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	36,419	298	04/03/2023
416717-45	293,263	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	40,557	298	04/03/2023
M2150-583	207,459	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	37,734	333	02/27/2023
415615-45	391,558	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	37,404	349	02/11/2023
416727-45	312,036	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	42,607	353	02/07/2023
M2113-653	217,426	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	35,730	357	02/03/2023
416675-45	319,943	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	46,335	366	01/25/2023
416708-45	314,094	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	46,829	367	01/24/2023
416668-45	325,968	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	49,965	373	01/18/2023
416679-45	330,511	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	52,907	385	01/06/2023
416671-45	313,289	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	52,633	392	12/30/2022
414547-45	335,329	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	31,905	395	12/27/2022
416674-45	302,630	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	49,757	413	12/09/2022
416720-45	296,924	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	54,209	425	11/27/2022
416677-45	314,968	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	46,747	451	11/01/2022
416678-45	295,203	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	47,172	452	10/31/2022
415612-45	368,702	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	42,118	452	10/31/2022
415626-45	358,621	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	39,663	452	10/31/2022
419944-45	234,306	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	73,464	464	10/19/2022
416685-45	252,914	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	33,841	465	10/18/2022
415624-45	340,524	94RPG	BATTERY; BATTERY 765 CCA 94R GROUP	31,737	50,333	485	09/28/2022

### Major Repairs

Most often, for major repairs, MV purchases rebuilt engines and rebuilt transmissions, and handles the removal of the old and replacement of the new unit. Our preference to perform as much of the work in-house as possible supports expedited repair timelines.

### Body Repair

A vehicle that is free of any body damage, no matter how minor, positively impacts the service brand. MV expedites body repair, including graffiti removal, as we continually strive to improve the rider's experience on the bus.



MV employs technicians who are qualified to perform minor body work (repairing dings and scratches). For major body work resulting from an accident, we collaborate with local body repair shops and secure priority status for repairs.

Vehicles are examined for body damage at the following points of the service day:

- **Pre-trip inspections:** Operators notify the maintenance team of any minor body damage by marking it on their pre-trip inspection. If there is graffiti on the vehicle, the vehicle is pulled from service.
- **Gate inspections:** The on-duty supervisor in the yard visually inspects the vehicles as they pull out of the yard.
- **Road evaluations:** Road supervisors inspect the interior and exterior body damage and cleanliness, and report the findings to maintenance.
- **Post-trip inspections:** Operators notify the maintenance team of any minor body damage or graffiti by marking it on their pre-trip inspection. If there is graffiti on the vehicle, it is pulled from the service line and repaired.
- **Cleaning processes:** The vehicle service workers visually inspect the vehicle for any graffiti or body damage. If graffiti is present, the service worker will remove it; if assistance is required from a technician, or if minor body damage is discovered, the vehicle service worker reports the issue to the on-duty technician.
- **PM processes:** Technicians inspect the vehicles for any body damage or graffiti and repair the unit during that process.

### Tire Repairs

MV requires that every location conduct a weekly yard inspection where the inspector checks tread depth, damage, and tire pressure. Additionally, our vehicle service workers check tires when the vehicle is in the fueling line, and operators perform these checks during the pre-trip inspection. At any time during these inspections, the inspector identifies a tire with a tread depth less than 4/32 (front) and 2/32 (rear). If the tire is damaged or has less than 15% of the recommended air pressure, the vehicle is pulled, and the tire is scheduled for inspection or replacement.

### Warranty Repairs

MV administers warranties, including documenting, filing, and processing claims as part of our maintenance program practices. We manage the timely repair of warranted components and process all recovery fees in T-EAM.

Today, MV is authorized to perform warranty repair for Ford, New Flyer/MCI/Alexander Dennis/Arboc, Gillig, and Braun. Under these agreements, MV performs warranty repairs to the vehicle body, doors, electrical systems, seating, and flooring, and submits the claims for reimbursement directly to the manufacturer. Our status as a warranty repair shop significantly expedites repairs and ensures maximum vehicle availability on service days.

**FASTER RECOVERY WITH MV**

As an authorized warranty repair shop for Ford, New Flyer, MCI, Alexander Dennis, Arboc, Gillig, and Braun, MV can expedite the repair and recovery process by controlling the repair timeline.

## i. History of Regulatory Findings

MV operates more transit services in the State of California than any other company and is responsible for more than 50 operating locations subject to California Highway Patrol (CHP) terminal inspections. Over the past three years, MV has been subject to hundreds of these inspections and numerous Federal Transportation Administration (FTA) Triennial Audits. We have maintained an outstanding record with the CHP in achieving satisfactory ratings. However, we have had to make some procedural corrections as a result of CHP findings. Over the past three years, MV has received four unsatisfactory ratings from CHP inspections; all issues have been rectified, and MV now has satisfactory ratings with the CHP in these locations.

Division	Inspection Date	Inspection Result	Terminal	Comments	
24	Petaluma, CA	10/28/2025	Satisfactory	B Terminal	Re-Inspection no violations
24	Petaluma, CA	7/18/2025	Unsatisfactory	B Terminal	Driver records
267	Burlingame, CA	11/15/2023	Satisfactory	B Terminal	Re-Inspection no violations



Division	Inspection Date	Inspection Result	Terminal	Comments
267	Burlingame, CA	7/21/2023	Unsatisfactory	B Terminal Driver records
86	Monterey-Salinas, CA	11/9/2023	Satisfactory	B Terminal Re-Inspection no violations
86	Monterey-Salinas, CA	7/12-13/2023, 7/27/2023	Unsatisfactory	B Terminal Driver records
11	Fairfield, CA	5/10-11/2023	Satisfactory	B Terminal Re-Inspection no violations
11	Fairfield, CA	1/27/2023	Unsatisfactory	B Terminal Driver records

**Remedial measures:** MV has reviewed internal controls to prevent, limit, and detect issues with driver records in the future.

### Regulatory Enforcement and Compliance Record

MV has not been cited, fined, or ordered to stop operations in the past five years by any regulatory agency for improper maintenance, CHP inspection failure, or for accidents caused by improper maintenance.

## 4.3. Proposed Insurance Program

In response to RFP section G.4 through 21, “Proposed Insurance Program (Response to RFP Exhibit B),” MV will provide the insurance program below that fully meets or exceeds all requirements set forth in Exhibit B- Insurance Requirements of the City of San Luis Obispo RFP. The required \$10,000,000 per-occurrence limits for Commercial General Liability and Automobile Liability are satisfied through a combination of primary and excess coverage layers.

Line	Carrier	AM Best Rating	Deductible <b>CONFIDENTIAL</b>	Notes <b>CONFIDENTIAL</b>
Auto Primary \$5m	Ace Property & Casualty Insurance Co.	A+	[REDACTED]	[REDACTED]
CGL Primary \$5m	Ace Property & Casualty Insurance Co.	A+	[REDACTED]	[REDACTED]
Auto/CGL Excess Buffer \$10m x \$5m	Allianz Global	A++	[REDACTED]	[REDACTED]
Lead Umbrella \$10m x \$15m	Ace Property & Casualty Insurance Co.	A+	[REDACTED]	[REDACTED]
Umbrella Excess \$5m x \$25m	Ark Bermuda & First Specialty	A+	[REDACTED]	[REDACTED]
Umbrella Excess \$20m x \$25m	Lloyds, Lex London, Sompo/Endurance	A+	[REDACTED]	[REDACTED]
Property	Lexington Insurance Co.	A	[REDACTED]	[REDACTED]
Environmental/Pollution	Beazley Excess & Surplus Insurance Co.	A+	[REDACTED]	[REDACTED]
Crime	Beazley Excess & Surplus Insurance Co.	A+	[REDACTED]	[REDACTED]
Workers' Compensation	Ace Property & Casualty Insurance Co.	A+	[REDACTED]	[REDACTED]

MV has procured this insurance program and is able to provide evidence of these coverages through Broker-issued Certificates of Insurance.



## Preventive Maintenance Inspection and Service Checklist

Circle Service Type: **A B C D**

Date: \_\_\_\_\_ Vehicle #: \_\_\_\_\_ Mileage in: \_\_\_\_\_ Mileage out: \_\_\_\_\_

P	F	Item Inspected
		<b>A) Vehicle drive in inspection (5 miles)</b>
		1) Driver carpet
		2) Driver seat condition and operation
		3) Drivers door operation and condition
		4) Drivers seat belt operation and condition
		5) Engine starting and ignition system
		6) Instrument panel gauges & warning lights
		7) Instrument panel lighting & condition
		8) Horn operation
		9) Steering wheel tight, no excessive play
		10) Windshield wipers
		11) Windshield washer
		12) Sun visor condition and operation
		13) Parking brake operation & condition
		14) Parking and service brake pedal pads
		15) Passenger door operation
		16) No vibrations, pulsations or noises
		<b>B) Walk around inspection</b>
		1) Body damage (list on separate sheet)
		2) Headlights, high & low beam operation
		3) Parking lights operation & condition
		4) Marker lights operation & condition
		5) Directional signals operation & condition
		6) Hazard lights operation & condition
		7) Clearance lights operation and condition
		8) Brake lights operation & condition
		9) License plate lamp operation & condition
		10) License plates and tags
		11) Backup lights and alarms
		12) Reflectors and reflective bumper tape
		13) Exterior decals and signage
		14) Bumpers secure / in good condition
		15) Exterior mirrors secure / in good condition
		16) Exterior clean
		<b>C) Interior inspection</b>
		1) Passenger door and steps condition
		2) Handrails and stanchions condition
		3) Interior and modesty panels condition
		4) Flooring condition
		5) Interior lighting operation and condition
		6) Windows operation and condition
		7) Emergency Exits operation & condition
		8) Accessory operation & condition(radio,GPS)
		9) Passenger seats operation & condition
		10) Passenger seat belts operation & condition
		11) First aid & body fluid kits complete
		12) Triangle reflectors complete/good condition
		13) Stop request operation & condition
		14) Valid registration, insurance & accident pack
		15) Fire extinguisher in good condition & signed
		16) Interior decals and signage (incl. electrical)
		17) DVI's reviewed, addressed and signed off
		18) Interior clean
		<b>D) HVAC system inspection</b>
		1) Front blower condition and operation

P	F	Item Inspected
		2) Rear blower condition and operation
		3) Defroster operation
		4) Temp gets to 20 deg. F below ambient temp.
		5) Evaporator intake air filter condition
		6) Front heater condition and operation
		7) Rear heater condition and operation
		8) A/C compressors and condenser fans
		<b>E) Under hood inspection</b>
		1) Batteries & charging sys. (load alt B,C,D serv)
		Batt 1 volts:      load volts:      load amps:
		Batt 2 volts:      load volts:      load amps:
		Batt 3 volts:      load volts:      load amps:
		<i>(battery min. loaded volts 9.6v, 1/2 CCA for 15 sec)</i>
		Alt. 1 min volt:    max volt:      max amp:
		Alt. 2 min volt:    max volt:      max amp:
		<i>(reference factory service manual for alternator spec)</i>
		2) Wire and hose routing and connections
		3) Cooling system, hoses, water pump condition
		5) Accessory drive belts condition
		6) Pulleys and tensioned operation & condition
		7) Brake master cylinder and power booster
		8) Fan and fan clutch operation and condition
		9) Engine oil fluid level and condition
		10) Transmission oil level and condition
		11) Power steering fluid level and condition
		12) Brake fluid level and condition
		<b>F) Vehicle rack inspection</b>
		1) Steering gear box mount, condition & leaks
		2) Steering shaft U joints
		3) Steering shaft bearings
		4) Steering linkages
		5) I beam or control arm movements and rivets
		6) Radius arm condition and bushings condition
		7) Stabilizer bar condition and bushings condition
		8) Ball joints or kingpins
		9) Front spring condition and mounting
		10) Front shock absorber operation & condition
		11) Trans oil cooler & lines routing and leaks
		12) Engine oil cooler & lines routing and leaks
		13) Heater and A/C hose routing and leaks
		14) No engine oil leaks and fluid condition
		15) Engine mounts, brackets and bolts
		16) Transmission mounts, brackets and bolts
		17) No transmission oil leaks and fluid condition
		18) Drive shaft condition
		19) Universal joints and carrier bearings condition
		20) No rear differential leaks
		21) Rear differential condition and mounting
		22) Frame and cross members
		23) Rear shock absorbers
		24) Rear springs condition and mounting
		25) No fuel leaks
		26) Fuel tank condition and mounting
		27) No exhaust leaks
		28) Exhaust system condition and mounting



## Preventive Maintenance Inspection and Service Checklist

Circle Service Type: **A B C D**

Date: \_\_\_\_\_ Vehicle #: \_\_\_\_\_ Mileage in: \_\_\_\_\_ Mileage out: \_\_\_\_\_

P	F	Item Inspected	ServType	Service Performed	Techs Initials
		30) Front brake condition and mounting	A,B,C,D	Change oil and filter	
		31) Front brake lining condition & measurement	A,B,C,D	Lube chassis and suspension	
		Pads R/F: /32" L/F: /32"	A,B,C,D	Lube drive shafts and universal joints	
		32) Rear brake condition and mounting	A,B,C,D	Lube doors and hood, locks and hinges	
		33) Rear brake lining condition & measurement	A,B,C,D	Adjust service and parking brakes	
		Pads R/R: /32" L/R: /32"	A,B,C,D	Drain water from separator	
		Shoes R/R: /32" L/R: /32"	A,B,C,D	Rotate tires(as necessary, caps on rear)	
		34) Tire and wheel condition and measurements	B,C,D	Change air filter	
		R/F: /32" L/F: /32"	B,C,D	Change fuel filter	
		R/RI: /32" L/RI: /32"	B,C,D	Clean or change PCV valve	
		R/RO: /32" L/RO: /32"	B,C,D	Clean or change crank case filter	
		35) Lug nuts condition	B,C,D	Install new wiper blades	
		Air pressure adjustment FR. RR.	C,D	Change transmission fluid and filter	
		Wheel torque specs used: ft. lbs.	C,D	Service front wheel bearings	
		<b>G) Lift inspection</b>	C,D	Drain water from fuel tank	
		1) Lift operation (fully stowed to fully deployed)	D	Replace accessory drive belts	
		2) Lift control pendant condition and operation	D	Service and flush cooling system	
		3) Lift restraint belt condition and operation	D	Install new spark plugs & wires	
		4) Outer roll stop condition and operation	D	Install new dist. cap & rotor	
		5) Inner roll stop condition and operation	D	Change differential fluid	
		6) Platform adjustments, condition and mounting	D	Check Exhaust and EGR system	
		7) Standee arm condition and operation	D	Check and service fuel & evap. System	
		8) Proper signage and decals	D	Evac and recharge A/C (add 1 oz. of oil)	
		9) Manual backup pump condition and operation	A,B,C,D	Post service test drive (5 miles)	
		10) Lift manual pump handle	<b>Initial or "N/A" each service performed per PM type</b>		
		11) Hydraulic pump condition and operation	<p>All items have been inspected and the above indications are true and correct. All safety related defects have been repaired and this vehicle is safe for operational use. All non-safety related defects not repaired are diagnosed and scheduled for repair with all parts needed pulled from stock or ordered. Brake pad linings must be measured from the backing plate. Brake shoe linings must be measured from the rivets.</p>		
		12) Hydraulic lines and cylinders condition			
		13) Hydraulic fluid level and condition			
		14) Base plate and arms welds & pivot points			
		15) Lift springs and pins condition and operation			
		16) Lift safety switches and adjustments			
		17) Hose and wire routing and connections			
		18) Rollers and pivot point condition & operation			
		19) Lift to vehicle mounting bolts and brackets			
		20) Lift doors condition and operation			
		21) Lift door lights condition and operation	Technicians Signature _____ Date _____		
		22) Lift interlock operation and condition	Supervisor Signature _____ Date _____		
		(lift door open, e-brake down not able to shift)			
		(e-brake off lift door closed no lift power)			
		23) W/C tie downs condition and operation	Notes: _____		
		24) Tie down container secure and clean	_____		
		25) Tie down floor mounting brackets secure	_____		
		26) W/C shoulder belt condition and operation	_____		
		27) Lift clean and no sharp edges	_____		
		28) Lift shields secure and in good shape	_____		
		29) Lift moves steady without drifting, jerking, or unusual speeds	_____		
		30) No unusual lift noises	_____		
		Lube all lift pivot points, barriers, rollers, linkages and bearings cleaning off all excess lube	_____		
		Check, torque or adjust lift base mounting bolts	_____		

*Initial each item if it passes inspection and mark each failed item with an "X". Any failed item must be written on a PM Defect sheet and signed off as repaired. Inspections must be completed before services are done with all necessary repairs finished after services are complete. All safety related items must be repaired prior to placing the vehicle in service.*

## 5. Safety and Training



### MV ADVANTAGE

### Delivering Exceptional Customer Service

To help SLO Transit achieve exceptional customer service, MV has developed comprehensive role-specific training programs that foster professionalism, empathy, and accountability at all levels. Programs like The MV Way and Operator Excellence Training (OET) clearly define expected conduct while promoting customer-focused decision-making, ADA compliance, and respectful interactions with passengers. Administrative staff—including customer service reps, dispatchers, and clerical workers—receive around 34 hours of focused instruction on service standards, emergency procedures, employee relations, ADA and sensitivity training, and effective communication. Through classroom lessons, scenario discussions, and hands-on mentoring, employees learn to handle service disruptions, customer concerns, and sensitive situations confidently, maintaining a calm, courteous, and solution-oriented approach.

We cultivate a customer service culture via ongoing development and leadership training, such as Operator Retraining, Own the Moment, and the General Manager Development Academy (GMDA). The Own the Moment program encourages personal accountability and links safety, professionalism, and customer trust, empowering employees to lead through their daily actions. GMDA enhances service delivery by training managers to embody MV's values, coach teams effectively, and implement action plans that lead to measurable improvements. These programs ensure that customer service excellence is an ongoing effort—supported by regular evaluation, refresher courses, and leadership involvement—creating a positive, dependable, and welcoming experience for SLO Transit riders.

### 5.1. Staff Training Program

#### About MV's Training Initiative

We firmly believe that delivering exceptional training is essential to achieving safety excellence. In 2024, MV made a significant investment in our training program, prioritizing top-tier talent and cutting-edge technology to ensure the highest standards of safety and effectiveness.

#### MV's Operator Excellence Training Program (OET)

Between 2020 and 2021, MV evaluated various commercially available professional operator training programs to find one that would meet our rigorous standards. Faced with limited options that could meet our stringent requirements, MV opted to invest \$1 million in the creation and implementation of an innovative operator training program called Operator Excellence Training (OET).

OET is MV's proprietary operator training program, designed to include comprehensive training materials alongside industry best practices. This training is where our safety culture starts, ensuring that our trainees remain engaged, alert, and fully immersed in safety knowledge. OET has been successfully integrated and rolled out across MV's locations nationwide, establishing a benchmark standard in operator training excellence.



At MV, we are committed to fostering a culture that upholds our core principles: safety, passenger well-being, and consistent service excellence. The implementation of OET marks a substantial advancement as we integrate a more holistic strategy into our safety and training management systems, further strengthening our commitment to superior safety performance.

### Real-Time Tracking of Training Progress

To elevate our standards of training excellence through accessible and cutting-edge technology, we launched the **OET app**. This digital platform has transformed our training curriculum by enabling comprehensive data analysis of our safety training program.

The OET app allows managers and trainers to monitor operators' training progress and evaluations as they are completed in real-time. It also automates and streamlines reporting for audit reviews and assessments of training program effectiveness. For example, the OET app can be used to analyze:

- ✓ Program graduate rates
- ✓ Drop rates and associated reasons
- ✓ Operator performance in relation to critical training standards
- ✓ Timeliness of post-graduate evaluations

This investment supports ongoing training, providing regular refresher courses and opportunities for continued professional development.

### Program Design, Approach to Learning, and Guiding Principles

OET is a dynamic, interactive, and learner-centered program designed for adult learning. The training aims to impact trainees in three key areas:

- Affective: Encouraging a positive mindset and attitude;
- Cognitive: Expanding trainees' knowledge and understanding;
- Behavior: Enhancing the trainee's practical skills and competencies.

OET is the building block of MV's safety culture, and it recognizes the critical role of mindset. Throughout the program, we emphasize our shared vision of **Safety: Everybody, Everywhere, Everytime**, ensuring that everybody actively demonstrates safe behavior everywhere and at every time of the day. Daily safety messages help reinforce our safety and service culture, promoting key elements of OET that pertain to safe driving, employee well-being, and exceptional customer care.

At the heart of OET is the **Safety 360 Defensive Driving Principle**. Throughout the training program, trainees gain a deep understanding of the importance of Safety 360° — a holistic approach to safety that promotes complete awareness by operators maintaining a 360° field of vision and a 360° safety cushion of space around the vehicle.

Additionally, we incorporate a four-hour module that focuses on customer service for passenger transportation. This training integrates traditional **customer service techniques, such as effective communication, problem resolution, and active listening, with sensitivity training**. Our dual approach equips our operators with

ONGOING GUIDANCE

OET receives ongoing guidance from:

- USDOT, FTA, OSHA
- Transportation Safety Institute (TSI)
- National Transit Institute (NTI)
- National Highway Traffic Safety Administration (NHTSA)
- American Public Transportation Association (APTA)
- Department of Homeland Security (DHS)

COMPLIANCE

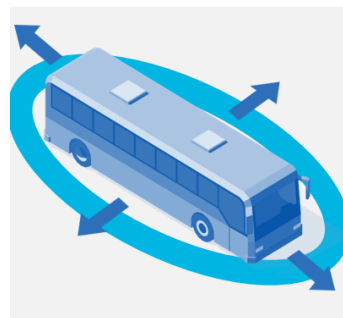
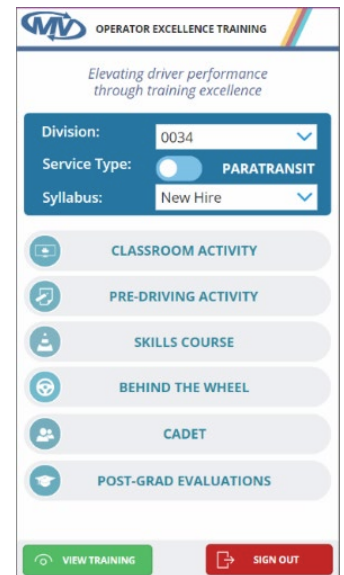
OET adheres to the Federal Motor Carrier Safety Administration's (FMCSA's) entry-level driver trainer (ELDT) requirements.

This compliance ensures OET meets the necessary qualifications to equip new operators with the essential skills and knowledge required for safe and effective operation of vehicles.

OET DELIVERY

The OET video library is built on a streaming platform that enables trainees to access content at their convenience.

Trainees have the ability to pause, resume, and navigate the videos at their own pace, ensuring a personalized learning experience. The OET video library is accessible online from all MV locations.



- 360° of Proper Visibility**
- Look 15 seconds ahead.
  - Check mirrors every 5-8 seconds.
  - Change point of focus every 2 seconds.
  - Rock-n-Roll looking left, right, left.
- 360° Cushion of Space**
- Minimum 4 seconds following distance.
  - Space on all 6 sides of the vehicle.
  - Avoid driving in bunches.
  - 4-foot curbside clearance.
  - 10-foot space when stopped behind another vehicle.
  - 3-second pause at a fresh green light.

the skills to provide an exceptional experience for all passengers. By refining these competencies, we aim to cultivate a welcoming and inclusive environment that aligns with MV’s commitment to excellence in service.

OET comprises five training settings with accompanying materials designed to progressively move the trainee from behind the desk to behind the wheel:

**FIXED ROUTE TRAINING HOURS**

CLASSROOM	28.60
PRE-DRIVING SKILLS	4.50
BTW HOURS	31.50
SKILLS COURSE	6.00
BASIC DRIVING SKILLS	25.50
OBSERVATION HOURS	36.00
CADET DRIVING HOURS	16.00
SEXUAL HARASSMENT/WORKPLACE VIOLENCE	2.45
CDL TRAINING	10.67
FINAL DRIVING EVALUATION	1.00
<b>TOTAL TIME</b>	<b>130.72</b>

We have developed training curricula for four operator levels; however, since OET is a modular program, we can easily customize the content for each trainee type or create additional trainee types as needed.

New Hire with a CDL:	New Hire without a CDL:	Incumbent:	Like Service:
The trainee has a CDL but lacks experience as a professional passenger transport driver.	The trainee has not previously worked as a professional operator for a passenger transportation service and does not have a CDL.	The operator is currently employed by the outgoing contractor and is being onboarded with MV as part of the service transition.	The operator is licensed and has experience as a passenger transportation operator, but has not worked for this service or MV.

## Developing the Professional Operator

MV’s OET training is comprehensive and covers a wide range of topics essential to professional vehicle operation and public transportation service. In addition to safe driving skills, defensive driving techniques, and on-road operation of public transit vehicles, our training includes the following educational components that are fundamental to becoming a professional operator.



**Customer Service**

Customer service training is delivered through a four-hour training class called **Platinum Connection Customer Service (PCCS)**. PCCS encourages trainees to treat others as they would like to be treated, emphasizing the importance of making customer-centric and solution-oriented decisions while taking personal responsibility. The training also highlights the acronym **ACE (Attitude, Choice, and Empathy)**, encouraging trainees to “ACE the customer experience.”

PCCS also covers strategies for interacting with difficult passengers, de-escalation techniques, and effective communication strategies to help mitigate conflict.



**Passenger Sensitivity**

In addition to educating trainees on ADA law and common disabilities, all operators receive training in passenger sensitivity as a standard practice. **Passenger sensitivity training** incorporates techniques such as assisting passengers who use mobility aids, speaking to passengers at eye level, properly securing passengers in mobility devices, asking permission before handling mobility devices, and accompanying passengers to the curb of their drop-off location. These training sessions frequently feature insights from community members and disability advocates, who share experiences from real-life scenarios. Trainees are also required to participate in exercises such as boarding a bus while using a wheelchair or while blindfolded, enabling them to better understand the experience from the perspective of individuals with disabilities. Ongoing refresher training in passenger sensitivity is also provided.



The role of the professional operator requires heightened awareness and vigilance in response to public security threats. MV trains our operators in **emergency management and response protocols** for bus safety incidents, such as vehicle evacuations and fires, and in methods for identifying security risks within the community. Training covers procedures for responding to active shooter situations, recognizing and reporting suspicious packages, addressing threats of violence, and detecting indicators of human trafficking. Operators are instructed in the proper use of codewords for communication with dispatch and in effective collaboration when interacting with emergency personnel and law enforcement.

## Eight Areas of Classroom Training

Classroom training consists of eight topics, each divided into modules that include videos, classroom discussions, questions and answers, and quizzes. Each module is designed to be easily consumable while reinforcing the principles taught throughout the training.

### Pre-Driving Skills — Classroom Onboard the Vehicle

Before allowing trainees to operate service vehicles, we ensure they are well-oriented to the vehicle. During this part of the training, each trainee sits in the operator’s seat and familiarizes themselves with the bus controls and the onboard technology. They adjust their mirrors, gain a clear understanding of the size and space of the vehicle, and practice vital skills from Section 4: Safe Operations of classroom training. All trainees receive instruction on properly deploying the mobility device lift or ramp and have the opportunity to handle and fully understand the securements for the mobility device.

This thorough, hands-on preparation empowers our trainees to confidently operate vehicles in the safest and most effective manner.



Eight areas of classroom training

## 26 Defensive Driving and Performance Skills of BTW Training

Behind-the-wheel (BTW) training begins with a coned skills course and ends with the mastery of 26 specific defensive driving and performance skills.

- **Closed Skills Course (6 hours):** MV sets up a skills course in the yard using traffic cones to outline the areas where trainees practice vehicle maneuvering. A trainer is on board with each trainee, observing their driving and providing feedback as the trainee navigates the course. Trainees practice braking, turning, and managing curves.
- **Basic Driving Skills (25.50/15.50 hours):** The trainee operates the vehicle on the road with a trainer aboard, providing guidance. They practice commentary driving by sharing the road with other vehicles, cyclists, and pedestrians. The trainee operates the bus controls, practices making stops, and navigates the route using the onboard mobile data terminal (MDT).

Before graduating from BTW training and moving on to cadet training, trainees must demonstrate proficiency in the following areas:



- |  |                                |  |
|--|--------------------------------|--|
| 1. Pre-trip Inspections                | 10. Following Distance         | 19. Pedestrian and Bicyclist Awareness |
| 2. Seat Adjustment                     | 11. Adverse Weather Conditions | 20. Crossing Railroad Tracks           |
| 3. Mirror Adjustment                   | 12. Decreased Visibility       | 21. Service Stops                      |
| 4. Lights, Signals, and Horns          | 13. Lane Changing Procedures   | 22. Lift and Ramp Operations           |
| 5. Use of Accelerator                  | 14. Passing Procedures         | 23. Mobility Device Securement         |
| 6. Use of Brakes and Anticipated Stops | 15. Merging Procedures         | 24. ADA Announcements                  |
| 7. Straight Forward Driving            | 16. Right Turns                | 25. Commentary Driving                 |
| 8. Straight Backing                    | 17. Left Turns                 | 26. Post-trip Inspections              |
| 9. Narrow Streets and Low Clearances   | 18. Navigating Intersections   |  |

## Observation Training

During observation training, trainees are in the vehicle during BTW or cadet training to observe another trainee driving. They listen and observe as the instructor guides the operator-in-training. Trainees may also observe the instructor operating the vehicle. With a 2:1 training ratio, each trainee receives focused training with the instructor, enhancing the training experience and creating a more engaging and enjoyable experience for the trainees.

## In-Service Training (Cadet Training)

Once trainees complete classroom and behind-the-wheel tests, they enter in-service (cadet) training on live routes under a certified trainer's supervision. During this phase, trainees operate the bus, interact with passengers, collect fares, assist with mobility devices, and communicate with dispatch. Trainers monitor performance, assess safety and customer service, and provide immediate feedback for improvement.

## Monitoring Training Program Effectiveness

We assess new operators' performance at 45 and 75 days after graduation and use questionnaires for feedback. Regular audits cover all training phases, documentation, and trainer evaluations. Staff meetings focus on trends and standards reviews, helping us improve training strategies and ensure high-quality results for our operators and organization.

## Incumbent Training

Incumbent training begins after the onboarding process is complete:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Classroom for all staff</li> <li>• Evaluations were conducted on all driving staff</li> <li>• Road supervisor training</li> </ul> | <ul style="list-style-type: none"> <li>• Management training by department</li> <li>• Trainers identified and certified</li> <li>• Follow-up 45/75 day evaluations</li> </ul> |
|--|---|

### BENEFITS OF OET TO THE CITY

- The City will have the most up-to-date operator training program available today, distributed on the most modern platform available.
- This proven operator training has been deployed at more than 100 public transportation contracts nationally.
- SLO TRANSIT operators will be consistently trained to rigorous standards of safety, professionalism, sensitivity, and customer service — promoting the City's brand as a safe, people-focused service.

Subject	Hours
Incumbent classroom topics	9.98 hrs.
Welcome to MV	30 min.
1.2 Drug and Alcohol	147 min.
1.4 Katherine McClary Story	20 min.
Employee Handbook	20 min.
2.1 Hazard Communications	15 min.
4.1 Vehicle Familiarization	15 min.
4.5.5 Signaling and Passing/Merging	15 min.
5.1 Intro to Defensive Driving	15 min.
5.2 Vision	15 min.
5.3 Vehicle size and Clearance	10 min.
5.4 Managing your space	10 min.



Subject	Hours
5.5.1 Following distance	10 min.
5.5.2 Adverse weather	15 min.
5.6 Communicating and signaling	10 min.
5.7 Distracted driving	15 min.
5.8 Backing	10 min.
5.9 Right turns and left turns	15 min.
5.10 Intersections	15 min.
5.11 Pedestrian and Bicyclist Awareness	12 min.
5.12 Traffic signals and signs	10 min.
5.13 Speed management	10 min.
5.14 Special driving conditions	10 min.
5.15 Railroad crossing	10 min.
5.16 Seatbelts	5 min.
5.17 Preventable collisions	10 min.
5.18 Summary of defensive driving	10 min.
7.1.1 Intro to ADA	15 min.
7.4.1 ADA sensitivity	15 min.
7.4.2 How may I assist you?	15 min.
7.5 Professional conduct with customers	5 min.
7.6.1 Intro to ramp/lift operations and securement	10 min.
7.6.2 Lift operations	15 min.
7.6.3 Securement process	30 min.
8.6 Accident procedures and reporting	15 min.
Behind-the-wheel evaluation (employees who drive company vehicles)	1 hr.
45-day evaluation	1 hr.
75-day evaluation	1 hr.

## Ongoing Training

MV operators receive 12 hours of required annual retraining through safety meetings. Our corporate safety team develops the curriculum and resources, while Safety and Training Manager Aaron Pike adapts content to highlight current trends in safety and customer service. These meetings also recognize achievements, share program updates, and celebrate top performers. Additional training is provided throughout an operator’s career, reflecting MV’s dedication to ongoing safety and professional growth.

Retraining	When it is provided	Length	Description
<b>Return to Work</b>	Required when an operator returns from “inactive” status (from a period of 30 days or more)	8 hours	A 6-hour classroom review and 2-hour BTW road check focused on safety standards, defensive driving skills, and vehicle familiarity.
<b>Post-Accident / For Cause</b>	Required for any operator who has received a “preventable” rating for an accident/incident. Must be scheduled and conducted as soon as reasonably possible.	Varies based on the operator’s ability to perform appropriate tasks to standard.	Focuses on correcting driving deficiencies and standards that contributed to the accident or incident. Operators must perform all required tasks to standard before resuming driving duties. Retraining due to customer complaints is conducted through PCCS.
<b>Biennial</b>	At least every 2 years	4 hours	Every other year, operators are required to complete refresher training on safety standards and defensive driving skills.
<b>Seasonal Refreshers</b>	Annually, in the fall before the beginning of the winter season	2 hours	Includes refresher topics relevant to the region, including imminent weather, environmental, and traffic conditions.

## Ongoing Evaluations and Supplemental Retraining

MV operators are evaluated at least every six months by a qualified instructor or supervisor, who reviews in-service assessments, licenses, and medical certificates. Operators not meeting standards must complete targeted remedial



training if they display unsafe behavior, violate policies, act unprofessionally, receive valid complaints, or are involved in preventable incidents. This training is tailored to the issue and follows a retraining matrix for effectiveness.

## OET's Overall Impact on Operators, Passengers, and Clients

MV's OET program upholds top safety and performance standards for clients through thorough onboarding, regular refresher courses, and ongoing evaluations. This comprehensive training ensures operators maintain critical skills, comply with safety protocols, and reduce risks—ultimately enhancing passenger experiences. Our focus on quality training and proactive assessment guarantees reliable, secure transportation, providing clients peace of mind with skilled professionals.

## Maintenance Training

Candidates hired to MV's shop are required to have the maintenance experience necessary to perform their duties. Once hired, the maintenance training instructor will provide orientation and on-the-job training in MV and SLO policies, procedures, and requirements.

In addition to the initial orientation, all technician training includes safety training, fall protection, environmental compliance, and facility maintenance.

IDP training ranges in subjects and advancement and includes the following topics, including training on battery electric vehicle maintenance:

- Basic Repair Skills/Preventive Maintenance
- First Aid, CPR, AED Training
- Lock-Out/Tag-Out for each vehicle type
- Vehicle Orientation
- Basic Electrical Training
- Brake Systems/Interlock
- Wheelchair Lift/Ramp Inspection and Repair
- Fuel Safety and Inspection
- Suspension and Steering
- Engine Service, Tune-up, and Troubleshooting (basic and advanced training)
- Transmission Diagnostics and Service (basic and advanced training)
- HVAC Systems (basic and advanced training)
- CNG Training/High-Pressure Vessel Tank Inspection Systems
- Low-Voltage Electrical Systems (specialty technicians only)
- Air Systems/Brakes/Interlock
- Fire Suppression
- Doors
- Destination Signs
- Forklifts
- Fall Protection
- 608/609 Refrigerant Handling Cert.
- Multiplex
- Electric Drive System
- Electric Drive System (specialty technicians only)
- High-Voltage Systems Safety
- Filter Replacements
- Training in Electronic Controls (troubleshooting and repair of high-voltage propulsion system)
- ARC Flash Safety and PPE
- Charging Systems
- Vendor Training
- ASE Training/Maintenance Best Practices
- Contract Compliance
- Santa Ana College Training

## Ongoing Maintenance Training

### Ford Motor Company Training

MV provides its clients access to Ford Factory training via the Standardized Training and Resource System (STARS), covering dozens of courses in 10 specialties. Trainees receive progressive instruction tailored to their experience and skills, including new model maintenance and diagnostics. The program offers unlimited online and classroom training, focusing on vehicle systems, repair methods, and procedures through a partnership with Ford.



## ASE Certification Incentive Program

### ASE Certification Incentive Program

MV understands that an essential step in employee retention begins with providing technicians with the tools needed to pursue professional advancement. Through our ASE Certification Incentive Program, we pay our employees an additional \$0.15 per hour for each ASE certification they receive. Furthermore, we offer a one-time \$250 recognition bonus to acknowledge their commitment to this program. We strongly encourage our technicians to pursue ASE Master Certification, one of the highest levels technicians can achieve, by increasing the incentive to \$0.20 per hour per certification.

To eliminate barriers that could prevent our technicians from achieving their professional goals, MV covers the registration and testing fees for our maintenance employees seeking ASE certifications. We also encouraged our technicians to renew and maintain their certifications, as those who allow their certifications to lapse will lose their incentive bonuses.

### ASE Certification Blue Seal Program

At MV, we are dedicated to continuously enhancing our maintenance programming and practices by empowering our technicians to achieve even greater professional excellence, as recognized by the prestigious **Blue Seal of Excellence**. Only the most elite in our industry can hold this award, signifying that at least 75% of technicians within an operation are capable of performing ASE-level diagnoses and repairs, and that each area of service is covered by at least one ASE-certified technician.



## EMPLOYEE SPOTLIGHT

### JOSHUA FERNANDEZ: DOL-CERTIFIED APPRENTICESHIP IN ACTION

*Joshua's story demonstrates what MV's maintenance culture looks like at its best: a talented employee given a clear path to grow, meaningful mentorship that turns questions into knowledge, and a supportive team that makes the work both rigorous and rewarding. This human-centered approach shows how MV invests in people to deliver safe, dependable operations—one apprentice, one technician, one vehicle at a time.*

When Joshua Fernandez walked into MV's Santa Clarita shop as a facility technician, he carried more than a toolkit—he carried a legacy. His father has been with MV for 26 years, and Joshua wanted to follow in those footsteps. That personal motivation, paired with MV's U.S. Department of Labor (DOL)-certified Maintenance Apprentice Program, set the stage for a standout journey: Joshua became the first graduate of MV's one-year Penn Foster Diesel Technician Program, a component of the DOL-certified apprenticeship that blends self-paced coursework with hands-on shop instruction. This DOL certification is a mark of excellence, ensuring that every graduate is equipped with skills that meet and exceed national standards.



From the beginning, Joshua approached the craft with curiosity and discipline. "I learned how to read diagrams and understand the equipment before taking it apart," he says—a mindset that has shaped his day-to-day as a C-Technician. For Joshua, every vehicle system is a story waiting to be understood, and every repair is an opportunity to earn a rider's trust. "What we do is important. Families rely on us to provide safe transportation." Mentorship has been the backbone of Joshua's growth. Jose Ochoa, a respected foreman in Santa Clarita, guided him throughout the DOL-certified program with steady, practical counsel. Jose fostered an environment where learning is constant, and confidence comes from understanding, not shortcuts. That dynamic—clear expectations, accountability, and support—helped Joshua turn lessons into performance.

Team culture matters to Joshua as much as technical mastery. "There's a strong support system here. We celebrate by sharing meals, stories, and encouraging each other." The Santa Clarita team's inclusive spirit hasn't just welcomed him—it's accelerated his growth and strengthened the shop's service to the community.

Joshua's impact is evident in his thoughtful preparation, clear communication, and effective execution. Ask him to sum up the journey in one word, and he chooses "valuable." Ask him where he's headed, and he doesn't hesitate: "Getting to the top. I want to become an asset to the company." That ambition is anchored in the habits he's built: preparation, learning, and care for the riders behind every bus number.

## Road Supervisor Training

Road supervisors are the operators' direct line of support in the field. They are stationed in the service area strategically to minimize their response time when dispatched. Throughout their day, they conduct operator evaluations, provide ongoing coaching to operators, respond to riders' questions or complaints, investigate incidents or accidents, and assist during road calls. They are actively engaged with the operator workforce, and when hiring road supervisors, we look at our strongest-performing operators who are interested in advancing their careers.

We require all road supervisors to complete MV's initial operator training, either upon hiring or previously working as an operator. In addition to this training, road supervisors undergo an additional four hours of job-specific training. MV developed this training in partnership with AvatarFleet, and it is in use across MV's national operations. The program comprises six courses designed to improve coaching ability, promote safety awareness, reduce the frequency of incidents, and improve the overall rider experience.

In addition to the four-hour Avatar Course, road supervisors also complete a two-hour reasonable suspicion training course along with training to become certified as a behind-the-wheel trainer (20 hours).

## Dispatcher Training

Dispatchers are responsible for the proactive management of service delivery, which includes monitoring on-time performance and route efficiency. They monitor service on the road, assist operators as needed, and coordinate response to any disruptions on the day of service.

Training for dispatchers lasts up to 80 hours and begins with an orientation to MV and SLO Transit, as well as an overview of the services we provide. We review the employee handbook and policies to ensure they are thoroughly explained to the trainee. We review the job purpose, the job description, and provide service area training to familiarize trainees with the operating area.

Once trainees are acquainted with the service, SLO Transit, MV, and the service area, we begin regulatory and MV-standard training in drug and alcohol procedures, reasonable suspicion, sensitivity and ADA training, four hours of customer service training, accident training, emergency procedures, and harassment training.

Rounding this out is the hands-on training using the equipment in the dispatch office. Trainees learn proper radio procedures, the ten code system, and phone etiquette training. They also spend significant time learning the Connexionz platform, how to use the dispatch screens, how to use the AVL map, and system features and functions. They learn how to log operator assignments, monitor pull-out, log incidents, validate operator positions, confirm no shows, open and close runs, create detours, insert breaks, and dispatch an extraboard using this system. During these sessions, dispatchers learn the difference between dispatching for fixed routes and dispatching for paratransit.

The training culminates with up to two days of on-the-job training under the supervision of a senior dispatcher or supervisor, who provides constructive feedback and guidance to the trainee as they acclimate to their new role.

## Customer Service Training

Our administrative staff, including customer service representatives and clerical assistants, will receive approximately 34 hours of comprehensive training designed to ensure consistency, professionalism, and regulatory compliance. This training introduces MV and SLO Transit services and covers service guidelines, regulations, employee expectations, policies, service hours, and key contacts. It includes instruction on sexual harassment, using real-world scenarios to reinforce appropriate workplace conduct, as well as administrative tasks such as paperwork, human resources processes, and labor relations.

Staff are trained in emergency procedures, including safety protocols, incident response, communication strategies, and handling situations such as illness, severe weather, and service breakdowns.

Additional modules address employee relations and wellness, highlighting positive workplace practices and the Employee Assistance Program, ADA and sensitivity training with an emphasis on courtesy and inclusive service delivery, Trapeze EAM fleet management and dispatch operations, and proper use of MV's payroll system for



accurate timekeeping and reporting. Training concludes with observation and supervised job performance, during which new team members shadow experienced staff and practice their duties under supervision to ensure readiness and confidence in their roles.

## MV General Manager Development Academy

MV's General Manager Development Academy is the industry's most robust manager development platform. Spanning **six weeks of intensive training** (with both onsite leadership training and remote learning) tailored to MV operations and best practices, this program prepares our leaders for success nationwide.

Our General Manager Development Academy (GMDA) unites general managers nationwide for knowledge sharing, leadership enhancement, and skill-building. This six-week program combines classroom and virtual sessions with team activities on topics like finance, safety, HR, IT, customer service, business development, and maintenance. Practical leadership skills such as time management, confident presentations, task prioritization, delegation, and collaborative problem-solving are emphasized.

At graduation, managers present action plans outlining their focus areas to a panel for feedback, ensuring they're ready to apply what they've learned for lasting impact.

*"MV created a GM Academy that was designed for all the managers to get together and kind of go through the process of learning the MV Way. I was part of the Alpha Group which was a great experience and it helped me understand myself as well as my team around me, where their fault, where their strengths are, and that's all it is—knowing who's strong at what, who's weak at what, so we could shore up each other's deficiencies and improve the team overall." — William Crespin, General Manager, Glendale division 43.*

## Own The Moment

OWN the Moment is a safety engagement program launched in July 2025 by MV to foster a culture of continuous safety improvement by involving every employee in reducing operational risks. It promotes a leadership mindset focused on safety as a daily choice and shared responsibility.

**Safety as a momentary choice:** Safety depends on countless daily decisions in which individuals must act with care, awareness, and accountability to enhance it.

**Everyone leads safety:** All employees, regardless of role, influence safety culture through their real-time actions and examples, making safety a universal commitment.

**Safety everywhere and always:** The safety-first mindset applies in all locations and situations, including workplaces, vehicles, routes, homes, and communities, emphasizing consistent safe behavior without exceptions.

**Recognition drives momentum:** Divisions with outstanding safety performance are rewarded quarterly and annually to motivate teamwork and reinforce MV's commitment, with awards including trophies and bonuses used for employee benefits, thereby encouraging ongoing safety excellence.



## 5.2. Safety Records

MV is proud of its outstanding safety record. Although the company operates in some of the nation's most challenging urban environments, it has maintained an exceptional safety record. MV operates transit contracts across the United States with 102 divisions located in 22 states and in Canada. In response to RFP section G.5 through 23, our safety performance remains strong and consistent across varying operating conditions and environments, service models, and similar geographic settings. **Overall company statistics (first table) and fixed-route-only statistics (second table)** for preventable accidents meeting National Transit Database (NTD) DOT thresholds over the past five years are shown in the table below.

Year	Mileage	Preventable Incident rate per 100,000 miles driven (NTD DOT Thresholds)
2021	224,591,209	0.030
2022	226,739,749	0.048
2023	231,457,731	0.057
2024	203,088,541	0.059
2025	173,944,515	0.048

For purposes of this proposal, MV reports preventable rates per 100,000 miles, consistent with NTD and DOT evaluation thresholds. The rates below represent MV’s overall accident performance across fixed-route operations.

Year	Mileage	Preventable Incident rate per 100,000 miles driven (NTD DOT Thresholds)
2021	224,591,209	0.008
2022	226,739,749	0.007
2023	231,457,731	0.021
2024	203,021,884	0.026
2025	173,944,515	0.037

In response to RFP section G.5 through 24 “Safety Record for Comparable Transit Contracts,” please see the safety record (accident rate) of five of MV’s current public transportation contracts that compare in size and complexity to the services being proposed under the City’s agreement, below.

Current Transportation Contract	Year	Mileage	Preventable Incident rate per 100,000 miles driven (NTD DOT Thresholds)
City of Downey/Paramount	2021	946,186	0.00
	2022	992,767	0.00
	2023	1,012,932	0.20
	2024	1,042,272	0.00
	2025	1,121,956	0.00
City of Union City	2021	659,434	0.00
	2022	684,049	0.00
	2023	807,173	0.00
	2024	831,860	0.24
	2025	839,500	0.00
Livermore Amador Valley Transit Authority	2021	1,470,313	0.07
	2022	1,702,004	0.00
	2023	2,046,532	0.10
	2024	2,087,627	0.00
	2025	2,049,513	0.05
City of Santa Clarita	2021	3,275,722	0.00
	2022	3,910,926	0.00
	2023	3,342,389	0.00
	2024	3,669,594	0.00
	2025	3,973,730	0.03
Palos Verdes Peninsula Transit Authority	2021	271,130	0.00
	2022	342,596	0.00
	2023	368,955	0.00
	2024	356,994	0.00
	2025	369,687	0.00



## 6. Personnel

Please see MV's key personnel resumes following this section.

### 6.1. Key Personnel



#### MV ADVANTAGE

#### Building a Strong Local Team

MV will address SLO Transit's goal of building a strong local team by pairing dedicated, on-site leadership with the depth and stability of our regional support network.

From day one, SLO Transit will be led by experienced General Manager Yvette Mc Neese, who brings over 19 years of transit leadership experience across various transit types. Her management style emphasizes mentoring leaders, supporting frontline employees, and fostering transparent partnerships with agency stakeholders. Her hands-on leadership ensures SLO Transit will benefit from steady, customer-centered service.

Supporting Yvette is a dedicated management team responsible for translating strategy into consistent daily performance. Operations Manager Jeffery Lampton will oversee service delivery with a disciplined, data-driven approach that prioritizes OTP, compliance, and responsive customer service.

Safety and Training Manager Aaron Pike will ensure SLO Transit's workforce is well-trained, confident, and fully aligned with state and federal safety requirements. Aaron's experience in accident prevention and operator development will directly support SLO Transit's goal of developing a strong local team by ensuring its workforce is well-trained and confident.

*"If anyone is wanting to work for MV, they're looking for a challenge, they want to be successful--MV provides the means for them to achieve that. If you're looking to move up, they have programs in place to help you round out your skills." Terry Fuller, Dispatcher- Okaloosa Division 586*

Together, this local team will be supported by MV's proven recruitment and retention framework and a strong regional support structure. We will ensure SLO Transit is fully staffed with dedicated professionals through targeted recruiting, competitive compensation strategies, and employee engagement initiatives that prioritize recognition, communication, and career development as described in section 6.4 of this proposal. This approach reduces turnover, builds institutional knowledge, and strengthens safety performance by retaining experienced operators and supervisors. **For SLO Transit, the result is a stable, motivated workforce delivering safer, more reliable service—supported by leaders who are present, accountable, and deeply committed to the community they serve.**

#### Yvette Mc Neese, General Manager



Yvette Mc Neese is MV's proposed general manager for SLO Transit's operations. Yvette brings over 19 years of transit leadership experience, overseeing complex fixed-route, paratransit, microtransit, and on-demand services for large agencies.

**As general manager for SLO Transit, Yvette will bring a collaborative management approach, mentoring local leadership and frontline teams while fostering a culture of accountability, safety, and continuous improvement focused on reliable, customer-centered service.**

Currently serving as the general manager of operations for another contractor, she directs all daily operations, administration functions, and information systems. She manages location projects and develops processes that ensure compliance with local, state, and federal regulations. She establishes safety goals for accidents and injury prevention, and analyzes data to comply with NTD reporting requirements.



Serving as general manager for Tri Delta Transit from 2018 to 2023, and before that, the general manager for First Transit from 2012 to 2018, Yevette has demonstrated a proven ability to improve service quality, safety performance, and operational efficiency while building strong, transparent partnerships. She has successfully managed multimodal operations, negotiated contract renewals, and led measurable safety improvements, including a 75 percent reduction in preventable accidents and a 95 percent reduction in work-related injuries.

## Jeffery Lampton, Operations Manager



Jeffery Lampton is MV’s proposed operations manager for SLO Transit’s operations. He brings nearly five years of progressive transit leadership experience, with a strong focus on operational performance, safety, and regulatory compliance.

**As the operations manager for SLO Transit, Jeffery will bring a collaborative leadership style, data-driven approach, and strong operational discipline.**

Currently serving as special projects manager and interim general manager with MV, he provides senior-level oversight of fixed-route, paratransit, and shuttle services, supporting reliable service delivery while meeting client, contractual, and company performance expectations. His background combines field-based operational insight with executive-level decision-making, positioning him well to support SLO Transit’s daily operations.

From 2023 to 2025, Jeffrey served as operations manager with another contractor, where he achieved measurable results, including a 10 percent improvement in on-time performance within his first month and a significant reduction in customer complaints and excessively late trips.

## Casterdale Green, Maintenance Manager



Casterdale Green is MV’s proposed maintenance manager for SLO Transit’s operations. He brings nearly two decades of experience in fleet transportation maintenance, with a strong track record of leading technicians, maintaining DOT-compliant fleets, and delivering cost-effective, reliable operations.

**For SLO Transit, Casterdale will ensure its fleet is safe, reliable, and fully DOT compliant by leading preventative and corrective maintenance programs, managing technicians and inventory, and delivering maintenance operations that support uninterrupted service.**

Currently serving as maintenance manager for Durham School Services, Casterdale is responsible for overseeing multiple maintenance locations across a major metropolitan area, managing manpower, controlling inventory, and ensuring fleet readiness in compliance with state, federal, and company requirements. His hands-on technical expertise, combined with disciplined cost control and accountability, has resulted in well-maintained fleets and high-performing teams known for stepping up during critical operational periods.

Throughout his career, Casterdale has held increasingly responsible leadership roles with FedEx Freight, Republic Services, Family Dollar Trucking, and JB Hunt, where he managed preventive and corrective maintenance programs, scheduled and planned repairs using industry standards, supervised teams of up to 20 technicians, and coordinated vendor and parts operations. His experience also includes establishing efficient invoicing processes and strengthening vendor relationships to reduce costs while improving service quality.

## Aaron Pike, Safety and Training Manager



Aaron Pike is MV’s proposed safety and training manager for SLO Transit’s operations. Aaron brings over 30 years of experience in public transportation operations, safety, and compliance.

**For SLO Transit, Aaron offers deep institutional knowledge of state and federal safety requirements and a proven ability to build effective training programs that support safe, reliable, and customer-focused transit service.**

Currently serving as the operations manager for Classic Charter, Aaron oversees daily operations, including driver development, compliance with state and government agencies, and coordination across dispatch, maintenance, and administrative functions. His responsibilities include ensuring regulatory compliance, managing logistics and fleet utilization, and supporting operational efficiency through scheduling, warehousing, and shuttle bus fulfillment.

Previously, Aaron served as the operations/ safety manager for Laidlaw Transit Services, where he oversaw daily safety operations. He maintained company and state/federal compliance and led comprehensive operator training and development programs. His experience includes accident prevention, safety process implementation, customer complaint resolution, employee performance management, as well as mentoring high performers and supporting trainees.

## Regional and Corporate Support

### Lorraine Lopez, Regional Vice President of Operations

Lorraine Lopez is a transportation professional with more than 20 years of experience in the industry. Since 2023, she has served as the regional vice president of operations at MV. Lorraine has a strong background in operations management, including 16 years of overseeing public transit contracts for private-sector contracting firms.



Lorraine supervises MV contracts in the Southern California region. She guides general managers in achieving continual operational improvement and ensuring client satisfaction. Her key areas of focus include prioritizing our corporate safety standards and exceeding client expectations for service delivery.

### Terry Thompson, Vice President, Customer Success



Terry Thompson is a vice president of customer success for MV. Terry's experience in management, operations, finance, safety, and customer care spans 20 years. He is well-equipped to support SLO Transit by leveraging his comprehensive skill set to address the unique challenges and opportunities within public transit systems. Terry engages extensively with MV's Customer Success team and MV's clients to cultivate opportunities for public transit that align with passenger demands, ensuring a seamless and efficient transit experience for all.

### Jorge Flores, Director of Safety

Joining MV in 2025, as director of safety for the southwest region, Jorge has been instrumental in ensuring compliance with all regulatory requirements related to health, safety, and security. Jorge schedules and conducts safety audits and inspections, and provides safety-related support to our local team. His commitment to safety is evident through his regular on-site visits, where he attends monthly safety meetings, meets with local teams, inspects or audits safety programs, and collaborates with Safety and Training Manager Aaron Pike in the deployment of MV's newest safety initiatives.



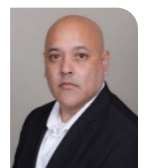
### Sam Tolley, Director of Maintenance



With 14 years of experience in public transit fleet maintenance, Sam will support the City in achieving its maintenance and operational goals, ensuring a reliable, safe, and efficient transit system for San Luis Obispo. As the director of maintenance, Sam is entrusted with overseeing challenging and high-profile operations and tasked with ensuring the successful start-up of services. He will work with the local team to ensure maintenance operations remain efficient, innovative, and focused on delivering safety and reliability.

### Jorge Parra, Director of Human Resources

Jorge has more than two decades of diverse experience in human resources and operations management, with exceptional leadership and expertise in aligning HR strategies with organizational goals. He encourages a cohesive work environment by providing and implementing labor strategies and regulations, and administering fair corrective procedures as required.



As an advisor to the local leadership team on the City’s behalf, Jorge’s operational background will provide a unique perspective on effectively managing collaboration between our human resources and local management teams.

**Heidi Heath, Director of Labor Relations**



With 30 years of hands-on experience in public transportation, Heidi Heath will serve as the City’s director of labor relations.

As the labor relations director for these operations, Heidi will counsel managers and MV leadership on union and labor matters. Her role is crucial in resolving grievances and advising on disciplinary protocols, ensuring operations run smoothly and fairly. The City can rely on Heidi’s extensive knowledge to proactively work with Teamsters Local 986 to establish positive relations.

**Mike Krukat, Director of Finance**



Mike Krukat is a seasoned financial executive with a background in leading finance and administration functions across various domains. He has over two decades of experience and expertise in financial planning, analysis, budgeting, and leadership.

For this contract, Mike will serve as MV’s transition lead in all areas of finance and accounting. He will work with the transition team to develop on-site procedures for this contract and coordinate centralized financial functions for the County’s operation. Mike will also work closely with the local team to provide actionable recommendations for operations improvement.

**Elizabeth Chavez, Regional Account Manager**

Elizabeth is an experienced transit finance professional with over a decade of experience in accounting and financial management for public transportation operations.



Currently serving as regional accounting manager with MV, she leads financial operations across multiple service regions, overseeing multimillion-dollar budgets, month-end close, reconciliations, and financial reporting while ensuring compliance with GAAP and internal controls. Her background includes managing budgeting and forecasting, client billing, payroll, DBE reporting, and audit readiness for multiple transit contracts.

**Keith Everage, VP Business Development**



Keith offers over 17 years of experience in the transportation industry. He promotes teamwork among his team and ensures MV’s dedication to serving passengers in the best way possible.

With his extensive experience and dedication to improving transit services, Keith is poised to support SLO Transit in achieving its operational and service goals, ensuring a positive and efficient experience for all passengers.

	<b>MV EMPLOYEE PERSPECTIVE</b>	<b>Corey Siu, Safety and Training Manager, PACE Chicago Division 135</b>
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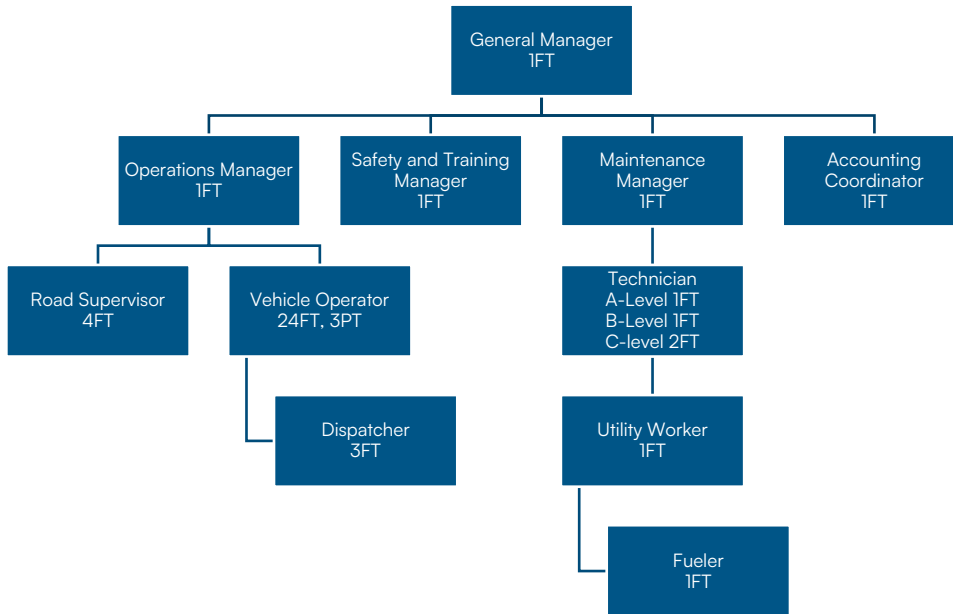
*“All of the executives at MV are accessible. They are invested in your success. We have an army behind us.”*

**6.1.a. Organizational Chart**

Our proposed operation for SLO Transit is organized around clearly defined roles that work together to deliver safe, reliable, and customer- focused service. Vehicle operators provide professional, ADA-compliant service and coordinate with dispatch using onboard technology, while dispatchers oversee daily operations, manage operator assignments, monitor service in real time, and coordinate with maintenance and road supervisors. Road supervisors provide field oversight, respond to incidents, conduct operator evaluations, and support service recovery, while fleet readiness is maintained by vehicle service workers and a tiered maintenance team. Customer service representatives



manage passenger feedback, investigate complaints, and analyze data to support continuous service improvement, creating an integrated management approach focused on safety, accountability, and high-quality service delivery.



## Job Descriptions

### Operator

Vehicle operators serve as the primary link to passengers, representing the City with professionalism and a strong safety focus. Their main duty is to transport customers safely and on time while following regulations and policies. Operators answer customer questions respectfully, provide route and stop information, and assist with boarding and mobility device securement when requested. They are trained in ADA compliance, passenger empathy, system routes, onboard technology, and dispatch communication. Operators work with dispatch on schedules, equipment issues, accidents, and other events.

### Dispatcher

The dispatcher oversees all on-road operations from daily pullout to return, coordinating with operators to monitor status, resolve delays, and manage disruptions. Duties include operator check-in/out, report times, vehicle assignments, bulletin distribution, ensuring timely departures, and answering customer questions. Dispatchers are trained in reasonable suspicion and assess operator fitness for duty, assigning extraboard staff as needed. They coordinate with maintenance for vehicle exchanges, maintenance pulls, and handle inspection or defect forms. The dispatcher monitors routes for schedule adherence and service delivery using radio and GPS, collaborating with operators and supervisors to respond effectively to accidents and emergencies. They also manage complaint intakes, investigations, and the response process. They analyze customer feedback data to assess the system's performance and recommend corrective action to the management team.

### Road Supervisor

The road supervisor oversees vehicle safety and service quality, evaluates operators for safe driving and customer care, and provides system information to passengers as needed. They respond promptly to incidents, conduct investigations, and determine the preventability of incidents. Based on field observations, they recommend coaching or retraining. The supervisor enforces City policies respectfully and is strategically positioned to ensure a quick response throughout the service area.

## Utility Worker

The utility worker ensures the City fleet is cleaned and fueled to the specifications outlined in the RFP. This position works primarily at night in an assembly-line fashion, preparing the fleet for the next day. The utility worker completes minor graffiti removal and maintains seat upholstery repair. They perform preliminary vehicle inspections, check various fluids, including the oil, water, and fuel levels, and inspect the hoses, belts, batteries, and equipment.



### MV EMPLOYEE PERSPECTIVE

Dezire Patterson, Electronics Technician , San Antonio Division 583

*“MV really invests in us. They pay for certifications. All you have to do is study for them and pass them. And I just passed my Brakes ASE, so I’ve got that on my resume.”*

## A-Level Technician

The A-level technician is the highest-level line technician. Under general supervision, the A-level technician performs the most challenging repair tasks and supervises subordinates. This person conducts all needed repairs and adjusts vehicle systems. The A-level technician is responsible for teaching, diagnosing, inspecting, and changing or repairing defective components and sub-components.

## B-Level Technician

The B-level technician performs a variety of preventive maintenance and minor repairs. This position performs general maintenance, troubleshooting, diagnosis, and repairs to various vehicle systems. These systems include engine and emissions, drive trains, brakes, climate control, electrical and specialty electrical systems, electronic systems, accessibility equipment, transmissions, and steering and suspension. The B-level technician also completes work orders and preventive maintenance forms.

## C-Level Technician

The C-level technician performs minor repairs under the direction of A-level or B-level technicians. Their duties include oil changes, tire changes, fluid replacement, minor body repair, and all other minor repairs as necessary.

## Fueler

The fueler is responsible for ensuring all vehicles are completely fueled and ready for service at various times of day. They track and monitor fuel intake and ensure fuel logs are maintained accurately and updated with the type of fuel. They also ensure the fuel island is maintained and kept clean, and any spills are immediately contained and reported to the appropriate personnel.

## 6.2. Wages

MV will immediately recognize the Teamster Local 986 as the bargaining unit representing the SLO Transit operators, road supervisors, and dispatchers. MV collaborates with the union to negotiate the existing labor agreement, which remains through 2030. MV has an excellent relationship with the Teamsters and works with its local unions.

Please note that MV retains all rights to set the initial terms and conditions of employment, which may include the decision not to participate in existing health benefit plans or pension plans if we determine it is not economically feasible or otherwise in the best interest of MV. Additionally, MV is not encumbered by the current plan or any newly negotiated agreement that may contain economic terms or other items not considered in MV’s submitted pricing.

MV is pleased to offer the following compensation package to its team.



Benefit	Bargained	Non-Bargained
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

## 6.4. Staffing Plan

MV is pleased to present the following staffing plan for SLO Transit.

Position	No. of employees		Position	No. of employees	
	Full time	Part time		Full time	Part time
General Manager	1		Vehicle Operator	24	3
Operations Manager	1		Utility Worker	1	
Maintenance Manager	1		A-Level Technician	1	
Safety And Training Manager	1		B-Level Technician	1	
Accounting Coordinator	1		C-Level Technician	2	
Dispatcher	3		Fueler	1	
Road Supervisor	4				

### Application, Qualifications, and Hiring Process

MV Transportation, Inc. has an Equal Opportunity Employment (EEO) policy and will not discriminate against any employee or applicant because of age, race, religion, color, sex, disability, national origin, or any other characteristic protected by the law.



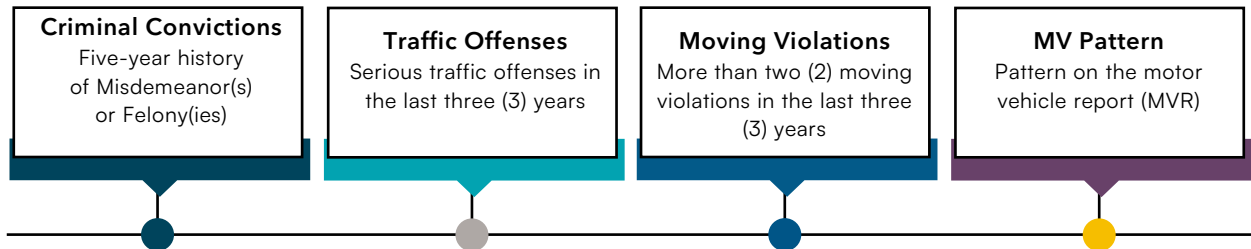
MV posts all career opportunities, from vehicle operators to management staff, on our website ([careers.mvtransit.com](http://careers.mvtransit.com)), which is powered by CareerBuilder, LLC.

An applicant begins the employment process by completing an online application. Our team reviews the application to determine if the applicant meets the qualifications. Applicants meeting the minimum requirements attend an interview with the hiring lead, who assesses their customer service skills and fit for the job. Upon successful completion of their interview, the applicant's qualifications process begins.

The hiring lead will contact the applicant and request that they review and sign the required release documents, including an application for employment, background check disclosure and authorization release, FTA or FMCSA DOT disclosure and authorization, and an I-9 Express Online I-9 verification.

### MVR and Background Check Review

Once the applicant completes the necessary disclosures, our corporate qualifications department assesses the applicant. This team orders all motor vehicle records (MVRs) and background checks to determine if any of the following items are present:



Our team reviews criminal convictions and motor vehicle reports and assesses based on the Equal Employment Opportunity Commission (EEOC) guidelines, along with the following eligibility factors:



Our qualifications team initiates an individual assessment if these reports reveal adverse information. The applicant receives a pre-adverse letter and a copy of their background reports; the applicant can contest the report within seven business days.

If the applicant provides appropriate documentation clearing the issues cited, our qualifications team notifies the local hiring lead that the applicant is qualified. Otherwise, the qualifications department issues a disqualified notification to the hiring leader, who will, in turn, notify the applicant.

### Pre-employment Testing

MV requires every covered employee who performs a safety-sensitive function as described in the FTA regulations Part 655 and the FMCSA regulations Part 382 to submit to a pre-employment drug and alcohol test. Additionally, applicants may be required to pass a DOT or non-DOT physical examination (depending on the position). Refusal to submit to these requirements serves as an automatic disqualification from employment.

We manage all testing and physical appointments through eScreen, Inc. A medical review officer (MRO) reviews exams and test results to ensure compliance with DOT requirements. This review is based on the medical standards set forth by FMCSA (49 CFR 391.41) and medical guidelines.



## MV ADVANTAGE

### Building a Strong Local Team Through Proven Recruitment and Retention

One of SLO Transit's goals is to build and sustain a strong local workforce, and MV is uniquely positioned to deliver through our comprehensive recruitment and retention plan. Our approach begins with an inclusive, transparent hiring process grounded in our Equal Opportunity Employment policy and supported by industry-leading recruiting technology.

*"I'm very thankful for this job. It's very motivating because I'm breaking stereotypes. Most women think they can't be in a shop, but we can do the same thing that men can do- any day, every day. As a woman, it's a healthy environment and a safe one because I always feel like I'm one of them. Very equal here. Everybody treats everybody the same way." -Dezire Patterson, Electronics Technician, San Antonio division 583*

We "never stop recruiting," maintaining a consistent pipeline for local candidates through digital advertising, community partnerships, job fairs, and dedicated regional recruiters who work side-by-side with the local management team. By combining broad market visibility with hands-on engagement, we can ensure SLO Transit attracts qualified candidates who reflect and understand the community they serve.

What sets MV apart is our data-driven focus on long-term retention, not just filling positions. MV uses advanced assessment tools and predictive models to identify candidates who are not only qualified but most likely to succeed and stay. Personality assessments, AI-driven tenure prediction, and structured interviews help match candidates to the demands of the role, resulting in significantly reduced turnover.

Ongoing engagement analytics allow managers to proactively address turnover risks, while clear pathways for growth—from operator to trainer or supervisor—reinforce MV's commitment to building lasting careers locally. This integrated strategy ensures SLO Transit has a stable, high-performing team invested in long-term success.

## Recruitment at MV

Our recruiting process begins when we create and post a job opening on Appcast, a platform that leverages programmatic software to ensure broad visibility and attract qualified candidates. Appcast leverages data from our talent management platform, ICIMS, to determine the most advantageous advertising options and automatically places those ads.

MV uses Phenom People's Contact Management System and Career site ([MV Careers](#)) to guide our recruiting process once the job has been posted. The system's AI algorithms drive chatbots on our site, identifying and targeting potential candidates across multiple platforms to connect our team with top talent within the industry. Phenom streamlines the applications and interview process, reducing barriers to entry and encouraging more candidates to apply.

Once the hiring manager receives applications, they are reviewed to identify individuals who meet the job's essential qualifications. For operator positions, personality assessments and AI-driven tenure prediction tools are used to evaluate the applicant's long-term fit within the organization and the likelihood of retention.

Selected candidates are then interviewed, either by phone or in person, to assess their experience, communication skills, reliability, and cultural fit. Additional interviews with other key managers may follow, along with background checks, motor vehicle records (MVRs), drug testing, and verification of the candidate's qualifications.

Once a candidate is selected, the onboarding process begins, including orientation and training to ensure they are fully prepared for their role within MV.



## Our Recruiting Strategy

MV's national recruiting program has evolved over the past five years to adjust to the changing labor market since the COVID-19 pandemic. It has proven to be highly successful since that time. Our approach unites key actions designed to attract and retain top talent within the industry:



- **Always Be Recruiting:** MV is steadfast in our continued recruiting efforts. Our motto is “never stop recruiting” to ensure a steady flow of candidates in our recruitment pipeline at all times.



- **Digital Presence:** MV has a robust digital recruiting strategy that leverages market-leading recruiting platforms, social media, and industry-focused recruiting sites to advertise and promote jobs at MV.



- **Advertising Investment:** We use paid advertising on social media and recruiting sites, as well as radio advertising within the communities we serve, to get the word out that MV is hiring. We leverage a tool called AppCast that consumes data from our Talent Management System, ICIMS, and makes intelligent choices about where to digitally recruit.



- **Competitive Wages** MV establishes benchmarks when setting wage rates, based on an extensive wage analysis for similar jobs in the local area. For the City, we will recognize wages from the Collective Bargaining Agreement released in the City's second addendum.



- **Regional Support:** Every MV location has a regional recruiter who is assigned specifically to the local region to assist our general managers in their recruiting efforts. Regional recruiters are on site during the transition and visit the location throughout the term of the contract. They participate in job fairs, place all advertising, and continually coordinate with the local team to ensure we are always recruiting.



- **Partnering the Community:** MV's on-the-ground recruiting plan factors into our strong local presence within the community. We collaborate with local agencies to support job placement and work with local non-profits that offer job preparation services. These non-profits also advertise and promote our job openings to their clients. We will attend local job fairs and work with career centers at local colleges, as we strive to recruit from the local communities we serve.



- **High Engagement with Applicants:** MV's regional recruiters and local team stay actively engaged with interested applicants throughout the recruiting and hiring process. By being available to answer questions, provide information about the job, and assist the applicant throughout the process, we ensure that our focus on employee engagement begins at the time of recruitment.

## Assessing the Right Candidates

This past year, MV piloted and rolled out personality assessments by the software company TalentClick. This unique digital personality assessment tells us whether a candidate has the right temperament, behaviors, work style, and values for a fixed-route bus operator job. This easy online questionnaire asks the candidate questions designed to reveal key individual traits. Based on our pilot scoring, and as of April 2025, we have seen a 64% year-over-year improvement in operator turnover using this assessment.

This test is a highly tailored assessment designed to match the traits required for a vehicle operator role.

Each candidate's assessment results are measured against pre-determined ranges, based on our top-performing fixed route operators. Using this assessment, we can identify candidates whose personalities and values align with MV's safety, performance, and tenure expectations. The TalentClick system generates interview questions and offers coaching plans based on the applicant's scoring.

We are confident that this will help us screen for immediate hires and address long-term turnover by selecting only those operators who meet all safety requirements and are more likely to stay.

### Employee Retention Learning Model

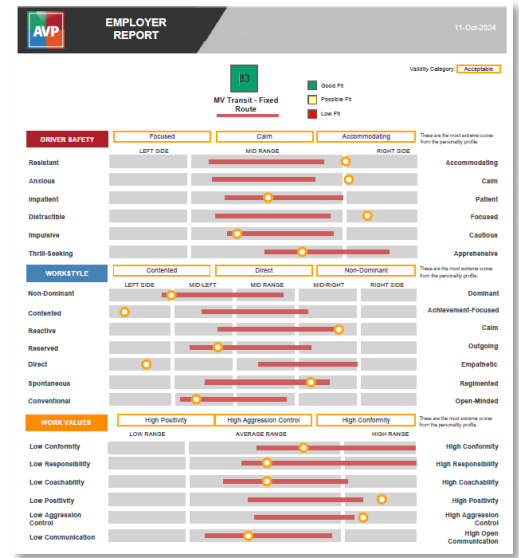
Within our recruiting initiatives, we use data-driven solutions to ensure we not only attract the right talent but also keep them. We use generative learning to predict the likelihood that a candidate will stay using our Operator Prediction Model. This model ingests all data from the candidate’s application (work history, address, employment gaps, and wages) and generates an assessment score that predicts long-term employee retention, providing key information for hiring decisions.

### Engagement Learning Model

MV’s HR team partnered with our Data Sciences team to develop a tool that identifies actual operators who are predicted to be at risk of turnover, providing key risk scores to our management team so that they can take immediate action using generative learning.

Our engagement tool examines factors that predict turnover, including an employee’s commute time, safety score, compensation, hours worked, periods when they’re not earning, and the frequency of absences. Our general managers have a division dashboard that shows their employees' turnover risk, ranked from most likely to leave to least.

Our managers review these dashboards daily and work closely with employees who are at high risk of leaving to identify areas for improvement in their work experience. This engagement model, along with our highly effective employee retention program, has an 85% success rate company-wide.



MV ADVANTAGE

Leading the Way in Turnover Reduction and Safer Roads

MV has achieved a dramatic reduction in turnover, setting a new standard for safety and reliability in the transit industry. In just one year, **turnover dropped from nearly 60% in 2024 to 39.3% in 2025**—a 34%+ improvement in turnover rate and well below national averages. Ninety-day turnover, a key success measure, fell from **23.6% in 2024 to 15.2% in 2025**, reflecting better hiring and onboarding practices. And voluntary turnover decreased from **35.8% in 2024 to 24.9% in 2025**, underscoring the power of MV’s engagement and retention strategies. This success is the result of a holistic, people-first strategy: advanced AI-powered hiring tools, proactive employee engagement, actionable feedback loops, competitive compensation, and robust safety recognition programs. The impact goes beyond retention. By keeping experienced drivers behind the wheel, **MV operates 9% safer than the transit industry average**, as measured by Lytx collision data over 15 months. Fewer collisions mean safer roads and greater peace of mind for clients and communities. MV’s approach proves that investing in people delivers measurable results—driving down turnover, elevating safety, and redefining what’s possible in public transit.

### Employee Retention

MV shares the City’s goal of retaining a high-quality workforce. We take a unique approach to mitigating turnover, with a few key actions.

First, we ensure our employee culture is second to none, and we work to create an enviable workplace for all. Focused safety messaging, ongoing operator coaching, high engagement of our leadership team, and a series of employee-focused and safety events, hosted lunches, dynamic safety meetings, recognition programs, and contests all create an environment that our employees want to be a part of.



Compensation is also critically important. We have performed an extensive wage analysis to understand where we needed to be in terms of operators and wages. This and our competitive benefits package make MV a great place to start a long-term career.

To that end, we make opportunities for growth and development available to our team, and we identify high-performing individuals locally who are ready to take the next step in their jobs. For example, experienced operators often choose to move on to road supervision, while others become certified as behind-the-wheel trainers. Ongoing mentorship and formalized training through MV's multiple development programs make MV a desirable place with ample opportunities.

When people do leave, we have an extremely thorough exit interview process where we capture key data about why. We apply deep analytics to this, and our broader set of hiring data (turnover metrics, engagement survey results), and create proprietary dashboards with actionable data that reveal why and when people were leaving their jobs. Working as an early-warning system, this platform allows us to track the dynamic changes week over week as we put into place mitigation strategies.

Our corporate and regional HR teams also partner with our local general manager to create personalized action plans focused on employee retention — based on what the data is telling us. This plan includes weekly calls to discuss any shortages, providing new interview tools to help managers find the right candidate, and refocusing our local team on employee engagement. This CEO-driven initiative included intensive training and education for our local team. Our exit interview process collects detailed data on why employees leave. We analyze this alongside hiring, turnover, and engagement metrics, producing dashboards that identify trends and provide actionable insights for retention. The platform monitors weekly changes as we implement mitigation strategies.

HR teams collaborate with local managers to develop tailored plans aimed at retention, guided by the data. Actions include weekly calls to address shortages, updated interview tools, and a renewed focus on employee engagement through leadership training and education.

### Productive Union Relations

Ensuring a stable workforce relies heavily on maintaining a harmonious and productive relationship with union leadership. Although the local team takes the lead on decisions related to employee and union relations, they are supported by dedicated labor negotiators and professionals from MV's regional and corporate support structures.

MV's Director of Labor Relations, Heidi Heath, has successfully negotiated several collective bargaining agreements (CBAs) and will oversee negotiations for MV in San Luis Obispo, allowing the local team to concentrate on positive employee relations while sidestepping some of the more challenging discussions regarding unions.

Due to MV's size and national presence, we have made significant investments in labor resources. MV works with more than 100 local unions across the country and employs a team of labor directors who ensure amicable relations. We have negotiated numerous union contracts and are well-versed in all FTA and Section 13(c) regulations.

### A TENURED TEAM IS A SAFER TEAM

MV's data-driven approach to a solutions-based operation extends to our retention efforts. We employ a rigorous exit interview process, and the feedback we receive from these sessions is documented and analyzed against turnover metrics and engagement survey results. Based on what we learn from this process, we develop action plans focused on retention — because a tenured team is a safer team.



MV will recognize the wage rates identified in the Collective Bargaining Agreement released in the City's Second Addendum. Recognition of these wage provisions supports continuity of employment, workforce stability, and employee retention during transition and ongoing operations. Other than wage recognition, MV has no other relevant provisions to list.

## 6.5. Labor Code Compliance

**Retaining existing employees:** MV Transportation declares that it will retain the prior contractor or subcontractor employees for not less than 90 days. MV shall retain employees employed by prior contractors or subcontractors, except for reasonable and substantiated cause. That cause is limited to the particular employee's performance or conduct while working under the prior contract or the employee's failure of any controlled substances and alcohol test, physical examination, criminal background check required by law as a condition of employment, or other standard hiring qualification lawfully required by MV.

MV Transportation declares that it will retain the employees of its SLO Transit location for not less than 90 days. MV will retain those employed under this contract as the current operator of these services, except for reasonable and substantiated cause. That cause is limited to the particular employee's performance or conduct while working under the prior contract or the employee's failure of any controlled substances and alcohol test, physical examination, criminal background check required by law as a condition of employment, or other standard hiring qualification lawfully required by MV.

# Yvette Mc Neese

## General Manager

### Summary of Qualifications

- **Availability: 100% dedicated to SLO Transit**
- 18 years of experience in paratranist, fixed route, on-demand, microtranist, shuttle, and MedVan services
- Proficient in Connexionz, Trapeze, Transitminer, and Trans Trac software
- Improvements to client and company transparent communication
- Reduced preventable accidents by 75%
- Reduced work-related injuries by 95%

### Professional Affiliations

- Received the Gold Lean Status Award
- Received the Regional safety Award for most-improved location and superior improvement in overall safety

Yvette Mc Neese is MV's proposed general manager for San Luis Obispo's SLO Transit services.

### EXPERIENCE

#### General Manager of Operations — Transdev (San Francisco, CA)

##### 2023 to Present

- » Manages location projects and oversees procurement of assets, ensuring compliance with local, state, and federal laws
- » Develops local SMS DOT plan and establishes safety and training goals for accident and injury prevention
- » Analyzes data to comply with NTD reporting requirements
- » Responsible for daily operations, including administrative functions and information systems

#### General Manager — Transdev (Antioch, CA)

##### 2018 to 2023

- » Developed schedules to optimize staffing and ensure schedules met contractual, union, and customer service requirements
- » Developed an action plan to improve operational safety and efficiency
- » Ensured transparent communications with the City to satisfy all client, corporate, union, and contractual requirements
- » Analyzed data using Trapeze, Trans Trac, Transitminer, and Connexionz software to comply with NTD reporting

#### General Manager — First Transit (Houston, TX)

##### 2012 to 2018

- » Reduced preventable accidents by 75% and work-related injuries by 95%
- » Oversaw maintenance, facilities, grounds, and a fleet of 100 vehicles
- » Responsible for daily operations, and fostered a culture of transparent communication with the client

#### General Manager — First Transit (Houston, TX)

##### 2007 to 2012



# Jeffery Lampton

## Operations Manager

### Summary of Qualifications

- **Availability: 100% dedicated to SLO Transit**
- 4 years of experience in paratranist, fixed route, and microtranist services
- Proficient in Trapeze, SpareLabs, Swiftly, RideCo, and Passio
- Improvements to late trips from 527 to under 100
- Improved OTP by 10%
- 30% reduction in complaints

### Education and Training

#### Kent State University (Kent, Ohio)

- » Bachelor of Arts in Criminal Justice

#### General Manager Development Academy (Dallas, TX)

- » Planned attendance

Jeffery Lampton is MV's proposed operations manager for San Luis Obispo's SLO Transit services.

### EXPERIENCE

#### Special Projects/Interim General Manager — MV Transportation, Inc. (Corpus Christi, TX) 2025 to Present

- » Ensures DOT/FTA/FMSCA compliance for all personnel
- » Provides leadership for daily operation, safety, maintenance coordination, and administrative functions
- » Serves as the primary point of contact for client interactions during interim assignments
- » Leads special projects focused on recruiting/hiring, safety improvement, operational efficiency, compliance audits, and performance turnaround initiatives
- » Leads decision-making related to service delivery, OTP, workforce deployment, and incident response

#### Operations Manager — Transdev (San Bernardino, CA) 2023 to 2025

- » Directed daily transit operations and oversaw safety, service reliability, and regulatory compliance
- » Managed drivers, frontline supervisors, and operational staff
- » Saw OTP improve by 10% and a 30% reduction in customer complaints
- » Reduced late trips from 527 to under 100 within one month
- » Ensured staff had the tools necessary to fulfill contract compliance

#### Road Supervisor— MV Transportation, Inc. (Phoenix, AZ) 2021 to 2023

- » Supervised 150 drivers to ensure safe, compliant, and reliable service delivery
- » Conducted accident investigations, employee coaching, and corrective action
- » Cross-trained in window and radio dispatching and reservations
- » Responsible for division recruitment and hiring



# Casterdale Green

## Maintenance Manager

Casterdale Green is MV's proposed maintenance manager for San Luis Obispo's SLO Transit services.

### Summary of Qualifications

- **Availability: 100% dedicated to SLO Transit**
- 18 years of experience in vehicle maintenance
- Effective leadership managing a team of professional and dedicated technicians

### Certifications and Licenses

- » HVAC
- » CDL B- commercial driver license
- » Air Brake Endorsement
- » Passenger endorsement
- » CPR certification
- » ASE A8 engine performance certification
- » ASE A7 heating and air conditioning certification
- » ASE certification
- » OSHA 30
- » Non-CDL class C
- » School bus endorsement
- » EPA 609 certification
- » HVAC certification
- » CDL
- » DOT physical certification
- » CDL A

### EXPERIENCE

#### Maintenance Manager — Durham School Services (Arlington, TN)

##### 2014 to Present

- » Manages fleets to ensure DOT, company, and state requirements
- » Provides hands-on maintenance, technical repair, and training
- » Responsible for inventory and fleet management
- » Coaches technicians, and provides retraining as needed
- » Oversees maintenance operations for multiple locations, ensuring accountability and adequate fleet management

#### Fleet Maintenance Manager — FedEx Freight (East Moline, IL)

##### 2020 to 2021

- » Used industry standards to meet business goals and objectives
- » Led a team including a maintenance supervisor, parts clerk, and 12 technicians
- » Responsible for addressing preventative and major repairs

#### Fleet Maintenance Supervisor — Republic Services (Bettendorf, IA)

##### 2016 to 2020

- » Oversaw maintenance coordination of equipment
- » Responsible for addressing preventative and major repairs
- » Scheduled and planned vehicle maintenance using industry standards to meet business goals and objectives

#### Transportation Maintenance Supervisor — Family Dollar Trucking (West Memphis, AR)

##### 2014

#### Foreman/Supervisor — JB Hunt (Memphis, TN)

##### 2012 to 2014

#### Lead Senior Tractor Mechanic — Schneider National (West Memphis, AR)

##### 2007 to 2012



# Aaron Pike

## Safety and Training Manager

### Summary of Qualifications

- **Availability: 100% dedicated to SLO Transit**
- 30 years of experience in paratranist, fixed-route, and charter services
- Commercial license with SPAB certification with CHP
- Implemented driver incentive programs to encourage strong safety performance

### Professional Affiliations

- Class B/ Air Brake, Customer Relations
- D.M.V Training
- Driver Mentor training
- T.S.I and field experience

Aaron Pike is MV's proposed safety and training manager for San Luis Obispo's SLO Transit services.

### EXPERIENCE

#### **Operations Manager — Classic Charter (Visalia, CA) 2005 to Present**

- » Manages over 50 drivers while ensuring smooth daily charter services
- » Responsible for scheduling driver development and re-training as needed
- » Communicates with different departments to ensure smooth operations
- » Responds to customer complaints to ensure passenger satisfaction and the quick resolution of any issues
- » Retains a commercial license with SPAB certification and CHP to assist with driving routes as needed
- » Creates itineraries for large bus moves and shuttle orders
- » Handles logistics for large bus moves and large bus shuttle orders

#### **Operations/Safety Manager — Laidlaw Transit Service (Martinez, CA)**

##### **1995 to 2005**

- » Oversaw daily safety operations
- » Maintained company, state, and federal compliance with safety regulations
- » Responsible for training and developing new drivers to ensure they understand all aspects of their job and all safety requirements
- » Handled customer complaints to ensure timely resolution and maintain excellent customer satisfaction
- » Handled any driver issues to ensure quick resolution and continued smooth, daily service
- » Implemented new staff training processes and incentive programs
- » Supported driver career advancement by coaching and managing trainees

## 7. Reporting

Operational reporting provides service statistics necessary to gauge service quality, ensure contractual compliance, acquire transit funding, and complete all National Transit Database (NTD) reporting.

In response to RFP section G.7, MV meets FTA/NTD reporting requirements and provides these reports to clients who receive federal funding, who must submit them. MV uses the accepted FTA sampling methodology and has systems to collect and report this information pursuant to the National Transit Database Reporting Manual guidelines.

A large portion of the service data is collected and reported using Connexionz. In contrast, others are collected using MV's Accounting and HR ERP and other third-party data collection systems.

As required, MV will track the following items to ensure it is meeting the standards outlined by the City and the Company:

- Service delivery and operations performance;
- Operational reports, such as passenger activity, revenue, and customer feedback;
- Safety, incidents, and compliance;
- Fleet, vehicle status, and maintenance;
- Financial, administrative, and management reporting; and
- Ridership trends by type and route.

It is also important to update the team on its performance; MV continuously updates and shares performance results during location safety meetings.

*Please see the sample Connexionz reporting templates following this section.*

### Accounting and HR Software

MV uses Infor's Financial and Human Capital Management systems at our corporate office and operating locations. The Infor Human Capital Management system includes features such as benefits administration, payroll management, HR administration, leave of absence management, a built-in business process framework, and native business analytics tools and reports. Infor software is fully integrated and web-enabled.

**MV began transitioning to Workday, a modern cloud-based ERP system, in June 2025, and this process will continue through 2026.** Given the complexity of this enterprise transition, we are using a phased approach to mitigate risk and orchestrate change effectively. This transition streamlines operations for our customers, enhances workforce management, and improves decision-making.

Workday offers automation, integration, and user-friendly finance, while also enhancing HR tasks and overall business operations. By centralizing functions, automating workflows, and providing real-time insights, Workday increases efficiency in our daily operations and improves employee experiences, ultimately driving growth. The Workday platform is scalable, secure, and offers an intuitive design to provide agile business solutions.

The software's scalability enables MV's growth without capacity constraints. Additionally, its role-specific permissions and security features allow our management to selectively determine which processes and controls to centralize.

MV will maintain accounting records on an accrual basis following Generally Accepted Accounting Principles (GAAP).

MV believes in proper data backup and off-site storage of data backups in the case of a fire or other catastrophic event. MV's IT team will set up the local computer network to ensure proper connectivity, security levels, password protection, and local technical support. MV will work with the City IT staff as needed.

## 7.1. Approach to Reporting Quality Control

MV supplies NTD data to its clients and assists in compiling these reports. While the Federal Transit Administration (FTA) prohibits private contractors from directly reporting data to the NTD Database on behalf of FTA-funded transit agencies, MV’s local operations teams assist in collecting and summarizing all required data.

MV follows the trip sampling methodology and forms, as outlined in the NTD Reporting Manual, including FTA Circular 2710-1A. Compliance with FTA uniform accounting standards and NTD reporting systems is key to MV’s U.S. federally funded operations.

MV will fully cooperate with the City to collect and report all FTA ridership, operating, safety, and financial information. The information collected and summarized for the City’s NTD reports will be maintained as required.

The general manager will be responsible for meeting the City’s NTD sampling, collection, verification, and reporting requirements. This individual will be supported by the MV corporate staff described in section 6.1 Key Personnel and will avail herself of the City’s guidance, FTA seminars on NTD reporting, and other support available from the FTA website.

The safety training manager will collect sample trip data, with support from the operations managers and service supervisors. This information is compiled for the following NTD modules: basic, financial, and service. MV’s vehicle operators will be required to collect sample data only occasionally, and only on routes with the lowest ridership.

Dispatchers will distribute and collect required vehicle operator surveys; vehicle operators will complete and submit any required operator surveys. The maintenance manager will supply data for the Asset Module (fleet and facility data). Finally, the operations manager will assist the general manager with collecting required operational and ridership data.

### Accident and Incident Procedures

*Please see the sample accident/incident forms following this section.*




**Achieving an operation marked by world-class safety requires employees to prioritize safety as the most important aspect of their jobs and to consistently promote safe behavior.** It is equally important to be prepared if the unexpected happens and an accident or incident occurs. MV operators are thoroughly trained in MV’s procedures to promptly and accurately report all accidents and incidents.

All incidents must be immediately reported from the scene. In the event of a severe incident, the safety and training manager will immediately contact Director of Safety Jorge Flores, who will then notify our Rapid Response Investigations Expert, AJ Holl, at (361) 960-5008.

All MV operators are trained in emergency response. In the event of an accident, they contact dispatch as soon as they can safely do so. Dispatch will then send a road supervisor to the scene, who is an expert in emergency response and accident investigation.

Our staff is required to adhere to the following crucial steps as part of MV’s accident response and investigation procedures:

#### Accident Investigation Steps

1		Emergency Response	For serious accidents, we involve law enforcement/emergency medical response to ensure injured parties are attended to, and we will obtain the contact details of the response team.
2		Identify Witnesses	Identify eyewitnesses, including passengers and other involved parties (other vehicle driver and/or passengers, pedestrians), and respectfully request their contact information.
3		Document Injuries	Record any observed injuries. Note if there are no visible injuries.

4		Photograph Incident Scene	Capture long-view images of all vehicles involved, close-up shots of specific damage, license plates, and photograph the positions of vehicles at their final rest if possible.
5		Obtain Surveillance Footage	Attempt to locate traffic, surveillance, and doorbell cameras that may have captured the accident. If successful, note available details and try to obtain a video copy from the business owner/homeowner.
6		Drug & Alcohol Testing	Ensure drug and alcohol testing of the operator following company protocols.
7		Seek Outside Counsel	Engage outside investigations counsel for fatal or critical accidents via the safety director.
8		Complete Documentation	Finalize all documentation with the operator, including operator interviews, preventability determination sheets, and obtain video of the event.
9		Upload & File	Upload supporting accident documents to Azure and complete the accident folder using MV's accident folder checklist.

Home View

Company/Project & Date: Feb 13 2026

Not Assigned

Tip Filters

Tip	Veh.	Driver	Route	Route Position	Scheduled Dep.	Scheduled Arr.	Block
388	150		6 Stevenson Ranch/Sh...		11:37 AM	1:16 PM	6106
332	149	534050	6 Stevenson Ranch/Sh...		11:38 AM	1:11 PM	6104
143	142	690247	3 Magic Mountain/Sec...		12:05 PM	12:44 PM	7111
556	265	685852	757 North Hollywood		12:08 PM	12:26 PM	1704
333	151		6 Stevenson Ranch/Sh...		12:08 PM	1:40 PM	6116
382	157		5 Stevenson Ranch/Vaq...		12:10 PM	1:38 PM	6112
795	127	620840	12 Whites Cyn/MRTC		12:12 PM	1:05 PM	6102
810	147		12 Whites Cyn/MRTC		12:13 PM	1:04 PM	6101
142	155		4 Bouquet Cyn/Newhall ...		12:15 PM	1:13 PM	6107
116	333	620302	2 Bouquet Cyn/Newhall ...		12:15 PM	1:14 PM	6108
802	110	523291	2 Val Verde Transit Center		12:18 PM	12:51 PM	6111
573	265	685852	757 North Hollywood		12:31 PM	1:37 PM	1704
874	131		1 Castaic/MRTC		12:33 PM	1:08 PM	6117
389	115		6 Stevenson Ranch/Sh...		12:37 PM	2:04 PM	6113
326	114	524055	5 Stevenson Ranch/Vaq...		12:38 PM	2:11 PM	6102
826	124	521598	12 Whites Cyn/MRTC		12:38 PM	1:29 PM	6105
443	266		757 North Hollywood		12:39 PM	12:57 PM	1751
1161	152		7 Magic Mountain/Sec...		12:40 PM	1:30 PM	7104
1170	142	690247	7 Magic Mountain/Sec...		12:44 PM	1:38 PM	7111
154	119		14 Plum Cyn/Newhall M...		12:45 PM	1:45 PM	6115
857	103	521364	1 Castaic/MRTC		12:45 PM	1:18 PM	6119
129	143		14 Plum Cyn/Newhall M...		12:48 PM	1:44 PM	6114
909	110	523291	2 Val Verde Transit Center		12:51 PM	1:21 PM	6111
842	118		12 Whites Cyn/MRTC		12:55 PM	1:46 PM	6109

Map

Map

- LARC Ranch
  - Arrival: 12:29 PM
  - Layover: 0:01
  - Departure: 12:26 PM
  - Scheduled: 12:19 PM
  - Variance: 0:11
- Alamitos Dr & Row Ct
  - Arrival: 12:32 PM
  - Layover: 0:02
  - Departure: 12:30 PM
  - Scheduled: 12:32 PM
  - Variance: 0:12
- Bouquet Canyon Rd & Centurion Wy
  - Arrival: 12:39 PM
  - Layover: 0:00
  - Departure: 12:39 PM
  - Scheduled: 12:28 PM
  - Variance: 0:13
- Bouquet Canyon Rd & Seco Canyon Rd
  - Arrival: 12:41 PM
  - Layover: 0:02
  - Departure: 12:41 PM
  - Scheduled: 12:41 PM
  - Variance: 0:12
- MidVal Regional Transit Center (MRTC)
  - Arrival: 12:50 PM
  - Layover: 0:00
  - Departure: 12:50 PM
  - Scheduled: 12:50 PM
  - Variance: 0:00
- Rockwell Canyon Rd & College of the Canyons
  - Arrival: 12:53 PM
  - Layover: 0:00
  - Departure: 12:53 PM
  - Scheduled: 12:53 PM
  - Variance: 0:00
- Lyonis Ave & Wiley Canyon Rd
  - Arrival: 1:00 PM
  - Layover: 0:00
  - Departure: 1:00 PM
  - Scheduled: 1:00 PM
  - Variance: 0:00
- Lyonis Ave & Valley St
  - Arrival: 1:04 PM
  - Layover: 0:00
  - Departure: 1:04 PM
  - Scheduled: 1:04 PM
  - Variance: 0:00
- Railroad Ave & Newhall Metrolink Station

Home View

Company/Project & Date: Feb 13 2026

Not Assigned

Tip Filters

Tip	Veh.	Driver	Route	Route Position	Scheduled Dep.	Scheduled Arr.	Block
388	150		6 Stevenson Ranch/Sh...		11:37 AM	1:16 PM	6106
332	149	534050	6 Stevenson Ranch/Sh...		11:38 AM	1:11 PM	6104
143	142	690247	3 Magic Mountain/Sec...		12:05 PM	12:44 PM	7111
556	265	685852	757 North Hollywood		12:08 PM	12:26 PM	1704
333	151		6 Stevenson Ranch/Sh...		12:08 PM	1:40 PM	6116
382	157		5 Stevenson Ranch/Vaq...		12:10 PM	1:38 PM	6112
795	127	620840	12 Whites Cyn/MRTC		12:12 PM	1:05 PM	6102
810	147		12 Whites Cyn/MRTC		12:13 PM	1:04 PM	6101
142	155		4 Bouquet Cyn/Newhall ...		12:15 PM	1:13 PM	6107
116	333	620302	2 Bouquet Cyn/Newhall ...		12:15 PM	1:14 PM	6108
802	110	523291	2 Val Verde Transit Center		12:18 PM	12:51 PM	6111
573	265	685852	757 North Hollywood		12:31 PM	1:37 PM	1704
874	131		1 Castaic/MRTC		12:33 PM	1:08 PM	6117
389	115		6 Stevenson Ranch/Sh...		12:37 PM	2:04 PM	6113
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857	103	521364	1 Castaic/MRTC		12:45 PM	1:18 PM	6119
129	143		14 Plum Cyn/Newhall M...		12:48 PM	1:44 PM	6114
909	110	523291	2 Val Verde Transit Center		12:51 PM	1:21 PM	6111
842	118		12 Whites Cyn/MRTC		12:55 PM	1:46 PM	6109

Map

http://localhost:8080/Analysis/TripException.aspx

Search...

Passenger Counts | Travel Times | Trip Exceptions | System Overview | Vehicle Diagnostics

Project	Company	Exception	Notes	Route	Period
Santa Clarita Transit	MV Transit	Excluding Timepoint - early departure	All	All	Sunday, January 4, 2026

Exception	Count	Trip %
Late assignment	0	0.0%
No assignment	0	0.0%
Missed trip	1	0.4%
Early departure	1	0.4%
Late departure	16	5.7%
Very late departure	0	0.0%
Timepoint - late departure	65	11.1%
Timepoint - very late departure	0	0.0%
<b>Trips with one or more exceptions</b>	<b>41</b>	<b>14.7%</b>
<b>Trips accepted by regulator</b>	<b>3</b>	<b>1.1%</b>
<b>All Trips</b>	<b>279</b>	

Dispatch Santa Clarita Transit Metro System 1:02 PM

Service Date: 2/13/2026

Assignments: Assign Blocks

Management: Active Trips, Schedules, Routes, Vehicles, Drivers

### Active Trips

ID	Start Time	End Time	Destination	Status
1161	12:40 PM	1:30 PM	To Copper Hill	Running
1170	12:44 PM	1:38 PM	To Magic Mtn & Fivepoint Valencia	Running
648	1:02 PM	2:08 PM	To Santa Clarita via North Hollywood	Running
796	1:05 PM	1:55 PM	To Transit Center	Running
909	12:51 PM	1:21 PM	To Santa Clarita	Running
116	12:15 PM	1:14 PM	To Newhall Metrolink	Running
129	12:48 PM	1:44 PM	To Newhall Metrolink	Running
857	12:45 PM	1:18 PM	To Old Rd & Sloan Cyn	Running
874	12:33 PM	1:08 PM	To Santa Clarita	Running
142	12:15 PM	1:13 PM	To LARC	Running
573	12:31 PM	1:37 PM	To Santa Clarita via North Hollywood	Running

Dispatch Santa Clarita Transit Metro System 1:05 PM

Service Date: 2/13/2026

Assignments: Assign Blocks

Management: Active Trips, Schedules, Routes, Vehicles, Drivers

### 4 BOUQUET CYN/NEWHALL METROLINK

ib00401 To LARC

DETAILS STOPS TRIPS

Route: Bouquet Cyn/Newhall Metrolink

Pattern: ib00401

Headway: N/A

Details:

- Direction: Inbound
- Distance: 14.35 mi
- Destination: LARC
- Destination group: Newhall Metrolink to Bouquet Cyn
- Vehicle type: Bus

# Accident Checklist

	YES	NO	Pending		
24 Hour Hotline Called/Ref#_____	{ }	{ }	{ }	<b>X</b>	Incident Web Page
Drug/Alcohol Form/Paperwork/BAT, COC/Copies	{ }	{ }	{ }		
Police Report#_____	{ }	{ }	{ }		
Police Report Due by_____	{ }	{ }	{ }		
Courtesy Cards/Witness Cards	{ }	{ }	{ }		
Pictures (scene Pictures not just damage)	{ }	{ }	{ }		
Accident Form/Manual	{ }	{ }	{ }		
Accident Form/E-Form	{ }	{ }	{ }		
Operator Statement/Signed/Dated	{ }	{ }	{ }		
Accident E-Form Signed/Dated	{ }	{ }	{ }		
Body Damage Estimate Minor/Moderate/Major	{ }	{ }	{ }		

Notify Jacob Ortiz      (661) 513-8205    Date:\_\_\_\_\_ Time:\_\_\_\_\_ Email Sent Y/N

    Ruben Mendoza    (818) 749-9824    Date:\_\_\_\_\_ Time:\_\_\_\_\_ Email Sent Y/N

Lead Road Supervisor/ 2<sup>nd</sup> Supervisor on Scene:\_\_\_\_\_

Claim Status Notes:

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**MV Transportation**  
**Santa Clarita Division 150**  
 28250 Constellation Rd. Valencia, CA 91355

**FTA Post-Accident Drug and Alcohol Testing Decision Making Form**

*The Federal Transit Administration (FTA) drug and alcohol testing regulation (49 CFR Part 655) requires that safety-sensitive employees involved in a public transportation vehicle accident (as defined at 655.4 & 655.44) submit to tests for alcohol misuse and prohibited drug use as soon as possible following the accident. Part 655 also requires the testing of any other safety-sensitive employee whose performance could have contributed to the accident, as determined by the employer at the scene using the best information available at the time of the decision.*

**Accident Information:**

Date of Accident: \_\_\_\_\_ Time of Accident: \_\_\_\_\_ AM/PM  
 Employee Name: \_\_\_\_\_ Employee ID/SSN: \_\_\_\_\_

**Decision Questions:**

- Was there a fatality?  
 \_\_\_\_\_ YES (FTA drug and alcohol tests are REQUIRED) \_\_\_\_\_ NO
- If there was NO fatality, answer the following questions:
  1. Has any individual suffered a bodily injury and immediately received medical treatment away from the scene of the accident? \_\_\_\_\_ YES \_\_\_\_\_ NO
  2. Was there any disabling damage to **any** vehicle involved in the accident, requiring the vehicle to be towed away from the scene? \_\_\_\_\_ YES \_\_\_\_\_ NO

**If you marked NO to questions 1 and 2 DO NOT CONDUCT A DOT TEST**

If you answered yes to any of these TWO questions, can you **completely** discount the performance of the operator of the public transportation vehicle as a contributing factor to the accident?

\_\_\_\_\_ NO (FTA drug and alcohol tests are REQUIRED)  
 \_\_\_\_\_ YES, Explain: \_\_\_\_\_

(If you answered YES, FTA drug and alcohol tests are PROHIBITED)

- Other than the operator, could the performance of any other safety-sensitive employee have contributed to the accident, using the best information available?

\_\_\_\_\_ NO  
 \_\_\_\_\_ YES, Explain: \_\_\_\_\_

(If YES, make arrangements to immediately post-accident test that employee)

**Did You Decide to Perform a Drug or Alcohol Test?**

\_\_\_\_\_ YES, under DOT (Complete page 2 of this form) \_\_\_\_\_ NO (No further action required)

**Time of Decision to Conduct a DOT/FTA Post-Accident Test:** \_\_\_\_\_AM/PM

**Testing Information:**

Collection Site Location: \_\_\_\_\_ Time Arrived: \_\_\_\_\_AM/PM

1. Was the **alcohol** test performed within **2** hours of the time of the accident?

\_\_\_\_\_ YES

\_\_\_\_\_ NO, **Explain:** \_\_\_\_\_

\_\_\_\_\_

2. Was the **alcohol** test performed within **8** hours of the time of the accident?

\_\_\_\_\_ YES

\_\_\_\_\_ NO, **Explain:** \_\_\_\_\_

\_\_\_\_\_

**If the alcohol test is not conducted within 8 hours cease all efforts to administer the test.**

3. Was the **drug** test performed within **32** hours of the time of the accident?

\_\_\_\_\_ YES

\_\_\_\_\_ NO, **Explain:** \_\_\_\_\_

\_\_\_\_\_

**If the drug test is not conducted within 32 hours cease all efforts to administer the test.**

**MV Transportation Policy:** When conducting a post injury/post-accident test (If allowable within your state) under company policy and not DOT authority, you must explain to the employee that the drug and alcohol test are being done under MV transportation authority and must be done on NON-DOT drug and alcohol testing chain of custody forms.

I am conducting this test under **MV Transportation Authority(NON-DOT)** \_\_\_\_\_

*The above documentation was provided by:*

Supervisor Name: \_\_\_\_\_

Phone No: 661-295-6328

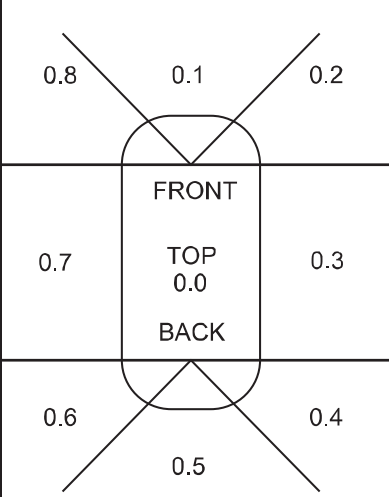
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

After completing this form please fax to compliance dept. at 972-391-4727 ONLY if a test was conducted.  
If no test was conducted do not fax.

Keep 1 copy in drug file and 1 copy in accident folder at all times

IMPACT AREA, CIRCLE ONE CODE



- 0.9 MULTIPLE AREAS/OVERTURN/BOTTOM
- |   |  |
|---|--|
| <b>ACCIDENT TYPE</b>                      | <b>INVOLVING</b>                                   |
| <input type="checkbox"/> 1.1 OVERTURN     | <input type="checkbox"/> 2.3 PEDESTRIAN            |
| <input type="checkbox"/> 1.2 BUS OFF ROAD | <input type="checkbox"/> 2.4 BICYCLIST             |
| <input type="checkbox"/> 1.3 SIDESWIPE    | <input type="checkbox"/> 2.5. ANIMAL               |
| <input type="checkbox"/> 1.4 FIXED OBJECT | <input type="checkbox"/> 2.6 PARKED VEHICLE        |
| <input type="checkbox"/> 1.5 INTERSECTION | <input type="checkbox"/> 2.7 MV YARD OR PROPERTY   |
| <input type="checkbox"/> 1.6 REAR END     | <input type="checkbox"/> 2.8 WHEELCHAIR SECUREMENT |
| <input type="checkbox"/> 1.7 FRONT END    | <input type="checkbox"/> 2.9 _____                 |
| <input type="checkbox"/> 1.8 _____        | OTHER  |

- MOVEMENT**
- VEHICLE  
BUS #2 #3
- 3.1 STRAIGHT AHEAD - PASSING
  - 3.2 STRAIGHT AHEAD - BEING PASSED
  - 3.3 STRAIGHT AHEAD - NOT PASSING OR BEING PASSED
  - 3.4 MERGING / LANE CHANGE
  - 3.5 TURNING LEFT
  - 3.6 TURNING RIGHT
  - 3.7 BACKING
  - 3.8 STOPPED IN TRAFFIC
  - 3.9 STOPPED AT RR CROSSING
  - 3.10 WEAVING
  - 3.11 SKIDDING
  - 3.12 WRONG SIDE
  - 3.13 MV VEHICLE PARKED
  - 3.14 \_\_\_\_\_
- OTHER

- PEDESTRIAN / BICYCLIST**
- 4.1 WALKING/RIDING WITH TRAFFIC
  - 4.2 WALKING/RIDING AGAINST TRAFFIC
  - 4.3 COMING FROM BEHIND PARKED VEH.
  - 4.4 CROSSING AT INTERSECTION
  - 4.5 CROSSING NOT AT INTERSECTION
  - 4.6 ALIGHTING FROM A VEHICLE
  - 4.7 \_\_\_\_\_
- OTHER

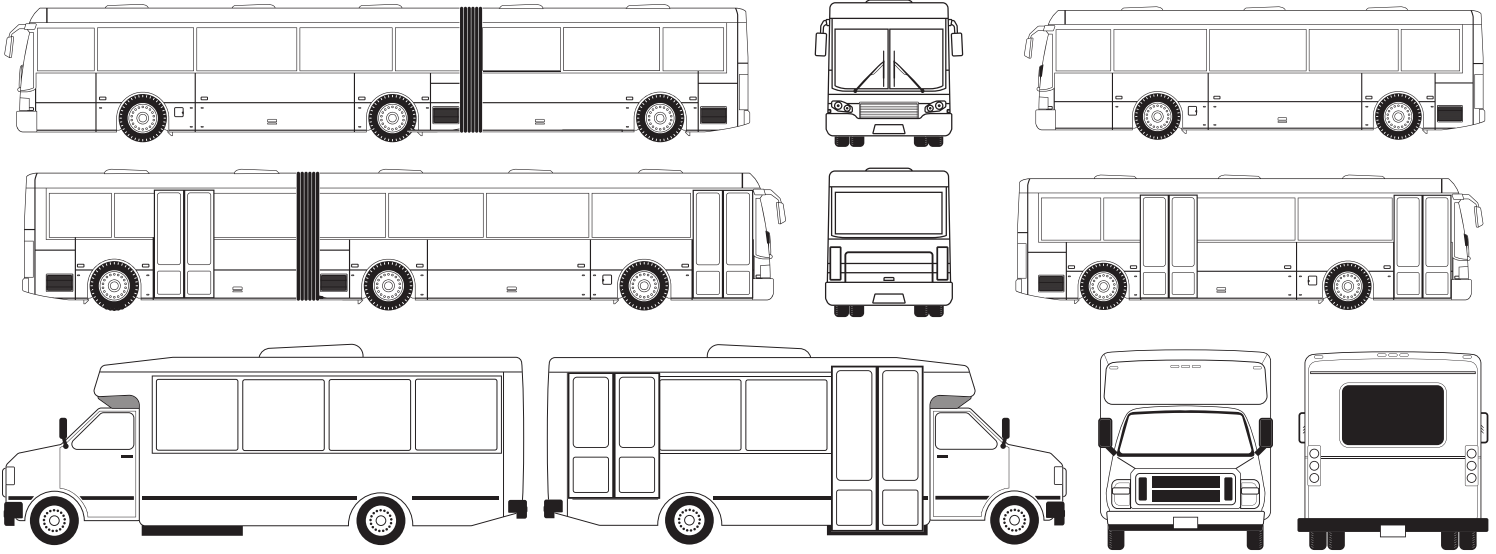
- PASSENGER INJURY / FALL**
- 5.1 BOARDING VEHICLE
  - 5.2 ALIGHTING FROM VEHICLE
  - 5.3 CAUGHT IN DOORS
  - 5.4 SEATED
  - 5.5 IN MOTION IN VEHICLE
  - 5.6 \_\_\_\_\_
- OTHER

# MV Transportation, Inc. VEHICULAR ACCIDENT REPORT

COMPLETE ALL BOXES; IF UNKNOWN, PUT "UNK"; IF NOT APPLICABLE, PUT "NA"

DATE	OF ACCIDENT (MO. DAY YR.)	TIME	BUS. NUMBER	MODEL							
PLACE	NEAREST CITY OR TOWN			STATE OR PROV.							
	ON (STREET OR HIGHWAY)		<input type="checkbox"/> AT (STREET, HIGHWAY OR OTHER LANDMARK) <input type="checkbox"/> NEAR								
TRIP OR ROUTE	TRIP NO. OR ROUTE NO.	ENROUTE FROM	ENROUTE TO								
BUS DRIVER	NAME		DATE HIRED	DOB	AGE	EMPLOYEE NO.	DIVISION NAME				
	<input type="checkbox"/> FULL TIME	DRIVING EXPERIENCE (BY TYPE OF VEH.)	6.1 MO. ALL TYPES OF VEH.	6.2 MO. COMM'L. VEHICLES	6.3 MO. BUSES	SINCE LAST 8 CONSEC. HOURS OFF DUTY	7.1 HRS. ON DUTY (INCL. DRIVING)	7.2 HRS. ACTUALLY DRIVEN			
<input type="checkbox"/> PART TIME	ESTIMATED HOURS OF "ON DUTY" TIME, SINCE LAST PERIOD OF 8 CONSECUTIVE HOURS OFF DUTY										
	8.1 <input type="checkbox"/> 1 HR.	8.3 <input type="checkbox"/> 3 HRS.	8.5 <input type="checkbox"/> 5 HRS.	8.7 <input type="checkbox"/> 7 HRS.	8.9 <input type="checkbox"/> 9 HRS.	8.11 <input type="checkbox"/> 11-12 HRS.					
	8.2 <input type="checkbox"/> 2 HRS.	8.4 <input type="checkbox"/> 4 HRS.	8.6 <input type="checkbox"/> 6 HRS.	8.8 <input type="checkbox"/> 8 HRS.	8.10 <input type="checkbox"/> 10 HRS.						
DAMAGE TO MV BUS/VEH.	DESCRIBE DAMAGE					WAS VEHICLE TOWED?					
VEH. 2	DRIVER'S NAME		PHONE	AGE (EST.)	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE						
	DRIVER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)			OPER. LIC. NO.	STATE OR PROV.						
	OWNER'S NAME		PHONE	VEH. YEAR, MAKE & MODEL							
	OWNER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)			VEH. LIC. NO.	STATE OR PROV.						
	DESCRIBE DAMAGE					WAS VEHICLE TOWED?					
	INSURANCE POLICY				POLICY NUMBER						
VEH. 3	DRIVER'S NAME		PHONE	AGE (EST.)	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE						
	DRIVER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)			OPER. LIC. NO.	STATE OR PROV.						
	OWNER'S NAME		PHONE	VEH. YEAR, MAKE & MODEL							
	OWNER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)			VEH. LIC. NO.	STATE OR PROV.						
	DESCRIBE DAMAGE					WAS VEHICLE TOWED?					
	INSURANCE POLICY				POLICY NUMBER						
OTHER PROPERTY	DESCRIBE DAMAGE										
PERSONS IN ACCIDENT	NO. OF PERSONS (INCL. DRIVER)		BUS / MV VEHICLE	VEH. 2	VEH. 3	S P E E D	POSTED SPEED LIMIT	BUS / MV VEHICLE	VEH. 2	VEH. 3	
	NO. OF PERSONS COMPLAINING OF INJURY						MPH	MPH	MPH		
	PERSONS TRANSPORTED TO HOSPITAL						ESTIMATED SPEED WHEN DANGER NOTICED	MPH	MPH	MPH	
	NUMBER PERSONS ADMITTED TO HOSPITAL						ESTIMATED SPEED AT IMPACT	MPH	MPH	MPH	
POLICE INVESTIGATE? <input type="checkbox"/> YES <input type="checkbox"/> NO		IF SO, NAME OF OFFICER WITH BADGE #				REPORT NO.					
		IF SO, NAME OF DEPARTMENT OR PATROL & LOCATION									
TICKETS ISSUED? <input type="checkbox"/> MV DRIVER <input type="checkbox"/> OTHER DRIVER <input type="checkbox"/> NONE		IF SO, CHARGE									
INCIDENT REPORTED TO MV RISK MGMT HOTLINE				<input type="checkbox"/> YES <input type="checkbox"/> NO			REFERENCE NUMBER				
ANYONE TRANSPORTED TO HOSPITAL?				<input type="checkbox"/> YES <input type="checkbox"/> NO			HOSPITAL NAME		CITY & STATE		

**MARK "X" WHERE DAMAGE OR CONTACT OCCURRED**

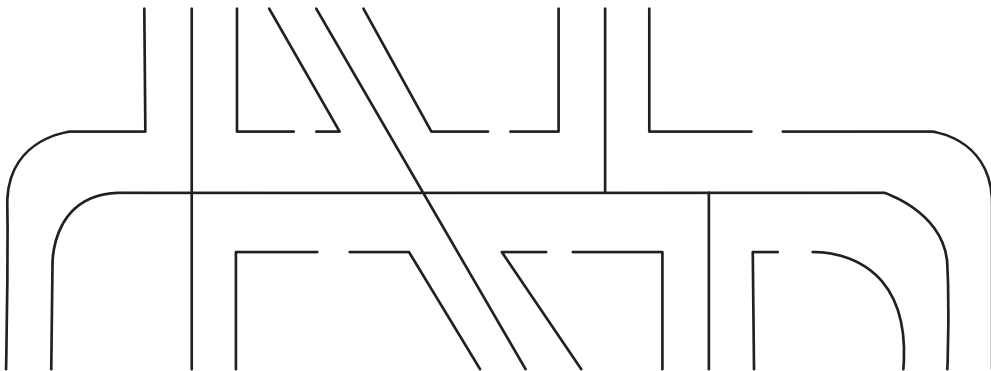
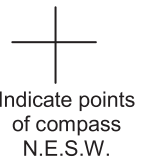


**INSTRUCTIONS**

- Choose sections of diagram that will show outline of roadway at place of accident.
- Use solid line to show path of vehicle BEFORE accident: dotted line AFTER accident:
- Number each vehicle and show direction of travel by arrow:
- Show PEDESTRIAN by:

- Show RAILROAD by: ..... + + + + +
- Show TRAFFIC LIGHT by: ..... \*
- Show STOP SIGN by: ..... ◊
- Indicate distance and direction from point of impact to nearest bridge, culvert or other landmarks.
- Indicate names of streets or route numbers of roadways.

Complete the following diagram showing direction & position of vehicles or property involved, designating clearly point of contact.



TRAFFIC LANES		ROADWAY		SIGNALS	PAVING	WEATHER	LIGHT
NO. OF LANES	9.1 <input type="checkbox"/> LANES MARKED	10.1 <input type="checkbox"/> STRAIGHT	10.7 <input type="checkbox"/> DRY	11.1 <input type="checkbox"/> STOP SIGN	12.1 <input type="checkbox"/> CEMENT	13.1 <input type="checkbox"/> CLEAR	15.1 <input type="checkbox"/> DAYLIGHT
	9.2 <input type="checkbox"/> LANES UNMARKED	10.2 <input type="checkbox"/> CURVE	10.8 <input type="checkbox"/> WET	11.2 <input type="checkbox"/> TRAFFIC LIGHT	12.2 <input type="checkbox"/> BRICK	13.2 <input type="checkbox"/> RAIN	15.2 <input type="checkbox"/> DARK
WIDTH OF EACH FT.	9.3 <input type="checkbox"/> NO ROAD DEFECTS	10.3 <input type="checkbox"/> DOWN GRADE	10.9 <input type="checkbox"/> MUDDY	11.3 <input type="checkbox"/> POLICEMAN	12.3 <input type="checkbox"/> ASPHALT	13.3 <input type="checkbox"/> SNOW	15.3 <input type="checkbox"/> DUSK
	9.4 <input type="checkbox"/> HOLES, RUTS, ETC.	10.4 <input type="checkbox"/> UP GRADE	10.10 <input type="checkbox"/> SNOWY	11.4 <input type="checkbox"/> WARNING SIGNAL	12.4 <input type="checkbox"/> GRAVEL	13.4 <input type="checkbox"/> SLEET	15.4 <input type="checkbox"/> DAWN
<input type="checkbox"/> DIVIDED	9.5 <input type="checkbox"/> LOOSE MATERIAL	10.5 <input type="checkbox"/> LEVEL	10.11 <input type="checkbox"/> ICY	11.5 <input type="checkbox"/> R.R. GATES	12.5 <input type="checkbox"/> (OTHER) _____	13.5 <input type="checkbox"/> FOG	IF DARK, WAS HIGHWAY LIGHTED?
<input type="checkbox"/> (OTHER) _____	9.6 <input type="checkbox"/> (OTHER) _____	10.6 <input type="checkbox"/> HILL CREST	10.6 <input type="checkbox"/> HILL CREST	11.6 <input type="checkbox"/> YIELD SIGN		13.6 <input type="checkbox"/> (OTHER) _____	15.5 <input type="checkbox"/> YES <input type="checkbox"/> NO
		FLAGS, FLARES, FUSES, ETC. DISPLAYED 10.12 _____		11.7 <input type="checkbox"/> (OTHER) _____	LOCATION		15.6 <input type="checkbox"/> (OTHER) _____
				11.8 <input type="checkbox"/> NOT WORKING	14.1 <input type="checkbox"/> CITY & SUBURBAN	14.3 <input type="checkbox"/> INTERSECTION	
					14.2 <input type="checkbox"/> RURAL	14.4 <input type="checkbox"/> NON-INTERSECT.	
						14.5 <input type="checkbox"/> MV PROPERTY	

**DRIVER: DESCRIBE ACCIDENT FULLY (CONTINUE ON PAGE THREE IF NECESSARY.)**



# Appendix

Please find the following documents in the appendix on the following pages:

- » Items for Discussion
- » Certificate of Insurance
- » Staff Schedule

# Exceptions

MV respectfully requests discussion of the following recommendations at the appropriate time during the procurement process.

RFP/Contract Section	Stated Language	Proposed Language	Explanation
Price Adjustment	N/A	Include provision that provides for price adjustments if Contractor's costs increase or revenues decrease as a result of (i) changes to the scope of work/service hours requested by the City, (ii) changes in laws, rules, regulations, etc. applicable to the services to be provided by Contractor, and/or (iii) wage increases necessary for Contractor to be able to recruit and retain qualified employees as a result of an increase in the minimum wage in the City or surrounding jurisdictions; and (iv) costs incurred in response to a federal, state, or local state of emergency (including the COVID-19 pandemic or similar national emergency), including providing personal protective equipment, supplies, staffing, and additional services (including additional health and safety services or requirements). If the parties are unable to agree on a rate adjustment, then either party may terminate the contract upon 120 days written notice to the other party.	Contractor needs price protection for changes requested by the City or matters that were not contemplated at the time of Contractor's proposal.
Vehicle Acceptance Standards	N/A	Include Contractor's vehicle acceptance standards as the applicable standard against which all vehicles will be inspected. Include Contractor's vehicle acceptance agreement as an exhibit to the Agreement.	Upon delivery of the vehicles to Contractor, the vehicles must be in the same condition as the condition that Contractor is required to maintain. Include that the City will be responsible for the cost of major repairs needed during the first 180 days after Contractor begins service under the Agreement.
Facility Condition / Environmental	N/A	Include provision to make it clear that Contractor is not responsible for any facility repairs or environmental issues or releases of hazardous materials existing on or prior to the Contractor's occupancy of the City's facilities, or caused by any party other than Contractor.	Contractor should not be responsible for existing issues or issues caused by other parties.

## Exceptions

RFP/Contract Section	Stated Language	Proposed Language	Explanation
Requirement to Meet All Provisions.	By virtue of its proposal submittal, the bidder acknowledges agreement with and acceptance of all provisions of the RFP specifications	Notwithstanding Contractor's delivery of a proposal, Contractor reserves the right to reject a contract award if Contractor and the City are unable to negotiate a satisfactory resolution to Contractor's submitted exceptions.	Contractor's proposal and acceptance of an award are subject to and conditioned upon the City's acceptance of Contractor's exceptions.
Proterra Vehicle Parts	N/A	Include provision to allow contractor to reengage client if contractor experiences issues with Proterra replacement parts.	The industry has experienced a parts issue with Proterra as it relates to availability and timing.
Start Up Costs	N/A	Include provision to all contractor to remove start up costs from the total costs in Year 1.	Currently start-up is part of fixed costs in Year 1.
Fleet Replacement Schedule	N/A	Include provision to allow contractor to reengage client if replacement fleet does not arrive according to schedule.	We followed the replacement schedule presented in the RFP documents.
Price Pages	N/A	Please acknowledge that price pages have a double count for maintenance expenses.	Price pages C95 "Operating Maintenance Expense" reflect the maintenance costs as well as C97 under monthly fee (fixed costs).
Termination Without Cause	The City may at any time, for any reason, with or without cause, suspend or terminate this Agreement, or any portion hereof, by serving upon the Contractor at least thirty (30) days prior written notice.	Revise to provide for at least 60 days' notice of termination and payment of Contractor's reasonable close-out costs.	Contractor will have contract termination costs as well as employment termination obligations required by law (WARN ACT, etc.).
Labor Matters	N/A	Contractor shall have the ability to determine which employees it will hire and will have the right to set the terms and conditions of employment for its employees.	Contractor must have the ability to negotiate the terms and conditions of employment and shall not be bound by the terms of any of the City's 13(c) Agreements or of any CBA between the employees and the prior contractor.



# CERTIFICATE OF LIABILITY INSURANCE

5/1/2026

DATE (MM/DD/YYYY)

12/16/2025

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).

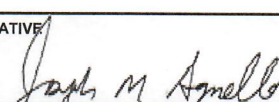
<b>PRODUCER</b> Lockton Companies, LLC DBA Lockton Insurance Brokers, LLC in CA CA license #0F15767 444 W. 47th St., Ste. 900 Kansas City MO 64112-1906 (816) 960-9000 kcasu@lockton.com	<b>CONTACT NAME:</b> <b>PHONE (A/C. No. Ext):</b> <b>E-MAIL ADDRESS:</b>	<b>FAX (A/C. No):</b>	
	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURED</b> 1537056 MV TRANSPORTATION, INC, AND SUBSIDIARIES 2711 N. HASKELL, SUITE 1500 DALLAS TX 75204	<b>INSURER A :</b> ACE American Insurance Company		22667
	<b>INSURER B :</b> Allianz Global Corporate & Specialty SE		
	<b>INSURER C :</b> Indemnity Insurance Co of North America		43575
	<b>INSURER D :</b>		
	<b>INSURER E :</b>		
	<b>INSURER F :</b>		

**COVERAGES**      **CERTIFICATE NUMBER:** 22780299      **REVISION NUMBER:** XXXXXXXX

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	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	N	HDO G48961162	5/1/2025	5/1/2026	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000 \$
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY	Y	N	ISA H10818461	5/1/2025	5/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
B	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$	Y	N	B0713NAMCA2501709	5/1/2025	5/1/2028	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
A A C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WCU C72631791 (CA,OH,WA) WLR C72631833 (AZ/MA) WLR C72631870 (AOS)	5/1/2025 5/1/2025 5/1/2025	5/1/2026 5/1/2026 5/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
 FOR RFP FIXED ROUTE PUBLIC TRANSIT OPERATION AND MAINTENANCE SERVICES. THE CITY AND ITS OFFICERS, OFFICIALS, EMPLOYEES, AGENTS AND VOLUNTEERS ARE THE ADDITIONAL INSURED ON GENERAL LIABILITY, AUTO LIABILITY AND EXCESS COVERAGE IF REQUIRED BY WRITTEN CONTRACT AND SUBJECT TO THE TERMS AND CONDITIONS OF THE POLICIES. A WAIVER OF SUBROGATION APPLIES TO WORKERS COMPENSATION IF REQUIRED BY WRITTEN CONTRACT AND WHERE ALLOWED BY LAW. FOR CANCELLATION DUE TO ANY REASON OTHER THAN NON PAYMENT OF PREMIUM A 30 DAY NOTICE (10 DAY FOR NON PAYMENT) WILL BE SENT TO THE CERT HOLDER. COVERAGE IS ONLY EFFECTIVE WITH A WRITTEN, SIGNED CONTRACT WITH THE INSURED.

<b>CERTIFICATE HOLDER</b>  <b>22780299</b> THE CITY OF SAN LUIS OBISPO 990 PALM STREET SAN LUIS OBISPO CA 93401	<b>CANCELLATION</b> See Attachments  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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POLICY NUMBER: HDO G48961162

Endorsement Number: 5

**COMMERCIAL GENERAL LIABILITY  
CG 20 10 1219****THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.****ADDITIONAL INSURED OWNERS, LESSEES OR  
CONTRACTORS - SCHEDULED PERSON OR  
ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

**SCHEDULE**

Name Of Additional Insured Person(s) Or Organization(s)	Location(s) Of Covered Operations
Any Owner, Lessee or Contractor whom you have agreed to include as an additional insured under a written contract, provided such contract was executed prior to the date of loss.	All locations where you are performing ongoing operations for such additional insured pursuant to any such written contract.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.	

**A. Section II — Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

However:

1. The insurance afforded to such additional insured only applies to the extent permitted by law; and
2. If coverage provided to the additional insured is required by a contract or agreement, the insurance afforded to such additional insured will not be broader than that which you are required by the contract or agreement to provide for such additional insured.

**B.** With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

**C.** With respect to the insurance afforded to these additional insureds, the following is added to **Section III — Limits Of Insurance:**

If coverage provided to the additional insured is required by a contract or agreement, the most we

**will pay on behalf of the additional insured is the amount of insurance:**

- 1. Required by the contract or agreement; or**
- 2. Available under the applicable limits of insurance;**

**whichever is less.**

**This endorsement shall not increase the applicable limits of insurance.**

**ADDITIONAL INSURED -  
DESIGNATED PERSONS OR ORGANIZATIONS**

Named Insured MV Transportation, Inc.			
Policy Symbol ISA	Policy Number H10818461	Policy Period 5/01/2025 TO 05/01/2026	Effective Date of Endorsement
Issued By (Name of Insurance Company) ACE American Insurance Company			

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy.

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.  
This endorsement modifies insurance provided under the following:**

**BUSINESS AUTO COVERAGE FORM AUTO  
DEALERS COVERAGE FORM MOTOR  
CARRIER COVERAGE FORM EXCESS  
BUSINESS AUTO COVERAGE FORM**

Additional Insured(s): Any person or organization whom you have agreed to include as an additional insured under a written contract, provided such contract was executed prior to the date of loss.

- A. For a covered "auto," Who Is Insured is amended to include as an "insured," the persons or organizations named in this endorsement. However, these persons or organizations are an "insured" only for "bodily injury" or "property damage" resulting from acts or omissions of:
1. You.
  2. Any of your "employees" or agents.
  3. Any person operating a covered "auto" with permission from you, any of your "employees" or agents.
- B. The persons or organizations named in this endorsement are not liable for payment of your premium.

\_\_\_\_\_  
Authorized Representative

**Workers' Compensation and Employers' Liability Policy**

Named Insured MV TRANSPORTATION, INC. 2711 N. HASKELL AVE SUITE 1500 DALLAS TX 75204	Endorsement Number
	Policy Number Symbol: WLR    Number: C72631833
Policy Period 05-01-2025 <b>TO</b> 05-01-2026	Effective Date of Endorsement 05-01-2025

Issued By (Name of Insurance Company)  
 ACE AMERICAN INSURANCE COMPANY

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparati changes the policy to which it is attached and is effective on the date issued unless otherwise stated.

**WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT**

**We have** the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.

This agreement shall not operate directly or indirectly to benefit any one not named in the Schedule.

**Schedule**

ANY PERSON OR ORGANIZATION AGAINST WHOM YOU HAVE AGREED TO WAIVE YOUR RIGHT OF RECOVERY IN A WRITTEN CONTRACT, PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO THE DATE OF LOSS.

For the states of CA, UT, TX, refer to state specific endorsements.

This endorsement is not applicable in KY, **NH**, and **NJ**.

The endorsement does not apply to policies in Missouri where the employer is in the construction group of code classifications. According to Section 287.150(6) of the Missouri statutes, a contractual provision purporting to waive subrogation rights against public policy and void where one party to the contract is an employer in the construction group of code classifications.

For Kansas, use of this endorsement is limited by the Kansas Fairness in Private Construction Contract Act(K.S.A.. 16-1801 through 16-1807 and any amendments thereto) and the Kansas Fairness in Public Construction Contract Act(K.S.A 16-1901 through 16-1908 and any amendments thereto). According to the Acts a provision in a contract for private or public construction purporting to waive subrogation rights for losses or claims covered or paid by liability or workers compensation insurance shall be against public policy and shall be void and unenforceable except that, subject to the Acts, a contract may require waiver of subrogation for losses or claims paid by a consolidated or wrap-up insurance program.

\_\_\_\_\_  
 Authorized Agent

**Workers' Compensation and Employers' Liability Policy**

Named Insured MV TRANSPORTATION, INC. 2711 N. HASKELL AVE SUITE 1500 DALLAS TX 75204	Endorsement Number
	Policy Number Symbol: WLR      Number: C72631870
Policy Period 05-01-2025 <b>TO</b> 05-01-2026	Effective Date of Endorsement 05-01-2025

Issued By (Name of Insurance Company)  
 INDEMNITY [INS. CO.](#) OF NORTH AMERICA

Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy. Th attached and is effective on the date issued unless otherwise stated.

**WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT**

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.

This agreement shall not operate directly or indirectly to benefit any one not named in the Schedule.

**Schedule**

ANY PERSON OR ORGANIZATION AGAINST WHOM YOU HAVE AGREED TO WAIVE YOUR RIGHT OF RECOVERY IN A WRITTEN CONTRACT, PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO THE DATE OF LOSS.

For the states of CA, UT, TX, refer to state specific endorsements.

This endorsement is not applicable in KY, NH, and NJ.

The endorsement does not apply to policies in Missouri where the employer is in the construction group of code classifications. According to Section 287.150(6) of the Missouri statutes, a contractual provision purporting to waive subrogation rights against public policy and void where one party to the contract is an employer in the construction group of code classifications.

For Kansas, use of this endorsement is limited by the Kansas Fairness in Private Construction Contract Act(K.S.A.. 16-1801 through 16-1807 and any amendments thereto) and the Kansas Fairness in Public Construction Contract Act(K.S.A 16-1901 through 16-1908 and any amendments thereto). According to the Acts a provision in a contract for private or public construction purporting to waive subrogation rights for losses or claims covered or paid by liability or workers compensation insurance shall be against public policy and shall be void and unenforceable except that, subject to the Acts, a contract may require waiver of subrogation for losses or claims paid by a consolidated or wrap-up insurance program.

\_\_\_\_\_  
 Authorized Agent

**Workers' Compensation and Employers' Liability Policy**

Named Insured MV TRANSPORTATION, INC. 2711 N. HASKELL AVE SUITE 1500 DALLAS TX 75204	Endorsement Number
	Policy Number Symbol: WLR      Number: C72631870
Policy Period 11-01-2025 <b>TO</b> 05-01-2026	Effective Date of Endorsement 05-01-2025
Issued By (Name of Insurance Company) INDEMNITY <u>INS. CO.</u> OF NORTH AMERICA	
Insert the policy number. The remainder of the information is to be completed only when this endorsement is issued subsequent to the preparation of the policy. Th attached and is effective on the date issued unless otherwise stated.	

**UTAH WAIVER OF SUBROGATION ENDORSEMENT**

**This endorsement applies only to the insurance provided by the policy because Utah is shown in Item 3.A. of the Information Page.**

**We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from u s.)**

**This agreement shall not operate directly or indirectly to benefit anyone not named in the schedule. Our waiver of rights does not release your employees' rights against third parties and does not release our authority as trustee of claims against third parties.**

**Schedule**

ANY PERSON OR ORGANIZATION AGAINST WHOM YOU HAVE AGREED TO WAIVE YOUR RIGHT OF RECOVERY IN A WRITTEN CONTRACT, PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO THE DATE OF LOSS.

\_\_\_\_\_  
Authorized Representative

#### **G. Omnibus Reconciliation Act - Government Access Clause**

We will make available this policy and all documents needed to confirm the premium paid by you if the Secretary of Health and Human Services or the Comptroller General of the United States find that the policy is a contractor described in Section 1861 of the Social Security Act, 42 U.S.C. Section 1395, or any amendment to it, and they or you ask for our documents.

If the Secretary of Health and Human Services or the Comptroller General asks for access to our documents, we will immediately notify you and make these documents available to you, unless prohibited by law.

The right to access will be determined by the above statute, or any amendment to it, or any rules or regulations established under it.

#### **H. Other Insurance**

If the Insured carries other valid insurance, reinsurance or indemnity with any other insurer covering a loss covered by this policy (other than insurance that is purchased to apply in excess of the sum of Your Retention and the Limit of Indemnity hereunder), we shall not be liable for a greater proportion of such loss than the applicable Limit of Indemnity of all valid and collectible insurance, reinsurance or indemnity against such loss.

If the Insured carries other insurance with us covering a loss within the limit covered by this policy, the insured must elect which policy shall apply and we shall be liable under the policy so elected and shall not be liable under any other policy.

#### **I. Recovery From Others**

We have your rights, and the rights of persons entitled to the benefits of this insurance, to recover our payments from anyone liable for the injury. You will do everything necessary to protect those rights for us and to help us enforce them. Any amount recovered as a result of such proceedings, together with all expenses necessary to the recovery of any such amount, shall be apportioned as follows:

1. if there is insurance coverage in excess of Our Limit of Indemnity, that insurer shall first be reimbursed to the extent of its actual payment;
2. we shall then be reimbursed to the extent of our actual payment and then we will pay the balance, if any, to you.

The expenses of all proceedings necessary to the recovery of any such amount shall be apportioned between you and us in the ratio of their respective recoveries as finally settled. If there should be no recovery in proceedings instituted solely on our initiative, the expenses thereof shall be borne by us.

In the event of any payment under this policy for a Loss for which you have waived the right of recovery in a written contract entered into prior to the Loss, we hereby agree to also waive our right of recovery but only with respect to such Loss.

#### **J. Sole Representative**

The insured first named in Item 1 of the Information Page will act on behalf of all insureds to give or receive notice of cancellation, accept indemnity, receive return premium or request changes in this policy.

#### **K. Transfer of Your Rights and Duties**

Your rights or duties under this policy may not be transferred without our written consent.

#### **L. Unintentional Errors and Omissions**

Your failure or omission to disclose all hazards existing as of the inception date of the policy shall not prejudice you with respect to the coverage afforded by this policy provided such failure or omission is not intentional and you did not know about such hazards prior to the commencement of the policy period.



