

First Vehicle Services, Inc.
600 Vine Street, Suite 1400
Cincinnati, Ohio 45202

EXHIBIT B

Aubrey Felton, Region Vice President
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City of Fort Lauderdale, Florida

RFP No. 505-10495

Fleet Maintenance and Management Services

TECHNICAL AND PRICE PROPOSAL

Due Date and Time: May 19, 2010, 2:00 PM EST

Proprietary Information: First Vehicle Service, Inc. treats ALL information in this Request For Proposals as proprietary and, therefore, requests no copies of these pages be made without prior written consent of First Vehicle Services, Inc.

ATTACHMENT "H"

PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: It is preferred that bids/proposals be submitted electronically at www.bidsync.com, unless otherwise stated in the bid packet. If mailing a hard copy, it will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below **must** be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: Tom Stables (signature) May 17, 2010 (date)

Name (printed) Tom Stables Title: Senior Vice President

Company: (Legal Registration) First Vehicle Services, Inc.

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit <http://www.dos.state.fl.us/>).

Address: 600 Vine Street, Suite 1400

City Cincinnati State: Ohio Zip 45202

Telephone No. 513.241.2200 FAX No. 513.419.3333 Email: Tom.Stables@firstgroup.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): N/A

Payment Terms (section 1.03): N/A Total Bid Discount (section 1.04): N/A

Does your firm qualify for MBE or WBE status (section 1.08): MBE No WBE No

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

<u>Addendum No.</u>	<u>Date Issued</u>
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See Below.

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. **HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS.** If this section does not apply to your bid, simply mark N/A in the section below.

Variations:

No variances/ exceptions taken.

revised 3-23-10

Addendum No. 1	Date Issued: April 30, 2010
Addendum No. 2	Date Issued: May 5, 2010
Addendum No. 3	Date Issued: May 5, 2010
Addendum No. 4	Date Issued: May 5, 2010
Addendum No. 5	Date Issued: May 6, 2010
Addendum No. 6	Date Issued: May 11, 2010

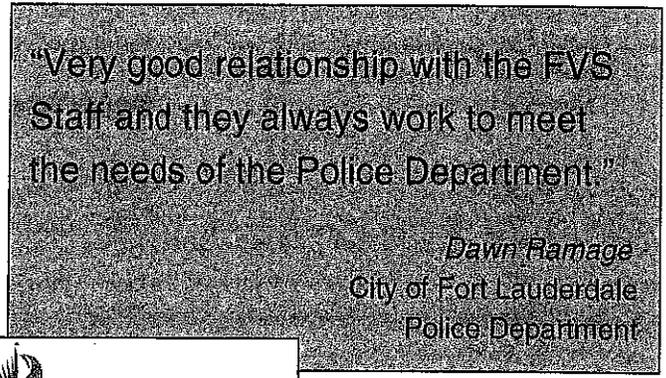
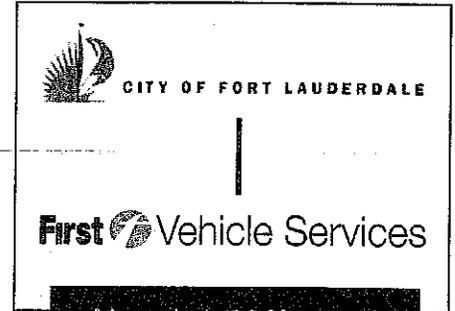
Overview

As the preferred fleet maintenance provider for the City of Fort Lauderdale (FL) since 1981, First Vehicle Services (FVS) is the only Contractor who thoroughly understands the unique fleet requirements of the City. We are also the only company with the breadth and depth of experience to deliver a world-class fleet maintenance program designed to exceed the City's expectations. Our ability to manage a repair program for a diverse government fleet is unmatched and makes FVS the best choice for the City's fleet maintenance solution.

FVS is the leading provider of public-sector fleet management and maintenance services in North America and Puerto Rico. FVS is part of a \$10.6 billion global transportation company with over 1,100 service centers across the United States and 96,000 employees in North America. Today, our company maintains and operates approximately 125,000 vehicles on a daily basis.

FVS is prepared to continue our partnership with the City of Fort Lauderdale for professional fleet management and maintenance services. The City will continue to realize **significant cost savings, increased fleet availability and safety, and extended vehicle service life** through our proven fleet maintenance program which exceeds the City's fleet operating requirements.

The current situation of the economy dictates the use of tighter cost controls and FVS is best suited to continue delivering effective cost savings initiatives as part of our tailored PM program for the City's unique fleet requirements.



Exceeding City Expectations

Our commitment to ensuring vehicle safety and reliability through cost-efficient fleet repairs and world-class customer service is unparalleled in the industry. As we prepare to extend our partnership through this RFP process, **we have highlighted in Attachment ES.1 our contract accomplishments from 2003 to 2009, resulting in a total Contract savings of \$972,363 for the City.**

The City of Fort Lauderdale can be assured that FVS will continue to exceed the City's expectations under a new agreement. We are the City's preferred partner for vehicle and equipment maintenance.

Executive Summary

Dedicated Onsite Fleet Management Professionals

Since the commencement of our partnership with the City of Fort Lauderdale more than 29 years ago, FVS has worked extremely hard with a teamwork approach to deliver cost-effective and cost-efficient fleet-maintenance services. Establishing this benchmark for service excellence has been a very rewarding process and serves as a foundation for the long-term success of our partnership with the City. Only through a close working relationship consisting of common goals and clear communications could this have been possible.

Under the progressive leadership of FVS' onsite General Manager at Fort Lauderdale, William Rischow, and the dedication of our experienced staff, this partnership of service excellence is in place and ready to continue moving forward. Each day, FVS' General Managers proudly serve the City with a proactive management style that ensures the highest quality of fleet services unmatched in the industry today. With their intimate understanding of the City's unique fleet requirements, FVS' General Managers work on the City's behalf to ensure full contract compliance in areas of performance requirements, safety inspections, and environmental conditions. FVS' professional onsite staff is specifically trained to meet the needs and requirements of the City.



Our Service Team at Fort Lauderdale – Day Shift



Our Service Team at Fort Lauderdale – Night Shift

Why Continue to Partner with First Vehicle Services?

As a leading provider of fleet maintenance services for nearly three decades, FVS has a comprehensive understanding of diverse government fleet operations and the City's fleet requirements. As the incumbent Contractor, Fort Lauderdale will continue to receive the following partnership benefits:

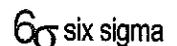
- **We can support Fort Lauderdale's fleet functions with experts who operate our service centers across Florida.** At any given time, we can mobilize personnel from any of our contract locations to support the City's fleet maintenance operations in the event of an emergency. In addition, our management team at these nearby locations can lend operational expertise to our onsite team of professionals, as needed.
- **FVS will continue to have an onsite General Manager dedicated solely to the City's fleet maintenance operation.** FVS' General Manager, William Rischow, will continue to serve as the single

Executive Summary

point-of-contact for all contract issues related to the maintenance and repair of the City's vehicles and equipment, and will be available at all times to work with the City to ensure delivery of cost-effective and efficient fleet repair services.

- **FVS will continue to provide a tailored fleet maintenance program that exceeds the City's fleet user requirements.** As the incumbent maintenance service provider, our comprehensive maintenance program is customized to the unique operating conditions of the City's fleet to ensure a safe and dependable fleet for the City vehicle operators, while striving to reduce vehicle repair costs.
- **The City will have no exposure to transition issues through a continued partnership with FVS.** A new contract with FVS will be completely seamless. A transition to a new Contractor will bring unexpected interruptions to the City's services and the implementation of an employee compensation and benefits program that is less attractive than FVS' package.
- **FVS has many process excellence programs as part of our company operations that ensure delivery of exceptional services to the City.** Our trademarked quality program and key operating processes are executed daily, and are described as follows:

- ✓ Continue to utilize the standardized quality processes in our trademarked **First Quality Management™ program** to ensure efficient and consistent service delivery. Our quality fleet management and maintenance process has been **ISO9001:2000 Certified** making us the first fleet maintenance company with this qualification in the U.S.
- ✓ Continue to provide a high-performance employee culture based on the successful principles of **Lean Six Sigma (LSS)**. FVS offers LSS training to all of its employees in an effort to improve customer service and increase the efficiencies of our operations. To date, FVS has more than 370 employees with LSS Yellow Belt certifications and an ever-increasing number of employees with Green and Black Belt certifications. At the City of Fort Lauderdale, FVS' General Manager is LSS Green Belt certified and our service center is LSS Yellow Belt certified.
- ✓ Continue to provide our **industry-leading safety program**. As part of our zero-tolerance approach to accidents, we conduct training and inspections to maintain employee safety awareness on a daily basis. FVS is working to have all our facilities **Voluntary Protection Program (VPP) certified** by OSHA. VPP is designed to recognize and promote effective safety and health management.
- ✓ Continue to offer web-based training used by Ford, GM, AC Delco, International, etc., industry training, and incentives to our technicians for **Automotive Service Excellence (ASE) and Emergency Vehicle Technicians (EVT) certifications**. Currently, FVS employs trained technicians with over 3,700 ASE and 120 EVT certifications. FVS at Fort Lauderdale is pleased to have a team of highly qualified technicians with 116 ASE certifications including 8 Master ASEs and 41 EVT certifications including 2 Master EVTs. This location will be staffed with 11 EVTs, 5 of which will be EVT certified in ambulance repair.
- ✓ Continue to maintain the **ASE Blue Seal Recognition** status achieved by FVS for the Fort Lauderdale Maintenance Facility. In this industry, FVS has the most ASE Blue Seal Recognized locations in the United States.
- ✓ **FVS will continue to employ the resources of a \$10.6 billion company to drive your costs down and improve the City's service with innovative fleet maintenance solutions.** Our



Executive Summary



corporate parent is an international transportation firm with \$10.6 billion in assets and over 96,000 employees in North America. Our company's size gives us unparalleled buying power to reduce the City's costs on parts and other equipment, and develop cutting-edge fleet management practices to improve the City's vehicle availability and safety.

Recognized for Industry Excellence

As the leading provider of fleet maintenance services with more than 197 service centers across the U.S. and Puerto Rico, FVS' success in the industry is predicated upon our commitment to world-class customer service—each and every day.



2009

In June of 2009, **24 FVS service centers including the City of Fort Lauderdale (Ranked #3)** were named to the "100 Best Fleets" of North America award program in *Government Fleet* magazine.

2008

In November of 2008, **26 FVS service centers including the City of Fort Lauderdale (Ranked #11)** were named to the "100 Best Fleets" of North America award program in *Government Fleet* magazine.

2007

In November of 2007, **36 FVS service centers including the City of Fort Lauderdale** were named to the "100 Best Fleets" of North America award program in *Government Fleet* magazine.

2006

In October of 2006, our City of Fort Wayne, Indiana service center was named the **best fleet operation for 2006** by *Fleet Equipment* magazine, and in January of 2007, *Government Fleet* magazine named our City of Fort Wayne service center the **most efficient fleet of the year**.

2005

In December of 2005, **23 FVS service centers were recognized in "100 Best Fleets" list** in *Fleet Equipment* magazine. This recognition is based on various aspects of fleet excellence, including demonstrated process excellence, customer service delivery, and employee recognition.



In addition to the above achievements, on April 13, 2010, Congressman Ron Klein recognized FVS for outstanding and invaluable service to the community by presenting FVS with a Certificate of Special Congressional Recognition as shown below.



Continue a Public-Private Partnership

As the incumbent Contractor, FVS stands ready to continue a partnership with the City of Fort Lauderdale. Our primary focus is the delivery of world-class customer service and a responsive fleet maintenance program that ensures maximum vehicle availability and safe vehicle operating condition for City vehicle users. Our understanding of the City's needs is second to none. We want to continue a business relationship with the City in order to deliver results that the City has come to expect from FVS.

**Attachment ES.1
Contract Accomplishments**

Executive Summary

As the City's preferred fleet maintenance partner, we are committed to the delivery of cost savings and world-class customer service in all that we do for the City. In particular, **from 2003 to 2009, FVS generated a total Contract savings of \$972,363 for the City** through the effort of our dedicated onsite, service team, as follows:

- Coordinated installation of new City gas tanks and pumps, and assisted with hookup of the old E-Fueler system to the new pumps
- Oversaw the installation of the City's EJ Ward system and performed all testing until the system was in full operation
- Coordinated Contractors for the installation of the City's EJ Ward installation at Station 53
- Responded to Florida hurricane by preparing 60 new generators overnight for use the next day
- Responded to Florida hurricane by repairing main generator during storm for the police Departments Emergency Operations Center (EOC)
- Repaired generator used to operate City's Garage and fuel pumps, which became inoperable after the hurricane
- Provided technicians at Holiday Park for the City's Food Drive to unload trailer of food and ice with forklift
- Implemented a daily check out program for bulk trash. Technicians begin at 5:30 am to check out and perform minor repairs each day
- Implemented a daily check out list that indicates the City's street sweeper is ready for work
- Installed a recovery system (500-gallon water tank) to catch overflow water at the City's car wash station in order to meet EPA standards. FVS continues to empty this tank every two days for more than a year.
- Redesigned parking area outside gate to increase parking availability for units that are completed being repaired, including City cars, pickups, and small equipment.
- Supplied six technicians for new fuel trucks purchased by the City. These technicians acquired a CDL license with Hazmat and Tanker endorsements and were certified in fuel dispensing. These technicians currently hold such certifications. This certification of FVS' technicians was at no cost to the city and not included in the Targeted Operating Budget Cost.
- Implemented a recycling program at the City for steel, aluminum, tires and paper
- Coordinated the relocation of the City Fire Department's Halatron tank
- Assisted in the inspections of ambulances from Taylor Made Rescues
- Managed the receiving of City's purchases
- Implemented changes to the service write-up process to ensure better customer service for the City, allowing the processing of more customer requests at one time
- Developed work sheets for improved communication with the City's Fire Department
- Supplied technicians around the clock over a 7 day period including weekends when fuel pumps stopped functioning due to hurricane and generator failure
- Added accidents, recalls, and special order parts to PM schedule to inform all City departments when the units are due for PM services, and also allow for tracking of accidents recalls and special order parts.

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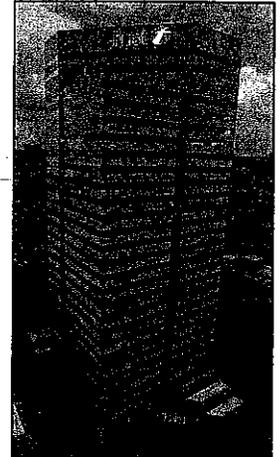
- Assisted MDM during tank installation in the connection and installation of the City's E-Fueling system. Worked several days after hours to complete this process and involved the replacement of a couple of main boards and modems
- Assisted the Contractor and Electrician in the EJ Ward installation, staying after hours for several more days to perform tests and ensure all fuel stations were operating at maximum capacity
- Spent several months at the City's Fire Station 53 assisting Contractors with the installation of the City's fuel dispenser system as follows:
 - Downloaded all packets to terminal with EJ Ward tech via phone to TX
 - Replaced four terminal heads
 - Inspected terminal & dispenser with an onsite EJ Ward tech to locate problem
 - Replaced dispenser pulsar
 - Connected pulsar to EJ Ward terminal, downloaded packets, and inspected fueling operations and pulsar rates
 - Assisted the City's Electrician, the Electrician from original installation, and the APS Electrician on several occasions to locate the problem with a circuit breaker that was continuously tripping at the City's Central Garage
 - Repaired air compressor at City's Central fueling station by replacing the pressure switch
 - Repaired pump at City's Lohmeyer location by replacing the float switch
 - Escorted potential new fuel system Contractor to all City fueling stations at the request of the City
 - Replace air and water nozzles at the City's fuel stations when they fail

1. Corporate Overview

History of Firm

Founded in 1984 as Ryder/MLS, First Vehicle Services (FVS) is the largest provider of public-sector fleet management and maintenance services in the United States and Puerto Rico today. We exclusively develop and tailor operating systems, programs, and procedures that are responsive to the unique fleet needs of governments. Today, FVS operates at 197 locations across the United States and Puerto Rico, maintaining over 55,000 vehicles and pieces of equipment.

In September 1999, FVS became part of FirstGroup plc, the largest provider of public transportation services in the United Kingdom with \$10.6 billion in annual revenue. Based in the United States, FVS, along with its sister companies First Student (leading provider of pupil transportation services) and First Transit (leading provider of public transportation services), are all subsidiaries of FirstGroup America (FGA) which is owned by the parent company – FirstGroup, plc. All three FGA business units serve as leading service providers in their core business markets.



Contact Information

Name of Organization	First Vehicle Services, Inc. 600 Vine Street, Suite 1400 Cincinnati, OH 45202 Phone: 513.241.2200 Fax: 513.347.3333
Parent Company	FirstGroup America, Inc.
Services Provided	Fleet Management and Maintenance Services
Contact	Aubrey Felton Region Vice President First Vehicle Services, Inc. 6671 West Indiantown Road Suite 56-433 Jupiter, FL 33458 Phone: 561.404.4886 Fax: 561.404.4886 Aubrey.Felton@firstgroup.com Dale Domish Senior Vice President First Vehicle Services, Inc. 1000 West McNab Road, Suite 103 Pompano Beach, FL 33069 Phone: 954.946.5775 Fax: 954.946.0024 Dale.Domish@firstgroup.com

1. Corporate Overview



Federal Registration Number	20-0441528
Incorporation	First Vehicle Services, Inc. Delaware, 1984
First Vehicle Services, Inc. Corporate Officers	President: Brad Thomas Chief Financial Officer: Arlene McKitterick
Corporate and Region Staff	Senior Vice President: Dale Domish Region Vice President: Aubrey Felton Maintenance Operations: Ray Roland

Financial Statements

Our annual reports for the past three (3) years are provided under separate cover.

Company Ownership

FVS or any person within the company has no interest of three percent (3%) or larger in any Agreement.

2. Approach

GENERAL

Overview

As the incumbent Contractor since 1981, First Vehicle Services (FVS) will continue to maintain and repair the City of Fort Lauderdale's fleet of approximately 1,550 vehicles and other pieces of equipment as identified in RFP Attachment "A" - Vehicle Inventory.

FVS will continue to provide preventive maintenance; scheduled and unscheduled repairs; repairs necessitated by accident, abuse, and vandalism; mobile service; tire service; towing; welding and fabrication; new vehicle preparation (make ready); vehicle disposal processing; pool vehicle management; and other related services

required to ensure the effective and economical operation of the City's fleet. These services will continue on each City vehicle covered by this contract until it is disposed of by the City. The agreement resulting from this RFP process will include fuel and car wash site management, maintenance of confiscated vehicles, management of FVS' owned in-house parts inventory and material supplies at the City's Central Garage, required in-house warranty repair capability, specific hours of operation, and an in-field mobile service vehicle Preventive Maintenance (PM) and minor service program.

"I am very satisfied with my relationship with both the FVS staff that run my garage and senior management at FVS."

Herb Hyman
Town of Davie
Procurement Manager

RFP Objectives

As the City's preferred Fleet Maintenance Contractor for the last 29 years, FVS will continue to provide fleet maintenance and repair services that meet and exceed the City's RFP objectives as follows:

- Provide proper maintenance of City vehicles and equipment
- Meet and exceed City vehicle users' needs
- Ensure maximum availability and reliability of City vehicles and equipment
- Ensure City vehicles and equipment are safe to operate; economical to own, operate, and maintain; and operated and maintained in an environmentally responsible manner and with all aforementioned services provided in a cost effective manner.

In summary, FVS will continue to utilize its comprehensive PM program and Best Fleet Practices to reduce fleet downtime and cost while increasing reliability and ensuring protection of the City's overall investment in its fleet.

Contractor Responsibilities

FVS will continue to furnish all supervision and labor needed to manage and maintain the fleet in a state of repair consistent with the performance standards and service specifications identified in this RFP.

FVS will continue to prepare new City vehicles for service and prepare retired vehicles for sale, manage a FVS owned on-site in-house parts inventory and supply of materials and parts pursuant to the provisions of this RFP. FVS will be responsible for providing any tools and equipment needed (over and above those

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leased from the City under the terms described in the agreement resulting from this RFP process) to provide fleet services. All preventive maintenance and repair work performed by FVS will continue to meet original equipment manufacturer's (OEM's) specifications and warranties. Services will be provided during hurricanes, tornadoes, floods, storms, major fires, and other natural or City declared emergencies, as well as during normal business hours—consisting of a minimum of two shifts, five days a week as well as Saturdays. FVS will also continue to attend meetings regarding the maintenance and repair of the fleet to include, but not limited to, monthly Fleet Users Group meetings, weekly Fleet Services Staff meetings, etc.

GARAGE AND EQUIPMENT

City Garage Facilities and Equipment

FVS will continue to perform service work at the City-owned Central Maintenance Garage located at 220 SW 14th Avenue, Fort Lauderdale, Florida 33312 ("Garage Facilities").

City will grant FVS a nonexclusive license to use the Garage Facilities to perform the fleet services specified in the agreement resulting from this RFP process. The City furthermore will grant FVS a nonexclusive license to use all maintenance and repair equipment, tools, service vehicles, furniture, and other assets identified in RFP Exhibit "B" (collectively, "Equipment") that are located within the Garage Facilities and are currently used by the existing FVS.

FVS will not use the Garage Facilities or Equipment or other City-furnished property for work on vehicles or equipment not owned or leased by the City unless otherwise authorized by the City. The Garage

Facilities, Equipment or any other City property will not be used in any manner for any personal advantage, business gain, or other personal endeavors by FVS or FVS' employees other than in the performance of the work described in the agreement resulting from this RFP process unless otherwise authorized by the City.

This joint inspection of the Garage Facilities and inventory will be repeated annually, and a report noting any new deficiencies will be delivered to the City at least two (2) weeks before the annual meeting. The City will determine the appropriate action to take in response to any deficiencies identified.

FVS will acknowledge receipt by signature of equipment inventory list provided by the City for FVS' use. The equipment licensed to FVS for the term of the agreement resulting from this RFP process will then become the responsibility of FVS. A physical inventory of all equipment will be conducted annually by FVS and the City. Upon completion or termination of the Agreement, the equipment will be returned in the same condition in which they were provided to FVS, less normal wear and tear. FVS will be responsible for replacing any stolen, missing, or destroyed asset with a comparable asset at FVS' expense.

With regard to the handling of any hazardous substances at the Garage Facilities, FVS will adhere to all applicable statutes, ordinances, rules, regulations and administrative orders, including the duty to notify the appropriate agency in the event of any violation of Hazardous Substance Laws. In the event of a violation of



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any Hazardous Substance Laws occurring within the Garage Facilities, FVS will immediately notify City of such event.

City Garage Utilities

The City will be responsible for supplying water and electricity to these garages. FVS may use the City phone system, but will pay for local service and equipment charges and long distance calls. In using these garages, FVS will continue to adhere to an energy conservation plan that is consistent with City policy. To the extent that FVS operates these garages in a manner that unnecessarily increases utility costs incurred by the City (e.g., does not turn off lights when appropriate to conserve energy and utility usage), the City may charge FVS the excess utility costs of such practices. However, if FVS is performing work under the terms of the agreement resulting from this RFP process, the City will not charge FVS for such utility costs.

City Garage and Equipment Maintenance and Repair

The City will be responsible for preventive maintenance and repair of these garage structures and all elements contained therein that are leased to FVS and that are the property of the City unless such repair is due to the negligence of FVS. FVS will inform the City immediately upon determining that any element of these garages or their contents is in need of repair. The City will give notice to FVS prior to performing repairs.

The City will be responsible for preventive maintenance and normal maintenance and repair of all City-owned assets leased to FVS with the exception of service vehicles. FVS will inform the City immediately upon determining that any element of the garage or its contents is in need of repair.

Service vehicles are considered part of the City fleet and all preventive maintenance and repair of these vehicles will be FVS' responsibility.

Garage features, utility systems, equipment, furnishings, and other assets damaged by FVS or an outside vendor of FVS under the agreement resulting from this RFP process, will be restored to their pre-damaged condition by the City at FVS' expense and at no additional cost to the City.

FVS will continue to ensure that vehicle maintenance performance standards are met, regardless of garage and shop equipment maintenance and repair needs.

FVS will be responsible for interior housekeeping and supplies, which includes janitorial services.

City Garage Equipment Changes

The City, from time to time, may add equipment, tools, or furniture to these garages and will seek FVS recommendations in this regard. These items will be added to the inventory of items that are FVS' responsibility as they are put into service. Alternatively, FVS may purchase and install equipment in these garages upon approval by the City. At the conclusion of the Agreement, the City will have the option to purchase this equipment at its depreciated cost. If the City elects not to purchase this equipment, FVS will remove the equipment and return these garages to their pre-equipment installation condition.

The City will periodically replace equipment, tools, service vehicles, or furniture as needed. The inventory of items for which FVS will be responsible will be amended to reflect these changes. FVS will provide the City a written annual report certifying the description, serial number, cost and date of purchase of any equipment purchased under the contract for the City and, in a like manner, for any equipment traded or sold or otherwise disposed of during the contract year.

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FVS may, at its cost, change the locks on any and all of these garage facilities and equipment leased for the duration of the Agreement as long as a replacement of the same type and kind is used and as long as this does not restrict entry by others to sections of these facilities designated for their use. Replacements of different types and kinds will be approved by the City. Duplicate keys for all re-keyed locks will be provided to the City's Director of Parking and Fleet Services and/or their designees and identified by tags.

FVS will continue to be responsible for security of all properties and assets designated for its use or management.

SERVICES TO BE PERFORMED

As the incumbent Contractor, FVS will continue to perform the following services and such other allied services as may be required to ensure the continuity of effective and economical operation and management of the City's fleet. FVS will furnish all necessary policies and procedures, supervision, labor, tools, parts, materials, supplies, and outside vendor services required to maintain the fleet in a state of repair and service consistent with generally accepted fleet practices, and in accordance with the performance standards specified in the agreement resulting from this RFP process.

FVS will continue to perform all preventive maintenance, repair, and other maintenance services according to a priority system authorized by the City.

Preventive Maintenance

As the ***preferred*** Fleet Maintenance Contractor for the City of Fort Lauderdale since 1981, FVS will continue to follow the Vehicle Preventive Maintenance (PM) program described in RFP Attachment "B". The program will be subject to change as suggested by FVS and approved by the City. PM programs and inspection forms used for each type of vehicle will be reviewed annually to ensure that they reflect changes in fleet composition, generally accepted fleet practice, and experience with the City fleet. The PM program will continue to be equivalent to or exceed original equipment manufacturer (OEM) specifications and warranty requirements.

The benefits of this tailored preventive maintenance program are significant and will continue to include:

- **Improving fleet safety and availability and reducing the incidents of equipment breakdowns**
- **Reducing overall maintenance and repair costs, with the minimum use of parts and materials**
- **Reducing the need for spare, reserve, or backup equipment**
- **Ensuring State mandated safety and emissions requirements are met**
- **Providing services in a manner that reduces vehicle user inconvenience and promotes a high rate of compliance with service schedules**



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- **Reducing downtime** with proper types and quantities of parts readily available at strategic locations, while maintaining the inventory at the most economical level
- **Minimizing waste stream** due to maintenance and repair activities
- **Improving the quality of data and availability of information** to support better management decisions in regard to the size of City's diverse fleet, the types of vehicles purchased in the future, replacement cycles, and other important fleet management considerations
- **Lowering overall repair costs** by aggressively identifying repairs covered by manufacturer or supplier warranties
- **Maintaining accurate historical maintenance and repair data on all equipment**
- **Providing services in a manner which promotes world class customer service delivery**
- **Ensuring reduced or nonexistent human and environmental impact** with use of environmentally friendly products and practices
- **Enhancing the City's image**

FVS will continue to schedule PM service for each vehicle listed in RFP Attachment "A" and notify the user a minimum of two (2) weeks in advance of the scheduled time via e-mail notification to the user departments. FVS will schedule vehicles for PM and other scheduled maintenance service to minimize interference with normal City work schedules. PM service on selected vehicles will be provided in the field based on departmental needs and direction from Fleet Services.

FVS will continue to perform timely PM service on all fleet vehicles, and will schedule, notify users, and perform this service accordingly. Every effort will be made to complete first echelon service on light duty vehicles less than 10,000 pounds gross vehicle weight (especially Police marked take-home vehicles and detective cars) within one-half hour and on heavy duty vehicles within two (2) hours of scheduled service times to accommodate users. In all cases, FVS will complete scheduled PM service on delivered vehicles no longer than within eight (8) working hours of delivery, with the exception of Fire Department pumpers and aerial ladders (14 hours), sewer cleaning trucks (12 hours), and large street sweepers (12 hours). City vehicle users are responsible for delivering their vehicles for service according to a schedule mutually agreed upon by the user and FVS, and for picking up these vehicles once the PM service is completed. A vehicle user may reschedule a service to a mutually agreed upon date and time, to ensure that the vehicle service will be completed within the allotted time. FVS will also notify the City's Director of Parking and Fleet Services and/or their designees, monthly in writing, the vehicle numbers (by department) of those units that failed to show up for their scheduled PM appointment. All fleet vehicles brought to a facility for general service will have a safety-check performed and a safety checklist prepared.

If a City user fails to deliver their vehicle on schedule, FVS will reschedule the vehicle for service. If the vehicle is not delivered for the rescheduled service, FVS will again notify the City's Director of Parking and Fleet Services and/or their designees and the City will notify the senior management of that department of this failure to once again deliver the vehicle as scheduled. This procedure will continue until the vehicle is delivered for the PM service. In addition, when the vehicle is not delivered for three (3) consecutive scheduled PM services or is consistently not delivered for PM service, the City will have the prerogative to lock the vehicle out of the automated fueling system, or take other appropriate action to promote compliance.

The City and FVS will continue to verify that each vehicle in the City's fleet has been given the highest level of PM service for its class (according to RFP Attachment "B") within nine (9) months of the commencement of contract service.

2. Approach

Heavy machinery and tools, including but not limited to, large cranes, rollers, large backhoe loaders, and tractors, which are not suitable for "over the road" transport will continue to be provided preventive maintenance by FVS in the field at appropriate intervals by means of Field Service Truck program initiated by FVS as part of the overall PM program; provided however, that the City in its discretion may require such vehicles to be maintained and repaired by FVS from time-to-time at the City's Central Garage. FVS will continue to operate a field service truck which the City will provide for use on fire vehicles, heavy machinery and tools that, due to size, makeup or similar physical characteristics cannot effectively or efficiently be transported to the Garage as determined by the City and FVS.

Fire apparatus will continue to receive full and adequate PMs, Safety Checks and scheduled and emergency repairs, at the City's Central Garage. Emergency and other designated repairs will continue to be performed in the field at the equipment's respective storage locations, if feasible when requested by City's Fire Department, by means of a Fire Apparatus Emergency Road Service Truck program initiated by FVS. It is the intent of this program to minimize downtime of City front line and reserve fire apparatus and that this service will continue to include a 24-hour on-call certified Emergency Vehicle Technician (EVT) for all apparatus repairs. The City's Fire Department pumpers, aerial ladders/pumpers, tower/pumper, hazmat tractor/trailer, ambulances, and the air/light unit (including the required maintenance and repair of the compressor on this air/light unit) will continue to receive high priority maintenance and repairs by FVS' certified EVT personnel to minimize downtime and return them to service within the legal timeframes and avoid the need for re-certifications of these units. FVS will continue to have required level of EVT personnel who are certified by means of training in the maintenance of the AC electrical generators and electrical circuits installed on the City's fire apparatus.

Each time a vehicle is brought in for repair, FVS will check and replenish all fluids according to OEM recommendations and perform a visual safety inspection to ensure serviceability until the next PM service.

FVS will continue to have no less than ten (10) EVT's assigned to this Contract, with at least two (2) of these having ambulance certifications as specified by the City. Additionally, FVS will provide a full-time Fire Fleet Supervisor and Lead Technician.

Vehicle Dielectric, Structural, and Intensified Fluoroscopic X-Ray Safety Inspections

FVS will continue to be responsible for doing all work associated with obtaining annual required aerial device, fire apparatus and equipment, cranes, etc. certifications such as pump inspections and certifications, aerial stress tests, intensified fluoroscopic X-rays, magnafluxing, dye penetrant, ground ladder tests, etc. In addition, FVS will continue to be responsible for semi-annual inspections and follow-up maintenance of City's Fire Department on-board generators. Fire apparatus personnel lift devices will be inspected in accordance with National Fire Prevention Association (NFPA) guidelines and any other applicable industry standards and practices. FVS will furnish the City's Fleet Manager and user department final written reports of such inspections and the actions that were taken, or will be taken, to correct any deficiencies noted during the inspections.

Each time a City Fire Department pumper, aerial ladder, or aerial tower truck pump has major engine and/or pump repairs/overhauls, these vehicles will be retested and certified in accordance with NFPA and ISO standards.

All Commercial Vehicles in the City's fleet will receive an annual inspection in accordance with Florida Commercial Motor Vehicle Safety Standards.

2. Approach

Repairs

Repairs estimated to cost in excess of \$750 for light-duty vehicles under 10,000 lbs. gvw, \$1,500 for heavy-duty vehicles, \$1,750 for off-road equipment, or for any vehicle or piece of equipment when the repair cost is greater than the fair market value of the unit, will continue to be analyzed by FVS to determine the repairs' cost-effectiveness and will be specifically approved by the City's Director of Parking and Fleet Services and/or their designees before being made. In such cases, if FVS believes that vehicle replacement appears to be more cost-effective than repair, such recommendation will be presented in writing to the City's Fleet Manager. The City reserves the right to make all final decisions whether to repair or replace a vehicle.

Deferred Maintenance and Extending Vehicle Lives

The City's Director of Parking and Fleet Services and/or their designees will receive a monthly report from FVS of major components that are overhauled or replaced with City authorization. This report will only apply to components, when demonstrated by FVS, where required overhaul or replacement is the result of deferred maintenance or user abuse. Major components include complete brake systems, engines, transmissions, differentials, final drives, transfer cases, hydraulic systems, and frames.

Likewise, major component overhauls or replacements that are needed to maintain a vehicle in service after the vehicle has exceeded its normal replacement cycle and that are authorized by the City will also be documented, summarized and reported in writing monthly to the City's Director of Parking and Fleet Services and/or their designees.

Road Calls and Towing

FVS will continue to provide road service and towing service 24-hours a day, seven days a week. Outside of normal business hours, FVS will continue to have a technician on call for this purpose. Road service is defined as any repair that precludes the operator from bringing the vehicle in to the shop for service and that generally takes less than one hour to do. Examples are tire repair, dead battery, and broken lights. Response time for road calls and towing service (from time of call to arrival on scene) during business hours and within the City of Fort Lauderdale limits will be thirty (30) minutes or less. During non-business hours, response times will not exceed sixty (60) minutes. FVS will continue to use City-provided service vehicles to make road calls. FVS may contract out for these services at its discretion if found to be more cost-effective or expeditious. The City also has a contracted towing service contract, administered by the Police Department, that the City may, at the request of FVS, allow FVS to use if found to be more cost-effective than other such options available to FVS.

Quick Fix

FVS will continue to provide a "Quick Fix" service for repairs that can be completed in less than one hour when the City vehicle operator delivers the vehicle to the City garage for service and chooses to wait for the service. Examples of Quick Fix services are replacing wiper blades, fuses, and light bulbs; topping off fluids; and adding air to tires. This service will be continuously available during normal hours of garage operation.

Warranty and Recall Work

FVS will continue to administer all warranties and recalls, both for vehicles and parts, associated with management of the City's fleet. FVS will be required to attempt to obtain authorization from various vehicle manufacturers to perform in-house warranty work on City vehicles. Such work will be reimbursed directly to FVS by the manufacturer and the City will be held harmless from payment for such work. Work performed

2. Approach



by FVS for which reimbursement is provided by the manufacturers will not be billed to the City. FVS may send warranty or recall work out to others, subject to applicable provisions of the manufacturer's warranty, when it is more cost-effective to the City to do so. FVS will be responsible for any deductible on work performed at a dealership. The cost of repairs made if a vehicle is sent out for suspected warranty work - and the suspected problem is not covered under warranty, will be absorbed by FVS as part of FVS' Target Cost.

Road Testing

FVS will continue to conduct a road test on all vehicles that have had safety-related repairs or adjustments (e.g., brakes, steering, etc.). These vehicles will pass a road test and be deemed safe to operate by FVS prior to being returned to service.

Confiscated Vehicle Assessment

Upon request, FVS will assess confiscated vehicles under consideration for use by the City. The work required to bring a confiscated vehicle up to safe and appropriate operating condition before being placed into the fleet (Class 01) will be considered Non-Target Work. Once in the fleet (Class 01), all future work will be considered targeted budget work. In addition, if requested, FVS will assist the City in preparing confiscated vehicles not selected for use by the City for disposal.

New Vehicle Preparation and Vehicle Disposal

FVS will continue to prepare newly acquired vehicles for service. Preparation will include inspections; cleaning; installation of fire extinguishers, first aid kits, decals, vehicle numbers, and department names; and installation of accessory equipment and other special equipment. FVS will coordinate radio installation with City radio shop and computer and/or camera installations with the City Police Department and/or their Contractor. For the City Police Department vehicles, this work may also involve such items as mounting and wiring roof lights, installation of security screens, rear seat inserts, gun locks, trunk organizers, etc. FVS will have the equipment to cut the vehicle decals (decal materials purchased and provided by the City) for all City vehicles and install same (or make arrangements to install same at FVS' expense) on City vehicles, including the Police vehicles. FVS will also replace decals and/or graphics as required. The only exception to this policy is the major graphics work required for City Fire apparatus such as Pumpers; Pumper/Aerial Ladders; Air Light trucks; Ambulances, etc. The City will include the graphics requirements for these units in the purchase specifications and the graphic costs will be borne by the successful manufacturers. The City is responsible for the purchase of the security screens, rear seat inserts, gun locks, trunk organizers, etc. and the shipment of same to FVS for installation.

FVS will continue to inspect and ensure proper operation of all new City vehicles, as well as outsourced aftermarket work. This includes checking and correcting all fluid levels and a road test. Any incomplete installations or work and repairs necessary will be documented by FVS. If FVS performs the corrective work, FVS will submit to the City's Director of Parking and Fleet Services and/or their designees actual time and material costs for these repairs, for potential reimbursement from the new vehicle and/or out-sourced vendor.

FVS will continue to input all required vehicle description data into FVS' Fleet Management Information System (FMIS), First Source MIS.

FVS will continue to support the City in its administration of the vehicle disposal program. This support includes making reasonable facilities, equipment and personnel available to the City to ensure a successful auction, attendance at all on-site sale events, handling of all associated paper work, and preparing vehicles

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for sale. Preparation for sale will include removing tags, decals and special equipment; interior and exterior cleaning of vehicles (unless this work is included by the City in its Contract with the auction company); performing minor repairs; and doing associated paper work. Removal of certain equipment such as City radios, computer equipment, etc. will be handled by the appropriate in-house City departments.

After being taken out of service, FVS will be responsible for arranging the parking of these vehicles on City property in a manner that is acceptable to both the City and the auctioneer. City vehicles removed from service for sale will not be stripped of parts or otherwise cannibalized by FVS without the express approval of the City's Director of Parking and Fleet Services and/or their designees.

In the event that the City allows other governments to bring vehicles or equipment to its auction, FVS will fully assist in ensuring that they are protected and treated in the same manner, in every way, as those from the City, including the need to provide space for these vehicles inside the City's Central Garage Maintenance and Repair Compound or immediate vicinity.

Accident and Vandalism Repairs

FVS will continue to be responsible for processing accident repairs, working in conjunction with the City's Risk Management Claims Adjuster, including obtaining written repair estimates, transportation of vehicles to/from the repair site (if required), repair quality and timeliness, and administration, including the payment of invoices (charged as Non-Target on FVS' monthly invoice and not part of FVS' Targeted Budget), and coordination with City's Risk Management for collection property damage claims. All written repair estimates will be filed in the vehicle file with the hard copy of the repair order.

At least two (2) written competitive estimates will be obtained for accident repairs, one of which may be from FVS. The City will monitor the procedures used by the FVS, and the City reserves the right to increase the required number of competitive estimates or to preclude FVS from participating, or both.

Welding and Fabrication

FVS will continue to provide welding and fabrication work as an integral part of FVS' fleet maintenance program. Examples of such work include weld and repair tailgate hinges; fabricate and install hinge pins for dump truck bodies; repair buckets on loading equipment; repair and modification of City Fire apparatus including, but not limited to, knobs, rods, tubes, brackets, vehicle door hinges, housings, sleeves, and bushings.

Vehicle Painting and Body Repair

As part of FVS' targeted budgeted services, FVS will provide painting and body repair to vehicles designated by the City in the amount of \$20,000 per year. All normal wear and tear to vehicle operator seats will be repaired or replaced as Targeted Budget repairs.

Investigations and Audits

FVS will continue to support the City with technical investigations, failure analyses, and audits related to fleet. Such investigations may involve accidents, fires, audits or other issues of a technical nature.

Pool Vehicles

FVS will continue to be responsible for maintaining all vehicles in the vehicle pool as designated by City Fleet Services Division. Pool vehicles are those that are not assigned to a specific Department, but are available for use by various Departments throughout the City. FVS will continue to be responsible for

2. Approach



checking vehicles over before they are issued and after they are returned from each usage to ensure they are in a standard state of repair, that they are clean and that the fuel tank is full prior to being assigned. Any damage found after a pool vehicle is returned from use will be reported to the City's Fleet Services Division.

User Abuse Repairs

FVS will continue to be responsible for notifying the City whenever a vehicle shows suspected blatant abuse by the user. The repair will not commence until the City Department provides either an account number or Risk Management claim number to cover the entire cost of necessary repairs. In such cases, FVS will proceed to repair the vehicle (subject to limitations specified elsewhere), and will provide the City with documentation of the suspected abuse. The City will then conduct an investigation, determine whether user abuse did occur and, if so, involve the user in the review of the damage and repair estimates, designate the repair as chargeable to the user, and inform the vehicle user of the findings for potential disciplinary actions as appropriate.

Emergency Service

FVS will continue to comply with City employee reporting and call-out procedures associated with providing stand-by fleet maintenance and repair support during emergencies declared by the City. FVS will provide requested staffing support in conformance to the requirements in the City's Continuity Of Operations Plan (COOP), which is implemented during City declared emergencies. The City will notify FVS when an emergency situation exists and the nature and anticipated duration of the response needed from FVS. FVS will be on-site and providing service with a full complement of personnel within one hour of notification that emergency services are required.

The cost of labor (overtime) during emergency service will be treated separately from the annual maintenance and service budget, but the parts replaced will be included in FVS' Budgeted Costs. Part failure attributable to operator abuse or neglect, however, will be considered a Non-Target Cost.

Please refer to Section "6. Qualifications and Experience" of our Proposal for specific information on emergency support that we have provided in recent years.

Waste Management

FVS will continue to be responsible for disposal of all wastes (e.g., used oils, oil filters, parts washing fluid, coolants, tires, etc.) and hazardous substances generated during the course of the agreement resulting from this RFP process. Hazardous substances include, but not limited to, flammables, explosives, radioactive materials, asbestos, polychlorinated biphenyls (PCBs), chemicals known to cause cancer or reproductive toxicity, pollutants, contaminants, hazardous wastes, toxic substance or related material, petroleum and petroleum products, and substance declared to be hazardous or toxic under any law or regulation now or later enacted or promulgated by any governmental authority.

Disposal of all waste materials will continue to be done in accordance with City, County, State and Federal laws and regulations at FVS' expense. FVS will train its employees in working with and handling hazardous materials and will obtain all necessary permits for storage, handling and disposing of waste materials.

FVS will not cause or permit to occur by its agents, servants, representatives, or employees any violation of any federal, state, or local law ordinance, code, rule, or regulation now or later enacted, related to environmental conditions on, under, or about the City Facility, or arising from FVS' use or occupancy of the Facilities, including, but not limited to, soil and ground water conditions.

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FVS may, at the City's sole discretion, "piggyback" on the City's current agreements for hazardous waste disposal via a separate agreement between FVS and the Waste Disposal Company(ies) indemnifying and holding the City harmless.

FVS will continue to maintain records, including Material Safety Data Sheets (MSDS) and contingency plans for handling a spill or other mishap, on all hazardous chemicals and other hazardous wastes, which will contain the materials' origin, use, transportation, and ultimate distribution and disposal. The Agreement resulting from this RFP process will free the City of liability for all actions of FVS and its agents relating to waste disposal and transportation.

If any authority or a third party demands that a clean-up plan be prepared and that a clean-up be undertaken because of any deposit, spill, discharge, or other release of hazardous substances, related to FVS' actions, that occurs during the term of this Contract or any previous agreement between the parties, at or from the City Facilities, then FVS will, at FVS' expense, prepare and submit the required plans and all related bonds and other financial assurances and carry out all work required by such clean-up plans, at FVS' expense.

FVS' obligations and liabilities under this RFP Section will survive the expiration or termination of the agreement resulting from this RFP process as such obligations and liabilities relate to negligent actions or omissions of FVS.

FVS' Waste and Environmental Management Program can be found in Section "5. Organization and Staffing" of this Proposal.

Fuel and Car Wash Management

As a part of FVS' Target Budget, FVS will continue to be responsible for maintaining automated fuel management systems operated by the City's Fleet Services Division including three (3) main fleet fuel locations with three (3) automated fuel management systems consisting of 9 tanks with a total capacity of 170,000 gallons, one (1) fuel location at Fire Station 53 that has one (1) 3,000 gallon diesel tank, and one (1) fuel location at Fire Station 54 that has one (1) 1,000 gallon diesel tank.

FVS will continue to be responsible for maintaining the City Fleet Services' automated data collection and communication system used to monitor and record all fuel transactions and associated activities and information. This includes fuel keys provided by the City's Fleet Services Staff to obtain fuel in conjunction with their City issued personal identification cards. In addition, FVS will be responsible for data collection and record keeping and for collecting, analyzing, and reporting fuel and related information as required by the City and according to EPA and State regulations.

The City will continue to be responsible for administering agreements for maintenance and repair of pumps, dispensers, hoses, nozzles, air compressors, fire suppression equipment, line leak detectors, automatic leak detection units, filters, associated conduit and wiring, phone lines, modems for data communication, and other items and for fuel site cleaning and re-supply. FVS will be directly responsible for monitoring and requesting fuel terminal maintenance and repair for the automated fueling system as a targeted budget item. The costs of all associated pump, automated fuel system, fuel station repairs, etc. are the responsibility of the City.

FVS will administer an agreement for maintenance and monitor and request repair of and re-supply of the automated car wash unit located at the Central Maintenance fueling site, including periodic pressure washing and cleaning of the car wash facility. The City will incur all costs associated with car wash maintenance and re-supply. The maintenance and repair of the City's wash facility canopies, lights, and

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other structural components, which are maintained by the City, are not included in the agreement resulting from this RFP process.

FVS will be present at the fuel sites during all fuel delivery operations to record and verify the amount of fuel delivered, to observe the delivery process, and to report immediately any problems. FVS will also dispense fuel additives, stabilizers, etc. (purchased by the City) into the fuel tanks as directed by the City.

FVS will conduct a visual inspection of all fuel site locations according to City procedures. The frequency of inspection by location will be determined by the fuel storage capacity. Locations with a capacity of over 30,000 gallons will be inspected during the course of each fuel delivery and those with a capacity of 10,000 gallons or less will be inspected twice a month. A log of the results of each inspection will be kept by FVS.

FVS will monitor the level of water in all tanks on a daily basis at all three (3) main fuel sites. When the water level exceeds two (2") inches in depth, as measured by either the automatic tank monitoring system or manually by a fuel measuring stick, FVS will verbally notify the City's Fleet Manager and/or a City Fleet Services designees and the City fuel site maintenance provider immediately and in writing within 24 hours. FVS will be responsible for managing the removal and disposal of the water according to EPA and State regulations.

FVS will monitor fuel inventory levels at all locations on a daily basis in order to detect possible leaks and to reorder fuel at pre-specified minimum stocking levels. FVS will perform an inventory reconciliation in accordance with EPA and State regulations at the frequencies noted in the RFP. In addition, FVS will monitor the monitoring wells and the Veeder Root automated inventory report system located at some City fuel sites on a daily basis.

FVS will be on-call 24 hours a day, seven days a week to respond to fuel system problems that may occur and will respond within thirty (30) minutes after notification from the City. This will be considered a Targeted Budget Service.

Any problems noted during an on-site inspection or through off-site monitoring will be corrected immediately per EPA and State regulations. FVS will notify the City immediately upon discovery of an actual or suspected fuel leak or spill. Verbal notification will be followed up with a written notification within 24 hours of verbal notification. The City and FVS will notify other appropriate authorities as required.

FVS will continue to provide a minimum of four (4) personnel who are licensed to drive the two (2) fuel delivery trucks owned by the City, as well as trained in their fuel delivery operation.

The cost of any City-procured fuel used by FVS during the conduct of work for the City will be credited to the City on FVS' monthly invoice.

The City will purchase all fuel following notification by FVS that a fuel delivery is required.

Additional (Targeted) Operating Budget Services

FVS will continue to perform maintenance on varying types (makes and models) of confiscated automobiles (City Vehicle Class 01) as required by the City's Fleet Manager or designee and the Police Department, as well as other related services on these vehicles such as those described in RFP Section 4, Item 4.9.

2. Approach

FVS will continue to dispose of all vehicles and vehicle parts that are not handled through the auction process. Revenue from the sale of vehicles will accrue to the City. FVS will comply with all applicable disposal laws.

FVS will continue to perform make-ready work on all seasonal equipment such as ballfield rakes in accordance with a schedule worked out with equipment users. Ballfield equipment work for the stadiums is performed late in the calendar year or early January to ensure its availability during the months of February and March.

FVS will continue to assist the City in operator training, as may be requested by City user departments, for all new and existing vehicles and equipment if such training is authorized by the City's Director of Parking and Fleet Services and/or their designees.

FVS will continue to check and top-off fluid levels on City Police marked patrol vehicles that are designated by the Police Department once a week on a weekday designated by the City's Police Department through Fleet Services.

FVS will continue to participate in test programs sponsored by equipment or parts manufacturers that are approved by the City's Director of Parking and Fleet Services and/or their designees.

FVS will continue to provide or secure locksmith services including key duplication service and opening locked vehicles.

FVS will continue to participate in Alternative Fuel Vehicle and fuel consumption and emissions product testing as instructed by the City.

FVS will inspect and provide fire extinguishers, new or recertified, and refill first aid kits on all City vehicles that are Commercial Vehicles arriving for service except for those arriving for Quick Fix repairs. The City will purchase required supplies.

FVS will upgrade the oil sampling program developed and implemented by FVS for use as a diagnostic aid in determining repairs, service levels, and intervals, and in adjusting vehicle replacement schedules. FVS proposes to use MotorCheck™ On-Site Analyzer.

The oil analysis will continue to be provided as part of FVS' Targeted Budget. FVS will utilize an **on-site** oil analysis diagnostic tool. This will allow for "same day" maintenance determinations. FVS' oil sampling program includes, but not be limited to, the following:

- All diesel and gasoline main and auxiliary engines



MOTORCHECK™ ON-SITE ANALYZER

A "Blood Test" for your Engines, Transmissions and Gearboxes

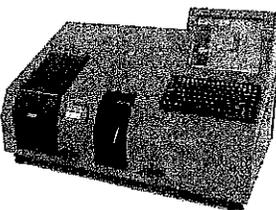
Oil Analysis tells you important facts about the condition of your engine, transmission and gearbox. Hidden developing problems can be detected immediately, saving future maintenance and repair costs and reducing the chance of catastrophic failure. Volume oil analysis users can now utilize the latest technological breakthrough and get immediate results. The MotorCheck On-Site Analyzer combines optical emission and infrared oil analysis with a special viscometer within one desk-top sized enclosure for fast, accurate oil analysis.

A traditional lab usually takes days or weeks to process your sample and employs several trained technicians who operate all of the various laboratory instruments. Now the MotorCheck On-Site Analyzer enables you to obtain instant results on-site, right at the site to reduce both the downtime associated with sending samples to a lab.

The MotorCheck On-Site Analyzer is available to all laboratories as a Polaroid™ snap shot. It takes only 5 minutes to develop. The MotorCheck Analyzer provides you with accurate analysis in a snap, in about five minutes. Know the condition of your engine in just a few days for a commercial lab to send results that are often hard to read, not easy to understand, accurate answers, On-Site and immediately with the MotorCheck Analyzer.

The Truth is in the Lubricant 

If you could look into this drop of lubricant, you could see what's wrong with your engine, transmission, or gear box in just five minutes.



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

Additional (Non-Targeted) Operating Budget Services

The City may direct FVS to perform additional tasks under the agreement resulting from this RFP process. If additional tasks are required, a written task order will be provided to FVS detailing the tasks to be performed. FVS will submit a proposal to perform specified tasks on a fixed price basis, which will be itemized by direct labor, parts, outside vendor services, and materials. The City will accept or reject the proposal within ten (10) days, except if City Commission approval is required. If accepted, FVS will perform such assignments in accordance with an agreed-to schedule.

Non-Targeted Operating Budget repairs will be subject to a Flat-Rate Labor Guide that is mutually acceptable to both City and FVS personnel adjusted for variables such as after market installed equipment, special built equipment, modifications to equipment, and rusted fasteners or fittings.

Outside Repairs

FVS will continue to be responsible for arranging, managing, and paying for the conduct of outside repairs and will have full responsibility for outside repair work. Such work will be reviewed as necessary by the City to ensure that the outside repair versus in-house repair decision remains justified (i.e., remains the most cost-effective approach for the City). FVS will be responsible for the transporting of City vehicles to and from outside repair shops, and dealerships unless other arrangements are approved by the City and/or the respective City using department.

Hours of Service

The City's Central Garage repair facilities will be open Monday through Friday from 7:00 a.m. to midnight and on Saturdays from 8:00 a.m. to 4:30 p.m. The Saturday workday will be a standard shift (not overtime), for some portion of FVS' technician workforce (including EVT's who work on City's Fire Department vehicles) that will have a standard work-week of Tuesday through Saturday. The addition of a Saturday workforce at the City's Central Garage will primarily be to ensure continuation of the work required to maintain the Public Safety vehicles, but from time-to-time may be used to meet other pressing workload requirements as deemed necessary by FVS and the City's Director of Parking and Fleet Services and/or their designees. Work on Fire Department vehicles will be performed on both day shift and night shift by FVS' EVT's, as well as the Saturday shift previously mentioned above.

FVS will have the repair facilities open every City workday and, at FVS' discretion, may also remain open on City designated scheduled holidays as long as those days are not considered overtime and/or premium pay workdays. If FVS decides to stay open on a City holiday, they will not expect delivery of vehicles scheduled for PM or other City services.

In addition, FVS will continue to have at least one fully qualified technician on-call at all times to support all City vehicle users, and a qualified technician at the site of every two-alarm or larger fire for the duration of the fire. Response times for FVS' technician will meet the needs of the City's Fire Department as well as the

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response times noted in “Road Calls and Towing” section previously stated. On-call service will also be provided for all City vehicles during emergencies, special events, and other occasions.

Fleet Management Information System

FVS will continue to provide and maintain at the City a fleet management information system (FMIS), First Source MIS, to provide customized reporting and data gathering on maintenance and repair activities and parts management functions at the City. FVS will own and maintain all hardware. FVS will provide the City on-line read-only access to First Source MIS and the data contained therein.



First Source MIS has proven to be a reliable multi-user platform for fleet management information, with an exemplary operating record on the shop floor. First Source MIS is a powerful tool that allows us to help our customers maximize the return on their fleet assets, and is an integral part of our service. Combining the friendliness of a web-based user interface with a robust relational database, First Source MIS offers unparalleled flexibility and power with providing customized reporting and analysis of your fleet assets, maintenance history, inventory, warranties, labor and material costs, and related data.

First Source MIS is a fleet asset lifecycle management application that permits mission-critical data about the fleets we manage and maintain to be captured and analyzed through customized reporting and read-only access.

First Source MIS includes the following key features:

Asset Management

- Identifies, tracks, locates, and analyzes physical assets

Data Collection

- Tracks the movement of parts for asset and maintenance management
- Includes equipment audit capability
- Includes the ability to receive imported data from ASCII delimited file sources in addition to other industry standard formats

Graphs

- Generates performance indicators in numerous graph formats

Materials Management

- Streamlines part and material management by constantly monitoring inventory
- Allocates materials to work orders providing accurate costs and workload to each asset
- Identifies items that need to be requisitioned based on existing stock levels

Purchasing Management

- Computes the cost of services using either fixed prices or time and materials
- Controls purchase order and invoice matching processes for stocked materials, direct materials, hired labor, and services
- Monitors the progress of quotations for materials and services

Report Manager

- Many standard fleet maintenance reports with customized report

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	capabilities designed to manage and reduce fleet maintenance costs
Work Management	<ul style="list-style-type: none">• Controls work order processes for routine maintenance, response maintenance and preventive maintenance• Stores material and task lists in a library for easy reference and retrieval• Determines cause and effect relationships to help reduce costs
Workflow	<ul style="list-style-type: none">• Streamlined quotations, requisitions, purchasing, and work request/work order processes

The ease of use and capabilities of First Source MIS allows for complete analysis of a wide range of fleet information, improving and accelerating critical management decisions about your fleet. All data modules are fully compliant with VMRS coding. The areas that can be analyzed and managed through First Source MIS are:

- **Automated Task Scheduling for Preventive Maintenance (PM).** Our FMIS can schedule PM automatically based on processes defined for vehicle classes or individual units. An associated report can document equipment due for PM and sort it by department or location. This level of scheduling precision can help reduce vehicle downtime by ensuring regular PMs, while allowing for escalation of critical repairs.
- **Commercial Services.** Our FMIS can issue work orders to each outside vendor utilized, and update the database as required with information about warranties, invoicing, and agreed-to pricing.
- **Fuel Management.** Our FMIS can integrate with leading fuel-management systems.
- **Warranty and Recall Management.** Our FMIS allows us to easily manage warranties, recall campaigns and related data. For instance, we can query the database by VIN for units affected by specific recalls and issue appropriate work orders.
- **Parts Inventory.** Our FMIS includes comprehensive parts inventory data management that supports costing, purchasing, inventory tracking and transfer of location-level data.
- **Asset Performance Reporting.** Our FMIS can generate real-time, on-screen reports in several industry-standard categories. The application can also generate reports on such categories as costs per vehicle, location and equipment type.

FVS will continue to provide via First Source MIS monthly activity reports to the City's specifications in the format necessary to properly oversee the management of the City's fleet. *Sample FMIS-generated reports are included in **Attachment 2.1**.*

FMIS Hardware Requirements

FVS will continue to provide at a minimum the following hardware requirements for the operation of our FMIS:

- Cable/DSL Modem
- Cable/DSL Router Hub
- Cabling Drops (inside building from hub to PC)
- Patch Cabling (from PC/printer to modem/hub)
- Laptop-HP 6510b (2.0Ghz-1GbRam-80GbHD-CD-RW/DVD-modem/WiFi)
 - Docking Station

2. Approach

- Keyboard and Mouse
- External Power Adapter
- Viewsonic 17" Flat Monitor
- Office XP Professional
- Belkin Security Lock
- Carry Bag
- (2) Desktop PC-HP DC5800MT (1.8GHz-1GbRam-80GbHD-CDRW/DVD-modem)
 - (2) Viewsonic 17" Flat Monitor
 - (2) Office XP Professional
- Printer-HP B&W Laserjet P3005dn (networked)
- Printer-HP Color Laserjet CP3505n (networked)
- Printer/Fax/Scanner/Copier-HP B&W Laserjet 3055 (all-in-one)
- Printer Cable-USB/Parallel
- Wireless Card (Sprint/Verizon)

Dedicated FMIS Support Team

FVS will continue to provide the essential FMIS support for our 197 operations across the U.S. Our FMIS support and regional staff will be responsible and available for providing the essential FMIS project management support throughout the contract duration. Our FMIS support team will be fully dedicated to supporting the FMIS-related needs of this project. Our FMIS support will include the proper training of FVS service personnel, as well as the proper configuration of our FMIS to meet the City's fleet provisions.

FMIS Training

FVS' technicians and management are trained and certified on the use of our FMIS. FVS will provide ongoing FMIS support, training, and system configuration, as needed. FVS plans to draw on the IT expertise of our neighboring contract locations to assist in providing essential IT support.

Other FMIS Functions

At no expense to the City, FVS will continue to incorporate fuel usage and vehicle mileage transaction data stored in the current City E.J. Ward fuel management system, either by a manual or automatic link, into FVS' First Source MIS to facilitate fuel management tasks and PM scheduling.

FVS will continue to allow the City on-line access to First Source MIS and the data contained therein. The City will continue to receive reports as defined in RFP Section 9. First Source MIS provides record keeping and reporting capabilities as well as have the ability to run adhoc queries and reports on the FMIS. First Source MIS is designed to allow queries and reports to be obtained using Crystal Reports, or a similar industry standard reporting software package. First Source MIS is Open Database Connectivity (ODBC) compatible.

FVS will continue to provide update FMIS training to all City employees who require system access. FVS will continue to maintain and update this FMIS connection for the City as required for the duration of the agreement resulting from this solicitation. In addition, FVS will continue to supply training on the various modules and specifics of First Source MIS.

2. Approach

First Source MIS will continue to be used to generate monthly activity and ad hoc reports to the City's specifications in the format necessary to properly oversee the management of the City's fleet, including Microsoft Excel. City personnel will continue to have secure, browser-based read-only access to the data from the City network in order for City personnel to assemble reports. If not available, then a certain number of access agents will be loaded onto City-designated computers and secure access granted to First Source MIS. The City will provide the necessary specifications for these reports during the system implementation. Data fields required, but not limited to, vehicle number, class, department, year, make, model, description, charge-back rates, in service and scheduled retirement dates, current mileage, time in service, life to date maintenance cost, and average maintenance cost per month.

FVS will continue to have an onsite employee with the knowledge of a System Administrator of First Source MIS to resolve computer related database issues, perform necessary database and system backups, troubleshoot issues and errors as they arise, and update employee computer access as necessary. This individual is also available to respond to questions from City personnel regarding data organization, contents, and manipulation and produce special fleet reports when required. This individual is also responsible for performing daily backup routines of the system database and program updates as well as storing the system backup media offsite in a timely manner.

FVS will continue to be responsible for accurate daily entry of all work order information, (e.g., parts, labor, repair type, outside vendor repair costs, vehicle mileage, etc.) into First Source MIS. All data in First Source MIS will be backed up daily to a location designated by the City.

FVS will continue to provide an email system that will serve the needs of all its employees designated to have email. No provisions will be made for any FVS employee to have a City email address. FVS will provide and stock the necessary computer supplies required to perform all functions noted.

First Source MIS includes an inventory control module for managing the parts inventory. First Source MIS is capable of accommodating parts bar code recognition for inventory and parts issuing processes, and also has a report-writing capabilities recording parts usage.

FVS' FMIS computers and server are on their own LAN segregated from the City's network and connected to the City's network via a network gateway to allow City personnel to access the database for ad hoc report viewing and writing purposes. Safeguards acceptable to the City are in place by FVS to ensure that sufficient and up to date virus protection software is installed and maintained on all of FVS' computers so that the City is confident that there are neither viruses nor security issues or vulnerabilities caused by this connection.

FVS will be responsible for granting the City's computer users access and maintaining their access to its computer software systems and modules throughout the term of the Contract. Security within First Source MIS and physical and logical network access between FVS and the City will be clearly defined, reviewed, and approved by the City. All costs for network or custom link connections will be FVS' responsibility.

PARTS OPERATION

Procuring, Stocking and Issuing Parts

FVS will continue to procure, stock, and furnish all parts, materials, supplies and fluids required for the operation and maintenance of all City vehicles in accordance with good parts management practices and meeting all relevant OEM and City standards/specifications. The City may require FVS to increase its inventory of parts and materials (i.e.; tires; batteries; etc.) to meet City needs. FVS will continue to maintain

2. Approach

a perpetual inventory of all parts, materials, supplies, and fluids in First Source MIS. The City will not be charged for the parts until they are used on City vehicles. The City will only be charged the actual parts cost with no markup.

Just as we strive to cultivate partnerships with our customers, we do the same with our vendors. FVS has over 60 vendors who have been screened and awarded with Corporate Purchase Agreements (CPA's). This relationship ensures that we get quality parts, good service and fair pricing. Due to the volume of parts we procure on a nationwide basis, we have negotiated CPAs with major parts suppliers including Ford, GM, Daimler Chrysler, Detroit Diesel, Freightliner, International Truck, Goodyear, Bridgestone, NAPA, Interstate Battery, Grainger, and others that provide significant pricing advantages. All of the National CPA vendors we use provide parts and services to FVS through their network of local dealers. In addition, we will utilize other local vendors and minority businesses, whenever possible, to provide parts and services.

Parts used to maintain and repair the City's fleet will continue to meet or exceed the quality of the parts furnished originally for the equipment (OEM equivalent). All rebuilt and/or remanufactured parts or components will meet or exceed the manufacturer's reconditioning standards. If more than one grade of product is available that meets the requirements of this section, the City will designate which grade will be made available for use. The City reserves the right of final approval of any and all product lines.

FVS will not cannibalize parts from City vehicles for use on other vehicles without prior authorization of the City's Director of Parking and Fleet Services and/or their designees. The City will receive fair market value for any parts cannibalized from City vehicles as a credit on FVS' invoices.

With City approval, FVS may purchase parts through existing City, State, and County contracts, solely at the discretion of the vendors.

Purchase of Start-Up Inventory from Prior Contractor

As the incumbent Contractor, FVS currently owns and manages the parts inventory and supplies at the City.

When the Agreement expires or is terminated, the City will have the right to purchase any or all of these parts, materials, or supplies from FVS at original cost, if it so desires. The City will have no involvement or responsibility for the sale or removal of FVS' existing parts and materials when the agreement resulting from this RFP process expires or is terminated.

Access to Parts Room

FVS will continue to be responsible for the security of the parts room and will authorize appropriate City personnel restricted access to the facility as required to ensure Agreement performance or to perform maintenance. The City will give notice prior to entering the parts room. The City reserves the right to use and enter the parts room in the case of an emergency or disaster, if so required, until FVS arrives on-site.

Quality of Parts to be Furnished

Parts furnished to the City will continue to meet or exceed the quality of the parts furnished originally for the equipment (OEM). However, if the original manufacturer has updated the quality of the parts for current production, parts supplied under the agreement resulting from this RFP process will equal or exceed the updated quality. Failure to provide items of such quality will be cause for rejection and/or return of said item. The burden of proof and cost of analysis will be that of FVS. FVS will not permit re-boxing of parts.

2. Approach



Failure to provide quality parts will be cause for rejection by the City and/or return of the parts to FVS. FVS will be responsible for vehicle or equipment damage costs caused by use of substandard parts, supplies, and fluids.

Used parts may be utilized only when all other sources have been exhausted, and then only with written approval by the City's Director of Parking and Fleet Services and/or their designees. Rebuilt/Remanufactured parts will be dismantled and reconstructed as necessary; all internal and external parts cleaned and made free from rust and corrosion; all impaired, defective, or substantially worked parts restored to a sound condition or replaced with new, rebuilt, or unimpaired used parts; all missing parts replaced with new, rebuilt, or unimpaired used parts; and such other operations performed as are necessary to put the product in sound working condition. All rebuilt or remanufactured parts will conform to the manufacturer's reconditioning tolerances.

Costs for lubricants, grease, and other similar materials used to maintain or repair City fleet vehicles will be included in the parts costs incurred by FVS and ultimately are part of the Targeted Operating Budget Costs. All such products will conform to minimum standards established by vehicle manufacturers.

Parts Warranty

Notwithstanding inspection and acceptance by the City, supplies furnished under the agreement resulting from this RFP process in regard to the conclusiveness thereof will be warranted by FVS for a minimum of thirty (30) days, or the length of time of any warranty given by the manufacturer or rebuilder/remanufacturer, whichever is greater, after acceptance.

All supplies furnished will be free from defects in material or workmanship and will conform to the specifications and all other requirements of the agreement. The preservation, packaging, packing, and the preparation for, the method of, shipment of such supplies will conform to the requirements of the agreement.

FVS will also provide the City with all manufacturers' warranties.

All warranty adjustments, including extended warranty adjustments, will be made in FVS' monthly billing. FVS is responsible for all warranty adjustments up to and including twenty-four (24) months after the agreement has expired for all purchases.

Bulk Issue Service

If and when the City's Director of Parking and Fleet Services and/or their designees requests that minor parts and/or fluids be provided to certain users in bulk for the operators to top off fluids and replace broken parts (e.g., wiper blades) to avoid the need to go to the City's Garage for service, FVS will furnish such materials.

PERFORMANCE STANDARDS

FVS will continue to meet and exceed the performance standards noted below during the term of the agreement resulting from this RFP process. FVS will continue to maintain these performance standards at all times. Labor disputes, strikes, and other events, except those beyond FVS' control, will not relieve FVS of meeting these standards.

2. Approach

Vehicle Turnaround Time Standards

The following percentages of all maintenance and repair work will continue to be completed within 24 hours of the vehicle's delivery to the garage or within 24 hours of notification of a maintenance requirement (excluding weekends - 12:00 a.m. Saturday through 7:00 a.m. Monday, and non-working holidays):

Police Department Vehicles (Marked and Unmarked):	85% of the time
Fire Department Vehicles (First Line Fire Response Units and Reserve Units):	85% of the time
Solid Waste Collection Vehicles:	90% of the time
One-Ton or Smaller Vehicles:	80% of the time
Larger than One-Ton Vehicles (Includes Construction Equipment and Other Specialty Equipment):	80% of the time
All Other Vehicles:	80% of the time

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

Accident or Vandalism Repairs. If the cost of repair is less than \$2,000, the repair will be completed within ten (10) calendar days of the damage notification. If the cost of repair is \$2,000 or greater, the repair will be accomplished within twenty (20) calendar days from the date of damage notification.

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

Major Component Overhauls or Replacements. *As the incumbent Contractor, this performance standard is not applicable to FVS.*

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

Confiscated Vehicles. These vehicles are not included in the computation of this performance standard.

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

Fleet Availability

FVS will continue to maintain minimum availability rates by class as follows:

Police Department Vehicles (Marked and Unmarked):	97 percent each workday
Fire Department Vehicles (First Line Fire Response Units & Reserve Units):	92 percent each workday
Solid Waste Collection Vehicles:	90 percent each workday
One-Ton or Smaller Vehicles:	97 percent each workday

2. Approach

Larger than One-Ton Vehicles (Includes Construction Equipment and Other Specialty Equipment):

95 percent each workday

All Other Vehicles:

95 percent each workday

Vehicle availability is defined in this section of the City's RFP.

Rework

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

- **Engine and Transmission Overhauls** – 12 months or 12,000 miles
- **All Other Work** – 90 days or 4,500 miles
- **Parts** – Identified in RFP Section 5

No more than five (5) incidents of rework per month is the City standard for the Central Garage vehicles and equipment.

All rework will be performed within 24 hours after City notification of corrective action. The City's Director of Parking and Fleet Services and/or their designees will have final decision making authority in regards to services questioned to be rework.

PERFORMANCE INCENTIVES

Cost Savings Incentive

As an incentive to FVS to identify and pursue cost savings opportunities, the City and FVS will continue to share in the cost savings that are generated as a result of actions taken by FVS. The following Cost-Sharing Incentive Program will be followed:

- FVS and the City of Fort Lauderdale share any contract savings below the targeted budget on a 50/50 basis. The City will receive \$0.50 and FVS will receive \$0.50 of every dollar of savings under the contract target budget.
- FVS and the City of Fort Lauderdale share costs on a 50/50 basis above the targeted costs, up to 102 percent (102%). Any targeted costs in excess of the 102 percent (102%) will be borne solely by FVS.

This program is also based on the premise that the costs are calculated at the end of each year and are based on aggregate budget totals and not individual line items.

The calculation of the costs for this Cost-Sharing Incentive Program will be performed without inclusion of any deductions or incentives presented in the next section of this proposal.

Liquidated Damages

FVS will pay the City liquidated damages each month for performance that falls short of specified performance standards.

2. Approach

At the end of each month, the City will tally the points assessed to FVS, and then compute the amount of liquidated damages that are owed by FVS. Each point will be worth \$40.00.

The monthly FVS invoice will be adjusted to reflect liquidated damages assessed for the month.

Fleet Availability Performance Standards:

- Between 97.5 and 98.5 percent availability for the entire fleet (2 points or \$80)
- Between 95 and 97 percent availability for the total Police fleet (2 points or \$80)
- Between 95 and 96 percent availability for the total Fire fleet (2 points or \$80)
- Between 92 and 94 percent availability for the Solid Waste fleet (1 point or \$40)
- Between 95 and 97 percent availability for the One-ton and smaller fleet (1 point or \$40)
- Between 95 and 96 percent availability for the Larger than One-ton fleet (1 point or \$40)
- Between 95 and 96 percent availability for all other vehicles (1 point or \$40)

Preventive Maintenance Performance Standard:

- Between 92 and 97 percent of all scheduled PMs will be completed on time (1 point \$40)

Turnaround Time:

- Within 24 Hours - 2 points or \$80 for each percentage point below the performance standard per vehicle class
- Within 48 Hours - 2 points or \$80 for each percentage point below 95% per vehicle class

Rework:

- 2 points or \$80 per occurrence over 5 per month

The above Performance Standards are as ranges of high-quality service delivery. Both the maximum and minimum represent a range of high-quality service delivery that FVS will meet as the “acceptable” range for the City of Fort Lauderdale. If FVS performs within these parameters, the City receives the high-quality service that it is paying for, and neither an incentive nor a deduction goes into effect. If FVS does better than the upper limit of a high-quality acceptable standard, the incentive program will go into effect. If FVS does worse than the lower limit of the high quality acceptable standard, the deduction program will go into effect.

QUALITY ASSURANCE PROGRAM

FVS will continue to provide a Quality Assurance Program for the management of the repair and maintenance of City vehicles and equipment. This program includes provisions for meeting specified performance standards, maintaining quality workmanship, providing a high level of customer service, and reducing fleet costs incurred by the City. *FVS' proposed Quality Assurance Program can be found in Section "5. Organization and Staffing" of this Proposal.*

2. Approach

RECORD KEEPING AND REPORTING

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

Reference Files and Procedures. FVS will continue to maintain, either electronically, hard copy, etc., a complete file of service manuals, parts manuals, service bulleting, lubrication charts and other information needed to properly service and repair the City's fleet. These records will become the property of the City at contract termination or conclusion. As the incumbent Contractor, FVS will provide update FMIS System training to City employees requiring access. FVS will continue to maintain and update this FMIS connection for the City as required for the duration of the agreement resulting from this RFP process. All records become the property of the City at contract termination or conclusion.

Vehicle and Repair Order History. A hard copy vehicle history folder will continue to be maintained by FVS for all maintenance and repair performed, including all contracted/commercial work. This folder will contain, by repair order number, all repair orders generated for the fleet. In addition, a folder will be kept for each vehicle and piece of equipment in the City's fleet which will contain hard copy documentation of the vehicle's make, model, year and serial number, warranty information, and invoice information. Some users may require, and FVS will provide them with a copy of repair orders for their vehicles at the time that maintenance or repair work is completed. These records will be maintained for a period of one year after the vehicle is disposed of to conform to Federal DOT regulations.

MIS Requirements. FVS will continue to utilize its FMIS, First Source MIS, to establish and maintain an electronic record keeping and reporting system for all services being provided at the City. First Source MIS will provide records of all maintenance, repair and servicing activity performed on each City vehicle. FVS will maintain all data including labor, contracted/commercial services, parts used, and repair codes for each day's activity, vehicle utilization and other pertinent fleet management information. The City's Director of Parking and Fleet Services and/or their designees will have total, unlimited access to the information system, and the City's fleet user departments will also have "read only" access to the information system for their own fleet vehicles, along with the ability to run their own ad hoc vehicle reports as desired.

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

Billing Information. FVS will continue to generate automated information to support charge-backs to the City fleet users for maintenance and repair services, fuel usage, and motor pool usage.

Daily Report. FVS will continue to furnish a report daily showing vehicle number and status of all vehicles that have been in process of repair and/or maintenance for five (5) days or more.

Weekly Report. FVS will continue to generate a report summarizing the previous week's activities for delivery to the City before noon on Friday. With exact content and format that is acceptable to the City, this report will continue to include the current week's scheduled activities such as:

- Vehicles scheduled for PM service
- Vehicles scheduled for repair or other service

2. Approach

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

Monthly Report. FVS will continue to submit a monthly report to the City on or before the 10th calendar day of the month following the reporting period. The report will summarize the month's work within the parameters defined by the daily report. In addition, the monthly report will include Contract performance according to Performance Standards defined in RFP Section 6. A monthly safety report will also be submitted.

Transition Report. *As the incumbent Contractor, this requirement is not applicable to FVS.*

Annual Report. On the first anniversary of the effective date of the Agreement and every other anniversary date thereafter, FVS will continue to submit to the City a written annual report that summarizes the year's activity in the format agreed upon by FVS and the City. FVS will provide a statement indicating the solvency of FVS as part of the annual report. This may take the form of a standard issued certified corporate report or certified statement of FVS' financial condition. FVS will also include in the annual report the results of the annual customer satisfaction survey in a format acceptable to the City.

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

Ad Hoc Reports. FVS may be required to assist in the generation of any ad hoc reports as the City or any of its user departments may request. In addition, some users may require copies of repair orders when vehicles are picked up to document costs incurred that are eligible for Federal reimbursement. All such request will go through the City's Director of Parking and Fleet Services or their designees.

Additional Reports. FVS understands that the City may require that FVS add routine reports and/or increase the frequency of routine reports.

2. Approach

PROVIDER PERSONNEL

Selection of Personnel

FVS' complete staffing plan for the maintenance and repair of Fort Lauderdale's fleet can be found in Section "5. Organization and Staffing" of this Proposal. FVS will continue to be responsible for selecting personnel to perform the services outlined in the agreement resulting from this RFP process and for determining and providing wages, salaries, and benefits for its employees. The employees of FVS will not be eligible for City benefits or rights. FVS will use its best, responsible effort to employ the City of Fort Lauderdale's surrounding area residents. Resumes for FVS' General Manager, Mr. William Rischow, and other key onsite personnel can be found in Section "5. Organization and Staffing" of this Proposal.

If at any time during the term of the agreement resulting from this RFP process FVS intends to replace their General Manager, FVS will present its nominee for General Manager to the City for review and approval as per RFP section 10.3.

FVS will continue to provide as part of its hiring process employee training and efforts toward employee improvement, and will continue to maintain ASE Blue Seal status achieved by FVS for the City's Central Garage. In addition, FVS will continue to require its technicians to attend specialized equipment training sessions as required by the City.

All FVS employees will meet City pre-employment standards including those associated with drug and alcohol tests, a criminal record check, security clearance, and a medical examination, if applicable. FVS will provide the City's Director of Parking and Fleet Services and/or their designees a completed checklist showing all required pre-employment requirements have been completed for each new employee hired by FVS.

All FVS employees who will operate City vehicles or equipment requiring a commercial drivers license, motorcycle license, hazardous materials, school bus license, etc. will have all appropriate license(s). FVS will have designated employees to drive and operate its two (2) mobile fuel trucks.

FVS will continue to have on onsite employees who possess the appropriate certifications and skills for testing and/or repairing Fire apparatus, pumps, AC electrical generators and circuits, and equipment, and any other specialized vehicles and equipment that is presently in or to be added to the fleet in the future. As identified in FVS' staffing plan, FVS will continue to have trained and certified technicians (EVTs) dedicated to meet all of the standby, shift, service, maintenance and repair work for all City Fire Department Emergency Service vehicles. Likewise, FVS will continue to employ trained and certified technicians required to repair and maintain the City's heavy equipment (i.e., cranes; backhoes, loaders; dozers; diesel engines; and other specialty heavy-duty equipment owned and operated by the City).

Local Labor

As the incumbent Contractor, FVS will continue to provide qualified personnel that are consistent with staffing and training requirements set forth in this RFP to ensure disruption of City services are minimized.

Changes in Personnel

As the incumbent Contractor, FVS' onsite General Manager, Mr. William Rischow, will continue to manage and oversee all aspects of the City's fleet maintenance and repair operation, ensuring world-class customer service delivery that the City has come to expect from FVS. If, at any time, FVS decides to replace its

2. Approach

General Manager, FVS will seek the City's approval of its replacement prior to a changeover. FVS' proposal to change its General Manager will include a transition plan.

Uniforms

All FVS employees will continue to wear uniforms that include FVS and employee's name in a visible location.

Training

FVS' Employee Training and Certification Program can be found in Section "5. Organization and Staffing" of this Proposal.

TOTAL AGREEMENT COST

Please refer to Section "7. Price Proposal" of this Proposal.

Invoicing

Frequency: FVS will continue to provide one (1) invoice per month in payment for FVS' Targeted Operating Budget Services. In addition, FVS will continue to provide one (1) invoice a month for costs incurred for FVS' Non-Targeted Operating Budget Services provided during the month or not previously invoiced. Each invoice, whether for Targeted or Non-Targeted Services, will be adjusted as appropriate for performance rewards/liquidated damages, for any rework services including warranty reimbursements, fuel used by FVS' assigned vehicles, long distance phone bills, costs incurred directly by the City for FVS' Targeted Operating Budget Services, etc.

Format: FVS will continue to submit invoices in duplicate to the City's Director of Parking and Fleet Services and/or their designees for review, approval, and payment. Invoices for FVS' Non-Targeted Operating Budget Services will include line item documentation of costs incurred (e.g., wages, parts, outside repair services, etc.) as well as documentation of the City's authorization to incur Non-Targeted Operating Budget Costs. Within each Non-Targeted Operating Budget category, individual repair order numbers with associated labor charges, parts costs, and outside repair services will be delineated.

Invoicing for Targeted Operating Budget Services: All costs invoiced for FVS' Targeted Operating Budget Services, except for fee, will be actual net costs as paid by FVS. The first month's invoice for FVS' Targeted Operating Budget Services plus fee will not exceed 1/12 of the Targeted Operating Budget Cost. FVS' costs which exceed 1/12 of the Targeted Operating Budget Cost in any one month may be invoiced to the City in a subsequent month within the current contract year to the extent that cumulative invoices for the current contract year-to-date do not exceed the portion of the contract year completed.

Invoicing for Non-Targeted Operating Budget Services: FVS' Non-Targeted Operating Budget labor charges made by FVS will only reflect labor costs incurred by FVS as a result of performing Non-Targeted Operating Budget work and will be billed at the rates specified in RFP Attachment "F". If FVS performs Non-Targeted Operating Budget work without incurring any additional labor cost, (e.g., using its existing personnel without increasing overtime, etc.) no charge to the City for labor will be made.

2. Approach



Certification: FVS' monthly invoice for all costs will include a statement certifying that the charges billed to the City are true and accurate and were incurred in the performance of the terms of the agreement resulting from this RFP process. Such statement will be signed by FVS' authorized representative.

Payment of Invoices: The City will pay FVS within thirty (30) days of the City's receipt of an acceptable invoice. The City will pay FVS for all items invoiced over which there is no dispute so that payment for undisputed items is prompt. Payment for disputed items will be made when disputes are resolved.

The City will not pay any late charges or penalties that pertain to undisputed invoice payment that are within the thirty (30) day period.

The City will not pay any late charges or penalties of any type in regard to disputed invoices

City's Right to Review Billing Documentation

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

ANNUAL MEETING

A meeting will be held no less than one hundred fifty (150) days prior to the end of each Agreement year. During this annual meeting between the City and FVS, FVS will present a summary of work accomplished relative to service performance standards, Targeted Operating Budget and Non-Targeted Operating Budget Expenses, etc. FVS will include a report by a third party auditor verifying the performance standards and expenses. This report is to be paid for by FVS and not to be included in monthly billing to City. The presentation will also include recommendations for changes to improve performance during the upcoming year. A copy of the presentation will be made available to the City two (2) weeks before the annual meeting. During the meeting, FVS' performance will be reviewed. The City will present a "report card" that includes its assessment of FVS performance. The meeting will also include a review of FVS' cost of doing business in the City. Changes to the Agreement resulting from the annual meeting will be documented and submitted for formal approval as required by City procedures.

The Annual Meeting will be conducted at least one month prior to City Budget submissions. At the Annual Meeting both parties will determine if budget constraints restrict workable life cycles for specific equipment or equipment categories. Adjustments will be performed as required, such as maintaining said equipment or equipment category under "CONTRACT" invoicing or increase the "NONCONTRACT" budget allocations or the City and FVS will jointly review the equipment category lifecycle parameters listed be better to replace then repair the equipment.

CONTINUITY OF SERVICE

Notice of Intent Not to Renew

FVS will ensure that services provided are maintained without interruption and that, upon expiration or termination of the Agreement, FVS will cooperate with the Successor in allowing as many personnel as practical to remain on the job in order to provide the continuity and consistency of the services called for by

2. Approach

the Agreement. Therefore, if FVS chooses not to renew the Agreement upon Agreement expiration, FVS is required to provide the City a written notice of such intent at least one hundred fifty (150) days before the expiration of the Agreement. Should FVS fail to provide timely notice, the City reserves the right to require continued performance of the Agreement by FVS under the terms of the Agreement for a period of up to four (4) months from receipt of written notice of intent or from the date of expiration of the Agreement, whichever is earlier.

Phase In - Phase Out

If upon expiration or termination of the Agreement, FVS is not chosen to continue in its role, FVS will, upon written notification from the City, provide phase-in, phase-out services for up to ninety (90) days after the Agreement expires or is terminated. After notification, FVS will cooperate in good faith with a Successor in determining the nature and extent of the services, including the development of a mutually acceptable transition plan, subject to approval by the City. FVS will provide sufficient, experienced personnel during the transition period to ensure that all services called for by the Agreement are maintained at the specified level of Agreement performance. FVS will be reimbursed for all reasonable transition costs pre-authorized by the City, which are incurred within the agreed period after Agreement expiration or termination. FVS will cooperate with the Successor in allowing as many personnel as practical to remain on the job in order to provide the continuity and consistency of the services called for by the Agreement. Toward this end, FVS will disclose necessary personnel records and allow its Successor to conduct on-site interviews with its employees.

2. Approach

First  **Vehicle Services**

Attachment 2.1 Sample FMIS Reports

FirstSource MIS Report Description U200 Vehicle Life Cycle Report

Report Purpose:

This report provides a list of the life cycle status of all the Units assigned to a facility. The report lists each Unit individually and also provides a summary of life cycle status(es) by vehicle categories. Life cycles can be defined by unit miles, hours, and/or calendar date.

Selection Criteria:

By default the report runs for the User's Organization that was used during Log-in. User may choose to filter report by Department and Subfleet. User may also choose to run the report for all units, or select only those that meet the criteria for exceeding the life cycle.

Report Location:

The U200 report is located in the "Fleet2" folder in the FirstSource advanced reporting portal: http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD

Required Inputs:

Datastream Report Viewer - U200 Life Cycle Report_V1

U200 Life Cycle Report

Facility:

All(%) or Units Exceeding Life Cycle

For additional prompts, Click Next otherwise Click Finish.

- **Facility:**
Default is the User Login Facility.
- **All or Only Units Exceeding Life Cycle:**
User may run report for all assigned Units, or use "%" to filter by only Units that are exceeding life cycle.
- Click Finish to Run report, or Next for more options.

Additional Selection Criteria:

Datastream7i Report Viewer - U200 Life Cycle Report_V1
U200 Life Cycle Report

Choose Department Code:

- AUCTION-D
- BBI-D
- CIS-D
- COM-D
- CP-D
- DEC-D
- DGS-D
- DPW-D

Select all Deselect all

Choose Subfleet:

- Life Cycle - Motorcycles
- Life Cycle - Police Cruisers 0-8600 G
- Life Cycle - Pumper 25001-33000 G
- Life Cycle - Refuse Packers 62001-9

Select all Deselect all

- **Department Code:**
Select the department(s) to be evaluated
- **Subfleet:**
Choose Subfleet(s) to evaluate.

Cancel < Back Finish

Report Assumptions:

This report assumes that the vehicle life cycles have been defined within FirstSource.

Report Export Capabilities:

The report is designed to be exportable to Adobe PDF and Excel format only. The CSV (comma separated variable) export feature is not enabled for this report.

Report Sample (.pdf Format):

U200 Life Cycle Report

Facility: 4946

Life Cycle:

Life Cycle - Motorcycles

Unit	Unit Description	Client Department	Miles	Miles Expected	Hours	Hours Expected	Calendar End of Cycle
Y657620	C-02. 2005 HARLEY FLHPI	POL-D	7,381	15,000			
Y659147	C-05. 2005 HARLEY FLHPI	POL-D	4,834	15,000			
Y661437	C-06. 2005 HARLEY FLHPI	POL-D	8,043	15,000			
Y656145	C-08. 2005 HARLEY FLHPI	POL-D	5	15,000			
Y654823	C-09. 2005 HARLEY FLHPI	POL-D	4,003	15,000			
Y654170	C-10. 2005 HARLEY FLHPI	POL-D	2,935	15,000			
Y660541	C-13. 2005 HARLEY FLHPI	POL-D	1,726	15,000			
Y660637	C-15. 2005 HARLEY FLHPI	POL-D	4,660	15,000			
Y656753	C-16. 2005 HARLEY FLHPI	POL-D	4,453	15,000			
Y661805	C-29. 2005 HARLEY FLHPI	POL-D	5,761	15,000			
Y661606	C-33. 2005 HARLEY FLHPI	POL-D	5,380	15,000			
Y656986	C-34. 2005 HARLEY FLHPI	POL-D	3,222	15,000			
Y655233	C-36. 2005 HARLEY FLHPI	POL-D	4,735	15,000			
Y659600	C-38. 2005 HARLEY FLHPI	POL-D	8,895	15,000			
Y661202	C-83. 2005 HARLEY FLHPI	POL-D	8,991	15,000			
Y660220	C-85. 2005 HARLEY FLHPI	POL-D	1,339	15,000			
Y659895	C-86. 2005 HARLEY FLHPI	POL-D	4,405	15,000			
Y655561	EMC-2. 2005 HARLEY FLHPI	EMS-D	4	15,000			
Y657923	X-C1. 2005 HARLEY FLHPI	POL-D	2,948	15,000			
Y657769	X-C2. 2005 HARLEY FLHPI	POL-D	2,200	15,000			
Y658393	X-C3. 2005 HARLEY FLHPI	POL-D	2,104	15,000			
Y659564	X-C4. 2005 HARLEY FLHPI	POL-D	1,530	15,000			
Y658587	C-24. 2005 HARLEY FLHPI	POL-D	1,264	15,000			

Total # of Vehicles in Life Cycle Category: 28

Total # of Vehicles out of Life Cycle: 0

Report Sample (cont.):

U200 Life Cycle Report

Facility: 4946

Life Cycle - Pumpers 25001-33000 GVW

Unit	Unit Description	Client Department	Miles	Miles Expected	Hours	Hours Expected	Calendar End of Cycle
VA24930	ENG-X24. 1982 GRUMMAN F700	FIRE-D	58,148	80,000		5,000	
VA24932	Unit: ENG-X25. 1982 GRUMMAN F700	FIRE-D	50,383	80,000		5,000	
85F1065	ENG-X38. 1974 MACK R900	FIRE-D	0	80,000		5,000	
A040538	ENG-X29. 1986 PIERCE DASH	FIRE-D	360	80,000		5,000	
A040499	ENG-X6. 1986 PIERCE DASH	FIRE-D	111,014	80,000	11,673	5,000	Exceeding Life Cycle
A040236	FOAM-1. 1989 PIERCE LANCE	FIRE-D	23,262	80,000	1,985	5,000	
1038977	FOAM-2TRL. 1993 SPIRIT TRAILER	FIRE-D	0	80,000		5,000	
U-11825	FOAM-3. 1998 NOMANCO TRAILER	FIRE-D	0	80,000		5,000	
C045354	ENG-17. 2003 SPARTAN METRO	FIRE-D	13,008	80,000		5,000	
H594567	MAC-2. 1994 IHC 490	FIRE-D	120,680	80,000		5,000	Exceeding Life Cycle
A040107	TK-14. 1987 PIERCE LANCE	FIRE-D	4,033	80,000	7,696	5,000	Exceeding Life Cycle
A040462	TK-17. 1987 PIERCE LANCE	FIRE-D	32,788	80,000	8,174	5,000	Exceeding Life Cycle
A040106	TK-26. 1987 PIERCE LANCE	FIRE-D	36,598	80,000	4,900	5,000	
A040123	TK-34. 1987 PIERCE LANCE	FIRE-D	53,530	80,000	5,795	5,000	Exceeding Life Cycle
A040515	TK-6. 1987 PIERCE LANCE	FIRE-D	50,455	80,000	6,599	5,000	Exceeding Life Cycle
Total # of Vehicles in Life Cycle Category:							58
Total # of Vehicles out of Life Cycle:							25

FirstSource MIS Report Description F450 Summary of Work Performed

Report Purpose:

This report produces a statement of charges for a selected period of time. It lists the labor and costs associated, to include any contractual cost markups, work order by work order. It also lists the downtime associated with each work order. The report is designed to run for one or more Service Centers, and multiple departments depending on the options selected. This report differs from the F455 report by excluding the individual activity breakdowns of each work order.

Selection Criteria:

By default this report runs for the user organization and therefore the only required entries are the dates and Fleet Owner. To filter the report based on MRC, Departments, Class, or Status, choose the Fleet Owner and then Click Next to access the additional prompts.

Report Location:

The F450 report is located in the "Fleet" folder in the FirstSource Advanced reporting portal: http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD

Required Inputs:

F450 Summary of Work Performed
By Department

Enter Start Date:

Enter End Date:

Choose Fleet Owner Code:

- 0000
- 0000X
- 4064
- 4127
- 4711
- 4735
- 4736
- 4740

[Select all](#) [Deselect all](#)

Choose Garage Owner Code:

- 0000
- 0000X
- 4444
- 4711
- 4735
- 4736
- 4740
- 4753

[Select all](#) [Deselect all](#)

- **Start and End Date:**
 Specify the time period required
 NOTE: The report will run for specific days as well as all days between the date range entered

- **Fleet Owner Code:**
 Specify which Service Center(s) for report output- If needed, the user may "Select all"
 NOTE: This report can be ran for more than one Service Center

- **Garage Owner Code**
 Specify one or more garage owner codes to display in the report- If needed, the user may "Select all"

For additional prompts, Click Next otherwise Click Finish.

Optional Report Inputs:

Click "Next" button to enter more optional report parameters

F450 Summary of Work Performed By Department

Prompt Page 2 Select additional filter options or click Finish to view report.

Choose Department Code:

- 3691-0
- 4100-0
- 41101-0
- 4120-0
- 4190-0
- 4210-0
- 4220-0
- 4240-0

[Select / Deselect](#)

Enter Beginning and Ending Unit:

AND

Choose Status:

- AA
- FE
- AP
- AS
- I
- BK
- B
- QS

[Select / Deselect](#)

Choose Class:

- AW
- C
- X
- PT
- PC
- PS
- PWS

[Select / Deselect](#)

- **Department Code**

Specify one or more department within the Service Centers selected in the previous screens- If needed, the user may "Select all"

- **Beginning and Ending Unit**

Specify a range of units, for one single unit (enter it both in beginning and ending), or for all units by leaving these fields blank.

- **Status**

Specify the work order status(es) to display in the report- If needed, the user may "Select all"

- **Class**

Specify the order class(es) to display in the report- If needed, the user may "Select all"

Report Assumptions:

The report assumes that the Labor Arrangement is setup for the specific Service Centers

Report Export Capabilities:

The Report is designed to be exportable to Adobe PDF and Excel format only. The CSV (comma separated variable) export feature is not enabled for this report.

Report Sample

F450 Summary of Work Performed By Department

Report Period Apr 20 2005 To May 4 2005

Fleet Contract: 4946 - City of Pittsburgh

Department: DGS-D - DGS

WO NUMBER	GARAGE	UNIT	DESCRIPTION	METER	OPEN DATE	CLOSED DATE	STATUS	DOWN TIME TO DATE	CHARGE CODE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS	
38593	4946	E148100	Unit: GS-13. CHEVROLET C3500				AS		C	0.00	0.00	10.18	0.00	10.18	
38861	4946	S855638	Unit: MP-16. CHEVROLET CAVALIER	0	4/27/05	4/27/05	C	0.15	C	0.00	0.00	0.00	650.61	650.61	
39408	4946	R398844	Unit: GS-18. DODGE CARAVAN	0	4/20/05	4/20/05	C	176.17	C	4.16	176.80	274.06	0.00	450.86	
44149	4946	S475846	Unit: GT-3. PETERBILT H515	0	4/15/05	4/18/05	C	509.87	C	0.00	0.00	2.00	0.00	2.00	
Department: DGS-D - DGS Sub Total										686.19	4.16	176.80	286.24	650.61	1,113.65

Department Summary Costs By Charge Code of Work

CHARGE CODE	DOWN TIME TO DATE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
C	686.19	4.16	176.80	286.25	650.61	1,113.66
Total	686.19	4.16	176.80	286.25	650.61	1,113.66

Department: DPW-D - DPW

WO NUMBER	GARAGE	UNIT	DESCRIPTION	METER	OPEN DATE	CLOSED DATE	STATUS	DOWN TIME TO DATE	CHARGE CODE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS	
39700	4946	T037853	Unit: ES-242. CCI LEACH PACKER	0	3/23/05	4/4/05	C	1,021.00	NC	10.00	425.00	1,460.10	0.00	1,885.10	
39764	4946	T037859	Unit: ES-241. CCI LEACH PACKER	0	2/21/05	2/21/05	C	1.00	NC	0.00	0.00	0.00	4,115.25	4,115.25	
39766	4946	V104638	Unit: PW-315. CHEVROLET C70	0	2/23/05	2/24/05	RO	1,018.87	C	3.00	127.50	0.00	0.00	127.50	
39776	4946	T042662	Unit: ESR-29. CCI LET 46F	0	2/21/05	2/21/05	C	2.50	NC	0.00	0.00	0.00	452.28	452.28	
39772	4946	D712300	Unit: ES-231. PETERBILT 320	0	2/21/05	2/21/05	C	1.75	NC	0.00	0.00	0.00	4,985.65	4,985.65	
39776	4946	T036080	Unit: ES-230. CCI LOADMASTER	0	3/23/05	3/25/05	C	771.52	NC	0.00	0.00	5.00	0.00	5.00	
40295	4946	VA09466	Unit: PW-217. FORD F700	0		3/2/05	RO	120.15	C	0.00	0.00	5.00	0.00	5.00	
48555	4946	T037860	Unit: ES-246. CCI LEACH PACKER	0	4/16/05	4/16/05	C	5.00	NC	4.92	209.10	0.00	0.00	209.10	
51236	4946	D712285	Unit: ES-204. PETERBILT 320	0	4/29/05	5/2/05	C	96.92	C	11.75	499.38	53.52	0.00	552.90	
Department: DPW-D - DPW Sub Total										3,038.71	29.67	1,260.98	1,523.62	9,553.18	12,337.78

Department Summary Costs By Charge Code of Work

CHARGE CODE	DOWN TIME TO DATE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
C	1,235.94	14.75	626.88	58.52	0.00	685.40
NC	1,802.77	14.92	634.10	1,465.10	9,553.18	11,652.38
Total	3,038.71	29.67	1,260.98	1,523.62	9,553.18	12,337.78

Report Sample (cont.)

Department: EMS-D - EMERG. MED. SERVICES

WO NUMBER	GARAGE	UNIT	DESCRIPTION	METER	OPEN DATE	CLOSED DATE	STATUS	DOWN TIME TO DATE	CHARGE CODE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
40801	4946	EB47850	Unit: MED-8. FORD F467	0	4/16/05	4/16/05	C	1,081.06	NC	0.00	0.00	0.00	2,368.67	2,368.67
50407	4946	EE42699	Unit: MED-14. FORD F467	0	4/25/05	4/25/05	C	9.66	NC	4.80	204.00	378.00	0.00	582.00

Department: EMS-D - EMERG. MED. SERVICES Sub Total 1,090.72 4.80 204.00 378.00 2,368.67 2,950.67

Department Summary Costs By Charge Code of Work

CHARGE CODE	DOWN TIME TO DATE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
NC	1,090.72	4.80	204.00	378.00	2,368.67	2,950.67
Total	1,090.72	4.80	204.00	378.00	2,368.67	2,950.67

Department: FIRE-D - FIRE ADMINISTRATION

WO NUMBER	GARAGE	UNIT	DESCRIPTION	METER	OPEN DATE	CLOSED DATE	STATUS	DOWN TIME TO DATE	CHARGE CODE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
38771	4946	A091013	Unit: ENG-23. ALF QUINT	0	4/19/05	4/22/05	C	1,205.68	NC	37.15	1,578.88	109.11	85.00	1,763.99
39305	4946	E157843	Unit: FS-3. CHEVROLET C3500	0	3/22/05	3/23/05	C	22.61	C	0.00	0.00	0.00	669.12	669.12
38698	4946	A091013	Unit: ENG-23. ALF QUINT	0	2/24/05	4/18/05	C	1,354.43	NC	45.15	1,918.88	907.23	0.00	2,826.10
39711	4946	WZ17770	Unit: ENG-5. ALF PATRIOT	0	2/25/05	2/25/05	C	99.28	NC	0.00	0.00	0.00	1,251.42	1,251.42
44311	4946	C039724	Unit: ENG-30. SPARTAN PUMPER	0	3/31/05	3/31/05	C	33.44	C	0.00	0.00	20.50	0.00	20.50
48916	4946	VA24930	Unit: ENG-X24. GRUMMAN F700	0	4/20/05		IN		NC	26.03	1,106.28	50.21	0.00	1,156.48
50931	4946	A091013	Unit: ENG-23. ALF QUINT	0	5/2/05	5/2/05	C	128.39	C	0.00	0.00	628.00	85.00	713.00

Department: FIRE-D - FIRE ADMINISTRATION Sub Total 2,843.83 108.33 4,604.04 1,706.05 2,090.54 8,400.61

Department Summary Costs By Charge Code of Work

CHARGE CODE	DOWN TIME TO DATE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
C	184.44	0.00	0.00	648.50	754.12	1,402.62
NC	2,659.39	108.33	4,604.03	1,057.54	1,336.42	6,997.99
Total	2,843.83	108.33	4,604.03	1,706.04	2,090.54	8,400.61

Organization Totals 9,253.52 155.06 6,590.08 4,256.36 19,269.98 30,116.39

Organization Summary By Charge Code of Work

4946 - City of Pittsburgh

CHARGE CODE	DOWN TIME TO DATE	LABOR HRS	LABOR COST	PARTS COST	SUBLET COSTS	TOTAL COSTS
C	3,500.43	27.01	1,147.93	1,298.28	3,829.44	6,275.64
NC	5,753.09	128.05	5,442.13	2,958.08	15,440.54	23,840.75
4946 Totals	9,253.52	155.06	6,590.06	4,256.36	19,269.98	30,116.39

Report Summary 9,253.52 155.06 6,590.08 4,256.36 19,269.98 30,116.39

FirstSource MIS Report Description I002 FG Value of Inventory Report

Report Purpose:

This report outputs the summary book value totals, by account code and status, in a selected storeroom. This report differs from the I001 report by not listing a part-by-part breakdown of the selected storeroom.

Corporate Accounting requires that each location prints and files this report during month end close out. This report will serve as a record during an audit.

Selection Criteria:

Select the facility (may select more than one) for evaluation and click finish.

Report Location:

The I002 FG report is located in the "Parts" folder in the FirstSource advanced reporting portal: http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD

Required Inputs:

Datastream 7 Report Viewer - I002 FG Value of Inventory

Facility:

<input type="checkbox"/>	Allegheny County Housing Authorit...
<input type="checkbox"/>	Allegheny Service Center
<input type="checkbox"/>	Beaufort County Service Center
<input type="checkbox"/>	City of Pittsburgh Service Center
<input type="checkbox"/>	Davie
<input type="checkbox"/>	FVS - HARFORD, MD
<input type="checkbox"/>	Florence County Service Center

Select all Deselect all

- **Facility:**
Select the facility inventory to be reported.

Cancel < Back Next > Finish

Report Export Capabilities:

This report is exportable to Adobe PDF, Excel, and CSV (comma separated variable) formats.

Report Sample

I002 FG Book Value of Inventory

FACILITY	DBA	STORE	STATUS	ACCOUNT	BALANCE
0000	Utopia	0000	Active	11954	0
		0000		11722	5,000
		0000		11721	267,074
		0000		0000	
		Active			272,074
	Utopia				272,074
0000					272,074
Summary					272,074

FirstSource MIS Report Description

F135 PM Schedule by Client Department (by Period)

Report Purpose:

This report provides the period based preventative maintenance schedule for a customer's fleet grouped by client department. This report also lists the PM class code for each asset.

Selection Criteria:

Selection parameters include the Organization, MRC, Unit Department Code, and Date Range to be evaluated.

Report Location:

The F135 report is located in the "Fleet" folder in the FirstSource Advanced reporting portal: http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD

Required Inputs:

Datastream7i Report Viewer - D7|FVSGM|FVSOC|FVSOM|FVSOPSM|FVSPA|FVSPU|FVSSW|R5|F135 PM By Department

Preventive Maintenance Schedule

Enter Report Start Date:	* Dec 5 2005
Enter Report End Date:	* Dec 5 2005
Enter Organization Code:	EVT_OBJECT_ORG
Enter MRC:	EVT_MRC
Enter Unit Department Code:	EVT_LOCATION

- **Starting/Ending Date:**
 Select the period to be evaluated.
 NOTE: The report will run for specific days, as well as all days between the date range entered.
- **Organization:**
 Specify the organization.
- **MRC:**
 Specify the MRC.
- **Unit-Department:**
 Select the Unit-Department-
 NOTE: By selecting "EVT_LOCATION" the report will include all Unit-Departments.

Report Assumptions:

This report assumes that assets have been assigned to a PM Schedule.

Report Export Capabilities:

This report is exportable to Adobe PDF, Excel, and CSV (comma separated variable) formats.

Report Sample

Preventive Maintenance Schedule

Report Period Dec 6 2005 To Dec 6 2005

Facility: 4735Davie

Garage: DAVIE MAIN FACILITY

Run Date: Dec 5, 2005

Department: FIRE DEPARTMENT

Unit	Unit Description	PM Class
December 6, 2005		
ART394606	2003 AMER.RESQ: HONDA GX120	C
ART395206	2003 AMER.RESQ: HONDA GX120	C
CART3806	GOLF CART	C
GEN997506	2002 GENERAC 7000EXL	C
GH2AXL06	1996 AMKUS TOOL: HONDA GX120	C
PPV469406	2001 RAM-FAN: HONDA GX160	C
PPV836606	2003 RAM-FAN - HONDA GX160	C
QV8000A06	1989 ECHO QV8000	C
SAW002906	UNIVENT PRO SAW 50:1 MIX 1-800-754-3282	C
SAW050606	UNIVENT PRO SAW 50:1 MIX 1-800-754-3282	C
TR3806	K714BT-WT HAULMARK TRAILER 2003	C
TR6506	KD7X14WTZ HAULMARK TRAILER 2003	C
TRGEN06	EM6500SX HONDA GENERATOR 2005	C
X156006	2002 STIHL MS260 CHAINSAW	C
X495906	WINCO GEN. 1985	C
X622906	STIHL 2001	C
X749006	2003 STIHL TS400	C
X785206	1998 STIHL TS400	C
X842806	1998 STIHL TS400	C
X8642206	2004 STIHL MS290	C
X8644606	2004 STIHL MS290	C
X8645506	2004 STIHL MS290	C
X889506	1998 STIHL TS400	C

Total # of Scheduled Vehicles for Department: FIRE DEPARTMENT 23

Report Sample (cont.)

Department: POLICE DEPART

Unit	Unit Description	PM Class
December 6, 2005		
47805	DODGE INTREPID 2004	B

Total # of Scheduled Vehicles for Department: POLICE DEPART 1

Department: PUBLIC WORKS

Unit	Unit Description	PM Class
December 6, 2005		
22507	FORD F-150 2000	C
360C007	HARDEE 1982	B
755E07	FORD 755 1985	B

Total # of Scheduled Vehicles for Department: PUBLIC WORKS 3

Department: SPECIAL PROJECTS

Unit	Unit Description	PM Class
December 6, 2005		
EZ3803	GOLF CART 1999	C

Total # of Scheduled Vehicles for Department: SPECIAL PROJECTS 1

DAVIE MAIN FACILITY		28
4735		28
Summary		28

FirstSource MIS Report Description F230 ver.2 Open Work Orders by Status Report

Report Purpose:

This report provides a detailed list of all open work orders, by organization, for a selected date. This report is useful for allowing Operations Managers an overview of the current open work orders, and their respective assigned status.

Selection Criteria:

User selects the Organization, MRC, Department, Work Order Status, and Work Order Class to be evaluated.

Report Location:

The F230 ver.2 report is located in the "Fleet" folder in the FirstSource advanced reporting portal:

http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD

Required Inputs:

Datastream 7 Report Viewer - D7|FVSGM|FVSOC|FVSOM|FVSOPSM|FVSPA

Organization:	* 4740	▼
MRC:	* 4740	▼
Unit-Department:	EVT_LOCATION	▼
Status:	IN	▼
Class:	C	▼

- **Organization:**
Select the organization.
- **MRC:**
Specify the MRC.
- **Unit-Department**
Select the Unit-Department-
NOTE: By selecting "EVT_LOCATION" the report will include all Unit-Departments.
- **Status**
Specify work order status
NOTE: By selecting "EVT_STATUS" the report will include all work order statuses.
- **Class**
Specify work order class
NOTE: By selecting "EVT_CLASS" the report will include all work order classes.

Report Limitations:

This report excludes work orders that are in the "Awaiting Execution", "Awaiting Vehicle", and "Completed" statuses (A, AV, and C).

Report Export Capabilities:

The report is designed to be exportable to Adobe PDF and Excel format only. The CSV (comma separated variable) export feature is not enabled for this report.

Report Sample:

Open Workorders by Status

Facility: 4740 Allegheny Service Center

Garage: 4740 Allegheny

Run Date: Dec 4, 2005

Status: 20 Awaiting Shop

Workorder	Class	Unit	Description	Department	Date/Time
121265	C	9982	INTHR DUMP 1999	0048D3-D	Nov 30, 2005 1:45:01 PM
121269	C	8477	CHVRL ASTRO VAN AWD 2004	71-D	Nov 30, 2005 1:56:33 PM
121317	C	5415	CHVRL LUMINA 1997	34-D	Nov 30, 2005 2:59:54 PM
121472	C	5208	CHVRL LUMINA 1999	31-D	Dec 1, 2005 9:12:09 AM
121474	C	5398	MRCRY SABLE 2001 **RECALL FRONT COIL SPRINGS**	34-D	Dec 1, 2005 9:16:28 AM
121571	C	8366	FORDX F-550 2WD DRW 2001	0048EL-D	Dec 1, 2005 1:59:45 PM
121977	NC	6196	FORDX CROWN VIC 2003 **LEASED**	64-D	Dec 2, 2005 8:22:27 AM
121990	C	9993	FORDX F-450 2000	0048NP-D	Dec 2, 2005 8:39:12 AM
122215	NC	8251	GMCXX FLAT BED C3500 1998	0048HA-D	Dec 2, 2005 1:34:34 PM
122228	C	8396	FORDX F-250 4X4 SRW 2001	0048NP-D	Dec 2, 2005 2:06:51 PM
122249	C	5371	OLDS CUTLASS 1998 **RECALL LOWER PINION BEARING**	28B-D	Dec 2, 2005 2:39:53 PM
122250	NC	8474	CHVRL ASTRO VAN AWD 2004 **LEASED**	54-D	Dec 2, 2005 2:43:19 PM

Group Total # of Workorders 12

Status: 26 Awaiting Parts

Workorder	Class	Unit	Description	Department	Date/Time
121426	C	8480	CHVRL ASTRO VAN AWD 2004	71-D	Dec 1, 2005 6:55:53 AM

Group Total # of Workorders 1

Status: 28 Awaiting Vendor

Workorder	Class	Unit	Description	Department	Date/Time
120183	C	5435	CHVRL IMPALA 2004	34-D	Nov 25, 2005 12:42:27 PM

Group Total # of Workorders 1

Report Sample (cont):

Status: 29 In Shop

Workorder	Class	Unit	Description	Department	Date/Time
118903	NC	2103	2000 CRAFTCO TRAILER	0048PV-D	Nov 19, 2005 12:28:38 PM
120185	C	5430	CHVRL IMPALA 2004	34-D	Nov 25, 2005 1:15:54 PM
120190	C	8360	CHVRL ASTRO AWD 2000	71-D	Nov 25, 2005 1:47:39 PM
120299	C	8332	FORDX F-450 DRW 4X6 2000	0048HE-D	Nov 28, 2005 6:52:33 AM
121035	C	8035	FRGHT HD DUMP 1991	0048SP-D	Nov 30, 2005 6:50:40 AM
121065	C	8288	CHVRL ASTRO VAN AWD 1998	28B-D	Nov 30, 2005 8:21:42 AM
121444	C	9781	ELGIN SWEEPER 1993	0048SP-D	Dec 1, 2005 7:45:42 AM
121582	C	5345	CHVRL LUMINA 1999	71-D	Dec 1, 2005 2:39:39 PM
121949	C	5286	FORDX TAURUS 1996	64-D	Dec 2, 2005 6:58:13 AM

Group Total # of Workorders 9

Report Total # of Workorders 23

FirstSource MIS Report Description I401 Parts Usage History Report

Report Purpose:

This report provides a history of work order issues/returns for a specified part. It sorts by Unit number and the date of part issue.

Selection Criteria:

Select the store, date range, part number to be audited, and click finish.

Report Location:

The I401 report is located in the "Parts" folder in the FirstSource advanced reporting portal: http://ewsf03.datastream.net/web/base/logindisp?tenant=FVS_PRD

Required Inputs:

Datastream Report Viewer - I401 Parts Usage History

I401 Parts Usage History

Store: *	<input checked="" type="checkbox"/> 0000 - Utopia Emporium <input type="checkbox"/> 0000-P - Utopia Parts Contract <input type="checkbox"/> 4104P - Carolina Service Center <input type="checkbox"/> 4104P-O - Carolina Service Cent <input type="checkbox"/> 4127P - Guaynabo Service Cent <input type="checkbox"/> 4127P-O - Guaynabo Service Ce <input type="checkbox"/> 4128P - Caguas Service Center I	
	<input type="button" value="Select all"/> <input type="button" value="Deselect all"/>	
Starting Date: *	Mar 13 2003	Ending Date: *
	<input type="button" value="Calendar"/>	Mar 13 2006
Subtitle: *	Parts Usage- B495	Part: *
		B495

- **Store:**
Select the parts issuing store to be evaluated
- **Start/End Date:**
Select the date range for part issues
- **Part:**
Specify the part number for audit
- **Subtitle:**
User may give this report a subtitle

Report Export Capabilities:

This report is exportable to Adobe PDF, Excel, and CSV (comma separated variable) formats.

Report Sample:

I401 Parts Usage History

Subtitle: Parts Usage- B495

Part: B495

Start Date: Mar 13 2003

End Date: Mar 13 2006

Org.	Unit	Wo No.	Date	WO Closed	Prev. Date	Days	Minor War. Period	Meter	Prev. Meter	Usage	Store	Trans. Type	Quantity	Price	Extended
B495 OIL FILTER															
0000	00-1234	24959	12/15/04	12/15/04	12/13/04	2	0	500			0000	I	2	7.31	14.63
0000	00-1234	24257	12/13/04	12/13/04			0	500			0000	I	2	7.31	14.63
0000	00-1234	24660	12/3/04				0	500			0000	I	10	4.95	49.5
0000	0001-SANITATION	24189	2/16/05				0				0000	I	1	114.43	114.43
0000	04-0085	161212	2/11/06				0	1,000	500	500	0000	I	1	4.95	4.95
0000	04-0085	24971	12/17/04				0	500	0	500	0000	I	1	7.31	7.31
0000	04-0085	24899	12/14/04	12/14/04	12/2/04	12	0				0000	I	5	7.31	36.57
0000	04-0085	24253	12/2/04	12/2/04			0	0			0000	I	1	4.95	4.95
0000	04-0085	24239	12/2/04	12/2/04			0	0			0000	I	-1	4.95	-4.95
0000	04-0085	24239	12/2/04	12/2/04			0	0			0000	I	2	4.95	9.9
0000	54	25496	1/9/05				0	980			0000	I	2	169.92	339.83
0000	54	24972	12/17/04				0				0000	I	1	7.31	7.31

FirstSource MIS Report Description F108 Units Scheduled to PM

Report Purpose:

This report will allow users to manage the units assigned to PM Schedules by listing all units, active or retired, and which PM schedule they're assigned to.

Report Location:

The A800 report is located in the "Reports" – "Fleet" folder in the FirstSource reporting portal.

Required Inputs:

F108 Units Scheduled to PM

Choose Fleet Owner Code:

<input type="checkbox"/>	0000
<input type="checkbox"/>	4064
<input type="checkbox"/>	4070
<input type="checkbox"/>	4102
<input type="checkbox"/>	4103
<input type="checkbox"/>	4104
<input type="checkbox"/>	4127
<input type="checkbox"/>	4128

Select all Deselect all

Cancel < Back > Next > Finish

Report Limitations:

This report will return all units – active and retired, and which PM schedules they are associated with.

Report Export Capabilities:

The Report is designed to be exportable to Adobe PDF, Excel and CSV.

Report Sample:

F108 Units Scheduled to PM First Vehicle Services

Org	Equipment Department	Chassis ID	Bumper Number	Description	Type of Equipment	Status of Equipment	Contract (Y/N)	PM Schedule	WO Status	WO Due Date	WO Meter Due	PM Deactivated Date
4740	0048D3-D	1058		1058 2009 PTRBL 340 TEST REAR DRUMS 6-1-2009	V	IS	Y	4740VMD50C	A		15,246	
4740	0048D2-D	1059		1059 2009 PTRBL 340	V	IS	Y	4740VMD50C	A		10,000	
4740	0048D7-D	1060		1060 2009 PTRBL 340	V	IS	Y	4740VMD50C	A		10,000	
4740	0048D5-D	1063		1063 2010 PTRBL MODEL 348	V	IS	Y	4740VMD50C	A	May 6, 2011 12:00:00 AM	10,000	
4740	0048NP-D	8001		FORD HD TRUCK 1990	V	IS	Y	4740VMD50C	A		81,537	
4740	0048D1-D	8036		FREIGHTLINER HD TRUCK 1991	V	IS	Y	4740VMD50C	A		85,939	
4740	39-D	8150		CHEVROLET MOBILE CLINIC 1984	V	IS	Y	4740VMD50C	A		40,193	
4740	0048BP-D	8222		INTERNATIONAL HD DUMP 1996	V	IS	Y	4740VMD50C	A	Feb 3, 2011 12:00:00 AM	96,553	
4740	0048D4-D	8223		INTERNATIONAL HD DUMP 1996	V	IS	Y	4740VMD50C	A		101,188	
4740	0048D5-D	8224		INTERNATIONAL HD DUMP 1996	V	IS	Y	4740VMD50C	A	May 6, 2011 12:00:00 AM	55,776	
4740	0048D1-D	8225		INTERNATIONAL HD DUMP 1996	V	IS	Y	4740VMD50C	A		108,521	
4740	34A-D	9000		CHEVROLET HAZ VAN 2000	V	IS	Y	4740VMD50C	A	Dec 22, 2010 12:00:00 AM	15,128	

FirstSource MIS Report Description F460 Unit Cost

Report Purpose:

To produce a statement of charges for a period of time by unit.

Report Location:

The F460 report is located in the "Reports" – "Fleet" folder in the FirstSource reporting portal.

Required Inputs:

Start Date

Enter Start Date:

* May 11 2010 

End Date

Enter End Date:

* May 11 2010 

Fleet code

Choose Organization:

*
 *
 *
 *
 0000
 4064
 4070
 4102
 4103
 4104
 4127
 4128

Select all Deselect all

**Client
 Department**

Choose Department Code:

0000
 0000N
 0000SCN
 0000SCS
 4102
 4103
 4104
 4127

Select all Deselect all

**Work Order
 class**

Choose Class:

AW
 C
 IC
 IM
 NC
 NCA
 NCD
 PJ

Work order status

Choose Status:

[Select all](#) [Deselect all](#)

<input type="checkbox"/>	32
<input type="checkbox"/>	AA
<input type="checkbox"/>	AE
<input type="checkbox"/>	AP
<input type="checkbox"/>	AS
<input type="checkbox"/>	AV
<input type="checkbox"/>	C
<input type="checkbox"/>	FN

[Select all](#) [Deselect all](#)

Report Limitations:

This report will only list units that have had charges within the date range specified on the prompt page.

Report Export Capabilities:

The Report is designed to be exportable to Adobe PDF, Excel and CSV.

Report Sample:

F460 Unit Cost

Report Period Jan 1 2010 To May 11 2010

Department	Bumper Number	Chassis ID	Description	Labor Hours	Labor Cost	Parts Cost	Outside Service Cost	Total Cost
0048D8-D		9985	PETERBILT 1995	4.5	155.48	278.04	0	428.52
0048D8-D		9978	INTERNATIONAL DUMP 1999	12.5	441.33	189.35	1,759.83	2,390.51
0048D8-D		9984	INTERNATIONAL 2654 1999	9.3	321.32	161.76	0	483.08
0048DL-D		8378	FORD F250 4X4 SRW 2001	22.2	767.02	1,031.13	0	1,798.15
0048DL-D		8459	CHEVROLET SILVERADO 2003	7.2	248.76	515.2	0	763.96
0048DR-D		5409	JEEP GRAND CHER 2002	1	34.55	0	0	34.55
0048DR-D		5548	2007 STAURN VUE "HYBRID"	5.3	183.12	299.42	0	482.54
0048EL-D		8267	GMC K3500 DUAL 1998	1.5	51.83	2	0	53.83
0048EL-D		8366	FORD F-550 4WD DRW 2001**	95.9	3,313.35	862.31	653	4,828.66
0048EL-D		8518	2005 FORD F150	2.2	76.01	13.47	0	89.48
0048EL-D		8531	2006 FORD F150	2.8	100.52	30.52	0	131.04
0048EL-D		8532	2006 FORD F150	0.3	10.37	0	2,539.42	2,549.79
0048HA-D		8430	FORD F-150 4X4 SRW 2002	2.5	86.38	13.47	0	99.85
0048HA-D		8530	2006 FORD F250	7.5	259.13	57.62	100.3	417.05
0048HA-D		8620	8620 2009 CHVRL SILVERADO35004WD	4.5	155.48	200.63	0	356.11
0048HE-D		1002	2002 GRADALL (MAINTAIN CHASSIS ONLY)	8.9	307.5	144.6	0	452.1
0048HE-D		1004	TALBERT TRAILER 2002	9.5	328.23	136.29	0	464.52
0048HE-D		8332	FORD F-450 DRW 4X6 2000 *12/30/08	5.5	190.03	122.59	0	312.62
0048HE-D		8373	FORD F-550 2WD DRW 2001	17.8	614.99	424.02	0	1,039.01
0048HE-D		8495	CHEVROLET SILVERADO 2004 ** EXT Instr Cluster Warranty** **	4.2	147	103.39	0	250.39

3. Transition Plan

First  **Vehicle Services**

First Vehicle Services (FVS) has been proudly serving the City of Fort Lauderdale (FL) since 1981 as its preferred provider of fleet management and maintenance services.

As the incumbent Contractor, the transition to the new contract will be seamless—with no disruption to the services being provided to the City or its vehicle operators. Also, as the existing fleet maintenance Contractor, FVS can guarantee no transition costs—either directly related to start-up or the administration of this Contract.

FVS' existing parts inventory is sufficient and specifically addresses the issues related to the maintenance and repair of the City's vehicle and equipment fleet. FVS has established relationships with local companies and national vendors with distribution centers in Fort Lauderdale, allowing us to procure parts/supplies and sublet services today so that FVS can help minimize the downtime of the City's fleet.



4. Service Alternatives and Exceptions



Service Alternatives and Exceptions

First Vehicle Services is not proposing any service alternatives or exceptions to this RFP.

5. Organization and Staffing

First  Vehicle Services

OVERVIEW

Proudly serving the City of Fort Lauderdale (FL) for the last 29 years, no other Contractor has a clearer understanding of the unique City fleet requirements and vehicle operator needs than First Vehicle Services (FVS). We will continue with a staffing approach that is arranged functionally to provide the most efficient control of all services under the direct daily oversight of our dedicated service team. Our organization is designed with the appropriate division of responsibility, supervision, staffing, and skill sets for cost-effective management by trained personnel who are dedicated to each functional area. FVS' onsite management team can draw upon our surrounding service centers to supplement the workforce at City's maintenance facility with qualified staff, as needed.

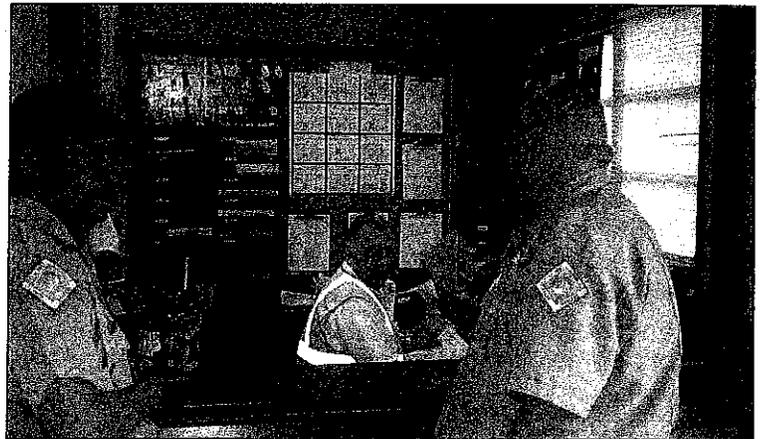
"Very positive. The (FVS) Staff at the garage is very responsive to my requests."

Herb Hyman
Town of Davie
Procurement Manager

STAFFING PLAN AND PERSONNEL QUALIFICATIONS

FVS proposes to continue to provide the City with a dedicated team of experienced management and staff who will be responsible for the delivery of quality services in the maintenance and repair of City's fleet. FVS' staff will continue to devote one hundred percent (100%) of their time to the job duties associated with their respective positions. FVS' proposed staffing plan can be found in **Attachment 5.1**.

Attachment 5.2 includes FVS' organization charts depicting reporting relationships between the City and FVS' management/staff (corporate, regional, and onsite). **Attachment 5.3** includes resumes of our corporate and regional management team, in addition to resumes of our key personnel and staff certifications at Fort Lauderdale.



FVS will perform pre-employment drug tests, criminal background checks, and driver's license screenings for all proposed FVS employees, and will administer random drug tests during the contract term. FVS will dismiss any employee involved in misconduct, drugs, or alcohol on the City premises, or whose performance or actions are obviously detrimental to the program.

Backup or Contingency Plan

FVS draws upon the vast resources of FVS' corporate management and service teams of neighboring FVS' service centers, as needed, to supplement FVS' maintenance workforce at Fort Lauderdale in situations of illness, extended employee absence, military deployment, etc. FVS will ensure adequate staffing levels are maintained during these times to meet and exceed contractual obligations.

5. Organization and Staffing

Onsite Personnel and Job Descriptions

Utility Worker

FVS' onsite Utility Workers will continue to be responsible for the appearance of all City vehicles. These individuals may also assist FVS' Technicians, Supervisors, Operations Manager, and/or the General Manager in the performance of their day-to-day job duties.

Specific duties include but not limited to:

- Attend the automated car wash to assist City vehicle users
- Observe and report on proper operation of car wash and availability of needed supplies. Wipe exterior and glass of washed vehicles to remove any residual dirt, grease, or film.
- May wax/ buff cars, and vacuum and clean vehicle interior and upholstery
- May perform some shop janitorial duties
- Strictly observe Shop safety and environmental practices relating to the car wash and regarding proper handling and disposal of all waste streams

Tire Repairer

Specific duties include but not limited to:

- Perform tire inspections
- Maintain records of tire inventory, recaps, scraps and other logs as needed to ensure a ready supply of tires
- Strictly observes Shop safety practices relating to tire installation, use of personal safety devices and wheel dollies, chemicals, and tire filters
- Follows environmental practices regarding proper handling and disposal of all waste streams

Technicians

Ensuring maximum vehicle availability and safety for the City will be a top concern of our onsite technicians. Our onsite technicians are properly trained to perform maintenance and repair on the diverse vehicles in the City's fleet. We ensure that the service work of our technicians consistently conforms to the highest standards of quality and efficiency, in addition to our best fleet practices.

Our technicians have all required technical and safety training including, but not limited to, manufacturer training, ASE and EVT certifications, and licenses including CDL and DOT, and any other required certificates. FVS offers training to its employees to expand their skill sets and keep them abreast of the latest changes in the industry. We are committed to our employees and encourage ASE and EVT certification advancement through financial incentives.



5. Organization and Staffing

Specific duties include but not limited to:

- Fulfill team leaders responsibilities as necessary
- Meet all performance and Quality Control standards
- Diagnose and perform accurately all phases of vehicle maintenance and repair
- Remove, clean, repair, reinstall, and adjust vehicle components
- Ensure work orders are completed properly
- Select appropriate course of action for repairs
- Evaluate completed work prior to release
- Ensure safe use of power and hand-held tools
- Perform road calls and emergency services as necessary
- Communicate professionally with customers, team members, and supervisors
- Maintain required attendance at work site
- Participate in safety committee
- Immediately clean up spills
- Immediately report accidents or injuries
- Maintain professional personal appearance and clean worksite

Parts Clerks

FVS' onsite Parts Clerks will continue to order, stock, distribute, and complete inventory and ensure security of parts. Timely and accurate service to FVS' technicians will be of greatest importance.

Specific duties include but not limited to:

- Responsible for the receipt, verification, labeling, storage, documentation and security of all parts and supplies in the parts room
- Responsible for ordering parts to ensure adequate inventory levels
- Issue parts to technicians with approved documentation
- Ensure that parts are properly documented, charged to work orders, and entered into fleet management information system
- Assist technicians in researching part numbers, cross-referencing interchangeability, and supplying parts to meet scheduled repairs and maintenance
- Coordinate with technicians on parts status, specifications, warranties and delivery schedules
- Maintain accurate and complete computerized inventory records as parts are issued and received
- Assist in cycle counts and verifications

Office/ MIS Clerk

FVS' onsite Office/ MIS Clerk will continue to process accounts payable and provide required reports to corporate; schedules PM inspections and coordinates schedules with departments; process daily reports for

5. Organization and Staffing

the City; coordinate the data collection and data input from operations in FVS' FMIS; process employee payroll as needed; and answers phones.

Specific duties include but not limited to:

- Responsible for Project Office administration to ensure that all contractual and legal mandates are met
- Relieve General Manager of clerical work and administrative details
- Maintain contract files and records, prepare contract correspondence, management reports and schedules
- Answer phone and direct calls within the Contract office
- Schedule appointments and meetings for management staff
- Prepare agendas
- Prepare and sends faxes, e-mail and mail as required
- Administer accounting data, payroll, and personnel records
- Coordinate employee benefits at the Contract level
- Input and extract data from FVS' FMIS to provide data to FVS' management and City

Office Manager

FVS' onsite Office Manager will continue to be responsible for operating an efficient administrative office at the City. This individual will continue to interface with the City, City user departments, vendors and internal departments to include Corporate office. Specific attention will continue to be given to client relations, accuracy of reports, recordkeeping systems, and overall Contract success in administrative functions.

Specific duties include but not limited to:

- Coordinate the data collection and data input from operations
- Maintain personnel files
- Assist in recruitment, screening, and hiring of employees
- Process employee payroll and answer phones
- Provide data input into FVS' FMIS
- Assemble data for plans, schedules, and reports for General Manager
- Manage daily payables and receivables
- Perform Month end closing and contract billing

Inventory Manager

FVS' onsite Parts Manager will continue to be responsible for the organization and profitability of the City's fleet parts department. This individual will continue to interface with using agencies, vendors, and internal/external customers. Specific attention will continue to be given to operational support, City relations, accountability, and cost/ quality of parts.

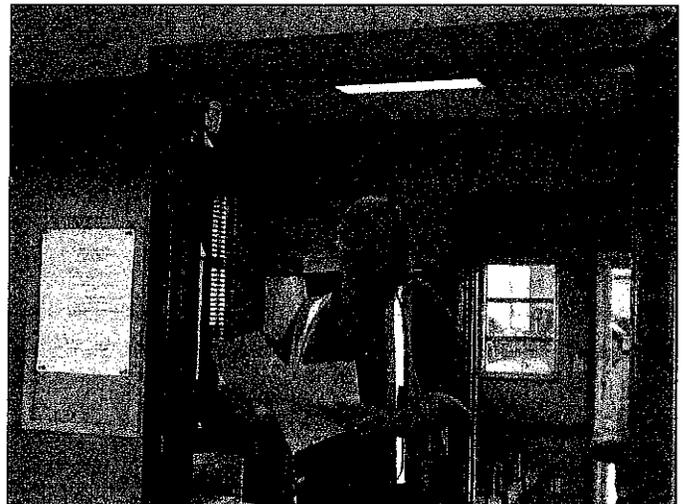
5. Organization and Staffing

Specific duties include but not limited to:

- Stock inventory at profitable levels while maintaining appropriate services to City Shop operations
- Design, implement, and monitor ongoing cost quality purchasing program
- Conduct cost and quality comparison studies
- Maintain an effective parts catalog system
- Manage warranty claims on parts
- Manage a core exchange program
- Prepare and conduct physical inventories quarterly
- Responsible for the creditability of appropriate information on repair orders
- Provide timely and accurate support services to operational staff
- Generate positive customer interaction
- Provide reports and computer-generated reports as necessary
- Meet all contractual requirements in the area of parts inventory and services
- Initiate all necessary operating procedures, which apply to the area of parts
- Provide training, technical support and assistance to staff
- Provide proper supervision, guidance, motivation and leadership to staff
- Evaluate, counsel and discipline appropriate staff
- Develop Quality and Leadership concepts with staff
- Establish employee objectives for appropriate staff
- Ensure security of parts facility and inventory
- Maintain a professional staff and facility appearance
- Provide recommendations as needed to build and maintain an exemplary quality parts facility

Fleet Supervisors

FVS' onsite Fleet Supervisors will be responsible for assisting FVS' Operations Manager in managing daily shop operations and workload, and ensuring technicians are working safely. Our Fleet Supervisors monitors PM and repair work of our technicians in their respective area of responsibility, either Heavy Equipment or Light Fleet. This key position works closely with vehicle users to schedule repair work and meeting customer satisfaction. The Supervisor also works closely with FVS' technicians to ensure that service work of technicians continually meets and exceeds FVS' quality standards and the satisfaction of the City.



5. Organization and Staffing

Specific duties include but not limited to:

- Provide technical supervision of fleet maintenance and support activities
- Prepare and assign resources to work plans
- Coordinate parts, shop tools, and maintenance requirements with management and subordinates
- Responsible for work performance in the shop including planning, staffing, monitoring, and analyzing maintenance requirements and schedules
- Perform vehicle maintenance and inspect completed work by FVS' technicians
- Ensure quality maintenance is performed in compliance with contract performance standards
- Train, assign, and direct the work of Technicians to maintain shop productivity, safety, and quality
- Monitor and perform periodic inspections of facilities, equipment, and inventory to ensure security, safety, and accountability
- Perform quality control/ safety inspections of City's Shop
- Ensure employees observe work rules and safety practices
- Responsible for accuracy and completeness of all documentation and FVS' FMIS entries associated with the maintenance and repair activities within the shop
- Prepare and submit operations reports and schedules to FVS' management and the City

Operations Manager

Our onsite Operations Manager will continue to be responsible for assisting the FVS General Manager in managing daily operations and staffing, and in coordinating safety activities. Our Operations Manager will continue to monitor PM and repair work of our technicians and recommends changes as appropriate. This key position assists our General Manager in the investigation of services complaints, as well as works closely with our onsite Supervisors to ensure that service work of technicians continually meets and exceeds our quality standards. This person also works closely with the City's Director of Parking and Fleet Services in the development of vehicle specifications, procurement of vehicles, vehicle and equipment rentals, and quotes for vehicle and equipment modifications. This position also has direct supervision responsibility for the Fire Department Fleet.

Specific duties include but not limited to:

- Develop and maintain shop procedures that are in compliance with regulatory and contractual requirements
- Oversee all shop operations
- Responsible for work performance in the shop including planning, staffing, monitoring and analyzing maintenance requirements and schedules
- Ensure quality maintenance is performed in compliance with contract performance standards
- Ensure that training and certification goals and requirements are met
- Ensure that all OSHA, Environmental, and DOT standards are met
- Develop and maintain a quality assure program that will ensure a quality maintenance facility
- Ensure employees observe work rules and safety practices

5. Organization and Staffing



- Responsible for accuracy and completeness of all documentation and fleet MIS entries relating to maintenance and repair activities within the shop
- Prepare and submit operations reports and schedules to management and the client
- Manage parts operation

General Manager

Dedicated to the City's fleet maintenance operation, our onsite General Manager will continue to oversee the day-to-day fleet repair functions that ensure the delivery of critical fleet services—from comprehensive PM services and general repairs to directed work and vehicle preparation and disposal. Our General Manager will continue to be focused on the delivery of world-class customer service for the City of Fort Lauderdale.

Our General Manager ensures that our best fleet practices intended to increase service efficiency, reduce maintenance inspections, and reduce operating costs are maintained. This person is also responsible for ensuring Key Performance Indicators (KPIs), and quality and safety standards are being exceeded, as set forth by the City and our senior management. This person has a critical role in our cost savings initiatives for the City's fleet maintenance operation.

Reporting to our Region Vice President, our General Manager is responsible for managing the onsite service and support team and maintaining direct communication with the City's Director of Parking and Fleet Services on all matters relating to the maintenance and repair of the City's fleet.

Specific duties include but not limited to:

- Responsible for overall management and administration of the contract operation including staffing, budgets, schedules, work performance, and contract compliance
- Initiate management actions and procedures
- Assess fleet problems and solutions
- Serve as single point of contact for the client on all matters relating to contract performance and operation
- Responsible for on-site client relations
- Conduct user meetings
- Prepare and submit plans, schedules, and reports to client
- Negotiate contract modifications as directed and authorized by corporate management
- Prepare and assigns resources to work plans
- Monitor and perform periodic inspections of facilities, equipment, and inventory to ensure security, safety, and accountability
- Responsible for employee training (safety, technical, HazMat, etc.)
- Consults with client on special projects and fleet improvement initiatives

Corporate and Region Customer Support

FVS' technical customer support staff will continue to provide assistance to the onsite management team on an ongoing basis. Our customer support staff is made up of FVS employees who are trained in every aspect of diverse fleet management operations.

5. Organization and Staffing

FVS supports each of its operations with both regional and corporate oversight to ensure that our management team receives expert operational support and audit of activities by off-site staff.

Region Vice President

Our **Region Vice President (RVP), Aubrey Felton**, is responsible for overseeing the overall performance of this agreement, performance standards, and cost savings initiatives, and will report directly to the City's Director of Parking and Fleet Services and FirstGroup America's corporate management. In addition, Mr. Felton will monitor the performance of the City's maintenance operation to ensure contract requirements are met and exceeded. Mr. Felton is responsible for identifying and implementing tailored solutions to streamline and improve the fleet service delivery processes at the City-provided maintenance facility.

Mr. Felton receives weekly and monthly statements from the project management team for review, and advises and directs the onsite FVS General Managers in any corrective actions necessary to ensure the delivery of world class customer service to the City. Mr. Felton will continue to meet regularly with the City Director of Parking and Fleet Services to discuss contract matters and areas where we can be more responsive to the City's needs.

Senior Vice President

Our **Senior Vice President (SVP), Dale Domish**, works closely with our Region Vice President to ensure 100 percent customer satisfaction with the services we deliver daily to the City. Mr. Domish ensures that our operations are focused on service delivery excellence through continuous process improvements, quality excellence through compliance with ISO and Six Sigma standards and FVS' First Quality Management™ program, safety excellence through the OSHA VPP and FVS safety program, and employee excellence through comprehensive training and testing for ASE and EVT certifications.

Other forms of direct support for City's operations come from key corporate management listed below:

- Our **Director of Maintenance, Ray Roland**, assists FVS' Senior Vice President in providing oversight and direction to all FVS service centers to ensure that resources of the company are managed and coordinated in an efficient and professional manner to meet company objectives. He coordinates and directs FVS' operations and quality programs to ensure process standardization and service quality consistent with FVS and industry standards.
- Our **Quality Manager, Brian Freeman**, works closely with FVS' Director of Maintenance to maintain ISO9001:2000 standardization and monitor operational performance at FVS' service centers to ensure that we are providing quality services on an ongoing basis and KPI objectives are met. He provides additional training for FVS' personnel and implements cost savings programs and customer satisfaction initiatives.
- Our **Director of Safety and Environmental Services, Eugene Fritz**, develops and implements safety policies and procedures in compliance with local, State, and Federal Occupational Safety and Health Administration (OSHA) rules and regulations. He upholds FVS' zero tolerance on safety to ensure an accident-free work place for all FVS employees. In addition, he is responsible for service center compliance with all local, State, and Federal environmental regulations through company environmental programs and policies.
- Our **Director of Human Resources, Linda Wilson**, is responsible for functions related to employment, including the administration of FVS' employee benefits program and ensuring the appropriate level of personnel at the City's maintenance facility. She manages the recruiting and hiring of personnel, as well as performs duties relating to employment provisions mandated by law. In addition, she ensures we are in compliance with the City's and FVS' hiring practices and all FVS'

5. Organization and Staffing



employees have required certifications and licenses. She documents and maintains technician certifications on file.

Employee Benefits Program

FVS will be responsible for providing an employee benefits program for health and other related benefits. These benefits will include, but not limited to:

- Health Benefits (Medical, Dental, Vision)
- Life Insurance
- Accident Insurance
- Sick Leave
- Vacation
- 401-K retirement plan with matching employer contribution

FVS offers family medical program to all employees as a benefit option, covering 85% of the employee's benefits cost. Many of FVS' competitors offer similar coverage; HOWEVER, they often cover 0% of the employee benefit cost. If the employee chooses the competitors family benefit plan they will have to pay for their family coverage out of their own pocket.

FVS believes that a provision for family medical coverage is not only the right thing to do; it is also important in both attracting and retaining the most effective workforce in the marketplace. In response to the RFP requirement to employ highly skilled technicians, it is imperative that we offer a comprehensive wage and benefit program where benefit cost for the employee is minimal.

These costs are included as part of FVS' Targeted Operating Budget Cost. *A complete description of FVS' employee benefits plan is included in FVS' Price Proposal under separate cover.*

EMPLOYEE TRAINING AND CERTIFICATION

FVS values its employees and is committed to service excellence. Our technicians have more than 3,700 ASE certifications. This means that the City always receives the best service quality each time City vehicles and equipment are maintained. Through a financial incentive program, we ensure that our technicians continue to seek training and certification provided by the National Institute for Automotive Service Excellence.

5. Organization and Staffing

FVS' systematic approach to technical training and development are critical to superior maintenance performance. Training includes classroom instruction and on-the-job training, both of which are based on elements from supplier-provided courses.

FVS maintains a comprehensive library of in-house and web-based technical training materials consisting of videos, printed study guides, and libraries of technical literature for reference by our technicians. We will ensure that our maintenance technicians have all the necessary training, support and oversight to ensure proper and effective maintenance of City's vehicles and equipment. FVS supports employee training and certification advancement. We encourage all of our technicians to become master technicians through ASE certifications in areas relevant to their position.

OEM and Auto Aftermarket Training

We assist our clients in gaining full benefit from our relationships with original equipment manufacturers (OEM) and national parts suppliers. Trainers such as AC/Delco, Ford, Case, Force America, Intercon, Leach, Heil, and Elgin visit FVS' local maintenance sites to instruct technicians in a variety of areas including, but not limited to, electrical, hydraulic, and manufacturer specific training. The purpose of this training program is to improve the skill set of FVS' technicians for better service delivery to the City.

Technician Training and Certification

The Center for ASE is an independent organization that is dedicated to improving the quality of vehicle repair and service through the testing and certification of service professionals. ASE has developed a series of more than 40 tests to measure the skill level of technicians in vehicle repair and maintenance that are grouped into such specialties as automotive (front-end alignment, brakes, air conditioning, etc.), heavy equipment and alternate fuel vehicles. Due to its importance, FVS has an arrangement with ASE that provides each technician the following training assistance:



- Pre-testing of skill levels to determine if training is appropriate
- Tailor-made study and training programs to prepare for later skill testing
- Manuals, books, and on-site training to help prepare technicians for the second round of testing
- Re-testing of skill levels after training with the objective of becoming certified by ASE in that skill area

In addition, FVS encourages, sponsors, and requires its Emergency Vehicle Technicians (EVTs) to attend training sessions for advancement of their EVT certifications. EVT training is provided by the Emergency Vehicle Certification Commission, Inc., which offers three (3) certification programs—fire apparatus maintenance, law enforcement vehicle installation and ambulance maintenance. Our technicians have the option of becoming EVT Certified in a specific test area(s) by taking certain EVT exams. Moreover, our technicians can attain the highest EVT Certification by combining EVT and ASE exams to reach Level I, II or Master EVT Certification.



5. Organization and Staffing

First  **Vehicle Services**

ASE Blue Seal Recognized Facilities

FVS will continue to maintain ASE Blue Seal recognition achieved by FVS for Fort Lauderdale's Maintenance Facility. FVS is the public fleet management contractor with the greatest number of ASE Blue Seal recognized service centers.



ASE Blue Seal of Excellence recognizes those establishments that have 75% or more of its technicians certified and has a certified professional in each area of service offered.

ASE certification consists of an extensive training program based on the latest techniques and advancements in automotive technology. Not only is it a challenge to be awarded the ASE Blue Seal of Excellence, but FVS service centers strive to maintain these high standards over time.

Pay Incentive for Technicians

To encourage participation in the EVT and ASE Training Programs, we offer our technicians a pay increase for each certificate that is earned above those required for their technician level. A technician has an opportunity to earn significant pay increases over their normal rate and we do not restrict the number of badges a technician can earn at any one time. In addition, technicians seeking continued skill advancement are better prepared and more often considered for career advancement opportunities.

FVS' Continuing Education Policy

Another FVS benefit is the corporation's encouragement of all employees to advance their formal education. We cover 75% of the tuition cost for relevant course work in an employee's area of expertise. Keeping a well-trained and well-motivated workforce is essential to good service delivery, and our educational policy reflects a commitment to the retention of qualified employees.

Supervisory Training

Corporate supervisory training programs are offered to develop and improve managerial skills. It is essential for each supervisor to understand how to effectively motivate and direct technicians, as well as make sound business decisions. These supervisory programs train on key functions of leadership including the dynamics of work, group operations, motivational theory, achievement models on leadership, managerial style, accounting, and budgeting, etc. FVS supports a practice of promoting from within the company. Given our many diverse fleets and operations, we offer frequent and substantial opportunities for employee advancement.

QUALITY ASSURANCE PROGRAM

FVS is the industry leader. Why? It is because of our ongoing focus on quality service delivery. At FVS, quality service means being dependable, efficient, and effective, while delivering what we promise on time and on budget. It also means doing whatever it takes to meet the City's requirements.

An integral part of our operations at every level, FVS guarantees the quality of its work to ensure that the City and its customers receive world-class customer service each and every day. FVS understands that fleet efficiency is paramount to the delivery of public services.

5. Organization and Staffing

FVS' supervisory personnel are responsible for the data collection and the implementation of our formal Quality Assurance program. For world-class service delivery at the City, FVS' onsite General Managers will maintain, oversee, and enforce all elements of FVS' Quality Assurance Program.

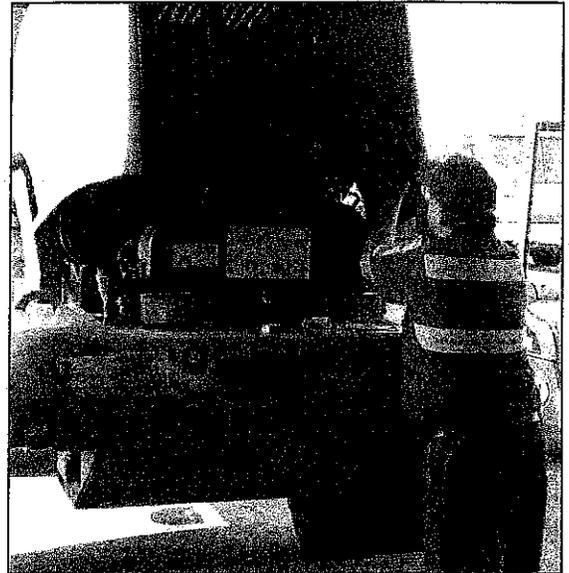
Management Initiatives

With the implementation of our Quality Control program, FVS ensures the services provided to our customers are of the highest caliber.

Formal Quality Control Program

No other fleet maintenance provider offers this systematic managerial approach to ensuring the highest, most consistent quality of maintenance services. The major elements of FQM are:

- **Customer Relationship:** FVS focuses on the unique needs of its customer and will foster a positive partnership relationship.
- **Customer Communication:** FVS maintains a customer satisfaction measurement and management system to continuously obtain feedback from direct users of our service, as well as our contractual customers. Similarly, FVS' supervisory personnel will provide their customer with frequent and timely indications on corrective action being taken for any negative feedback.
- **Personnel Development:** FVS encourages training for all operating and supervisory personnel to improve their effectiveness, productivity and capabilities, and to prepare them for greater levels of responsibility and reward.
- **Recognition:** FVS encourages and provides opportunity for operating personnel to earn and receive industry recognition, such as ASE and EVT certifications, for their accomplishments.
- **Vendor Partnership:** FVS fosters a positive partnership with vendors and, through corporate alliances with key vendors, provide added customer value and/or services.
- **Safety:** FVS maintains an ongoing safety improvement program.
- **Environmental:** FVS focuses on clean, safe and environmental-friendly facility in order to increase employee productivity, pride and morale, as well as being good citizens.
- **Continuous Improvement:** FVS focuses on continuous improvement, taking advantage of benchmarking and best practices of other service centers across the country, and the full range of available corporate resources.
- **Quality Assurance:** FVS maintains a strict quality assurance process in order to reduce or eliminate repeat work, and to improve overall fleet availability, reliability and cost effectiveness.
- **Predictable Fleet Operations:** FVS provides quality and predictability to the customers' fleet maintenance operation through consistent application of the company's proven fleet management and maintenance policies, practices and methodologies



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- Experienced Lead Personnel/Management Team: FVS selects only experienced, highly trained maintenance personnel/managers to lead its local operations. FVS provides them with ongoing management training to ensure that their knowledge of business processes, tools, and maintenance remains leading-edge.
- Local/Regional/National Operations Support: Supporting our experienced local management team are the managerial resources of the largest, most experienced public fleet maintenance provider in North America. Regional management ensures ongoing customer satisfaction and meets regularly with customers to better understand their needs. Senior corporate management supports regional management with company-wide expertise and initiatives, such as our FQM program, to continually improve our operational processes, and thus deliver better customer service.
- Specialized/Technical Support: FVS' size and national reach enable us to provide a range of advanced technical services to our service centers, including safety training/audits/performance programs, environmental services program, best fleet practices, and vehicle, equipment specification assistance. These services ensure that FVS' customers are receiving services based on the best available processes and technical knowledge.

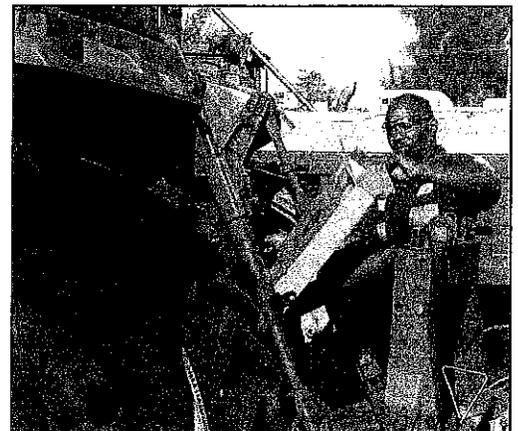
FVS focuses on forming strong channels of communication with you in order to build a relationship that goes beyond merely providing a service. FVS also supplies service above and beyond normal expectations, adding value to the maintenance and management services that FVS provides. We are committed to our partnerships with the City.

Worksite Ethic

One of the hallmarks of our service delivery is empowering every employee with responsibility for the quality of his/her efforts. FVS' Quality Assurance efforts are driven on a day-to-day foundational level by both our Technicians and Supervisors. This includes an evaluation of work performed, materials used, procedures, systems applications, tools and equipment, records and documentation, personnel skills, as well as personnel training, supervision, and management.

Additionally, FVS' Quality Assurance effort is an active, ongoing system with built-in feedback mechanisms, independent checks, and corporate involvement. This effort focuses on the quality of services within specific time frames and the overall efficiency of our service delivery. FVS utilizes the following quality assurance delivery methods:

First-Level Inspection (Technicians): FVS believes that ensuring the quality of our service delivery commences with the opening of a work order by FVS' technician. All FVS employees are expected to continuously inspect their own work for completeness and acceptability based upon established standards, FVS procedures, and by direction and work inspection from the FVS General Manager. FVS technicians are required to report any deviations and/or problems with any work to the FVS General Manager. All FVS technicians participate in our FQM program. This program reinforces the important role each individual employee plays in the delivery of high-quality services.



5. Organization and Staffing

Second-Level Inspection (Supervisors): FVS' Supervisors is responsible for the quality of work performed to maintain City vehicles, approving/disapproving all tasks performed, and calling for rework if the original efforts are deemed unsatisfactory.

As part of our Quality Assurance effort, FVS' Supervisors is responsible for evaluating technician skills and abilities. This person is responsible for the inspection of work for which judgment and experience indicate that a defect will be likely to result in hazardous or unsafe conditions, or will be likely to prevent performance of the function of a major item.

FVS' Supervisors is responsible for retraining and motivating, as well as revising work procedures, materials, and systems to reduce the recurrence of defective service. An emphasis of FVS' FQM program is the training of employees in doing "right things right" the first time. Feedback on actual employee performance ensures the mastery of this concept by FVS' employees. Prevention and inspection are keys to continuous improvement in the quality of our service delivery.

Performance Metrics

Given the importance of measuring the quality of our work performance on a service center level, FVS also values the strategic impact of quality control at the corporate level. Committed to finding better ways to improve our service efficiency and quality, FVS' Quality Circles analyze the quality processes employed at our national service centers. These meetings are convened monthly by the corporate management team with participation from the FVS Region Vice President, General Managers, and Technicians from select service centers. The objective of these sessions is to review current policies and procedures for standardization across all service centers and to identify any current or potential deficiencies in our operating procedures—implementing immediate solutions, when necessary, such as employee training, an investment in the latest technology, etc.

Fleet Availability

At all levels of FVS' technical staff, reasonable turnaround time on repairs is monitored. FVS uses a team approach at the City to achieve maximum production. At the first-line supervisory level, FVS' Supervisors monitor the performance of technicians. They provide guidance and assistance when needed to ensure the work is performed in reasonable time frames. FVS' Operations Manager and Supervisors monitor work in progress every day on all shifts to ensure that repair times are not excessive.

If FVS' Supervisors observe technicians having difficulty in diagnosing repairs, assistance will be provided to ensure timely completion. FVS' Operations Manager also reviews each work order as it is completed for accurate repair times, making adjustments if needed before the work order is closed.

Finally, fleet availability is monitored through the use of Key Performance Indicators (KPIs) as set in this RFP. FVS' Operations Manager will interact with FVS' General Manager to directly monitor the number of City vehicles out of service for the City. FVS' General Manager will continually adjust priorities of the work force to ensure daily fleet availability standards are met within this Contract.

FVS will use its FMIS, First Source MIS, to generate reports that are used to monitor the City's fleet availability.

Preventive Maintenance and Repair Performance

Please refer to our response in Preventive Maintenance section in Section "2. Approach" of this Technical Proposal for an in-depth description of our multiple steps we have in place at the City to ensure operator

5. Organization and Staffing



compliance with our PM program. Our location Management conducts random quality control inspections. FVS will use First Source MIS to generate reports that monitor PM Compliance.

FVS will continue to monitor maintenance and repair performance through a system of Key Performance Indicators (KPIs). FVS' Operations Manager will interact with FVS' General Manager to directly monitor the amount of time City vehicles are out of service. We will continually adjust work priorities to ensure KPIs are met and exceeded. FVS will use First Source MIS to generate reports that monitor vehicle turnaround times.

Parts Availability

FVS will continue to provide an annual parts inventory turnover rate and parts demand fill rate in accordance with the RFP requirements. It is our goal to minimize stock outs and provide efficient parts delivery to reduce vehicle down time and decrease vehicle turn around time.

Vehicle Safety and Reliability

Safety and reliability of the City's fleet is a first priority. FVS will continue to road test all the City's vehicles after each service or safety-related repairs. Vehicles that receive PMs have specific safety checks included in our PM process. FVS' Supervisors, Service Writer, and General Managers spot check vehicles to ensure quality and safety of repairs. To prevent recurrence, any discrepancies found will result in retraining and/or progressive discipline for those responsible for the repair deficiencies.

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

FVS is committed to quality at all levels of service to the City. However, a formal inspection program is a critical part of ensuring high quality workmanship at the City Maintenance Facility. FVS' General Manager is responsible for scheduling and completing inspections on samples of completed and in-progress service work, using First Source MIS to generate a variety of specific reports designed to monitor the KPIs.

A key component of our formal Quality Assurance program is the use these progress reports on a weekly basis to provide an "early alert" to specific areas of our performance that may not be meeting a performance standard. The early alert allows us to institute remedies before problem areas become unmanageable.

Customer Service/ User Feedback

User feedback is the most important indicator of the quality of our services and it enables us to better understand your needs. As such, we will continue to actively solicit feedback from the City personnel and vehicle users in five (5) primary ways:

- Daily and Weekly Meetings with the City's Director of Parking and Fleet Services: FVS' onsite General Manager reports regularly to the City's Director of Parking and Fleet Services. These meetings include daily and weekly fleet reports. Our General Manager and the City's Director of Parking and Fleet Services meet regularly to discuss the reports we submit to identify issues of interest to the City and to highlight areas where we can be more responsive to your needs.

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- Semi-Annual Meetings with the City's Director of Parking and Fleet Services: FVS' Region Vice President and the City's Director of Parking and Fleet Services meet semi-annually to review the City's expectations and adjust procedures as necessary to ensure total customer satisfaction.
- Annual Meetings with the City's Director of Parking and Fleet Services: FVS and the City's Director of Parking and Fleet Services meet annually to discuss contract performance and cost savings initiatives. During this time, the City and FVS also develop performance and financial goals for the following operating year.
- Critique Cards: We furnish a Critique Card to each vehicle user upon completion of a maintenance activity. The Critique Card affords each City vehicle user the opportunity to provide feedback to FVS on the quality of our service delivery. FVS' General Manager responds to each unsatisfactory critique card.
- Bi-Annual On-Line Customer Survey: A bi-annual e-mail is sent to the City on behalf of FVS' Region Vice President, inviting the City to participate in an online customer survey. This survey affords the City an opportunity to provide positive/negative feedback and/or suggestions about our service performance. Questions are both qualified and open-ended to ensure you have maximum flexibility in providing your feedback. FVS' Region Vice President examines each response closely and takes appropriate corrective action to resolve any open issue with the City.

Cost Reduction Initiatives

FVS continuously strives to improve efficiencies and drive down cost at all of our locations. During this current economic environment, the City can rest assured knowing that FVS considers cost control a high priority. The following, are just few of our initiatives to help achieve this goal at the City:

- Increase operator training to improve user knowledge of equipment, thus increasing productivity and decreasing the City's vehicle downtime
- Provide training for FVS' technicians. A well-trained employee provides better diagnostic capabilities and increased productivity, thus lowering the City's costs.
- Utilize industry Best Fleet Practices in our fleet maintenance operation for the City
- Explore the use of hybrid and alternative fuel vehicles
- Work closely with the City to manage fleet assets
- Review the City fleet maintenance operations and assist the City in procuring the appropriate equipment for its fleet maintenance operation
- Manage equipment vendors to ensure that the City receives the best price when making purchases
- Leverage FVS' considerable purchasing power through our Corporate Purchasing Agreements (CPAs), thus lowering parts costs and increasing parts availability and brand selection

In addition to those mentioned above, FVS has numerous proprietary cost savings programs which we would like to present to the City as part of our contract negotiations.

5. Organization and Staffing



Some of our company's success stories are as follows:

- **City of Pittsburgh (PA)**

At the City of Pittsburgh (PA), fleet availability climbed from 81% at contract inception to 93.5%. Four (4) months later, our fleet availability goal for front-line Fire and Police vehicles is 96%, which we are presently achieving across all of our locations.

- **ExxonMobil (Baytown, TX)**

After contracting with ExxonMobil (Baytown, TX) in 2003, we have increased their fleet availability to a new level of service. In subsequent years, ExxonMobil reduced their fleet by 7%, which was due in part to the increase in fleet availability through our comprehensive preventive maintenance program.

- **Eastman Chemical (Longview, TX)**

Since 2006, FVS has been in partnership with Eastman Chemical, providing fleet maintenance services for its diverse captive fleet. Here are two (2) examples which have resulted in cost savings for Eastman Chemical.

- Air Conditioning service/repairs originally performed as a subcontracted service were brought in-house when FVS contracted with Eastman Chemical. By having this service performed by our onsite ASE certified technicians, FVS achieved major cost savings for Eastman Chemical.
- FVS performed a cost comparison of commonly used vehicle and equipment filters at Eastman Chemical. When we compared the cost that Eastman was paying before contract commencement with FVS to our cost for the same filter through our Corporate Purchasing Agreements, FVS identified that our CPAs would yield an average per unit savings of 39.3%.

- **Scottsdale Unified School District (AZ)**

For the past five (5) years, FVS has been providing Scottsdale Unified School District (SUSD) with world-class customer service in the delivery of fleet maintenance and repair services for its school bus fleet. Over Easter weekend a few years ago, SUSD was a victim of a rash of local vandalism where windows on 70 of its school buses were broken. FVS work around-the-clock with a local subcontractor to immediately repair the broken windows in order to prevent SUSD from having to use school buses of other local districts. With the dedicated service of FVS, we were able to prevent the unnecessary downtime of SUSD's fleet. Every route ran on time the following Monday.

- **City of Claremore (OK)**

Today, many Cities are searching for ways to slice budgets. The City of Claremore (OK) is not immune to this process and has outsourced its fleet maintenance in 2007 to FVS in an effort to control costs. Today, FVS maintains the City's fleet assets valued at \$13.1 million, representing more than 270 vehicles and pieces of heavy equipment. This move saved the city about \$80,000 the first year and now saves it \$30,000 to \$50,000 annually.

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SAFETY APPROACH

FVS takes safety very seriously and is an inherent part of our company's culture and a way of life for our employees. Our safety approach promotes a zero tolerance philosophy for accidents and is reinforced through participation and ownership at all levels of our organization. The key aspects of FVS' Safety Program will follow.

FVS makes safety an utmost priority among its employees and is an inherent part of our company's culture and a way of life for our employees. Our safety approach promotes a zero tolerance philosophy for accidents and is reinforced through participation and ownership at all levels of our organization. The key aspects of FVS' Safety Program will follow.

First Group Safety Award



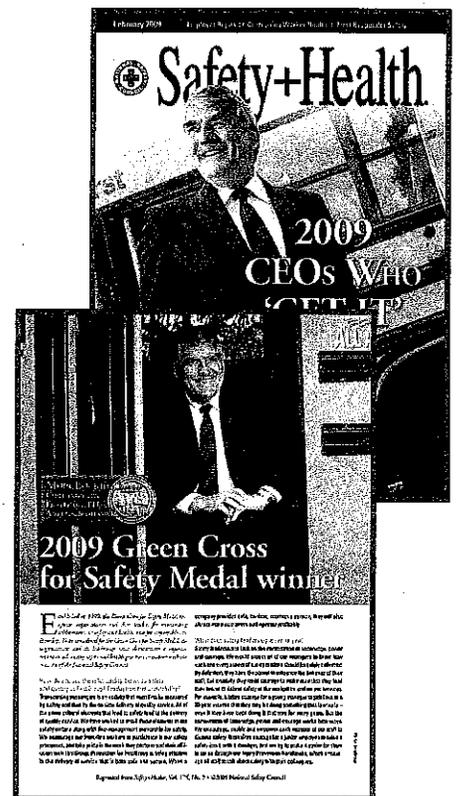
The National Safety Council (NSC) has selected FirstGroup as the recipient of the 2009 Green Cross for Safety Medal, the NSC's annual recognition of an organization that demonstrates a steadfast commitment to improving safety and health in the workplace, its community, and through safety leadership demonstrated by its CEO. First Group is among some of the most progressive, leading companies including Delta Airlines and Intel to receive this prestigious award.

The Green Cross for Safety Medal is presented annually by the National Safety Council (NSC) to the Chief Executive Officer, President or other top-level operating official of an organization that has distinguished itself over a period of years for outstanding achievement in workplace and off-the-job safety and health programs, community service and corporate citizenship. To be considered for the Green Cross for Safety Medal, the leader and the organization should have a superior record in advancing safety and health practices within their organization and industry consistent with the stated purposes, objectives and mission of the National Safety Council.

The medal was formally presented to Sir Moir Lockhead, Chief Executive Officer of FirstGroup on April 29, 2009.

The decision to present FirstGroup with the Green Cross for Safety Medal reflects NSC's recognition of the organization's strong safety culture, led by its chief executive Sir Moir Lockhead. "We believe that FirstGroup is both a trend setter and an industry leader in safety and health," said Janet Froetscher, NSC president and CEO. "Never in the history of the Green Cross Medal has a potential recipient invited our team to spend two full days examining its records and witnessing its promotion of safety at every level. The company's two core values, safety and customer service with safety, exemplify the priority with which safety is embraced."

Other factors in the awarding of the Green Cross Medal include FirstGroup's outstanding safety record and commitment to improving the quality of life in communities where its employees work and live.



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Currently, FirstGroup America retains the best safety record within its industry. Safety and customer service underpin everything at FirstGroup America, from its Injury Prevention program, safety policies and training to its focus on vehicle maintenance, community support and environmental initiatives. Our safety motto, "If you can't do it safely, don't do it" is more than words – it is illustrated by all our employees on a daily basis.

Corporate Safety Mission

Ensuring the safety of each of our employees is FVS' top priority and moral obligation. As such, we invest a considerable amount of resources in safety training, incentives, programs, materials, tools, and personnel. However, we firmly believe that no amount of training and investment can build a totally committed, safety-conscious organization without the dedication of each and every employee. Therefore, from the CEO of our company to the onsite management team at the City, we begin our efforts with a commitment to living a safe lifestyle and the obligation to ensure that all of our workplace activities are performed in a safe manner. FVS' Safety Policy and Principles are prominently displayed at all FVS locations.



Safety Policies and Principals

FVS does not perform service work unless it can be done in a safe manner. FVS requires that all employees perform their duties safely and with the utmost concern for the safety of fellow employees and themselves. Management is committed to providing a safe place to work, a well-maintained and safe fleet for its customer, protective equipment for shop maintenance personnel, and all the necessary tools and training for employees to perform their jobs safely and effectively.

Management believes that working safely promotes quality, productivity, and customer satisfaction. Furthermore, management is committed to maintaining on-going comprehensive and prevention-oriented safety processes. The safety of our employees is our first priority.

FVS' Safety Principles are:

- Safety is a condition of employment and each FVS employee assumes responsibility for working safely
- Management is directly responsible for implementing programs to prevent accidents, injuries and illnesses, with each level accountable to the one above and responsible for the level below
- Ongoing training is essential for safe work places
- On-site safety audits are conducted continuously
- All FVS employees are expected to report unsafe acts and conditions
- All deficiencies are corrected promptly through modifying facility, changing procedures, improving employee training, or disciplining constructively and consistently
- All unsafe practices and incidents with injury potential, as well as all injuries, are investigated thoroughly
- Safety off the job is just as important as safety on the job

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Safety Organization

FVS has team members who are dedicated to assisting operating management with the execution of FVS' safety process. They will be directly involved in the implementation of the safety processes at the City's Maintenance Facility. These employees include the following roles and responsibilities:

Vice President, Safety

Responsible for planning and directing FVS' overall safety process; assessing the need for and development of safety training programs, tools and materials; working with operating management, government officials and industry leaders to ensure proper direction of the company's safety process.

Director of Safety and Environmental

Responsible for direction, coordination, resource support and auditing of FVS' Safety Program at all national operating locations.

General Manager

Responsible for working with the Director of Safety and Environmental to implement FVS' Safety Process including conducting regular safety meetings and classroom training, and auditing and maintaining safety practices at the City's Maintenance Facility.

Corporate Safety Support

FVS' Vice President of Safety at Corporate provides additional expertise to operating and safety management in the following areas: OSHA standards and compliance, DOT and EPA standards and compliance, drug and alcohol testing and claims administration and management. In addition to corporate safety, staff and experts in areas such as law, insurance, and risk management, company-wide program management are in place in many areas with the assistance of outside consultants to ensure comprehensive and cost-effective compliance with such programs as drug and alcohol testing and environmental assessment and compliance.

Workplace Safety and Accident Prevention Programs

FVS is firmly committed to the safety and well-being of its employees, and has numerous ongoing programs to maintain and continually improve workplace safety. These include:

- "Zero Accident Attitude/Safety Is My Responsibility" ongoing safety awareness and accident prevention campaigns. Program materials include employee newsletters, buttons, bumper stickers, posters, two-way radio messages, contests, and prizes
- Corporate assistance to local operating management in the implementation of workplace rules, practices, and systems that meet OSHA and environmental compliance guidelines

Humanitarian concerns for our employees, contract fulfillment, and the financial implications of accidents drive FVS' efforts in accident prevention. FVS does everything that is reasonably possible to prevent accidents and to safeguard the lives and health of all our employees. The main elements of an effective Accident Prevention Program are the following:

Review of FVS' Safety Awareness Program. Our General Manager, with the assistance of our Director of Safety and Environmental Services, will confer with the City for the purpose of eliciting the views and requirements in regard to the periodic review of our Safety Program.

5. Organization and Staffing

Personal Protection Equipment (PPE). Job-related PPE includes safety shoes, bump hats, gloves as well as prescription and safety glasses for technicians. FVS equips our personnel with the full complement of PPE required for safety on every job and will enforce the same practice at the City's Maintenance Facility(ies). Furthermore, our Health and Safety Program specifies first-aid supplies, along with an active first-aid program and calls for the installation of the most effective types of fire extinguishers for fires in specific environments. FVS will apply Health and Safety Program directives to the provision of PPE.

Voluntary Protection Program (VPP). FVS is currently working to have all our service centers Voluntary Protection Program (VPP) certified by OSHA. Established in 1982, the VPP promotes a cooperative effort between management, employees and OSHA to ensure a safe and healthy work environment. Of the 6 million manufacturing facilities regulated by OSHA in the United States, only approximately 1,200 facilities have been awarded VPP Star status.



VPP is designed to recognize and promote effective safety and health management. Together, FVS' management and labor and OSHA have a cooperative relationship. FVS' management agrees to operate an effective program that meets an established set of criteria. FVS' employees agree to participate in the program and work with management to ensure a safe and healthy workplace. OSHA initially verifies that the FVS' program meets VPP criteria, then publicly recognizes FVS' exemplary program for its sites and removes the site from routine scheduled inspection lists.

The City's fleet maintenance operation will continue to receive the following benefits from FVS' participation in the VPP program:

- Improved employee motivation to work safely, leading to better service quality and productivity
- Reduced workers' compensation costs
- Recognition in the community
- Improvement of programs that are already good, through the internal and external review that's part of the VPP application process
- Fewer lost workday injuries (VPP participant sites generally experience from 60% to 80% fewer lost workday injuries than would be expected of an "average" site of the same size in their industries)

Safety Orientation and Training Programs

FVS provides a complete course of orientation and training for our employees. The elements of the course are New Employee Orientation, Initial Job Instruction, and ongoing Cross-training, Position Safety Orientation, and Pre-Job Safety Instructions which includes:

- Bloodborne Pathogens
- Lock Out Tag Out and Confined Space Entry
- Slips, trips and falls
- Basic Recycling and Storm Water Monitoring
- Back injury prevention
- Energy Conservation
- Hazard Communication
- Review New Employee Orientation
- Environmental Awareness
- Personal Protective Equipment (PPE)
- Spill Response
- Proper Vehicle Backing Procedures

5. Organization and Staffing

FVS' safety publications and training materials include:

- Safety Awareness Program
- Safety Management Manual
- OSHA VPP
- Audiovisual Training Programs
- Promotional Materials

Safety Incentive Program

With safety as our first priority in the workplace, each FVS employee can earn \$50 individually for an injury free-year and an additional \$100 for an injury-free operation. Both of these incentives are gross dollar amounts and are available as cash payments to FVS employees. In addition, each employee's annual review will include safety as an important criterion for pay increases and promotional opportunities. These individual and group-level financial incentives reflect the value we place on safety.

ENVIRONMENTAL APPROACH

FVS believes that effective environmental management goes hand-in-hand with operations management. As the City's partner, we consider ourselves to be part of your community and we feel that we have a corporate social responsibility to protect your community. That is why we are fully committed to meeting, and often exceeding, all federal, state, and local requirements in North American environmental regulations and procedures.

Environmental Compliance/Facility Maintenance

FVS will comply with all Federal, State, and local environmental regulations. FVS works with our environmental partners on a retainer arrangement to ensure environmental compliance at all of our national service centers. This effort ensures that the City's Maintenance Facility(ies) complies with OSHA requirements and provides a safe working environment conducive to injury free performance. A description of our program is provided below.

Environmental Management Support Program

Our environmental partners provide a broad range of environmental compliance and management support services to FVS. Under our retainer agreement, they provide consulting in all major areas of environmental compliance including waste reduction and management, Clean Water Act compliance, spill and release response and reporting, chemical inventory management and reporting, compliance auditing, environmental due diligence for new locations, site close-out auditing, and Material Safety Data Sheet (MSDS) management.

Environmental Information Management

Our environmental partners provide FVS with its proprietary environmental information management software, EIOS. This software provides secure, easy-to-access environmental tools to all FVS locations. Included in the EIOS database are facility details such as size and age of buildings, details on environmental permits, permit fees and renewal dates, storage tanks,

EIOS™

5. Organization and Staffing



chemical inventories for each location, emergency contact information, details on environmental projects for a given location, waste generation data from waste vendors, a list of vendors serving each location, spill and release incidences and electronic copies of all environmental documents prepared for each facility.

Waste Minimization and Management

Our environmental partners maintain data on the current rate of waste generation at each location. As part of this task, they assist FVS in a new program initiative to minimize the volume of hazardous waste being generated at our facilities. In fact, they are effective in eliminating approximately 95 percent of the hazardous waste generated by FVS' facilities through the introduction of a new parts washer technology for our vehicle maintenance shops. The new technology uses a series of filters to remove oil that is entrained in the petroleum-based solvent, thus eliminating the liquid waste stream from the parts washers in our shops. In addition, with the assistance of our environmental partners, we use company-developed procedures to eliminate the use of all chlorinated solvents in our shops, minimizing the exposure of our employees to these chemicals and eliminating the potential for cross contamination of other non-hazardous waste streams by chlorinated chemicals.

Clean Water Act Compliance

Our environmental partners are responsible for evaluating each shop location for potential issues respecting compliance with the Clean Water Act. This actually involves two separate programs: spill and release response and reporting; and storm water permitting. Each FVS location is evaluated to determine if a Spill Prevention, Control and Countermeasures (SPCC) Plan consistent with the requirements in 40 CFR 112 is needed. If a SPCC plan is required, our environmental partners prepare that plan and forwards it to the facility for training and use. An electronic copy of the plan is available to FVS management at all times via the EIOS system.

Our environmental partners also responsible for obtaining coverage under federal or state storm water permits under 40 CFR 122 for those shops that conduct vehicle maintenance and/or fueling in a manner that has the potential to impact storm water on the property. As part of this process, our environmental partners prepare a Storm Water Pollution Prevention Plan (SWP3) or equivalent storm water management plan and provide it to the site for training and use. An electronic copy of the SPW3 is also available to FVS management at all times through the EIOS System.

Spill and Release Response and Reporting

FVS has developed a set of standard operating procedures (SOPs) for maintaining environmental compliance at its vehicle maintenance shops. One of these SOPs is for spill and release response and reporting. This procedure is designed to define the rolls and responsibilities of FVS staff in the event of a release or spill of petroleum or a hazardous substance and it defines the notification procedures and response actions to be completed by FVS personnel onsite. As part of this process, our environmental partners maintain a database listing of emergency response contractors that are able to respond to releases of petroleum or hazardous substances by FVS operations in the states in which the company operates. The database is part of the EIOS environmental information system and is available at all time to FVS staff and management.

Chemical Inventory Management and Reporting

FVS maintains a detailed database of the chemical inventory at each of its operating locations. This data is gathered by our environmental partners and is updated annually as part of the Emergency Response

5. Organization and Staffing

Community Right-to-Know Act (EPCRA; a.k.a. SARA Reporting) compliance and reporting process. Where required, they prepare and files appropriate SARA Reports for the required chemicals at each FVS location.

One of FVS' innovative initiatives recently completed with the help of our environmental partners was the development of a standard list of approved chemicals that can be used safely in our vehicle maintenance shops. Each of the chemicals on this list has been evaluated by our staff and is flagged with an "approved" tag in the EIOS database system. Thus, because our chemical inventory is regularly updated, FVS management can determine if there are maintenance shops using "unapproved" chemicals. The EIOS system also includes a copy of the MSDS for each company-approved chemical as a backup for Occupational Safety and Health Administration MSDS compliance.

Compliance Auditing

Our environmental partners perform compliance audits for FVS in the area of waste management, Clean Water Act compliance, chemical inventory management, and in some cases, safety. The audits may be performed as a result of a request from one of our clients or suggestion from an employee.

Environmental Due Diligence

Our environmental partners, in conjunction with FVS' Director of Safety and Environmental Services, perform Phase I environmental site assessments supporting FVS' due diligence process for each new location where FVS will operate a maintenance shop. This Phase I environmental site assessment is, to the extent possible, in conformance with the scope and limitations of ASTM Standard of Practice E1527-00 and includes a written report of findings.

5. Organization and Staffing

First  **Vehicle Services**

Attachment 5.1 Proposed Onsite Staffing

5. Organization and Staffing

Position	Full-time Equivalent Employees
Utility Worker	2
Tire Repairer	1
Body and Paint Technician	2
Technician	18
Emergency Vehicle Technician	12
Supervisor	3
Parts Clerk	3
Inventory Manager	1
Office/ MIS Clerk	1
Office Manager	1
Operations Manager	1
General Manager	1

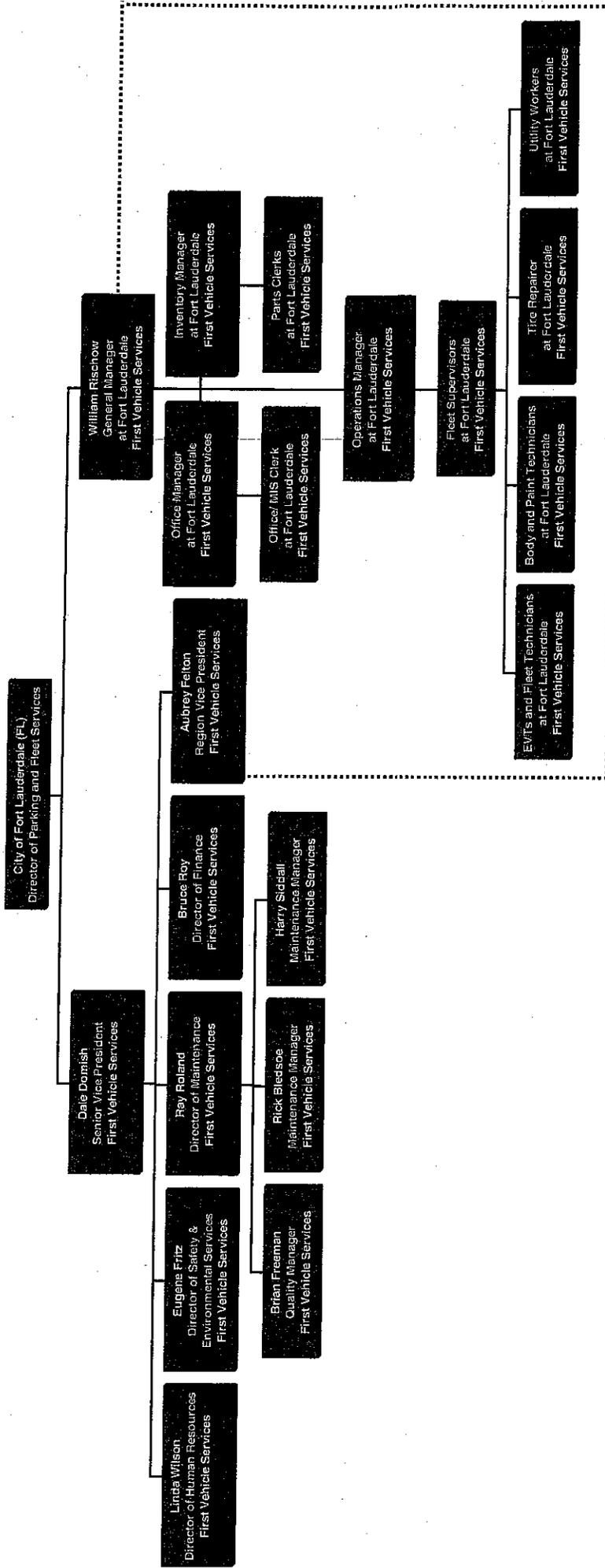
5. Organization and Staffing

First  **Vehicle Services**

Attachment 5.2 Organizational Chart

ORGANIZATIONAL CHART OF FIRST VEHICLE SERVICES

**Fleet Management and Maintenance Services for the
City of Fort Lauderdale, Florida**



5. Organization and Staffing

First  **Vehicle Services**

Attachment 5.3 Staff Resumes and Certifications

Dale R. Domish
Senior Vice President

EXPERIENCE:

First Vehicle Services

Senior Vice President, Pompano Beach, FL, 2006 to Present

- Responsible for the overall administration of the company's fleet maintenance and management contracts
- Ensure that customers are satisfied with First Vehicle Services' local management and staff performance and ensures that all contract requirements are met
- Provide management support to the eight Region Managers
- Prepares and reviews operations plans and reports, and operating budgets—ensuring services are provided within budget
- Serve on management team that reviews all new business opportunities

Division Vice President, Pompano Beach, FL, 2001 to 2006

- Responsible for the overall administration of 39 fleet maintenance and management contracts in the Southeast U.S. division, which includes Puerto Rico
- Ensures that customers are satisfied with First Vehicle Services' local management and staff performance and ensures that all contract requirements are met
- Responsible for implementation of quality control and safety programs
- Provides guidance with work plan scheduling
- Assesses resource needs, problems, and trends
- Prepares and reviews operations plans and reports, and operating budgets—ensuring services are provided within budget

Domish Enterprises

Travel Director, 1999 to 2001

- Manage and direct corporate meetings and events for several Fortune 500 companies

Melody Farms, LLC

Vice President of Operations, 1998 to 1999

- Managed all distribution functions including four warehouses and nine distribution centers for manufacturer, distributor and wholesaler of dairy products with revenues of \$140 million annually
- Responsible for the budgeting and performance of all supply chain assets and employees
- Successfully managed two acquisitions including the consolidation of warehouses, equipment and staff
- Developed and implemented a results based employee training program in the areas of hand held computers, productivity and safety
- Reduced transportation equipment costs by 8% through the reallocation of transportation equipment between distribution centers, improved maintenance procedures and by firmly negotiating with vendors
- Managed the consolidation of call centers, which reduced cost and improved efficiency and customer service

EDUCATION:

- MBA, Business Management, Michigan State University
- BBA, Management & Marketing, Detroit College of Business

EXPERIENCE:

First Vehicle Services

Director of Finance, Cincinnati, OH, 2008 to Present

- Analyzes results and directly communicates with Senior Vice President, Region Vice Presidents, and GMs on financial reporting and interpreting of financial reports
- Assists in training and selecting location staff who participate in financial information gathering, processing, and dissemination
- Reviews Region's Profit and Loss statements and develop synopses for the VPs and executive management team
- Implements profitability strategies for the assigned locations who are failing to meet company set standards
- Participates in the development of competitive bids
- Provides guidance to GMs in the development of annual budgets and the review of monthly financial statements
- Manages the monthly close process
- Reviews weekly accounts receivable to ensure accounts are maintained in current status
- Responsible for financial forecasting within the FVS Regions

Cincinnati Bell Inc. (1984 to 2008)

Finance Director, Core Local Services & Consumer Long Distance, 2006 to 2008

- Compiled and consolidated revenue budgets by market/region for Core Local (landline) services (over \$500M in revenue)
- Prepared and updated monthly financial/metrics reports
- Produced and distributed Key Performance Indicator (KPI) metrics
- Provided financial inputs and analysis for various business cases
- Prepared and contributed in delivering monthly Operations Review presentations to senior management
- Served as a financial contact and contributor to Six Sigma initiatives

Director-Finance and Systems for Network & Operations, 2001 to 2005

- Coordinated and consolidated Expense (\$180M annual) and Capital (\$143M annual) budgets for total Network and Operations (N&O) organization
- Instrumental in establishing disciplined capital approval process for the entire corporation
- Updated key monthly financial/metrics report binder
- Published monthly metrics reports throughout the company
- Provided financial inputs and analysis for various business cases
- Prepared and contributed in delivery of monthly Operations Review presentations to senior management
- Served as financial contact and contributor to N&O-related Six Sigma initiatives
- Earned Six Sigma Green Belt by leading project to optimize utilization of Central Office transport capacity

Director-Management Report and Analysis, 1999 to 2001

- Responsible for overall coordination and compilation of total telephone company budgets
- Provided total financial support for all resource units, including budgeting, financial analysis, management/financial reporting
- Managed all corporate Payroll operations
- Contributed financial support for various business cases

EDUCATION:

- Masters of Business Administration, Finance, 1983, Xavier University
- Bachelor of Science, Economics, 1980, Hamilton College

CERTIFICATIONS:

- Six Sigma Green Belt

Eugene S. Fritz

Director of Safety and Environmental Services

EXPERIENCE:

First Vehicle Services

Director of Safety and Environmental Services, Cincinnati, OH, 2004 to Present

- Plans and implements safety policies and procedures in compliance with local, state, and federal Occupational Safety and Health Administration (OSHA) rules and regulations
- Plans and coordinates programs to train managers and employees in work site safety practices
- Reviews accident causes and hazards to health and initiates corrective action as necessary
- Coordinates the inspection of locations to detect existing or potential accidents and health hazards, determines corrective or preventative measures where indicated, and follows up to ensure measures have been implemented
- Provides resources to warn of potential and actual safety hazards and to prevent access to hazardous conditions. Prepares and arranges safety messages and material for display to locations
- Monitors the investigation of accidents and injuries and participates in the process as needed, compiles and submits accident reports required by regulatory agencies, reviews accident causes and hazards to health and initiates corrective action as necessary
- Compiles and submits accident reports required by regulatory agencies
- Administers the workers' compensation program and drug/alcohol program for the company
- Project leader for various safety initiatives throughout the company, including OSHA's VPP program, various reward and recognition programs, etc.
- Actively participates in company CSR committee
- Verifies that all facilities are meeting environmental standards and regulations
- Work closely with third party environmental administrator

MIS Systems Administrator / Office Manager, Ft. Lauderdale, FL, 1996 to 2004

- Responsible for regional support and training
- Assisted in the preparation of the annual financial budget
- Performed month-end close-out and prepared reports for the corporate office
- Prepared weekly and monthly reports for the GM, regional and corporate offices
- Provided support to client end-users, and wrote queries and reports
- Set-up and secured local area networks
- Facilitated computer-training workshops
- Supervised two employees and provided backup in their absence
- Trained office personnel as needed
- Interacted with customers, vendors & internal departments including the corporate office
- Responsible for maintaining and operating an efficient administrative office

Office Manager, Lauderdale Lakes, FL, 1994 to 1996

- Maintained and operated an efficient administrative office
- Provided all necessary reports to satisfy corporate and client obligations and needs
- Assisted in the preparation of the annual financial budget
- Responsible for generating the end-of-month reporting requirements
- Trained and assisted MLS employees in writing and creating queries and ace reports
- Facilitated computer-training workshops
- Responsible for maintaining and operating an efficient administrative office

EDUCATION:

- Masters of Education, Florida Atlantic University
- Bachelor of Business Administration, Concentration: Finance, CUNY Baruch College
- Associate Degree in Liberal Arts, Nassau Community College
- Certified Safety Manager, National Association of Safety Professionals, 2005
- Broward Community College, various computer classes, 2001 - 2003

Raymond Roland
Director of Maintenance

EXPERIENCE:

First Vehicle Services

Director of Maintenance, 2008 to Present

- Responsible for monitoring Key Performance Indicators to ensure world-class customer service
- Develop standardized processes for preventative maintenance, safety, ISO9001:2000, quality, and inventory control.
- Monitor all First Vehicle Services' sites for proper ASE and EVT certifications
- Responsible for monitoring field audits and ensuring compliance with all procedures
- Provide resources to field for technical issues related to fleet maintenance, safety, operations and training
- Develop and monitor training programs and support for fleet management information system
- Work with Purchasing department to ensure competitive parts procurement for all locations

General Manager, Allegheny County, PA, 2002 to 2008

- Responsible for 670 vehicle fleet with a staff of 19 employees
- Maintained budget and inventory controls
- Developed outside work plan to assist Allegheny County in reducing costs
- Set up fleet Preventative Maintenance program tailored to Allegheny County
- Assisted Allegheny County with APWA certification process
- Improved employee performance by implementing Best Fleet Practices
- Successfully implemented ASE Blue Seal certification
- Lean Six Sigma certified shop

Rosedale Technical Institute

Instructor, Pittsburgh, PA, 2001 to 2002

- Instructed post graduate ASE accredited program in Diesel Technology
- Assisted development of ASE certification in engine overhaul procedures

General Motors Corporation

Test Fleet Manager, Monroeville, PA, 1989 to 2001

- Alternative refrigerants project manager for St. Louis and Pittsburgh
- ABS brake project manager
- Technical report expert
- Managed multiple fleets

Courier Express

Service Manager, Pittsburgh, PA, 1985 to 1989

- Started fleet in-house service center
- Implemented computer based fleet maintenance program
- Implemented aggressive preventative maintenance program
- Managed maintenance budget for 200+ vehicle fleet
- Hired and trained technicians in safe and efficient fleet repairs

**AWARDS AND
RECOGNITION:**

- Received recognition as one of the top 20 fleets in America by *Fleet and Equipment* magazine for 4 consecutive years, including three top five awards
- FVS' Manager of the Year Award for two consecutive years
- Lean Six Sigma Green Belt certified
- Fleet received FVS' Service Center of the Year Award

EXPERIENCE:

First Vehicle Services

Maintenance Manager, 2008 to Present

- Analyze key performance indicators (KPIs) for all service centers, company wide
- Determine root cause for KPIs below acceptable levels
- Institute process changes to improve and correct substandard performance areas
- Analyze Service Center compliance with contract and institute corrective measures
- Ensure Service Centers adhere to company processes, procedures and policies
- Establish and build upon client relationships and confidence through process and performance improvements
- Manage data in all company and client licensed FMIS applications

General Manager, ExxonMobil Baytown, TX/Motiva, LA 2006 to 2008

- Responsible for overall performance and operation of two service contracts
- Managed all performance of 24 employees in two petro-chemical locations in two states
- Managed all maintenance and repair of 1150 and 250 fleet units through comprehensive PM processes and full service repair of highly specialized industrial equipment
- Managed Customer First management information system from equipment setup, PM setup and scheduling, parts purchasing and inventory control and maintenance history
- Prepared MS Access queries and Excel reports for the clients and company
- Maintained high availability levels and rapid repair response for mission critical equipment
- Awarded ExxonMobil's "Safety Excellence Award", Houston Business Round Table Bronze Award and First Vehicle Safety Center of the Year for 2007 performance year
- Additional duty as Region Operations Manager, responsible for new business start up

General Manager, Arlington, TX, 2003 to 2006

- Responsible for the overall performance and operation of two service centers
- Managed service and up fitting operation with 5 management employees and 15 technicians
- Maintained and managed over 930 vehicles and equipment units from vehicle reception, through up fitting, preventive maintenance, repair and decommissioning for auction
- Managed Fleet Focus management system which includes a master equipment setup, parts and purchasing modules, maintenance and work order records and scheduling
- Prepared Crystal and Access queries and Excel reports for the City
- Maintained Fleet availability averages 97% on a 95% performance retirement
- Helped obtain ASE Blue Seal certification for City's shop within 11 months of contract startup
- Assisted the company in the transition of new contract startups at other facilities

Equipment Support Services (formerly Johnson Controls Inc.)

Project Manager, Houston, TX, 1995 to 2003

- Responsible for the overall operation of 3 Houston Airport System maintenance locations
- Managed automated fleet management system and fuel management system
- Prepared maintenance schedules based on mileage and time entries
- Managed a 200k inventory of parts with reorder requirements produced by automated system
- Prepared 37 different monthly reports and generated ad hoc reports for the customer
- Responsible for 6 management/support employees and 16 technicians at 4 service centers

**EDUCATION,
TRAINING &
CERTIFICATIONS:**

- 60+ hours of Business Administration, University of Maryland & Cerro Coso Community College. Working towards Bachelor's degree.
- Member, NAFA (National Association of Fleet Administrators)
- Member, NFPA (National Fire Protection Association)
- Lean Six Sigma Yellow Belt, 2004
- Safety Coordinator Training Program, NATLSCO, 1990
- Excellence in Customer Satisfaction, Johnson Controls, 1990
- Quality Assurance Training Course, U.S. Army Academy of Health Sciences, 1984

Brian Freeman
Quality Manager

EXPERIENCE:

First Vehicle Services

Quality Manager, 2006 to Present

- Assist in developing, implementing and monitoring business models, operational policies, procedures, performance standards and standardization initiatives
- Monitor operational performance at the service center level to ensure plan objectives are met
- Develop and implement new quality and customer satisfaction initiatives to improve the overall effectiveness of the organization
- Monitor current standards to ensure quality objectives are met
- Develop, initiate and document standards and methods for inspection and evaluation
- Plan and oversee the analysis, inspection and/or integration to assure the quality of service performed
- Apply statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes
- Develop new approaches to solve problems identified during quality activities
- Prepare detailed plans to track project performance and assure timely completion and achievement of quality and savings goals
- Investigate and adjust customer complaints regarding quality
- Assist in the effectiveness, utilization and implementation of the Fleet Management Information System
- Assist in development of operational training programs for the improvement of all field personnel
- Assist in the planning, organizing and staffing of new business integration
- Assist in implementing safety initiatives that will improve adherence to company safety policies and OSHA VPP and ensure compliance

Branch Operations Manager, 2001 to 2006

- Administer Fleet Maintenance and Management Services contract
- Directly responsible for \$3.7 million in revenue along with over 1,700 vehicles
- Trained and supervised up to 45 employees
- Reduced operating cost while improving fleet availability rate
- Developed and implemented action plans as needed, ensuring Branch is consistently under budget, typically ahead of business plan and customer relations remain at the highest levels of satisfaction

Maintenance Manager, First Transit-Cobb Community Transit, 1991 to 2001

- Supervised logistical support for 78 buses
- Responsible for P&L of \$1.5 million in revenue
- Provided briefings and material to customer and company management, which facilitated decision-making
- Tracked parts through supply channels using automated systems
- Maintained parts inventory to company standard of 6% variance
- Reduced downtime through improved training and streamlined operations
- Coordinated with and acted as Liaison between manufacturer and item owner
- Utilized electronic data tracking programs to ensure all available assets were on hand and in use
- Analyzed budgets to ensure compliance
- Maintained inventory through automated accountability of supplies and equipment

EDUCATION:

- Nashville Diesel College, Certified Diesel Technician
- Lean Six Sigma, Yellow Belt
- ASE Certified - Preventive Maintenance, Air Conditioning, Med/Heavy Brakes

Aubrey Felton
Region Vice President

EXPERIENCE

First Vehicle Services

Region Vice President, Ft. Lauderdale, FL, 2008 to Present

- Responsible for all operational, customer service, and safety activities for 49 locations including 13,100 vehicles and pieces of equipment
- Direct all region contract General Managers to insure the attainment of all goals and objectives
- Analyze all activities, costs, operations, and forecast data to determine the region's progress toward stated goals and objectives
- Ensure that customer service excellence is provided within budget and action plans developed and implemented to improve operational efficiencies
- Participate in developing and implementing a regional sales strategy for company product offerings, including pricing and customer service policies
- Direct and coordinate compliance to all corporate safety directives
- Participate in formulating and developing annual region budgets, and long range goals and objectives
- Confer with President and other administrative personnel to review achievements and discuss required changes in goals or objectives resulting from current status and condition
- Responsible for the compliance of all company policies and procedures
- Assist other region vice presidents as required with existing contracts and new business start-ups

TBC Corporation

Senior Vice President - Operations, Palm Beach Gardens, FL, 2001 to 2006

- Responsible for the overall management of 655 locations providing automotive repair service for 7 million vehicles annually
- Supervision of 39 direct reports
- Track Key Performance Indicators to ensure customers expectations are met or exceeded
- Oversight of technician training for vehicle maintenance and safety
- Manage the start-up operations for new locations
- Coordinate all vendor negotiations for parts and equipment
- Oversight of MIS department
- Responsible for location audits and ensure corrective action procedures are completed

Morgan Automotive

Region Vice President, Clearwater, FL, 1994 to 2001

- Responsible for the overall management of 1200 associates and 110 locations
- Coordinate Greenfield growth strategy for all company new locations
- Developed trainer program for POS system
- Work directly with OSHA on location compliance standards
- Ensure that technician training meets or exceeds location requirements
- Oversight of acquisition planning team
- Enforce a proactive safety program

EDUCATION AND AFFILIATIONS

- Pursuing Degree in Business Administration, University of Maryland
- Member N.A.F.A. and A.P.W.A.

William Rischow
General Manager

EXPERIENCE

First Vehicle Services

General Manager, Ft. Lauderdale, FL, 2003 to Present

- Responsible for overseeing one location consisting of 1551 vehicles and 46 employees with an inventory value of over \$300,000 and an annual budget of over \$5 million
- Serve as company liaison for the Fleet Services division along with the police and fire departments, parks and recreation and public services
- Responsible for safety training, hazardous material training, infection control training, workplace harassment training and overall operational procedures
- Involved in start-ups of new sites, assisting them in hiring of employees and setting up their computer system as well as purchasing all necessary shop equipment, parts and office supplies
- Responsible for maintaining City's EJ Ward Fuel System
- Achieved Manager of the Year Division II
- Achieved Manager of the Year Overall
- Achieved a budget savings of \$927,636 for the City of Fort Lauderdale from 2003 to 2009

Operations Manager, Ft. Lauderdale, FL, 2001 to 2003

- Managed the sanitation fleet which consists of 16 refuse trucks and 5 technicians
- Communicated with the sanitation liaison and fleet manager to list and resolve issues
- Managed daily operation of the facility; scheduling technicians, inventory control, office management, service writer
- Negotiated with vendors to obtain the best prices
- Responsible for enhancing the quality of service for the facility

Supervisor, Ft. Lauderdale, FL, 1995 to 2001

- Supervised component with 1100 units and 17 technicians
- Delegated work to technicians in a timely and efficient manner
- Managed and processed all accidents, warranties and recalls
- Communicated and coordinated with clients and vendors to ensure units were repaired and delivered promptly
- Oversaw one-minute safety meetings and checked shop weekly for safety hazards
- Wrote up daily reports for the city's fleet manager

Supervisor, Sunrise, FL, 1993 to 1994

- Supervised component with 500 units and 9 technicians
- Assigned work to technicians in a timely and efficient manner keeping downtime to a minimum
- Scheduled PM's and sent out late notices to the city's liaison
- Involved in the hiring process of technicians
- Participated in the Maintenance Manager in Training program

Technician, Town of Davie, FL, 1992 to 1993

- Diagnosed and evaluated the equipment for repairs and made necessary repairs in a timely and efficient manner

Lighthouse Point Texaco

Technician, 1986 to 1992

- Maintained a fleet of 40 Budget rental trucks
- Greeted customers, wrote estimates and customer billing

EDUCATION

William T. McFatter Vocation Technical Center

- Bendix Air Brakes, 1993
- Pump and Apparatus-Annual ISO testing, 1993

Sheridan Vocational Technical Center

- Ford EEC Systems Controls, 1990
- GM Computer Command Control Certificate, 1988
- Emission Controls Certification 1991

Dometic

Absorption Refrigeration, Electrical Generation, Air Conditioning

MACS

Mobile Air Conditioning Society
Refrigerant Recycling

**CERTIFICATION
AND TRAINING**

EVT Certification

- Management – Level 1 Supervisor
- Lean Six Sigma Green Belt
- Storm Water Training – Strata Environmental Services
- Lockout/Tagout Training – Strata Environmental Services
- General Environmental Training – Strata Environmental Services
- FMAL Training – First Vehicle Services

Roger Bohannon
Operation Manager

EXPERIENCE

First Vehicle Services

Operations Manager, Ft. Lauderdale, FL, 2009 to Present

- Responsible for overseeing all company operations consisting of 1,550 vehicles and 45 employees
- Serve as company liaison for the Fire, Police, Public Service and Parks and Recreation Departments
- Responsible for overseeing overall operational, training and safety Procedures
- Responsible for screening and hiring of all new perspective employees
- Provide Outstanding Customer Service to all of our clients and customers
- Handle any complaints or concerns the client might have with in a timely manner
- Create and maintain Pm schedule dates for the 1,550 vehicles within the fleet
- Attend daily, weekly, and monthly fleet meetings scheduled by Client
- Schedule and create the Weekend Duty, Fire Call Out and Public Works After Hours call out schedule
- Responsible to review and sign off on all Fire Department Paperwork
- Supervise and monitor employee Attendance records
- Prepare, inspect, and photograph all auction vehicles to be sold for the City
- Maintain and inspect the cleanliness of City vehicle maintenance facilities
- Coordinate annual Crane and Boom Inspection as well as ISO Testing for the Fire Department
- Responsible for quality control of work produced

Service Writer Supervisor, Ft. Lauderdale, FL, 2004 to 2009

- Supervised the City fleet which consists of 1,550 vehicles and 32 technicians
- Greet and assist customer at the write up counter
- Resolve any complaints and concerns
- Negotiated with vendors to obtain the best prices
- Responsible for enhancing the quality of service for the facility
- Communicate any repair issues or concerns with the appropriate Department Supervisor
- Oversee and schedule the daily, weekly and monthly facility inspections
- Create and Process daily work orders
- Prepare End of month paperwork for Office Personnel
- Provide Outstanding Customer service to all of our clients and customers
- Reply to email requests sent through from our clients with in a timely manner
- Prepare, inspect and photograph all auction Vehicles to be sold for our client
- Maintain and Inspect the Cleanliness of the Big and Small Shop
- Responsible for Quality control of work produced

Technician, Ft. Lauderdale, FL, 1993 to 2004

- Diagnosed and evaluated the equipment for repairs and made necessary repairs in a timely and efficient manner
- Responsible to attend daily safety meetings
- Process and document all work performed on the vehicle work orders
- Communicate vehicle repairs to the Vehicle Operators
- Maintain and Acquire ASE and EVT Certifications and training
- Produced a productive and safe working environment
- Adhered to all Company Policies and Procedures
- Performed Road calls on downed vehicles in the field

Davie Battery and Alternator

Technician, Davie, FL, 1992 to 1993

- Diagnosed and evaluated the equipment for repairs and made necessary repairs in a timely and efficient manner
- Process and document all work performed on the vehicle work orders
- Followed Directions and Instructions provided by the Service Supervisor
- Rebuild and Inspect Batteries and Alternators
- Delivered Parts to Customers
- Performed Road calls on downed vehicles in the field

Homtex

Cutter, Vinemont, AL, 1991 to 1992

- Adhere to all Company safety Policies and Procedures
- Responsible for Unrolling 500+ Lbs. rolls of material onto cutting table
- Cut material into specific patterns and layouts for sheets and linen
- Bundle material and produce to sewing department
- Performed daily cleanliness inspection
- Perform daily machine maintenance procedures
- Responsible for Quality control of product

McDonald Restaurants

Assistant Manager, Cullman, AL, 1988 to 1991

- Responsible for opening and/or closing of store
- Prepare employee schedules
- Responsible for screening and hiring of all new perspective employees
- Responsible to maintain and record Inventory control
- Handled product ordering
- Provided excellent customer service
- Process customer orders
- Ensure Store cleanliness
- Reconcile daily cash receipts
- Inspect quality control of product
- Record and schedule employee attendance
- Maintain Crowd control
- Inform customer of store promotions

Misty D.
Office Manager

EXPERIENCE

First Vehicle Services

Office Manager, Ft. Lauderdale, FL, March 2010 to Present

- Responsible of supervising two administrative personnel
- Maintain and archive fleet files and records
- Prepare and organize month end reports for the City
- Prepare and organize financial reports for management
- Reconcile and balance financial reports for corporate office
- Create and provide customized reports requested by the City daily
- Provide excellent customer service while answering phones or interacting with customers
- Log all accident and non-contract correspondence sent by our client
- Responsible to schedule appointments and meetings for management staff
- Set up and maintain personnel files
- Process payroll for hourly employees
- Purchase office equipment and supplies
- Responsible for the security and control of petty cash and checks
- Responsible for monthly safety training education for administrative employees
- Provide and ensure office staff is in compliance of all policies and procedures set forth by the company

Office Clerk, Ft. Lauderdale, FL, 2006 to 2010

- Answer Phones and provide excellent customer service to all our clients
- Input data entry and maintain current status on work orders and paperwork provided from Write Up Service Desk and the Parts Department
- Reconcile vendor account statements and handle any complaints or issues presented by our clients in a timely manner
- Update and maintain the fleet PM schedule for the City and its staff
- Input and process Accounts Payable invoices to be sent to Corporate weekly
- File and archive all paperwork that is passed through the administrative office

Office Manager, Pompano Beach, FL, 2001 to 2005

- Answered phones and handled vendor complaint issues
- Set up and maintained personnel files
- Set up and investigated credit accounts for clients
- Deposit and apply vendor payments to corresponding invoices daily
- Files and archive all paperwork
- Dispatch service calls to account managers
- Enter daily invoices into computer system

EDUCATION

Atlantic Vocational Technical Institute

- Entry level degree of Accounting

Kaplan University

- Currently in my Sophomore year for Bachelors Degree in Criminal Justice

EDUCATION

Cullman Area Trade Center

- Auto Mechanics (1989)

**CERTIFICATION
AND TRAINING**

Law Enforcement Vehicle Installation EVT Certification

- Law Enforcement Vehicle Installation

Level 1 Fire Apparatus EVT Certification

- Fire Apparatus Design & Performance

Level 1 Ambulance Technician EVT Certification

- Ambulance Design & Performance

Master ASE Medium / Heavy Truck Technician

- Gasoline Engines
- Diesel Engines
- Drive Train
- Brakes
- Suspension & Steering
- Electrical / Electronic Systems
- Heating, Ventilation, & A/C
- Preventive Maintenance

Master ASE Automotive / Light Certified Technician

- Engine Repair
- Manual Drive Train & Axles
- Suspension & Steering
- Brakes
- Electric / Electronic Systems
- Heating & Air Conditioning

ASE School Bus Certified Technician

- Drive Train
- Brakes
- Suspension & Steering
- Electrical / Electronic Systems

ASE Under Car Specialist Certified Technician

- Exhaust
- Suspension & Steering

ASE Certified Service Consultant

Hazmat / Tanker HM-126F Certified

CDL Class A License

FVS University Training

- Worker's Compensation & Auto Liability Reporting Training
- Hazard Identification & Job Hazard Analysis
- Labor Relations
- Workplace Harassment Training

**CERTIFICATION
AND TRAINING**

Computer Training

- Microsoft Word
- Microsoft Power Point 2003 Level 1
- Microsoft Excel Level 2
- Microsoft Access Level 3
- QuickBooks
- Peachtree
- Mas90
- Mas200
- Customer First

FVS Training

- Forklift Safety and Operation License

Certificates of Completion

- Worker's Compensation and Auto Liability Reporting Training
- Basic Collections and Revenue
- Accounts Payable and Accounts Receivable
- Family Medical Leave Act Training Session
- Commonly Used Employment Forms

Certificates of Merit:

- Lean Six Sigma Yellow Belt Certified

Matt B.
Parts Manager

EXPERIENCE

First Vehicle Services

Parts Manager, Ft. Lauderdale, FL, 2006 to Present

- Responsible for overseeing three employees
- Responsible to distribute and balance an inventory value of over \$300,000
- Assist with the parts counter by handing out parts to employee and documents those parts onto work orders
- Perform month end reports and paperwork
- Handle shipping and receiving
- Perform inventory control every three months to ensure accurate inventory values

Nucrane Machinery

Parts Manager, West Palm Beach, FL, 1998 to 2006

- Assist with the parts counter by handing out and billing parts to customer
- Performed phone sales
- Handled shipping and receiving
- Performed inventory control monthly

Ryder / MLS

Parts Manager, Fort Lauderdale, FL, 1996 to 1998

- Supervised one employee
- Assist parts counter by handing out parts to technicians and billing parts to the City
- Procured parts and warehouse supplies
- Handled shipping and receiving
- Performed inventory control monthly

Burkhard Tractor

Parts Manager, Davie, FL, 1994 to 1996

- Supervised three people
- Operated parts counter
- Performed phone sales
- Handled shipping and receiving
- Performed inventory control

P & B Auto

Parts Manager, Davie, FL, 1993 to 1994

- Handled counter sales
- Performed outside sales
- Process and confirm all deliveries

Neff Machinery

Parts Manager, Pompano Beach, FL, 1981 to 1993

- Ran parts counter
- Performed phone sales
- Handled shipping and receiving
- Performed inventory control

**CERTIFICATION
AND TRAINING**

Certificates of Completion:

- Harassment in the Workplace
- Workplace Harassment Training
- Worker's Compensation and Auto Liability Reporting Training
- Accounts Payable and Accounts Receivable

Certificates of Merit:

- Lean Six Sigma Yellow Belt
-

Barry J.
Service Supervisor

EXPERIENCE

First Vehicle Services

Service Supervisor, Ft. Lauderdale, FL, 2006 to Present

- Supervisor of (20) twenty light/heavy duty technicians
- Distribute job assignments
- Create and dispatch work orders
- Coordinate repairs with outside vendors
- Make arrangements to tow vehicles to and from various facilities
- Responsible for the maintenance and repair of approximately (1500) fifteen hundred vehicles

Andy Fran Services

Security/Usher/Event Staff, Sunrise, FL, 2007 to Present

- Provide security services for the backstage, dressing room, and limited access areas for bands and support staff during concerts and events
- Screening participants at entries and passages for proper badge and or credentials in order to allow access
- Assist guests with seating assignments and directions at local venues
- Ensure guests follow policy and procedures as set forth by establishment
- Conduct contraband search with security wand at entry points

Maroone Chevrolet

Assistant Service Manager, Ft. Lauderdale, FL, 2001 to 2006

- Responsible to provide Excellent customer service
- Responsible for dispatching, booking and providing maintenance and repair recommendations
- Interacted with General Motor representatives, engineers and warranty companies to assure that customers vehicles are repaired right the first time

Kail Construction

Poured Wall Foreman, Chaska, MN, 1999 to 2001

- Responsible to supervise crew
- Layout of footings and basement walls
- Assemble forms and construct basement walls
- Align and straighten layouts and calculate concrete orders
- Pour basement slabs, garage slabs, stoops, sidewalks, and driveways

Waconia Ford

Service Consultant, Waconia, MN, 1998 to 1999

- Responsible for greeting customers
- Gather information and generate repair orders
- Determine warranty status
- Perform customer follow ups
- Provide estimates and schedule appointments
- Perform basic computer skills and problem solving

Ryan Ford

Service Advisor, Minnetonka, MN, June 1994 to January 1998

- Performed phone sales and point of contact sales
- Kept customers informed about the repairs of their vehicles and operating characteristics
- Coordinated customer transportation
- Ensure customer satisfaction

EDUCATION

Non Commissioned Officers Academy

- Military Leadership and development skills

Central Texas College – Europe Campus

- Associate Degree in Applied Science (Automotive)

**CERTIFICATION
AND TRAINING**

Certifications

- GM Training certified

Certificates of Merit:

- 3rd year certified top performer for Maroone Chevrolet

U.S. Army Military Service

- Infantry E-5/ Sergeant (Honorable Discharge, DD214 available)

Awards Received

- The Army Achievement Medal
- The Army Commendation Medal
- Good Conduct medal
- ASE Master Certification

EXPERIENCE

First Vehicle Services

Supervisor, Ft. Lauderdale, FL, May 2007 to Present

- Supervise component with 1551 units and 17 technicians
- Extensive knowledge of, and experience related to, the repair of automotive engines and vehicles
- Communicate and coordinate with clients, vendors to ensure units were repaired and delivered promptly
- Check with supplier services for approximate completion date on units.
- Conduct employees annual evaluation
- Delegate work to technicians in a timely and efficient manner
- Manage and process all accidents, warranties and recalls
- Oversee one-minute safety meetings
- Perform weekly shop safety inspection with technicians
- Resolve customers concerns
- Oversee and update daily log
- Contact customers when units are completed
- Perform quality check on City units once work is completed
- Write up daily reports for the city's fleet manager
- Close facility at night and make sure shop is secure

Lead Auto Technician, Ft. Lauderdale, FL (FL Department of Transportation), 2004 to 2007

- Delegated duties to technicians who worked to satisfied maintenance and repairs.
- Vehicles Repairs included but not limited to Air Condition, engine repairs, Brakes
- Steering and suspension electrical, Manual and Automatic Transmission

GoodYear Gemini

Auto Repair Technician, Ft. Lauderdale, FL, 2003 to 2004

- Performed foreign and domestic repairs to include, but not limited to, engine repair, brakes, steering/suspension, manual and automatic transmission, and air conditioning

Martino GoodYear Gemini

Auto Repair Technician, Pembroke Pines, FL, 1998 to 2003

- Performed foreign and domestic repairs to include, but not limited to, engine repair, brakes, steering/suspension, manual and automatic transmission, and air conditioning

Kirk's GoodYear Gemini

Auto Repair Technician, Hackensack, NJ, 1990 to 1998

- Performed foreign and domestic repairs to include, but not limited to, engine repair, brakes, steering/suspension, manual and automatic transmission, and air conditioning

Wilcox Auto Service Center

Auto Repair Technician, Queens, NY, 1983 to 1990

- Performed foreign and domestic repairs to include, but not limited to, engine repair, brakes, steering/suspension, manual and automatic transmission, and air conditioning

EDUCATION

ASE Certifications

- Air Conditioning
- Brakes
- Engine Performance
- Electrical Repair
- Steering and Suspension
- Allen Test Products Training in Emission Testing on IM 240

- New York State Motor Vehicle Inspector for Emission Testing
- Guyana Technical Institute Automotive Degree

**Knowledge/
Skills**

Computer Software

- Microsoft Office
 - Word
 - Excel
 - PowerPoint
 - Dell on line Automotive Repair Training
 - Management On Line Trainings
-

Enrique A.
Write-up Supervisor/ Manager

EXPERIENCE

First Vehicle Services

Write-up Supervisor/ Manager, Ft. Lauderdale, FL, 2009 to Present

- Responsible for overseeing write up operation of 1,425 vehicles and 46 employees with an inventory value of over \$300,000 and an annual budget of over \$5 million
- Serve as write up supervisor for the Fleet Services division along with the police and fire departments, parks and recreation, and public services
- Responsible for safety training, hazardous material training, infection control training, workplace harassment training, and overall operational procedures

First Vehicle Services

General Manager, Coral Gables FL, 2005 to 2009

- Managed the fleet which consists of 5 Hybrid Buses and 6 Diesel Buses and 2 technicians
- Communicated with the fleet manager to list and resolve issues
- Managed daily operation of the facility; scheduling technicians, inventory control, office management, and service writer
- Negotiated with vendors to obtain the best prices
- Responsible for enhancing the quality of service for the facility

First Vehicle Services

General Manager, Vanguard, Miami, FL, 2005 to 2009

- Managed the fleet which consists of 32 Buses and 5 technicians
- Communicated with the fleet manager to list and resolve issues
- Managed daily operation of the facility; scheduling technicians, inventory control, office management
- Negotiated with vendors to obtain the best prices
- Responsible for enhancing the quality of service for the facility

First Vehicle Services

General Manager, Miami Springs, FL, 2005 to 2009

- Managed the fleet which consists of over 300 Vehicles and 2 technicians
- Communicated with the fleet manager to list and resolve issues
- Managed daily operation of the facility; scheduling technicians, inventory control, office management
- Negotiated with vendors to obtain the best prices
- Responsible for enhancing the quality of service for the facility

ETVI Electrowave

General Manager, Miami Beach, FL, 2001 to 2005

- Managed the fleet which consists of 11 Electric Buses and 10 technicians
- Communicated with the fleet manager to list and resolve issues
- Managed daily operation of the facility; scheduling technicians, inventory control, office management, and service writer
- Negotiated with vendors to obtain the best prices
- Responsible for enhancing the quality of service for the facility
- Communicated with the fleet manager to list and resolve issues
- Responsible for enhancing the quality of service for the facility

City of Miami Beach

Technician, Miami Beach, FL, 1993 to 2001

- Diesel / Gasoline / Electric Buses Technician
- Dispatcher
- Service Writer
- Team Leader

International Acura

Technician, Miami, FL, 1989 to 1993

- Honda and Acura Master Technician
- Team Leader
- Shop Technician Trainer

EDUCATION

First Vehicle University

- Safety Training
- Hazardous material training
- Managers training
- Environmental training

E Bus

- Capstone Turbines
- Electric Hybrid Vehicles
- Electric Automatic Hybrid Vehicle Chargers

Advance Vehicle Systems

- Electric Vehicle Battery Maintenance (Fullman Batteries)
- Fullman Battery Chargers
- Solectria Diagnostic Break Out Box

William T McFatter Vocational Technical Center Broward County Fire Academy

- Pumps and Fire Apparatus
- EMS Track Ambulance Technician Review

Automotive Association of America

- Certificate Training Drivers Improvement

Altec, Inc., Florida

- Certificate of Training, Hydraulics and Hoisting Devices

International Mobile Air Conditioning Association of Florida

- R12 R134 Refrigerant Recovery and Recycling Equipment

American Honda Motor Company, California

- Certificate of Achievement
- Fuel Systems
- Automatic Transmission
- Manual Transmission
- Brakes
- Electrical
- Engine Diagnostic
- Suspension and Steering
- Troubleshooting
- Emission System

American Honda Motor Co. Inc Alpharetta Georgia

- Certificate of Achievement NSX Model Training
- Automatic/ Manual Transmission
- Electric Power Steering Rack and Pinion

Texaco Refinery

- Fire Training
- Fresh Air Apparatus Training

Department Of the Army

- Wheel Vehicle Mechanic 63B20

**CERTIFICATION
AND TRAINING**

- OTC 4000 Monitor
 - IMACA Refrigerant Recovery Equipment
 - Solectria Break out Box and Testing Equipment
 - Bear Engine Analyzer
 - Lock Out Tag Out
 - Right To Know
 - EMS Track Ambulance Technician Review
-

EXPERIENCE

First Vehicle Services

Service Writer Supervisor, Ft. Lauderdale, FL, 2009 to Present

- Supervise team of 13 mechanics to maintain approximately 1500 vehicles for the City of Ft. Lauderdale fleet (fire rescue, police, and public works vehicles)
- Maintain contract work orders for billing purposes
- Provide excellent customer service via customer walk-ins, phone calls, and emails
- Ensure that all employees follow all safety and operational procedures
- Assist general and operations management and City senior fleet management with all required tasks and projects

Sunbelt Rentals, Inc.

Rental/Parts Manager, Coral Springs, FL, 2002 to 2009

- Managed outside sales representatives and coordinated equipment rentals with corporate clients
- Managed inventory and purchase of parts/supplies for customer retail and equipment maintenance
- Dispatched delivery trucks and outside transport companies for equipment delivery and pickup
- Assisted branch management and directors with internal equipment orders

Fleiss & White International Marketing Group, Inc.

President/Partner, Ft. Lauderdale, FL, 2000 to 2002

- Marketed and sold all products to hotels, construction companies, interior designers, and the general public
- Consulted with companies on contact strategies and how/when to sell products
- Performed record-keeping to ensure that all products met government, customer, and manufacturer compliance and deadlines

The Store Room

Commercial Sales Manager, Ft. Lauderdale, FL, 2000

- Managed, marketed, and sold products and services, including records management, self-storage space, wine cellar storage, Pac and Ship services, and storage cartons/containers to businesses and the general public
- Consulted and strategized with senior management and staffs to ensure best-in-class products and services
- Assisted director, CEO, partners, and management staff with understanding knowledge necessary to provide the best services and practices in self-storage and records management

Iron Mountain

Account Manager, Ft. Lauderdale, FL, 1997 to 2000

- Sold products and services to existing customers; responsible for up-selling, lead referrals, account development, and cross-selling
- Reactivated inactive accounts through consultation and outstanding customer service
- Provided complete account management for over 700 accounts including initial sales, implementation, and customer service

American Express Travel Related Services

Supervisor, Ft. Lauderdale, FL, 1996 to 1997

- Supervised staff of 100 permanent associates in the Customer Service Analysis Unit
- Ensured adherence to all business standards for quality and compliance with service-level agreements
- Initiated, issued, and approved financial adjustments based on account analysis
- Tracked all card-member correspondence to ensure accurate and timely processing

Supervisor, Staten Island, NY, 1994 to 1996

- Supervised staff of 50 permanent associates in the payment-processing unit
- Ensured accurate and timely postings of customer credits
- Provided outstanding customer service by handling same-day card members' telephone requests/disputes in a timely, efficient, and professional manner
- Ensured staff compliance with company policies and procedures
- Oversaw mail delivered from the USPS to ensure timeliness; ensured company processes and the daily HOF (Health of Franchise) measures were met
- Reported to senior management, as well as directly to the Vice President of the American Express New York Payment Service Center

Citicorp U.S. Card Products

Processing Specialist III, Sioux Falls, SD and other locations, 1986 to 1994

- Managed international integrated network facilities remotely from a national network control center
- Performed quality checks on various hardware and circuits, updating all circuit schematics and trouble reports for system failures
- Controlled all data processing and network connectivity of three data centers and various remote locations
- Controlled over 450 terminal controllers nationwide, consisting of over 15,000 users
- Monitored 10 hosts systems, 24 Network Control Programs, both primary and secondary for loading and configuration
- Assisted operations with online issues, while performing Help Desk services for end-users
- Utilized diagnostic equipment to determine telecommunication failure on remote lines
- Monitored all voice traffic using "MCI-Vnet CM" call management system for 800-number configuration management, "AT&T CMS for 800-number off-loading, and vector changes for customer service end-users
- Wrote technical operations training procedures

EDUCATION

Central Piedmont Community College

- BS Studies, Computer Science

IBM Guided Learning Center

- Business Administration
- Computer Operations
- Management and Supervisory

**CERTIFICATION
AND TRAINING**

**ACCOMPLISHMENTS
AND AWARDS**

- Ranked #5 of 100 for Account Management Performance
- Excel Award - Stellar Leadership and Operations Management
- Excel Award for Exemplary Leadership
- Information Services Outstanding Performance Award
- Promotion to Bank Officer
- Data Processing Quality Plus Recognition Award
- Outstanding Young Men of America Award for civic and professional contributions

CERTIFICATIONS

- 20 Years Experience in the Automotive Industry
- 11 Years Experience with First Vehicle Services
- ASE Master Automobile Technician-Engine Repair
- ASE Master Automobile Technician Automatic Transmission / Transaxle
- ASE Master Automobile Technician Manual Drive Train and Axles
- ASE Master Automobile Technician Suspension and Steering
- ASE Master Automobile Technician Brakes
- ASE Master Automobile Technician Electrical / Electronic Systems
- ASE Automobile Technician Heating and Air Conditioning
- ASE Automobile Technician Engine Performance
- EVT. Certified Technician Ambulance Heating, Air-Conditioning and Ventilation Systems
- EVT. Certified Technician Law Enforcement Vehicle Installation Technician
- Lean Six Sigma Yellow Belt Certified

EDUCATION / TRAINING

- Automotive Training Group
 - Ford Engine Performance for 1996-2008 Vehicles
- FVS Training Program
 - Intersections & Crossings
- FVS Training Program
 - Forklift Safety
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Bucket Truck Operation & Maintenance
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - TPMS –Tire Position Monitoring System

CERTIFICATIONS

- 30 Years Experience in the Automotive Industry
- 12 Years Experience with First Vehicle Services
- ASE Master Automobile Certified Engine Repair
- ASE Master Automobile Certified Automatic Transmission / Trans Axles
- ASE Master Automobile Certified Manual Drive Tran and Axles
- ASE Master Automobile Certified Suspension and Steering
- ASE Master Automobile Certified Brakes
- ASE Master Automobile Certified Electrical / Electronic Systems
- ASE Master Automobile Certified Heating and Air Conditioning
- ASE Master Automobile Certified Engine Performance
- ASE Master Medium / Heavy Technician Gasoline Engines
- ASE Master Medium / Heavy Technician Diesel Engines
- ASE Master Medium / Heavy Technician Drive Tran
- ASE Master Medium / Heavy Technician Brakes
- ASE Master Medium / Heavy Technician Suspension and Steering
- ASE Master Medium / Heavy Technician Electrical / Electronic Systems
- ASE Master Medium / Heavy Technician Heating Ventilation and Air Conditioning
- ASE Master Medium / Heavy Technician Preventive Maintenance Inspection
- EVT Certified Technician Fire Apparatus Design and Performance
- EVT Certified Technician Fire Pumps and Accessories
- EVT Certified Technician Fire Apparatus Electrical Systems
- EVT Certified Technician Aerial Fire Apparatus
- EVT Certified Technician Allision Automotive Transmissions
- EVT Certified Technician Ambulance Design and Performance
- EVT Certified Technician Ambulance Electrical Systems
- EVT Certified Technician Ambulance Heating, A/C, and Ventilation
- EVT Certified Technician Ambulance Cab Body and Chassis
- EVT Certified Technician ARFF Vehicle Design and Performance
- EVT Certified Technician ARFF Chassis and Performance
- EVT Certified Technician ARFF Extinguishment Systems
- ARFF Master Level 3 Electronic Diesel Engine Diagnosis Specialist
- EVT Certified Law Enforcement Vehicle Installation Technician
- EVT Certified Management Level 1 Supervisor
- Master Truck Equipment Certified Technician Installation and Repair
- Master Truck Equipment Certified Technician Electrical / Electronic Systems
- Master Truck Equipment Certified Technician Auxiliary Power Systems
- Master Engine Machinist Certified Cylinder Head Specialist (M1)
- Master Engine Machinist Certified Cylinder Block Specialist (M2)

- Master Engine Machinist Certified Assembly Specialist (M3)
- Master Engine Machinist Certified Cylinder Head (M1G)
- Master Engine Machinist Certified Cylinder Block Specialist (M2G)
- Master Engine Machinist Certified Assembly Specialist (M3G)
- Master School Bus Certified Technician Body Systems and Spec Equipment
- Master School Bus Certified Technician Diesel Engines
- Master School Bus Certified Technician Drive Train
- Master School Bus Certified Technician Brakes
- Master School Bus Certified Technician Suspension and Steering
- Master School Bus Certified Technician Electrical / Electronic Systems
- Master School Bus Certified Technician Air Conditioning Systems
- CDL License class B

EXPERIENCE

Tyler Fire Equipment

Technician, Elmira, NY, 2007 to Present

- Apparatus sales
- DOT certified driver

First Vehicle Services

Lead Technician / Supervisor, Ft. Lauderdale, FL, 1997 to 2007

- Member of specifications committee for design of new unit purchase
- Responsible for repair and maintenance of Fire department vehicles
- 24 Hour call-out technician for City Fire service
- Train new employees
- Oversee repairs on heavy equipment

D's Foreign Auto Parts

Manager, Davie, FL, 1994 to 1996

- Responsible for shipping and receiving operation
- Payroll and office bookwork for a team of five employees
- Traveled to vendor sites for purchase of new equipment

G and D Truck Parts

Shop Foreman, Davie, FL, 1986 to 1994

- Rebuilt heavy truck components
- Equipment operator of cranes, loaders and forklifts
- Recovery driver for B.S.O. special services

Lift Systems

Field Service Technician, Miami, FL, 1985 to 1986

- Repair of electronically controlled forklifts
- New machine setup for automated warehousing
- Road service from Fort Pierce to the Florida Keys

Lou Bachrodt Chevrolet

Heavy Line Technician, Pompano Beach, FL, 1983 to 1985

Asplundh Tree Expert Company

New Unit Welder Fabricator, Pompano Beach, FL, 1981 to 1983

EDUCATION / TRAINING

- New York Certified
 - Fire Fighter
 - Driver Engineer
 - Captain MTO

- Federal Certifications for National Response Framework
 - IS-00100
 - IS-00200
 - IS-00700
 - IS-00800.B

- Fox Valley Technical College

Ian H.
Certified Emergency Vehicle Technician / Automobile Technician

CERTIFICATIONS

- 25 Years Experience in the Automotive Industry
- 7 Years Experience with First Vehicle Services
- ASE Automobile Technician Heating and Air Conditioning
- EVT Certified Technician Ambulance Heating, Air Conditioning and Ventilation Systems
- Lean Six Sigma Yellow Belt Certified

EDUCATION / TRAINING

- FVS Training Program
 - Forklift Operation and Safety
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Bucket Truck Operations and Maintenance
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Tire Position Monitoring System (TPMS)

Ricky M.
Certified Emergency Vehicle Technician

CERTIFICATIONS

- 20 Years Experience in the Automotive Industry
- 11 Years Experience with First Vehicle Services
- EVT Certified Technician Fire Pumps and Accessories
- EVT Certified Technician Allison Automatic Transmissions
- Lean Six Sigma Yellow Belt
- CDL License Class B

EDUCATION / TRAINING

- Power Brake and Suspension Training Program
 - Air Brake Fundamentals
- FVS Training Program
 - Air Brake Seminar
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Aerial Crane Lifts Maintenance and Operations
- FVS Training Program
 - Bucket Truck Operations and Maintenance
- FVS Training Program
 - Emissions Fundamentals
- FVS Training Program
 - Spartan Chassis and Brakes
- FVS Training Program
 - Pierce Fire Platform and Ladder Orientation
- FVS Training Program
 - Forklift Safety
- FVS Training Program
 - Intersections and Crossing

John D.
Master Medium / Heavy Truck Technician

CERTIFICATIONS

- 52 Years Experience in the Automotive Industry
- 17 Years Experience with First Vehicle Services
- ASE Master Medium / Heavy Technician Gasoline Engines
- ASE Master Medium / Heavy Technician Diesel Engines
- ASE Master Medium / Heavy Technician Drive Train
- ASE Master Medium / Heavy Technician Brakes
- ASE Master Medium / Heavy Technician Suspension and Steering
- ASE Master Medium / Heavy Technician Electrical / Electronic Systems
- ASE Master Medium / Heavy Technician Heating, Ventilation, and Air Conditioning
- ASE Master Medium / Heavy Technician Preventive Maintenance Inspection
- EVT Certified Technician Design and Performance Standards and Preventive Maintenance of Fire Apparatus
- EVT Certified Technician Fire Pumps and Accessories
- EVT Certified Technician Fire Apparatus Electrical Systems
- EVT Certified Technician Aerial Fire Apparatus
- EVT Certified Technician Hydraulic Systems
- Hazmat / Tanker HM -126F Certified
- CDL License Class A
- Lean Six Sigma Yellow Belt Certified
- FVS Trainer

EDUCATION / TRAINING

- London Institute
 - 4 years Automotive Training
- Pierce Manufacturing Inc.
 - Aerial Maintenance Training
- Penn Tank Lines, Inc.
 - Security Awareness Training and Testing
- Brockwell Hydraulics Seminar, Inc.
 - Basic Hydraulics and System Troubleshooting Seminars
- Power Brake & Suspension Training Program
 - Air Brake Fundamentals
- FVS Training Program
 - Intersections & Crossings
- Penn Tank Lines
 - Fuel Handling & Delivery
- FVS Training Program
 - Pierce Fire Platform & Ladder Orientation

- FVS Training Program
 - Emission Fundamentals
 - FVS Training Program
 - Bucket Trucks Operations & Maintenance
 - FVS Training Program
 - Air Brake Seminar
 - FVS Training Program
 - Wedge Brakes
 - FVS Training Program
 - TPMS – Tire Position Monitoring System
 - U.S. Peace Core
 - Teacher Training
-

Andre S.
Medium / Heavy Truck Technician

CERTIFICATIONS

- 11 Years Experience in the Automotive Industry
- 3 Years Experience with First Vehicle Services
- ASE Medium / Heavy Technician Brakes
- ASE Medium / Heavy Technician Preventive Maintenance Inspection
- EVT Certified Technician Design and Performance Standards and Preventive Maintenance of Fire Apparatus
- EVT Certified Technician Fire Pumps and Accessories
- EVT Certified Technician Fire Apparatus Electrical Systems
- Hazmat / Tanker HM -126F Certified
- CDL License B

EDUCATION / TRAINING

- Power Brake and Suspension Training Program
 - Air Brake Fundamentals
- Penn Tank Lines, Inc.
 - Security Awareness Training and Testing
- Pierce Manufacturing Inc.
 - All Wheel Steer Maintenance Training
- Miami Lakes Technical Institute
 - Heavy Duty Truck and Bus Program
- FVS Training Program
 - Brush Chippers and Stump Grinders
- FVS Training Program
 - Air Brake Seminar
- FVS Training Program
 - Intersections and Crossing
- FVS Training Program
 - Fuel Vehicle Operations
- Penn Tank Lines
 - Fuel Handling and Delivery
- FVS Training Program
 - Forklift Operation and Safety
- FVS Training Program
 - Excavator Safety
- FVS Training Program
 - EVT Training – Electrical and ISO Testing
- Pierce Training
 - Fire Platform & Ladder Orientation

- FVS Training
 - Sparatan Chassis & Brakes
 - FVS Training
 - Aerial Device & Safety Training
 - FVS Training
 - Wedge Brakes
-

Luis G.
Medium / Heavy Truck Technician

CERTIFICATIONS

- 15 Years Experience in the Automotive Industry
 - ASE Medium / Heavy Truck Technician Diesel Engines
 - CDL License Class B
-

EDUCATION / TRAINING

- FVS Training Program
 - Intersections & Crossings
- FVS Training Program
 - Forklift Operations & Safety
- FVS Training Program
 - Electrical Theory & Application
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Aerial Device Personnel Lift
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Aerial Crane Lifts Safety & Operations

Paul H.
Medium / Heavy Truck Technician

CERTIFICATIONS

- 14 Years Experience in the Automotive Industry
- 5 Years Experience with First Vehicle Services
- ASE Medium / Heavy Truck Technician Heating, Ventilation and Air Conditioning
- ASE Automobile Technician Suspension and Steering
- ASE Automobile Technician Brakes
- ASE Automobile Technician Heating and Air Conditioning
- Lean Six Sigma Yellow Belt Certified

EDUCATION / TRAINING

- Power Brake & Suspension Training Program
 - Air Brake Fundamentals
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Air Brake Seminar
- FVS Training Program
 - Bucket Trucks Operations and Maintenance
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Forklift Operation and Safety
- FVS Training Program
 - TPMS – Tire Position Monitoring System
- Capstone Turbine Corporation
 - Hybrid Electric Vehicles

Suamy C.
Medium / Heavy Truck Technician

CERTIFICATIONS

- 18 Years Experience in the Automotive Industry
- 2 Years Experience with First Vehicle Services
- ASE-Medium / Heavy Technician Brakes
- Hazmat / Tanker HM -126F Certified
- CDL License Class A

EDUCATION / TRAINING

- Power Brake and Suspension Training Program
 - Air Brake Fundamentals
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Bucket Truck Operation and Maintenance
- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Air Brake Seminar
- FVS Training Program
 - Spartan Chassis and Brakes
- FVS Training Program
 - Aerial Crane Lift Maintenance and Operations
- FVS Training Program
 - Wedge Brakes
- FVS Training Program
 - Electrical Theory and Application
- FVS Training Program
 - Forklift Safety

CERTIFICATIONS

- 25 Years Experience in the Automotive Industry
- 19 Years Experience with First Vehicle Service
- ASE Medium / Heavy Technician Brakes
- ASE Automobile Technician Brakes
- Lean Six Sigma Yellow Belt
- Lean Six Sigma Green Belt
- CDL License Class A

EDUCATION / TRAINING

- Miami Dade Community College
 - 2 years for Business Administration
- Capstone Turbine Corporation
 - Hybrid Electric Vehicles
- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Forklift Safety and Operations
- FVS Training Program
 - Excavator Safety
- FVS Training Program
 - Brush Chippers and Stump Grinders
- FVS Training Program
 - Bucket Trucks Operation and Maintenance
- FVS Training Program
 - Wedge Brakes
- FVS Training Program
 - Crane Lifts Maintenance and Operations
- FVS Training Program
 - Aerial Device Safety Training
- Case Power Training
 - Hydraulic Systems
- Case Power Training
 - Diesel Engine Repair
- Case Power Training
 - Engine Repair
- Case Power Training
 - Management Training

Richard N.
Medium / Heavy Truck Technician

CERTIFICATIONS

- 31 Years Experience in the Automotive Industry
- 7 Years Experience with First Vehicle Services
- ASE Medium/.Heavy Truck Technician Brakes
- Lean Six Sigma Yellow Belt
- CDL License Class B

EDUCATION / TRAINING

- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Forklift Safety and Operations
- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Tire Position Monitoring System (TPMS)

Ashley A.
Automobile Technician

CERTIFICATIONS

- 18 Years Experience in the Automotive Industry
 - 6 Years Experience with First Vehicle Services
 - Lean Six-Sigma Yellow Belt
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EDUCATION / TRAINING

- Power Brake and Suspension Training Program
 - Air Brake Fundamentals

Barrington F.
Automobile Technician

CERTIFICATIONS

- 25 Years Experience in the Automotive Industry
- 1 Year Experience with First Vehicle Services
- CDL License B

EDUCATION / TRAINING

- FVS Training
 - Intersections & Crossings
- FVS Training
 - Forklift Safety & Operations
- FVS Training
 - EVT Training – Electrical
- FVS Training
 - Electrical Theory & Application
- FVS Training
 - Brush Chippers & Stump Grinders
- FVS Training
 - Wedge Brakes
- FVS Training
 - Aerial Device Safety Training
- FVS Training
 - Aerial Crane Lift Safety & Operations
- FVS Training
 - Aerial Device Personnel Lift
- Ryder Training
 - Pm Certification
- Ryder Training
 - Brakes
- Ryder Training
 - Lift Gate Maintenance & Operation
- Ryder Training
 - Refrigeration
- Ryder Training
 - Transmission
- Ryder Training
 - Engine Repair

Bill J.
Automobile Technician

CERTIFICATIONS

- 10 Years Experience in the Automotive Industry
- 1 Year Experience with First Vehicle Services

EDUCATION / TRAINING

- Caterpillar Training Program
 - Engine Diagnostics
- Caterpillar Training Program
 - PAR Certified
- FVS Training Program
 - Forklift Safety & Operations
- FVS Training Program
 - Bucket Truck Safety Operations and Maintenance

Clemente A.
Automobile Technician

CERTIFICATIONS

- 15 Years Experience in the Automotive Industry
- 2 Years Experience with First Vehicle Services
- ASE Automobile Technician Engine Repair
- ASE Automobile Technician Suspension and Steering
- ASE Automobile Technician Brakes
- ASE Automobile Technician Electrical / Electronic Systems
- ASE Automobile Technician Heating and Air Conditioning
- ASE Automobile Technician Engine Performance
- EVT Certified Technician Design & Performance Standards and Preventive Maintenance of Fire Apparatus
- EVT Certified Technician Fire Pumps and Accessories
- EVT Certified Technician Apparatus Electrical Systems
- EVT Certified Technician Law Enforcement Vehicle Installation Technician

EDUCATION / TRAINING

- Power Brake & Suspension
 - Air Brake Fundamentals
- FVS Training
 - Spartan Chassis & Brakes
- FVS Training
 - Fire Equipment ISO Testing
- FVS Training
 - Pierce First Level Maintenance
- FVS Training
 - Electrical Measurement & Concepts
- FVS Training
 - Brush Chippers & Stump Grinders
- FVS Training
 - Air Brake Seminar
- FVS Training
 - Wedge Brakes
- FVS Training
 - Aerial Crane Lifts Maintenance & Operations
- FVS Training
 - Aerial Device Safety Training

CERTIFICATIONS

- 20 Years Experience in the Automotive Industry
- 5 Years Experience with First Vehicle Services
- Lean Six Sigma Yellow Belt
- CDL License B

EDUCATION / TRAINING

- FVS Training
 - Forklift Safety
- FVS Training
 - Excavator Safety
- FVS Training
 - Electrical System Tester
- FVS Training
 - Brush Chippers & Stump Grinders
- FVS Training
 - Bucket Truck Safety Operations & Maintenance
- FVS Training
 - Wedge Brakes
- FVS Training
 - Aerial Crane Lifts Maintenance & Operations
- FVS Training
 - Aerial Device Safety Training

CERTIFICATIONS

- 10 Years Experience in the Automotive Industry
- 5 Years Experience with First Vehicle Services
- ASE Automotive Technician Brakes
- ASE Automotive Technician Suspension & Steering
- Lean Six Sigma Yellow Belt Certified

EDUCATION / TRAINING

- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Bucket Truck Operation & Maintenance
- FVS Training Program
 - Intersections & Crossings
- FVS Training Program
 - Forklift Safety & Operations

CERTIFICATIONS

- 25 Years Experience in the Automotive Industry
- 13 Years Experience with First Vehicle Services
- ASE Automobile Technician Suspension and Steering
- ASE Automobile Technician Brakes
- ASE Automobile Technician Electrical / Electronic Systems
- Lean Six Sigma Yellow Belt

EDUCATION / TRAINING

- FVS Training
 - Intersections & Crossings
- FVS Training
 - Forklift Safety
- FVS Training
 - Electrical System Tester
- FVS Training
 - Bucket Truck Operations & Maintenance
- FVS Training
 - Aerial Device Safety Training
- FVS Training
 - TPMS – Tire Position Monitoring Systems
- International Mobile Air Conditioning Association (IMACA)
 - R-12 Refrigerant Recovery and Recycling Equipment
- Capstone Turbine Corporation
 - Hybrid Electric Vehicles
- Fram Training
 - Computer Engine Control Clinic
- Arrow Automotive Industries
 - Clutch Clinic
- Allen Institute Automotive Training Program
 - Basic Injection, Emission, & D.I.S.
- Neapco Training
 - Front Wheel Drive
- Service Training Award
 - Basic Computer Command Control
- Automotive Service Councils, Inc.
 - Computerized Fuel Systems
- Certificate of Achievement
 - Crown Victoria, Police

CERTIFICATIONS

- 30 Years Experience in the Automotive Industry
- 1 Year Experience with First Vehicle Services
- CDL License Class A
- Hazmat / Tanker HM-126F Certified

EDUCATION / TRAINING

- Power Brake & Suspension Training Program
 - Air Brake Fundamentals
- FVS Training
 - Intersections & Crossings
- FVS Training
 - Forklift Safety
- FVS Training
 - Forklift Safety
- FVS Training
 - EVT Training –Electrical
- FVS Training
 - Pierce Fire Platform & Aerial Orientations
- FVS Training
 - ARFF Safety Operations & Maintenance
- FVS Training
 - Fire Ladder Operations & Maintenance
- FVS Training
 - Electrical Theory & Application
- FVS Training
 - Brush Chippers & Stump Grinders
- FVS Training
 - Air Brake Seminar
- FVS Training
 - Aerial Device Safety Training
- FVS Training
 - Aerial Device Personnel Lift
- FVS Training
 - Crane Lift Safety & Operations
- Melrose Park Institute Certified
 - Alignment Wheel Balancing
 - Drive Train
- Mack Tools Inc.
 - EFI & TBI Automobile Trouble Shooting

Gregory M.
Automobile Technician

CERTIFICATIONS

- 18 Years Experience in the Automotive Industry
- 4 Years Experience with First Vehicle Services
- ASE-Automobile-/Light-Truck-Technician Electrical / Electronic Systems
- ASE Automobile / Light Truck Technician Suspension & Steering
- ASE Automobile / Light Truck Technician Brakes
- Lean Six Sigma Yellow Belt

EDUCATION / TRAINING

- Ford Customer Service Division Technical Training
 - Advanced Climate Control Diagnosis and Service
- FVS Training
 - Intersections & Crossings
- FVS Training
 - Forklift Safety
- FVS Training
 - Excavator Safety
- FVS Training
 - Electrical System Tester
- FVS Training
 - Aerial Crane Lifts Maintenance & Operations
- FVS Training
 - Aerial Device Safety & Training
- FVS Training
 - TPMS – Tire Position Monitoring System

Jackie W.
Automobile Technician

CERTIFICATIONS

- 14 Years Experience in the Automotive Industry
- 5 Years Experience with First Vehicle Services
- ASE Automobile Technician Suspension and Steering
- ASE Automobile Technician Brakes
- ASE Automobile Technician Electrical / Electronic Systems
- EVT Certified Law Enforcement Vehicle Installation Technician
- Lean Six Sigma Yellow Belt Certified
- Hazmat / Tanker HM-126F Certified
- CDL License

EDUCATION / TRAINING

- Broward Community College
 - Associates Degree in Automotive Management Technician
- Sheridan Vocational Tech.
 - 2 year certificate in Automotive Technology
- J. J. Kelly & Associates, Inc.
 - Hazardous Materials Training and Testing
- FVS Training Program
 - Fuel Vehicle Operations
- FVS Training Program
 - Forklift Operation & Safety
- FVS Training Program
 - Excavator Safety
- FVS Training Program
 - Electrical Theory & Application
- FVS Training Program
 - Aerial Crane Lift Maintenance & Operations
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - TPMS – Tire Position Monitoring System
- Certified in Ford Stars

Jim M.
Automobile Technician

CERTIFICATIONS

- Years Experience in the Automotive Industry
- 21 Years Experience with First Vehicle Services
- Lean Six Sigma-Yellow-Belt
- CDL License Class A

EDUCATION / TRAINING

- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Forklift Operation and Safety
- FVS Training Program
 - Pierce Fire Platform and Ladder Orientation
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Aerial Crane Lift Maintenance and Operations

Juan M.
Automobile Technician

CERTIFICATIONS

- 26 Years Experience in the Automotive Industry
- 1 Year Experience with First Vehicle Services

EDUCATION / TRAINING

- FVS Training Program
 - Forklift Safety and Operations
- FVS Training Program
 - Bucket Truck Safety Operations and Maintenance

CERTIFICATIONS

- 26 Years Experience in the Automotive Industry
- 1 Year Experience with First Vehicle Services
- Associates Degree In Automotive Training
- Hazmat / tanker HM -126F Certified
- CDL License B

EDUCATION / TRAINING

- ATI Career Center
 - Associates Degree In Automotive Training
- Vactor MFG. Training Program
 - Maintenance and Service for Vactor Trucks
- Vactor MFG. Training Program
 - Environmental Products of Florida
- Operator Training Program
 - Lift Truck Operations
- Sunbelt Rentals Scaffold Services
 - OSHA Subpart L. 1926-451 Certified
- Sunbelt Rentals Training
 - Forklift Certified
- Sunbelt Rentals Aerial Training
 - ANSI A92 Aerial Platform Safety
- Fluid Power Training Institute
 - Practical Hydraulics
- JLG Technician Training Plus
 - ES Profit Series Scissors
- FVS Training
 - Forklift Operations and Safety
- FVS Training
 - EVT Training – Electrical
- FVS Training
 - Pierce Fire Platform and Ladder Orientation
- FVS Training
 - Brush Chippers and Stump Grinders
- FVS Training
 - Bucket Truck Safety Operations and Maintenance

Leon R.
Automobile Technician

CERTIFICATIONS

- 28 Years Experience in the Automotive Industry
- 1 Year Experience with First Vehicle Services
- ASE Heavy / Duty Truck Technician Brakes

EDUCATION / TRAINING

- Power Brake & Suspension Training Program
 - Air Brake Fundamentals
- FVS Training Program
 - Forklift Safety and Operations
- FVS Training Program
 - EVT Training- Electrical
- FVS Training Program
 - Pierce Fire Platform and Aerial Orientations
- FVS Training Program
 - ARFF – Safety Operations and Maintenance
- FVS Training Program
 - Fire Ladder Operations and Maintenance
- FVS Training Program
 - Bucket Truck Safety Operations and Maintenance
- Carrier Manufacturing
 - Truck and Trailer Refrigeration
- Maxxon Training Program
 - Hydraulic Lift gate Maintenance and Operations

CERTIFICATIONS

- 15 Years Experience in the Automotive Industry
- 5 Years Experience with First Vehicle Services
- Lean Six Sigma Yellow-Belt

EDUCATION / TRAINING

- FVS Training Program
 - Intersections & Crossings
- FVS Training Program
 - Forklift Safety & Operations
- FVS Training Program
 - Excavator Safety
- FVS Training Program
 - Pierce Fire Platform & Aerial Orientations
- FVS Training Program
 - Spartan Chassis & Brakes
- FVS Training Program
 - EVT Training – Electrical
- FVS Training Program
 - Pierce First Level Maintenance
- FVS Training Program
 - Emissions Fundamentals
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Brush Chippers & Stump Grinders
- FVS Training Program
 - Bucket Truck Safety Operations & Maintenance
- FVS Training Program
 - Aerial Crane Lifts Maintenance & Operations
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - TPMS – Tire Position Monitoring System
- Emritor Wabs Co.
 - Air Brake & Foundation Brake Training
- Maxton Training Program
 - Lift Gate Maintenance & Operations
- Thermal King & Carrier
 - Refrigeration

Roman V.
Automobile Technician

CERTIFICATIONS

- 20 Years Experience in the Automotive Industry
- 2 Years Experience with First Vehicle Services
- ASE Automobile Technician Brakes
- ASE Automobile Engine Repair
- ASE Automobile Part Specialists
- Hazmat / Tanker HM -126F Certified
- CDL License Class A

EDUCATION / TRAINING

- Commercial Career Centers
 - Professional Truck Driver Training
- Penn Tank Lines, Inc.
 - Security Awareness Training and Testing
- Power Brake & Suspension Training Program
 - Air Brake Fundamentals
- FVS Training Program
 - Forklift Safety
- FVS Training Program
 - Air Brake Seminar
- FVS Training Program
 - Penn Tank Lines Fuel Handling and Delivery
- FVS Training Program
 - Fuel Vehicle Operations
- FVS Training Program
 - Intersections and Crossings

CERTIFICATIONS

- 29 Years Experience in the Automotive Industry
- 6 Years Experience with First Vehicle Services
- ASE Automobile Technician-Suspension-and-Steering
- ASE Automobile Technician Heating and Air Conditioning
- Lean Six Sigma Yellow Belt

EDUCATION / TRAINING

- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Aerial Crane Lifts Maintenance and Operations
- FVS Training Program
 - Bucket Truck Operations and Maintenance
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Electrical Theory and Application
- FVS Training Program
 - Excavator Safety
- FVS Training Program
 - Forklift Safety Operations
- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Tire Position Monitoring System (TPMS)
- FVS Training Program
 - Engine Performance

CERTIFICATIONS

- 30 Years Experience in the Automotive Industry
- 11 Years Experience with First Vehicle Services
- 19 Years Toyota Experience
- ASE Automobile Technician Engine Repair
- ASE Automobile Technician Brakes
- ASE Automobile Technician Heating and Air Conditioning
- Lean Six Sigma Yellow Belt

EDUCATION / TRAINING

- ITT Technical Institute
 - Automotive Mechanic
- Automotive Training Group Technical Training Seminars
 - Ford Engine Performance for 1996-2008 Vehicles
- Parts Plus University Professional Technical Training
 - G.M. Colbalt Advanced Electrical Systems
- Parts Plus University Professional Technical Training
 - G.M. Colbalt Operations & Diagnostics
- FVS Training Program
 - Intersections & Crossings
- FVS Training Program
 - Forklift Safety & Operations
- FVS Training Program
 - Electrical Theory & Application
- FVS Training Program
 - Bucket Truck Operation & Maintenance
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - TPMS – Tire Position Monitoring System
- FVS Training Program
 - TPMS – Tire Position Monitoring System
- Capstone Turbine Corporation
 - Hybrid Electric Vehicles

CERTIFICATIONS

- 20 Years Experience in the Automotive Industry
- 10 Years Experience with First Vehicle Services
- ASE Automobile Technician Engine Repair
- ASE Automobile Technician Manual Drive Train and Axles
- ASE Automobile Technician Suspension and Steering
- ASE Automobile Technician Brakes
- ASE Automobile Technician Electrical / Electronic Systems
- ASE Automobile Technician Engine Performance
- Lean Six Sigma Yellow Belt

EDUCATION / TRAINING

- FVS Training Program
 - Forklift Safety
- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Aerial Device Safety Training
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Bucket Truck Operation and Maintenance
- FVS Training Program
 - Tire Position Monitoring System (TPMS)
- Capstone Turbine Corporation
 - Hybrid Electric Vehicles

Walditrudis G.
Automobile Technician

CERTIFICATIONS

- 20 Years Experience in the Automotive Industry
- 11 Years Experience with First Vehicle Services
- Lean Six Sigma Yellow Belt
- CDL License Class B

EDUCATION / TRAINING

- FVS Training Program
 - Bucket Trucks Operations and Maintenance
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Aerial Device Safety Training

Jere M.
Master Collision Repair / Refinish Technician

CERTIFICATIONS

- 50 Years Experience in the Automotive Industry
- 15 Years with First Vehicle Services
- ASE Master Collision Rep. / Refinish Technician Painting and Refinishing
- ASE Master Collision Rep. / Refinish Technician Nonstructural Analysis and Damage Repair
- ASE Master Collision Rep. / Refinish Technician Structural Analysis and Damage Repair
- ASE Master Collision Rep. / Refinish Technician Mechanical and Electrical Components
- ASE Automobile Technician Engine Repair
- ASE Automobile Technician Suspension and Steering
- ASE Automobile Technician Brakes
- Lean Six Sigma Yellow Belt Certified

EDUCATION / TRAINING

- Sheridan Vocational Tech.
 - Advanced Degree of Expertise in DuPont Refinish Products and Systems
- Sheridan Vocational Tech.
 - Broward County Auto body
- FVS Training Program
 - Intersections & Crossings
- FVS Training Program
 - Forklift Operation & Safety
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Aerial Device Safety Training

John G.
Master Collision Repair / Refinish Technician

CERTIFICATIONS

- 30 Years Experience in the Automotive Industry
- 3 Years Experience with First Vehicle Services
- ASE Master Collision Repair / Refinish Technician Painting and Refinishing
- ASE Master Collision Repair / Refinish Technician Nonstructural Analysis and Damage Repair
- ASE Master Collision Repair / Refinish Technician Structural Analysis and Damage Repair
- ASE Master Collision Repair / Refinish Technician Mechanical and Electrical Components

EDUCATION / TRAINING

- FVS Training Program
 - Forklift Safety
- FVS Training Program
 - Intersections and Crossings
- FVS Training Program
 - Electrical System Tester
- FVS Training Program
 - Aerial Device Safety Training
- Florida Auto Body Training
 - I Car Certified
- U.S. Government Training
 - Light Wheel Vehicle
- U.S. Government Training
 - Power Generation

6. Qualifications and Experience

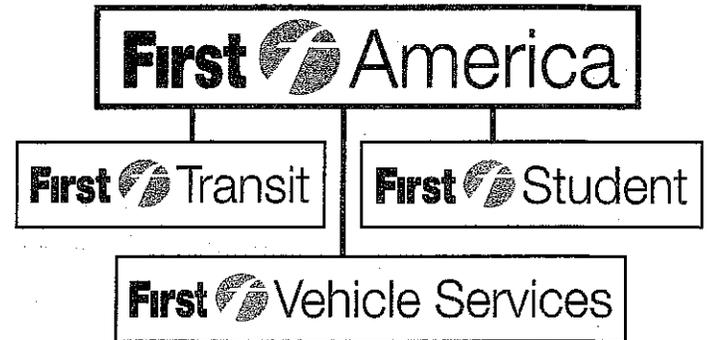
First  **Vehicle Services**

National Fleet Maintenance Experience

First Vehicles Services (FVS), a division of FirstGroup America, understands that the City of Fort Lauderdale (FL) is seeking a qualified Fleet Maintenance Contractor to maintain and repair its vehicle and equipment fleet. FVS is uniquely positioned as the leader in diverse fleet maintenance in North America, with more than 29 years experience maintaining the fleet of Fort Lauderdale and other local governments. **From sedans, SUVs, vans, and light, medium and heavy duty units to police, fire and rescue units, paratransit buses, construction equipment, and specialized and miscellaneous equipment, we provide expert maintenance services to keep your entire fleet up and running. Unlike our competition, dedicated diverse fleet maintenance is our specialty.**

In September of 1999, **First Vehicle Services** joined the FirstGroup plc. family and is now centralized as a division of the North American-based company called FirstGroup America. In addition to FVS, the FirstGroup America family includes:

- **First Student** – a leading U.S. provider of student transportation services with 60,000 buses under contract and 650 locations across North America
- **First Transit** – a leading U.S. provider of passenger transportation contract and management services for more than 51 years, with 7,100 buses in operation and 235 locations across North America



FVS is proud to be a part of FirstGroup plc, a \$10.6 billion global transportation company with a mission to transform travel through the provision of safe, reliable, and high quality services. From high-speed passenger trains and public transit to fleet maintenance and mobile technology, our company employs more than 136,500 people worldwide, including 96,000 employees across our North America operations.

FVS manages more than 55,000 vehicles every day in more than 197 customer service centers in the United States and Puerto Rico. As noted on our web site (www.firstvehicleservices.com), our experience base and target markets span from public sector markets including municipalities, transit authorities, state governments, and law enforcement agencies to private sector markets of utility/telecommunications, transportation, and petrochemical.

Diverse Fleet Maintenance Experience

FVS utilizes industry best practices in conjunction with our in-depth understanding of the City's diverse fleets to ensure the City and its vehicle operators receive reliable and dependable service. Ultimately, the City benefits from better asset utilization and reduced operating costs. Keeping the City's entire fleet up and running continues to be our primary focus—each and every day.

**"Very satisfied (with First Vehicle Services)
Top tier professional organization."**

John L. Rencher
City of Fort Lauderdale
Fleet Services



6. Qualifications and Experience

First  Vehicle Services

When it comes to providing fleet maintenance to diverse fleets, FVS is the industry leader with proven programs that yield results for the City. We understand that every unit in your fleet has a unique and important need for delivering public services to your community and only when all of your vehicles and equipment are operational, is your fleet operating at peak performance.

FVS is proud to manage a variety of vehicle types across the United States, including:

- **Light, Medium and Heavy Duty** – including vans, SUVs, pick ups, dump trucks, tractor-trucks, off-road equipment, etc.
- **Automobiles** – including compact, intermediate and full-size sedans, etc.
- **Law Enforcement** – including patrol and take home law-enforcement units, etc.
- **Fire and Rescue** – including pumpers, aerial-equipped units, medical response units and tankers, etc.
- **Construction** – including backhoe, asphalt pavers, excavator, bulldozer, grader, highway striper, earth mover, roller, etc.
- **Solid Waste** – including side loaders, front loaders, rear loaders, compactors, roll-offs, recycling trucks, etc.
- **Transit and School Buses** – including paratransit, fixed route, front and rear engine school buses, etc.
- **Trailers** – including flat bed and dump box-type trailers, and trailers for animal and boat transport, etc.
- **Specialized and Miscellaneous** – including alternative fuel vehicles, generators (stationary and portable), forklifts, golf carts, mowers, chain saws, etc.



FIRST in Maintaining Law Enforcement Fleets

FVS has unparalleled experience maintaining law enforcement fleets. **No other contractor can equal our experience in maintaining large police fleets which currently amounts to more than 12,000 law enforcement units across the country.**

We deliver fleet maintenance services for the largest accredited sheriff's department in the United States—the Broward County (FL) Sheriff's Department—with more than 3,300 vehicles. Examples of other large law-enforcement fleets maintained by FVS include the District of Columbia Metropolitan Police Department with 1,647 vehicles, Harford County (MD) with 200 vehicles, and the City of Fort Lauderdale's law enforcement units.

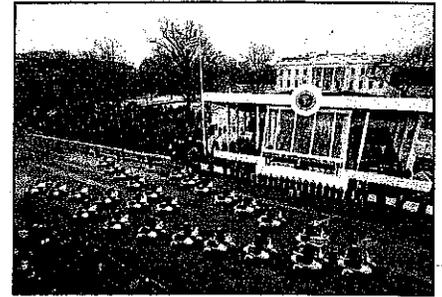
Our experience has enabled us to build maintenance expertise across a comprehensive range of law enforcement and first-responder vehicles and equipment including, but not limited to, marked and unmarked patrol cars, motorcycles, command buses, armored personnel carriers, transport vans, and more. As the incumbent Contractor, we understand the critical importance of ensuring first-responder vehicle readiness for the City.

6. Qualifications and Experience

First  **Vehicle Services**

First Vehicle Services Maintains Fleet for Inaugural Motorcade

FVS was responsible for maintaining hundreds of vehicles to support D.C. Metropolitan Police (DCMPD) efforts for the Inauguration of President Barack Obama. The Inaugural fleet included 12 fully dressed 2009 Harley Davidson motorcycles that served as the official escort for the nation's 44th President along the Inaugural Parade route. With this well-maintained fleet, DCMPD officials were able to focus their energy on law enforcement and security, rather than worrying about whether they will have enough vehicles available to do their jobs.



In partnership since 2002, FVS maintains the DCMPD fleet of 1,647 vehicles on a daily basis. In addition to 46 escort motorcycles for official motorcades in Washington, FVS keeps the availability rate of police cars, K-9 units, the SWAT division, and anti-terrorism vehicles at 96.6 percent, high above the industry average

FIRST in Maintaining Emergency Response Fleets



Having a fully functional and reliable fleet of emergency response equipment is of critical importance to governments during a time of a crisis. **FVS maintains emergency response units at 90 percent of our service centers across the United States, which includes more than 760 fire apparatus units at 41% of our locations.**

Examples include fire apparatus and pumpers, crash trucks, brush trucks, ambulances, and command support SUVs. No other Contractor is uniquely qualified as FVS to maintain the City's fire apparatus and emergency support vehicles.

The diversity of emergency response equipment that we maintain includes, but not limited to, the following manufacturers:

- Pierce
- Spartan
- Grumman
- Brockman
- Emergency One
- Oshkosh
- Hallmark
- HME
- Quality
- Boardman
- Hendrickson
- Spartan
- KME
- Ferra
- Luer
- Emron
- American LaFrance
- Smeal
- Seagrave
- Hale
- Hahn
- Crimson
- Freightliner
- Salisbury
- Ford
- Chevrolet
- Dodge
- Sutphen



FVS understands the critical nature of maintaining the City's emergency response equipment to ensure it is fully serviceable during a time of crisis. We are committed to having Emergency Vehicle Technicians (EVTs) on staff to perform proper maintenance on these units. Any technician hired for this project who is not EVT certified will be encouraged through paid training and incentives to seek such certification. FVS employs EVT's who hold 120 certifications in the maintenance and repair of fire apparatus, ambulances, and other

6. Qualifications and Experience

First  Vehicle Services

emergency response vehicles. We give you the confidence you need with a team of fleet professionals you can count on.

FIRST in Maintaining Alternative Fuel Vehicles

FVS provides repairs to alternative fuel vehicles for many of our Municipal clients. This practice keeps our customers in compliance with the Clean Air Act of 1963 and the subsequent amendment enacted in 1990. Many of our clients are municipal governments, which have signed "Clean Air" agreements with the Department of Energy. These agreements are designed specifically to promote the purchase of alternative fuel vehicles in an effort to preserve our environment and reduce the United States dependence on imported fuels.

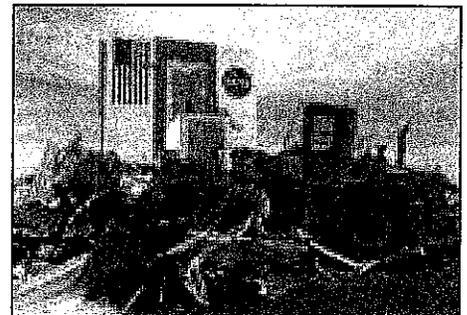
Below, we have identified some of our U.S. and Puerto Rico service centers where we currently maintain alternative fuel vehicles:

- **City of Fort Lauderdale (FL)**
- City of Coconut Creek (FL)
- Broward County Sheriff's Office (FL)
- Greater Orlando Airport (FL)
- City of Sunrise (FL)
- Darlington County (SC)
- Richland County (SC)
- Municipality of Carolina (PR)
- Municipality of Guaynabo (PR)
- City of Pittsburgh (PA)

Experts in Providing Emergency Support Services

Our Support during Recent Florida Hurricanes

Unexpected emergencies can present a major challenge to government entities. FVS understands the importance of proper planning and, as such, we utilize a proactive approach when maintaining emergency support vehicles and equipment. We are dedicated to ensuring your emergency support vehicles and equipment remain a top service priority for optimal performance during a major hurricane, tornado or any other emergency crisis. Our commitment to provide the highest degree of customer service will ensure that your fleet is fully prepared to respond to any type of unforeseen emergency situation.



For example, Florida experienced the powerful force of nature as it was pummeled by 4 major hurricanes in last several years—Charley, Frances, Ivan, Jeanne—over an 8-week period and Hurricanes Wilma and Katrina. This extreme weather resulted in extensive human injury and property damage across the state. Some of the areas that sustained the most damage were centralized in Orlando, Port St. Lucie, and Broward County. With FVS service centers in these areas, we immediately mobilized and deployed the necessary personnel and resources to support our customers in providing emergency relief services to its citizens.

At our Orlando Airport location, the arrival of hurricane Charley brought the staff in at 12:30 a.m. only to find the shop had been destroyed by the winds. The bay doors had collapsed, and the roof and back wall were found approximately one half-mile down the road. With the phones out of service and the roads blocked, the team worked thirty-six hours straight until the rest of the employees could arrive safely at the shop.

6. Qualifications and Experience



To ensure around-the-clock availability, our employees stayed at the adjacent airport or nearby hotels. Despite the destruction to their shop, our personnel persevered and took the necessary action to ensure the fire, police, and maintenance crews were always fully supported.

At the same time, the FVS team at our Broward Sheriff's Office (BSO) location had their fully outfitted mobile service unit on the road the day after Charley and Jeanne stormed into Florida. Our dedicated service technicians worked to complete repairs and maintain vehicles for several affected fleets that were in need.

In all, FVS was fully committed to providing the essential resources to our affected service centers for their emergency relief efforts, despite the conditions and destruction. We are here to work for you—no matter what type of emergency circumstance.

Our Support during National Civil Emergencies

FVS provided dedicated support for our clients during major civil emergency situations, with some examples as follows:

- Aftermath of 9/11 (New York City Parks and Recreation)
- International Monetary Fund (IMF) demonstration (District of Columbia Metro Police Department)
- Metro Sniper incident (Montgomery County Police Department, Maryland)
- Free Trade Americas Association assembly (Miami, Florida)

Emergency Preparedness Training

FVS also actively participates in emergency planning sessions held in the communities we serve in order to learn the latest support strategies for weather-related emergencies or potential terrorist attacks. For example, FVS' General Manager and Operations Manager at our Broward County Sheriff's Office (FL) location annually attend an Emergency Resource Planning meeting to discuss and share effective techniques used during emergency situations, such as the recent major Florida hurricanes where FVS provided emergency assistance to our customers.

In addition, the City of Pittsburgh has participated in a large-scale disaster drill at the local service center with the assistance of FVS personnel. Prior to this event, Pittsburgh's Division Chief worked with our General Manager and Lead Technician to identify all the repairs that would need to be made on their ambulances. Once identified, our General Manager and his staff worked hard to make the repairs in time for the large-scale event.

"On behalf of my staff, I would like to thank you and First Vehicle for rising to the occasion. We would especially like to thank the vehicle technicians who worked overtime throughout the week and the Lead Technician, Mark Pampich, who was extremely helpful in coordinating the repairs."

Robert McCaughan
City of Pittsburgh Chief

6. Qualifications and Experience



FIRST in Long-term Partnerships

As the leading commercial Contractor of public-sector fleet maintenance services, FVS knows what it means to be a true partner. Delivering customer-driven solutions and going above-and-beyond to exceed customer expectations is our focus and foundation for our partnerships.

At FVS, we are proud to note that we are in partnership with nearly 70% of our clients for five (5) or more years. Also, listed below are some of the governments that we serve daily for an even longer period of time:

Customer	Partnership Duration
Allegheny County (PA)	12+ years
Baldwin County (GA)	15+ years
Beaufort County (SC)	15+ years
Broward County Sheriff's Office (FL)	16+ years
Darlington County (SC)	17+ years
Town of Davie (FL)	18+ years
Florence County (SC)	22+ years
City of Ft. Lauderdale (FL)	29+ years
City of Jacksonville Beach (FL)	23+ years
Liberty County (GA)	19+ years
City of Mission (TX)	16+ years
City of Plant City (FL)	23+ years
City of Port St. Lucie (FL)	22+ years
Richland County (SC)	18+ years
City of San Clemente (CA)	16+ years
City of San Mateo (CA)	17+ years
City of Sunrise (FL)	21+ years
City of Thornton (CO)	17+ years
City of Wilmington (DE)	16+ years

Due to our extensive and extended service to the public sector, FVS has a solid understanding of diverse and unique fleet needs of our government clients. As such, FVS is better prepared than any other Contractor to continue providing the most responsive and fully customized service to the City of Fort Lauderdale.

6. Qualifications and Experience



Client References

As a leading provider of high-quality fleet maintenance services to the public-sector, FVS has achieved a firm understanding of your diverse fleet needs. And, no other Contractor is better prepared than FVS to continue providing the most responsive service that is fully customized to the unique fleet specifications of the City of Fort Lauderdale. FVS is proud to have partnerships of five or more years with nearly 70 percent of our clients.

We realize that the strongest testimony about the services we deliver can come only from our customers. Pursuant to the RFP requirement, a list of our fleet maintenance clients is included in **Attachment 6.1**.

You will continue to find FVS to be the most qualified and experienced fleet management and maintenance partner for the City of Fort Lauderdale. We want to continue our long-term partnership with you for all of your fleet maintenance needs. We have a passion for delivering customer service and exceeding your expectations.

6. Qualifications and Experience

First  **Vehicle Services**

Attachment 6.1 Client List

National Client References

First  **Vehicle Services**

Allegheny County, Pennsylvania



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and construction equipment, police/sheriff's vehicles, fire and rescue vehicles, buses and miscellaneous equipment. Provide support during situations requiring snow-fighting service.

Client Address

Allegheny County
552 Fourth Avenue
501 County Office Building
Pittsburgh, PA 15219

Client Reference

Mr. Bob Gillner
Fleet Manager
(412) 350-6969

Estimated Annual Contract Value

\$1.7 million

Service Delivery

May 1998 to Present

Fleet Size

668 vehicles and equipment

Allegheny County Housing Authority, Pennsylvania



Services Provided

Fleet management and maintenance of administrative sedans and light trucks.

Client Address

Allegheny County Housing Authority
625 Stanwix Street, 12th Floor
Pittsburgh, PA 15222

Client Reference

Mr. Robert Gabbianelli
Fleet Manager
(412) 292-4615

Estimated Annual Contract Value

\$65,000

Service Delivery

March 2005 to Present

Fleet Size

36 vehicles

Archbold Medical Center, Georgia



Services Provided

Fleet management and maintenance services for a fleet consisting of sedans, delivery vans, patient transport vans, light trucks, medium trucks, ambulances, and a motor home. Perform maintenance on vehicles based at Blakely, Bainbridge, Camilla, Cairo, Donalsonville, Pelham, Quitman, and Thomasville (GA). Provide on-call after-hours service for all departments.

Client Address

Archbold Medical Center
Gordon Avenue and Mimosa Drive
P.O. Box 1018
Thomasville, GA 31799-1018

Client Reference

Mr. Mark Faircloth
Vehicle Fleet Coordinator
(229) 228-2899

Estimated Annual Contract Value

\$465,690

Service Delivery

November 2004 to Present

Fleet Size

163 vehicles and equipment

City of Atlantic Beach, Florida

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and construction equipment, police vehicles, fire and rescue vehicles and miscellaneous equipment.

Client Address

City of Atlantic Beach
1200 Sandpiper Lane
Atlantic Beach, FL 32233-4381

Client Reference

Mr. Rick Carper
Public Works Director
(904) 247-5834

Estimated Annual Contract Value

\$250,000

Service Delivery

November 1997 to present

National Client References

First  **Vehicle Services**

Fleet Size

224 vehicles and equipment

City of Atlantic City, New Jersey



Services Provided

Fleet management and maintenance of law enforcement and emergency rescue vehicles; automobiles; light- and heavy-duty trucks; sanitation vehicles; and specialty equipment of all sizes. Operate the City's fuel station and full body repair shop.

Client Address

City of Atlantic City
1301 Bacharach Boulevard
Atlantic City, NJ 08401

Client Reference

Mr. Ray Simpson, Sr.
Contract Manager
(609) 347-5554

Estimated Annual Contract Value

\$2.1 million

Service Delivery

July 2003 to Present

Fleet Size

628 vehicles and pieces of equipment

City of Augusta/Richmond County, Georgia



Services Provided

Fleet management and maintenance of law enforcement and emergency rescue vehicles; automobiles; light- and heavy-duty trucks; sanitation vehicles; and specialty equipment of all sizes.

Client Address

City of Augusta/Richmond County
1568 Broad Street
Augusta, GA 30906

Client Reference

Mr. Ron Crowden
Fleet Manager
(706) 821-2892

Estimated Annual Contract Value

\$3.5 million

Service Delivery

January 2003 to Present

Fleet Size

2,816 vehicles and pieces of equipment

Baldwin County, Georgia



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and construction equipment, sheriff's vehicles, fire and rescue vehicles, garbage trucks, and landfill vehicles and equipment.

Client Address

Baldwin County
121 N. Wilkinson St.
Milledgeville, GA 31061-3399

Client Reference

Mr. Ralph McMullen
Assistant County Manager
(478) 445-4791

Estimated Annual Contract Value

\$950,000

Service Delivery

February 1995 to Present

Fleet Size

375 vehicles and equipment

Beaufort County, South Carolina



Services Provided

Fleet management and maintenance of administrative sedans, light, medium, and heavy trucks and equipment, law enforcement vehicles, specialized and construction equipment, landfill equipment, boats, and ambulances.

Client Address

Beaufort County
120 Shanklin Road
Beaufort, SC 29902

Client Reference

Mr. Eddie Bellamy
Public Works Director
(843) 470-6403

National Client References

First  Vehicle Services

Estimated Annual Contract Value

\$1.3 million

Service Delivery

September 1995 to Present

Fleet Size

905 vehicles and equipment

**Broward County Sheriff's Department,
Florida**



Services Provided

Fleet management and maintenance of administrative sedans and light vehicles, patrol vehicles, heavy trucks, buses, trailers, and heavy specialized equipment.

Client Address

Broward County Sheriff's Department
2601 West Broward Boulevard
Lauderdale Lakes, FL 33312

Client Reference

Mr. Larry Strain
Purchasing Manager
(954) 321-4795

Estimated Annual Contract Value

\$1.7 million

Service Delivery

May 1994 to Present

Fleet Size

3,122 vehicles and equipment

Municipality of Caguas, Puerto Rico

Services Provided

Fleet management and vehicle fleet maintenance and repair services and operation for administrative sedans and light trucks, medium and heavy trucks, heavy specialized and construction equipment, marked and unmarked police vehicles and fire/rescue vehicles.

Client Address

Municipality of Caguas
P.O. Box 907
Caguas, PR 00726-0907

Client Reference

Mr. Luis Santiago
Fleet Manager
(787) 258-0620

Estimated Annual Contract Value

\$1.2 million

Service Delivery

August 2002 to present

Fleet Size

340 vehicles and pieces of equipment

Municipality of Carolina, Puerto Rico

Services Provided

Fleet management and vehicle fleet maintenance and repair services and operation for administrative sedans and light trucks, medium and heavy trucks, heavy specialized and construction equipment, marked and unmarked police vehicles and fire/rescue vehicles.

Client Address

Estado Libre Asociado de Puerto Rico
Gobierno Municipal de Carolina
Apartado 8
Carolina, PR 00986-0008

Client Reference

Mr. Andres Velez
Director of Transportation
(787) 949-6098

Estimated Annual Contract Value

\$2.3 million

Service Delivery

August 1995 to Present

Fleet Size

479 vehicles and pieces of equipment

Cecil County, Maryland



Services Provided

Fleet management and maintenance of law-enforcement and emergency rescue vehicles; automobiles; light- and heavy-duty trucks; sanitation vehicles; landfill equipment and specialty equipment of all sizes. Provide support during situations requiring snow-fighting service.

National Client References



Client Address

Cecil County Government
200 Chesapeake Boulevard
Elkton, MD 21921

Client Reference

Mr. Craig Whiteford
Budget Manager
(410) 996-8302

Estimated Annual Contract Value

\$800,000

Service Delivery

August 2002 to Present

Fleet Size

374 vehicles and pieces of equipment

City of Claremore, Oklahoma



Services Provided

Fleet management and maintenance of administrative sedans; marked and unmarked law enforcement units (patrol and take-home); fire and rescue units; light, medium, heavy, and specialty trucks; sanitation trucks; buses; trailers; and miscellaneous equipment of all sizes.

Client Address

City of Claremore
104 S. Muskogee
P.O. Box 249
Claremore, OK 74018

Client Reference

Mr. Tim Miller
Director of Utilities
(918) 341-0456

Estimated Annual Contract Value

\$780,000

Service Delivery

January 2008 to Present

Fleet Size

274 vehicles and pieces of equipment

City of Coconut Creek, Florida



Services Provided

Fleet management and maintenance of administrative sedans; marked and unmarked law enforcement patrol vehicles and take-home

vehicles; light, medium, heavy and specialty trucks; and miscellaneous equipment of all sizes.

Client Address

City of Coconut Creek
4800 West Copans Road
Coconut Creek, FL 33063

Client Reference

Mr. Scott Sundermeier
Director of Public Services
(954) 973-6756

Estimated Annual Contract Value

\$550,000

Service Delivery

March 2002 to Present

Fleet Size

436 vehicles and pieces of equipment

City of Coral Gables, Florida

Services Provided

Fleet maintenance and management of hybrid-electric shuttle vehicles.

Client Address

City of Coral Gables
P.O. Box 141549
Coral Gables, FL 33134-1549

Client Reference

Mr. James Kay
Project Engineer
305-460-5000
Mr. Ed Cox
Trolley Manager
305-460-5000

Estimated Annual Contract Value

\$400,000

Service Delivery

November 2003 to present

Fleet Size

5 trolleys

Darlington County, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and

National Client References

First  **Vehicle Services**

construction equipment, Sheriff's Department vehicles, ambulances and garbage trucks.

Client Address

County of Darlington
1 Public Square, Room 210
Darlington, SC 29532

Client Reference

Ms. Phyllis Griffiths
County Administrator
(843) 398-4100

Estimated Annual Contract Value

\$800,000

Service Delivery

July 1993 to Present

Fleet Size

223 vehicles and equipment

Town of Davie, Florida



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, marked and unmarked law enforcement vehicles, heavy specialized trucks and construction equipment and fire and rescue vehicles.

Client Address

Town of Davie
6591 S.W. 45th Street
Davie, FL 33314

Client Reference

Mr. Herb Hyman
Procurement Manager
(954) 797-1016

Estimated Annual Contract Value

\$950,000

Service Delivery

November 1992 to Present

Fleet Size

774 vehicles and equipment

District of Columbia Metropolitan Police Department



Services Provided

Fleet management and maintenance of law enforcement vehicles.

Client Address

District of Columbia Metropolitan Police Department
2175 West Virginia Avenue, NE
Washington, DC 20002

Client Reference

Mr. Steven Johnson
Senior Director of General Support Services
300 Indiana Ave., NW, Room 5029
Washington, DC 20001
(202) 727-4240

Estimated Annual Contract Value

\$5.7 million

Service Delivery

October 2002 to present

Fleet Size

1,700 vehicles and pieces of equipment

District of Columbia Water and Sewer Authority



Services Provided

Fleet management, parts management, and maintenance of sport utility vehicles; vans; light, medium and heavy-duty trucks; and small, specialized and heavy-duty equipment.

Client Address

District of Columbia Water and Sewer Authority
125 O Street S.E.
Washington, DC 20003

Client Reference

Mr. O. Z. Fuller
Director of Fleet Management
(202) 264-3803

Estimated Annual Contract Value

\$1.4 million

Service Delivery

March 2002 to present

Fleet Size

1,349 vehicles and pieces of equipment

National Client References

First  **Vehicle Services**

Eastman Chemical Company, Texas



Services Provided

Fleet management and maintenance of various types of material handling equipment, mobile cranes, facility and crew support vehicles, and facility emergency response units.

Client Address

Eastman Chemical Company
P.O. Box 7444
Longview, TX 75607-7444

Client Reference

Mr. Dale McGaughey
Contractors Services Manager
(903) 237-5404
admcc@eastman.com

Estimated Annual Contract Value

\$1.3 million

Service Delivery

March 2006 to Present

Fleet Size

507 vehicles and equipment

Effingham County, Georgia

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked law enforcement vehicles, fire, and rescue vehicles, heavy trucks and specialized equipment.

Client Address

Effingham County
601 N. Laurel Street
Springfield, GA 31329

Client Reference

Mr. David Crawley
County Administrator
(912) 754- 2111

Estimated Annual Contract Value

\$785,000

Service Delivery

November 2007 to Present

Fleet Size

373 vehicles and pieces of equipment

ExxonMobil (Baytown, TX)



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and equipment, and miscellaneous equipment. Provide 24-hour support for all essential equipment.

Client Address

ExxonMobil
5000 Bayway Drive
Corp-CAB-PACA 14
Baytown, TX 77521

Client Reference

Mr. Sammy Chitty
Contract Administrator
(281) 834-5095

Estimated Annual Contract Value

\$3 million

Service Delivery

October 2003 to Present

Fleet Size

1,139 vehicles and equipment

ExxonMobil (Torrance, CA)



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and equipment, and miscellaneous equipment. Provide 24-hour support for all essential equipment.

Client Address

ExxonMobil
3700 190th Street
Torrance, CA 90504

Client Reference

Mr. Dennis Reed
Transportation Supervisor
(310) 212-4235

Estimated Annual Contract Value

\$700,000

Service Delivery

August 2005 to Present

National Client References

First  **Vehicle Services**

Fleet Size

305 vehicles and equipment

Florence County, South Carolina



Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy trucks and equipment, law enforcement vehicles, specialized and construction equipment, ambulances and landfill equipment, and two fire fleets.

Client Address

Florence County
180 N. Irby Street MSC-R
Florence, SC 29501

Client Reference

Ms. Maize Abraham
Procurement Director
(843) 665-3014

Estimated Annual Contract Value

\$900,000

Service Delivery

September 1988 to Present

Fleet Size

348 vehicles and equipment

Florida Department of Transportation (Fort Lauderdale)



Services Provided

Fleet management and maintenance of administrative sedans; light, medium, heavy and specialty trucks; and miscellaneous equipment of all sizes for District 8.

Client Address

Florida Department of Transportation
5548 NW 9th Avenue
Fort Lauderdale, FL 33309

Client Reference

Mr. Peter Nissen
Contract Manager
(954) 776-4300

Estimated Annual Contract Value

\$2.4 million

Service Delivery

January 2002 to Present

Fleet Size

431 vehicles and pieces of equipment

Florida Department of Transportation (Fort Pierce)

Services Provided

Fleet management and maintenance of light, medium, and heavy duty trucks, dump trucks, street cleaners, cargo and passenger vans and passenger automobiles as well as off-road equipment ranging from tractors to cranes and construction equipment.

Client Address

Florida Department of Transportation
3601 Oleander Road
Fort Pierce, FL 33450

Client Reference

Mr. Mike Flynn
Director of Operations
(772) 489-7108

Estimated Annual Contract Value

\$400,000

Service Delivery

April 2004 to present

Fleet Size

200 vehicles and pieces of equipment

City of Fort Lauderdale, Florida



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked law-enforcement vehicles, heavy vehicles and equipment, specialized and construction equipment, fire equipment and apparatus, and sanitation vehicles and equipment. Perform fuel monitoring and ordering.

Client Address

City of Fort Lauderdale
100 N. Andrews
Fort Lauderdale, FL 33312

National Client References



Client Reference

Mr. Ken Kalen
Fleet Manager
(954) 828-5781

Ms. Diane Alarcon
Director of Parking and Fleet Services
(954) 828-3793

Estimated Annual Contract Value

\$5.1 million

Service Delivery

October 1981 to present

Fleet Size

1,558 vehicles and equipment

City of Fort Wayne, Indiana



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked police vehicles, heavy vehicles and equipment, specialized and construction equipment, and fire and emergency rescue equipment. Provide support during situations requiring snow-fighting service.

Client Address

City of Fort Wayne
One Main St.
Fort Wayne, IN 46802

Client Reference

Mr. Larry Campbell
Superintendent of Fleet
(260) 427-5291

Estimated Annual Contract Value

\$3 million

Service Delivery

December 2000 to Present

Fleet Size

2,001 vehicles and equipment

Georgetown County, South Carolina



Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy trucks and equipment, law enforcement vehicles,

specialized and construction equipment, landfill equipment, boats and ambulances.

Client Address

Georgetown County
2236 Browns Ferry Road
Georgetown, SC 29440

Client Reference

Mr. Ray Funnye
Public Works Director
(843) 458-5144

Estimated Annual Contract Value

\$750,000

Service Delivery

September 1997 to Present

Fleet Size

402 vehicles and pieces of equipment

Harford County, Maryland



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked Sheriff's Department vehicles, medium and heavy vehicles and equipment, buses, trailers, and specialized and construction equipment. Fuel dispensing, monitoring and ordering. Maintain motor pool operations. Provide support during situations requiring snow-fighting service.

Client Address

Harford County Government
1807 N. Fountain Green Road
Bel Air, MD 21050

Client Reference

Mr. Warren Patrick
Fleet Manager
(443) 243-8000

Estimated Annual Contract Value

\$2 million

Service Delivery

April 1990 to Present

Fleet Size

1,077 vehicles and pieces of equipment including twenty two alternate-fueled vehicles

National Client References

First  **Vehicle Services**

Hazlet Township, New Jersey



Services Provided

Fleet management and maintenance of administrative sedans, police vehicles, light and heavy trucks, specialty trucks and heavy equipment. Provide support during situations requiring snow-fighting service.

Client Address

Hazlet Township
39 Leocadia Court
Hazlet, NJ 07730

Client Reference

Mr. Dave Rooke
Director of Public Works
(732) 787-3636, ext. 22

Estimated Annual Contract Value

\$450,000

Service Delivery

September 2002 to Present

Fleet Size

151 vehicles and pieces of equipment

City of Irving, Texas

Services Provided

Fleet management and maintenance of administrative sedans; pickup trucks; SUVs; vans; and marked and unmarked law-enforcement vehicles.

Client Address

City of Irving
128 N. Briery Road
Irving, TX 75061

Client Reference

Mr. Terry Zettle
Assistant Chief of Police
(972) 721-2475

Mr. Rusty Wilson
Assistant Fire Chief
(972) 721-2653

Estimated Annual Contract Value

\$540,000

Service Delivery

August 2008 to present

Fleet Size

219 vehicles

City of Jacksonville Beach, Florida



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, heavy and specialized vehicles and fire equipment and apparatus.

Client Address

City of Jacksonville Beach
1460 A Shetter Avenue
Jacksonville Beach, FL 32250

Client Reference

Ms. Dianna Pratt
General Supervisor of Property Management
(904) 247-6228

Estimated Annual Contract Value

\$450,000

Service Delivery

April 1987 to Present

Fleet Size

239 vehicles and equipmen

t

Liberty County, Georgia



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked Sheriff's Department vehicles, fire and rescue vehicles, heavy trucks and specialized equipment and garbage trucks. Celebrating more than 3,100 days without a lost-time accident.

Client Address

Liberty County
112 N. Main Street
Hinesville, GA 31310

Client Reference

Mr. Bob Sprinkel
Assistant County Administrator
(912) 876-2164

Estimated Annual Contract Value

\$525,000

National Client References

First  Vehicle Services

Service Delivery

July 1991 to present

Fleet Size

258 vehicles and pieces of equipment

City of Miami Springs, Florida

Services Provided

Fleet management and maintenance of public works units, marked and unmarked police vehicles, utilities and refuse trucks, and recreation vehicles.

Client Address

City of Miami Springs
345 N. Royal Poinciana Blvd.
Miami Springs, FL 33166-5259

Client Reference

Mr. Robert Williams
Public Works Director
(305) 805-5170
williamsr@miamisprings-fl.gov

Estimated Annual Contract Value

\$178,000

Service Delivery

October 2005 to Present

Fleet Size

144 vehicles and equipment

City of Mission, Texas

Services Provided

Fleet management and maintenance of administrative sedans, light, medium and heavy trucks, heavy specialized and construction equipment, marked and unmarked police vehicles, fire and rescue vehicles, and miscellaneous equipment.

Client Address

City of Mission
2801 N. Holland
Mission, TX 78572

Client Reference

Mr. Ruben Diaz
Director of Public Works
(956) 580-8780

Estimated Annual Contract Value

\$670,000

Service Delivery

November 1994 to Present

Fleet Size

294 vehicles and equipment

Monroe Public Schools, Michigan



Services Provided

Management and maintenance of fleet of transportation and auxiliary vehicles for independent school district.

Client Address

Monroe Public Schools
4920 West Albain Road
Monroe MI 48161

Client Reference

Mr. Jerry Oley
Transportation Director
(734) 265-3300

Estimated Annual Contract Value

\$420,000

Service Delivery

August 1996 to Present

Fleet Size

98 vehicles and equipment

Montgomery Township, New Jersey

Services Provided

Fleet management and maintenance of administrative sedans, police vehicles, light and heavy trucks, specialty trucks and heavy equipment. Provide support during situations requiring snow removal service.

Client Address

Montgomery Township
2261 Route 206
Belle Meade, NJ 08502

Client Reference

Mr. Art Villano
Public Works Superintendent
(908) 874-3144

Estimated Annual Contract Value

\$440,000

National Client References

First  **Vehicle Services**

Service Delivery

March 2004 to Present

Fleet Size

136 vehicles and pieces of equipment

Motiva Enterprises (Convent, LA)

Services Provided

Fleet management and maintenance of administrative sedans, off road carts, light trucks, medium trucks, fire trucks, stationary pumps and generators, and lifting equipment including cranes. Provide in-house certified crane inspections and state vehicle safety inspections.

Client Address

Motiva Enterprises, LLC
Highway 70 at 44
P.O. Box 37
Convent, LA 70723

Client Reference

Mr. Brent M. Poirrier
First Line Supervisor
(225) 562-6402

Estimated Annual Contract Value

\$450,000

Service Delivery

February 2007 to Present

Fleet Size

256 vehicles and equipment

City of Moultrie, Georgia



Services Provided

Fleet management and maintenance of police, fire, public works, recreation, trash and water and sewer departments.

Client Address

City of Moultrie
P.O. Box 3368
Moultrie, GA 31766

Client Reference

Gwen Smith
Director of Purchasing
(229) 890-5426

Estimated Annual Contract Value

\$900,000

Service Delivery

October 2004 to present

Fleet Size

357 vehicles and pieces of equipment

Town of Mount Pleasant, South Carolina



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked Sheriff's Department vehicles, heavy trucks and specialized equipment, ambulances, landfill equipment and garbage trucks.

Client Address

Town of Mount Pleasant
P.O. Box 745
Mount Pleasant, SC 29465

Client Reference

Mr. Mack Burdette
Town Administrator
(843) 884-8517

Estimated Annual Contract Value

\$900,000

Service Delivery

July 1995 to present

Fleet Size

561 vehicles and equipment

Borough of Munhall, Pennsylvania



Services Provided

Fleet management and maintenance of sedans and light trucks, medium and heavy trucks, police vehicles, fire and rescue vehicles, and garbage trucks. Provide support during situations requiring snow-fighting service.

Client Address

Borough of Munhall
1900 West Street
Munhall, PA 15120

Client Reference

Ms. Becky Wehrer
Borough Manager
(412) 464-7310

National Client References



Estimated Annual Contract Value

\$165,000

Service Delivery

December 2004 to Present

Fleet Size

43 vehicles and equipment

Neptune Township, New Jersey

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and construction equipment, marked and unmarked police vehicles, ambulances, and garbage trucks. Provide support during situations requiring snow-fighting service.

Client Address

Township of Neptune
25 Neptune Boulevard
Neptune, NJ 07753

Client Reference

Mr. Mike Bascom
Chief Financial Officer
(732) 988-5200

Estimated Annual Contract Value

\$700,000

Service Delivery

June 1995 to Present

Fleet Size

205 vehicles and equipment

City of Newport, Rhode Island



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, public works vehicles, marked and unmarked police units, fire trucks, and specialized and miscellaneous equipments of all sizes. Provide support during situations requiring snow-fighting service.

Client Address

City of Newport
43 Broadway
Newport, RI 02840

Client Reference

Mr. William Riccio
Director of Public Works
(401) 845-5841

Estimated Annual Contract Value

\$690,000

Service Delivery

January 2007 to Present

Fleet Size

179 vehicles and equipment

New York Department of Parks and Recreation

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, heavy trucks and specialized equipment and garbage trucks. Provide support during situations requiring snow-fighting service.

Client Address

New York Parks and Recreation
The Arsenal
830 5th Avenue
New York, NY 10021

Client Reference

Mr. Keith T. Kerman
Chief of Operations
(212) 360-8234

Estimated Annual Contract Value

\$1.7 million

Service Delivery

March 2000 to present

Fleet Size

640 vehicles and pieces of equipment

Newberry County, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, heavy trucks, heavy specialized and construction equipment, marked and unmarked sheriff's vehicles, fire and rescue equipment, and garbage trucks.

National Client References



Client Address

Newberry County
P.O. Box 156
Newberry, SC 29108

Client Reference

Mr. Ron Lilly
Public Works Director
(803) 321-2180

Estimated Annual Contract Value

\$500,000

Service Delivery

January 1998 to Present

Fleet Size

289 vehicles and pieces of equipment

Ocean Township, New Jersey

Services Provided

Management and maintenance of fleet of school transportation and auxiliary vehicles

Client Address

Ocean Township
163 Monmouth Road
Oakhurst, NJ 07755

Client Reference

Mr. Kenneth Jannarone
School Business Administrator
(732) 531-5600

Estimated Annual Contract Value

\$360,000

Service Delivery

July 2006 to Present

Fleet Size

67 vehicles and pieces of equipment

Oklahoma City Environmental Assistance Trust (OCEAT)



Services Provided

Fleet management and maintenance on sedans, light trucks medium and heavy vehicles, including sanitation units.

Client Address

City of Oklahoma City
Utilities Department
420 W. Main, Suite 500
Oklahoma City, OK 73120

Client Reference

Mr. Bret Weingart
Assistant Director
(405) 297-2828

Estimated Annual Contract Value

\$600,000

Service Delivery

February 2006 to Present

Fleet Size

114 vehicles and equipment

City of Paramount, California



Services Provided

Fleet management and maintenance of administrative sedans, pickup trucks, light, medium and heavy trucks, and mowing equipment.

Client Address

City of Paramount
16400 Colorado Ave
Paramount, CA 90723

Client Reference

Mr. Jim Garcia
Division Head – Facilities Maintenance
(562) 220-2020
JGarcia@ParamountCity.com

Estimated Annual Contract Value

\$300,000

Service Delivery

August 2004 to Present

Fleet Size

266 vehicles and equipment

City of Pittsburgh, Pennsylvania



Services Provided

Fleet management and maintenance of administrative sedans, vans, SUVs, pickups, dump trucks, light and heavy equipment, garbage

National Client References



trucks, law-enforcement, motorcycles, boats, fire apparatus and ambulances and trailers.

Client Address

City of Pittsburgh
Department of Finance
414 Grant Street
Pittsburgh PA 15219

Client Reference

Mr. Chet Malesky
Deputy Director of Finance
(412) 255-2330

Estimated Annual Contract Value

\$4.8 million

Service Delivery

February 2005 to Present

Fleet Size

991 vehicles and equipment

City of Plant City, Florida



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked police vehicles, heavy trucks and specialized equipment and fire rescue vehicles and equipment.

Client Address

City of Plant City
2414 Police Center Drive
Plant City, FL 33566

Client Reference

Mr. Patrick Austin
General Services Superintendent
(813) 707-2282

Estimated Annual Contract Value

\$900,000

Service Delivery

October 1987 to Present

Fleet Size

876 vehicles and equipment

City of Port St. Lucie, Florida



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked

and unmarked police vehicles, heavy vehicles and equipment, and specialized and construction equipment. Fuel monitoring and ordering performed.

Client Address

City of Port St. Lucie
121 S.W. Port St. Lucie Boulevard
Port St. Lucie, FL 34984

Client Reference

Mr. Frank Blackwell
Finance Director
(772) 871-5189

Estimated Annual Contract Value

\$1.5 million

Service Delivery

October 1988 to Present

Fleet Size

709 vehicles and equipment

PSC Industrial Outsourcing, LP, Texas

Services Provided

Fleet management and maintenance of light, medium, and heavy trucks, trailers and specialized equipment

Client Address

PSC Industrial Outsourcing, LP
316 Georgia Ave
Deer Park, TX 77536

Client Reference

Mr. Ed Zielinski
Senior Vice President
(713) 625-7070

Estimated Annual Contract Value

\$385,000

Service Delivery

Sept 2008 to Present

Fleet Size

188 vehicles and equipment

Richland County, South Carolina



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks and equipment, specialized and

National Client References



construction equipment, law enforcement vehicles, landfill equipment, boats, and ambulances.

Client Address

Richland County
400 Powell Road
Columbia, SC 29924

Client Reference

Mr. Bill Peters
Fleet Manager
(803) 576-2457

Estimated Annual Contract Value

\$1.6 million

Service Delivery

July 1992 to Present

Fleet Size

1095 vehicles and equipment

Richmond Public Schools, Virginia



Services Provided

Fleet management and maintenance of school buses and ancillary vehicles.

Client Address

Richmond Public Schools
3501 East Belt Boulevard
Richmond, VA 23234

Client Reference

Mr. Vincent Ashley
Director of Transportation
(804) 674-4444

Estimated Annual Contract Value

\$1.5 million

Service Delivery

July 2000 to Present

Fleet Size

301 school buses and ancillary vehicles

Rohm and Haas, Texas

Services Provided

Fleet management and maintenance of light, medium, and heavy trucks, emergency vehicles, trailers, material handling equipment, and electric golf carts.

Client Address

Rohm and Haas
1900 Tidal Road
Deer Park, TX 77536

Client Reference

Mr. Vince La Frado
(281) 228-3367

Mr. David Choate
(281) 228-8316

Mr. James Gaus
(281) 228-8610

Estimated Annual Contract Value

\$833,000

Service Delivery

September 2007 to Present

Fleet Size

651 vehicles and equipment

City of Roswell, New Mexico



Services Provided

Complete maintenance services for the municipality of Roswell, New Mexico's entire vehicle fleet which covers fire, police, sanitation, water, sewer, parks and recreation, golf course, city administration and road departments.

Client Address

City of Roswell
P.O. Drawer 1838
Roswell, NM 88202-1838

Client Reference

Mr. Paul Sorensen
Liaison
(575) 624-6766

Estimated Annual Contract Value

\$1.6 million

Service Delivery

March 2004 to Present

Fleet Size

530 vehicles and pieces of equipment

City of San Clemente, California



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium

National Client References

First  **Vehicle Services**



and heavy trucks and heavy specialized and construction equipment. Also provide maintenance to vehicles and equipment owned by the Orange County Fire Authority.

Client Address

City of San Clemente
390 Avenida Pico
San Clemente, CA 92672

Client Reference

Mr. David Dendel
Maintenance Services Manager
(949) 361-8255

Estimated Annual Contract Value

\$600,000

Service Delivery

May 1994 to Present

Fleet Size

141 vehicles and equipment

City of San Mateo, California



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked police vehicles, medium and heavy trucks, heavy specialized and construction equipment and fire and rescue equipment.

Client Address

City of San Mateo
1961 Pacific Blvd.
San Mateo, CA 94430

Client Reference

Mr. Rick Santino
Fleet/Purchasing
(650) 522-7120

Estimated Annual Contract Value

\$900,000

Service Delivery

March 1993 to Present

Fleet Size

267 vehicles and equipment

Scottsdale Unified School District, Arizona

Services Provided

Fleet management and maintenance of school buses and ancillary vehicles.

Client Address

Scottsdale Unified School District
9288 East San Salvador
Scottsdale, AZ 85258

Client Reference

Mr. Daniel Shearer
Executive Director of Transportation
(480) 484-8558

Estimated Annual Contract Value

\$1,200,000

Service Delivery

September 2002 to present

Fleet Size

212 school buses and ancillary vehicles

Seaboard Farms, Inc.



Services Provided

Fleet management and maintenance services of light duty vehicles, tractors and trailers.

Client Address

Seaboard Farms, Inc.
301 8th Street
Rolla, KS 67954

Client Reference

Mr. Wade Wisdom
(602) 593-1528

Estimated Annual Contract Value

\$2 million

Service Delivery

January 2005 to present

Fleet Size

403 vehicles and pieces of equipment

City of Sumter, South Carolina

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked police vehicles, medium and heavy trucks, specialized equipment, fire apparatus, and garbage trucks.

National Client References



Client Address

City of Sumter
P.O. Box 1449
Sumter, SC 29151

Client Reference

Mr. Kent Mims
Contract Administrator
(803) 968-1633

Estimated Annual Contract Value

\$900,000

Service Delivery

May 1999 to Present

Fleet Size

876 vehicles and equipment

City of Sunrise, Florida

Services Provided

Fleet management and maintenance of administrative sedans and light trucks, unmarked police vehicles, heavy trucks and specialized vehicles and equipment, fire equipment and apparatus and emergency service equipment.

Client Address

City of Sunrise
10770 West Oakland Park Boulevard
Sunrise, FL 33351-6899

Client Reference

Captain Michael Miskew
Logistics Department
(954) 746-3459

Estimated Annual Contract Value

\$1.1 million

Service Delivery

October 1989 to Present

Fleet Size

511 vehicles and equipment

City of Thornton, Colorado



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, medium and heavy trucks, heavy specialized and construction equipment, Police and Fire Department vehicles, and garbage trucks.

Provide support during situations requiring snow-fighting service. Provide various emergency and non-emergency vehicle upfitting.

Client Address

City of Thornton
12450 North Washington Street, #200
Thornton, CO 80241

Client Reference

Mr. Mike Skipper
Fleet Administrator
(720) 977-6336

Estimated Annual Contract Value

\$1.9 million

Service Delivery

February 1993 to Present

Fleet Size

594 vehicles and pieces of equipment

Vanguard Car Rental (Chicago, IL)

Services Provided

Fleet management and maintenance of vehicle rental fleet.

Client Address

Vanguard Car Rental
3800 N. Mannheim Road
Franklin Park, IL 60131

Client Reference

Jack Engstrom
Maintenance Manager
(847) 994-5220

Estimated Annual Contract Value

\$400,000

Service Delivery

September 2007 to present

Fleet Size

30 vehicles

Vanguard Car Rental (Detroit, MI)



Services Provided

Fleet management and maintenance of vehicle rental fleet.

National Client References

First  Vehicle Services

Client Address

Vanguard Car Rental
338 Lucas Drive
Romulus, MI 48174

Client Reference

Robert Dresner
General Manager
(734) 931-7000

Estimated Annual Contract Value

\$419,000

Service Delivery

March 2006 to present

Fleet Size

15 vehicles

Vanguard Car Rental (Miami, FL)

Services Provided

Fleet management and maintenance of vehicle rental fleet.

Client Address

Vanguard Car Rental
3355 NW 22nd Street
Miami, FL 33142

Client Reference

Monique Kennedy
General Manager
(306) 633-6076, ext. 314

Estimated Annual Contract Value

\$500,000

Service Delivery

October 2004 to present

Fleet Size

29 vehicles

Vanguard Car Rental (Orlando, FL)

Services Provided

Fleet management and maintenance of vehicle rental fleet.

Client Address

8701 Casa Verde Drive
Orlando, FL 32787

Client Reference

Mr. Gary J. Horner
Fleet Manager
(407) 921-3212

Estimated Annual Contract Value

\$1.1 million

Service Delivery

June 2006 to present

Fleet Size

6 vehicles

City of Wilmington, Delaware



Services Provided

Fleet management and maintenance of administrative sedans and light trucks, marked and unmarked police vehicles, heavy trucks and specialized equipment, garbage trucks and fire department vehicles. Provide support during situations requiring snow-fighting service.

Client Address

City of Wilmington
City/County Building
800 French Street
Wilmington, DE 19801-3537

Client Reference

Mr. Ed Stone
Administrative Engineer
(302) 576-3077

Estimated Annual Contract Value

\$1.5 million

Service Delivery

October 1994 to Present

Fleet Size

639 vehicles and equipment, including alternate-fueled vehicles

7. Minority/ Women Business Enterprise Participation Program

OUR COMMITMENT TO MBE/ WBE BUSINESSES

First Vehicle Services (FVS) is strongly committed to using Minority-owned Business Enterprises/ Women-owned Business Enterprises (MBE/ WBE) vendors, whenever possible. At many of our contract locations, FVS has successfully established MBE/ WBE vendor relationships to strengthen the economic development of local MBE/ WBEs. Therefore, it is the intent of FVS to continue utilizing local MBE/ WBE vendors to support our fleet maintenance and repair operation at the City of Fort Lauderdale.

As a direct reflection of our commitment, FVS has established partnerships with MBE/ WBE vendors within the City of Fort Lauderdale/ Broward County for transmission repairs, parts, accident repairs, and more. A complete list of FVS-MBE/ WBE vendor partnerships in Fort Lauderdale/ Broward County is provided in **Attachment 7.1**.



At FVS, we believe that diversity is a win-win situation, as it increases opportunity for others and strengthens our own organization. In an expanding global economy, the most successful companies effectively embrace different cultures, people and ideas, both externally and within the company environment. Fostering this perception can only originate from the established value system of company leaders which is ultimately responsible for promoting diversity and economic opportunity in the workplace and in the markets where we do business.

During the last several years, FVS has made significant strides in incorporating the concepts of diversity and economic opportunity into its overall business plan by/ through:

- Providing employees and management with diversity education training/awareness, which focuses on fostering a better understanding of diversity issues and a greater awareness of how individual values, attitudes and behaviors impact others.
- Encouraging its company operating units in cities across the country to work in partnership with local Urban League affiliates to recruit, hire and train minorities and women for various employment opportunities.
- Sponsoring member of the National Forum for Black Public Administrators (NFBPA)
- International City/County Managers Associations (ICMA) Membership
- Minority Transportation Association (MTA) Membership
- African American Employees Associations (AAEA) Membership/ Sponsorship

At FVS, diversity and community involvement are fundamental elements of its business philosophy. Our company encourages its employees to be active in the communities where they live and work. To that end, our company believes it not only positively impacts communities, but also fosters the development of business leadership skills in its employees.

7. Minority/ Women Business Enterprise Participation Program



PROPOSED MBE/ WBE PLAN FOR SUPPLIES AND SERVICES

MBE/ WBEs Supplying Products/ Services

Provided in **Attachment 7.1** is a complete list of certified MBE/ WBEs that FVS has selected from Fort Lauderdale's Minority and Women's Business Opportunity Office (MWBOO) listing as recommended by the City's Office of Business and Employment Opportunities for local vendor product supply/ services.

FVS is prepared to meet with City of Fort Lauderdale to further identify potential certified MBE/ WBEs that FVS can utilize in the performance of this Contract. FVS maintains its commitment to using certified MBE/ WBEs and is willing to make the further adjustments to our plan as mutually agreed-upon between the City of Fort Lauderdale and FVS.

Method Used to Develop Subcontracting Plan

FVS has more than 29 years experience in providing fleet management and maintenance services for local government and private fleets. FVS has determined the product/ service areas where MBE/ WBE vendors appears most viable for FVS' supplied services and those passed through and approved by City of Fort Lauderdale, such as parts supply, cleaning services, and transmission repair. We have utilized Fort Lauderdale's MWBOO MBE/ WBE list of certified firms in making this determination as recommended by the Office of Business and Employment Opportunities of the City of Fort Lauderdale. From this list, we have identified and partnered with certified MBE/ WBEs for all planned vendor services.

FVS will constantly review the scope of services available and periodically review the vendor list with the City of Fort Lauderdale's MWBOO to seek additional qualified vendors for available services.

How the Product/ Service Areas Were Established

FVS is fully committed to using MBE/ WBEs, wherever possible, in the fulfillment of the provisions of the City of Fort Lauderdale contract by supporting the local economy through our utilization of MBE/ WBEs. The product/ service areas, listed above, represent MBE/ WBE firms that FVS presently utilizes for products/ services under this Contract. This includes services identified to be passed through the contract and paid for by FVS after final approval by the City of Fort Lauderdale.

Determination of Areas to Utilize MBE/ WBEs

We have utilized our more than 29 years of experience with local government fleet management and maintenance service to determine the product/ service areas where MBE/ WBE services appear most viable and have appropriately selected certified MBE/ WBE vendors to provide these services.

Determination of Capabilities of Additional MBE/ WBEs

In order to determine capabilities of our additional MBE/ WBEs for this Contract, FVS will directly interview the owners of each proposed MBE/ WBE. The review process will include a site visit for all vendors performing mechanical repairs to ensure that the shop has the necessary resources and work environment to safely complete the repairs. As part of our site inspection, FVS will ensure that MBE/ WBEs are utilizing sound environmental and safety practices.

7. Minority/ Women Business Enterprise Participation Program



Upon submittal of this proposed plan, FVS is prepared to meet with City of Fort Lauderdale to further determine any additional MBE/ WBE usage for this contract. At this time, FVS will seek City of Fort Lauderdale's final approval of this plan prior to implementation.

If FVS discovers during the Contract period that a MBE/ WBE fails to meet quality levels that are consistent with the City of Fort Lauderdale's and FVS' fleet standards, FVS will meet with the MBE/ WBEs and the City of Fort Lauderdale's Contracting Officer to assist the vendor in rectifying the vendor's deficiencies in a timely fashion to allow the purchase of vendor's services to continue. FVS will discontinue the use of any MBE/ WBE who continually fails to meet FVS' and acceptable fleet standards.

Source Used in the Determination Process

FVS will continue to utilize the City of Fort Lauderdale's MWBOO list of certified firms for identifying and soliciting the services of MBE/ WBEs within Fort Lauderdale. FVS will adhere to the process as follows:

- To interview each firm's owners to ascertain the firm's capabilities and interests in serving as a subcontractor to FVS
- To review the firm's list of references
- To contact selected references to further validate each firm's capabilities and quality commitment
- To perform a site visit for all mechanical or safety-related MBE/ WBE work

In addition, FVS may consult with the City of Fort Lauderdale's Contracting Officer for possible suggestions in regard to the determination process.

Plan Administration

FVS has named the following region representative to serve on behalf of FVS as administrator of this Minority/ Women Business Enterprise Participation Plan:

Mr. Aubrey Felton
Region Vice President
First Vehicle Services, Inc.
6671 West Indiantown Road
Suite 56-433
Jupiter, FL 33458
Phone: 561.404.4886
Fax: 561.404.4886
Aubrey.Felton@firstgroup.com

In administering general oversight of this plan, his duties will continue to include, but not limited to, the following activities:

- Monitoring the performance of our company and making appropriate adjustments to ensure proper adherence to this plan
- Ensuring that MBE/ WBEs are included on the bidder's list for every subcontract solicitation for products and services that they are capable of providing

7. Minority/ Women Business Enterprise Participation Program



Equitable Opportunity Efforts

To ensure that MBE/ WBEs have an equitable opportunity to compete for service opportunities, FVS will continue to:

- Contact minority and business trade organizations
- Attend MBE/ WBE procurement conferences and local trade fairs
- Utilize MBE/ WBE source lists, guides and other data for soliciting subcontracts
- Conduct annual Open Houses for local MBE/ WBE firms to attend and learn about our operation
- Seek to certify qualified MBE/ WBE vendors who have not applied to the program

Record Keeping

FVS will continue to maintain MBE/ WBE source lists, guides, and other data for soliciting subcontracts. In addition, we plan to maintain records of our attendance at MBE/ WBE procurement conferences and local trade fairs. In addition, FVS will continuously monitor our efforts to ensure equitable participation.

Good Faith Effort

FVS strongly advocates the value of utilizing MBE/ WBEs for specific Contract services and has appropriately developed a plan that reflects our commitment to maximize the use of MBE/ WBEs, whenever feasible. FVS highly regards our commitment to using MBE/ WBEs for specific Contract services as a high priority.

FVS believes it is essential to facilitate the growth and development of local businesses in order to foster a successful corporate partnership. FVS will work in partnership with City of Fort Lauderdale to maximize the use of MBE/ WBEs for all vendor services available within the scope of the proposed contract. Thus, we plan to seek qualified MBE/ WBE vendors for all expenditures related to these firms.

**7. Minority/ Women Business
Enterprise Participation Program**

First  **Vehicle Services**

**Attachment 7.1
MBE/ WBE Vendor Participation List**

7. Minority/ Women Business Enterprise Participation Program



Vendor Name	Products and Services Provided
(OCE) Imagistic	Copier and Office Rentals
ACTION Transmission	Transmission Repairs and Parts
Aluminum Distributing	Steel and Aluminum Parts
Axle Auto Air, Inc.	Air Conditioning Repairs and Parts
Collision Masters	Body Repair Shop
Elkhart Brass Manufacturing Company, Inc.	Fire Apparatus Parts
Expert Diesel	Cummings Engine Repairs and Parts
Expert Hydraulics & Equipment Repair	Hydraulic Supplies and Repairs
Florida Bearings	Parts such as Seal and Bearings
Growers Equipment Company	Parts for New Holland and Bush Hog
Industrial Hose & Hydraulics, Inc.	Hydraulic Hose Supplies and Parts
Jobbers Equipment Warehouse, Inc.	Shop Repair Vendors
K & K RV and Mobile Home	Fire Roof Air Conditioning Unit Parts and Repairs
Landerdale Lumber	All Lumber Parts
Law Enforcement Supply Company, Inc.	Waleen Lights and Supplies
Mark Supply, Inc.	Silicon Spray for Fire Trucks
Marino Tyre (Waleen Tyre)	Alignment Service and Parts
McDonald's Hardware, Inc.	Hardware Supply
P. S. Systems, Inc.	Hydraulic Repairs and Parts
Palmetto Ford Truck	Sterling Parts and Service
Panzer Aluminum Products, Inc.	Custom Fabrication for Aluminum Parts
Platinum Paint and Body	Body Repair Shop
Power Center	Lawn Mower Supply
Southeast Truck Specialists, Inc.	Body Repair Shop and Alignments for Fire Trucks
Terry Toppers	Truck Bed Covers for Public Works Vehicles

THE AMERICAN INSTITUTE OF ARCHITECTS



AIA Document A310

Bid Bond

KNOW ALL MEN BY THESE PRESENTS, that we FIRST VEHICLE SERVICES, INC 99500
600 Vine Street
Cincinnati, OH 45202
(Here insert full name and address or legal title of Contractor)

as Principal, hereinafter called the Principal, and FEDERAL INSURANCE COMPANY
15 Mountain View Road
Warren, NJ 07059
(Here insert full name and address or legal title of Surety)

a corporation duly organized under the laws of the State of IN
as Surety, hereinafter called the Surety, are held and firmly bound unto
(Here insert full name and address or legal title of Owner)

CITY OF FORT LAUDERDALE
100 North Andrews Avenue, Fort Lauderdale, FL 33301-1016

as Obligee, hereinafter called the Obligee, in the sum of

Fifty Thousand and 00/100 Dollars (\$ 50,000.00),

for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind
ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by
these presents.

WHEREAS, the Principal has submitted a bid for
Fleet Management and Maintenance Services
(Here insert full name, address and description of project)

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract
with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding
or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt
payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter
such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty
hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract
with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain
in full force and effect.

Signed and sealed this 14th day of May 2010

Handwritten signatures and printed names for:
- Witness: Jessica Blakes
- Principal: Karen Daniel (Seal)
- Attorney-in-Fact: Karen Daniel
- Surety: Linda M. Iser (Seal)
- Attorney-in-Fact: Linda M. Iser

Exhibit A

Special Power of Attorney

KNOW ALL MEN BY THESE PRESENTS that FIRSTGROUP AMERICA, INC., FIRST TRANSIT, INC., FIRST STUDENT, INC., FIRST SERVICES, INC., FIRST VEHICLES SERVICES, INC., LAIDLAW TRANSIT, INC., LAIDLAW TRANSIT SERVICES, INC., LAIDLAW TRANSIT, LTD, AUTOBUS TRANSCO (1988), INC, ALLIED BUS SALES, INC., SAFERIDE SERVICES, INC. and SUTRANS, INC. has made, continued and appointed and by these presents does make, constitute and appoint Linda Iser, Susan Welsh, Karen Daniel, Jim Cuthbertson and Richard Moore as its true and lawful attorneys in fact with full power to execute, seal and deliver on its behalf surety bonds and other documents of similar character issued in the course of its business and to bind the Company thereby as if such writings had been duly executed and acknowledged by its officers.

IN WITNESS WHEREOF, FirstGroup America, Inc., First Transit, Inc., First Student, Inc., First Student, Inc., First Services, Inc., First Vehicle services, Inc., Laidlaw Transit, Inc., Laidlaw Transit Services, Inc., Laidlaw Transit, Ltd., Autobus Transco (1988), Inc., Allied Bus Sales, Inc., SafeRide Services, Inc. and SuTrans, Inc. has caused its name to be subscribed by Mark Lawton Chief Financial Officer, and its corporate seal to be affixed and attested by its Assistant Secretary on this 16 day of November 2007.

Attest:

FirstGroup America, Inc.

Michael Petrucci
By: Michael Petrucci
Assistant Secretary

Mark Lawton
By: Mark Lawton
Chief Financial Officer

State of Ohio
County of Hamilton

On this 16 day of November 2007 personally appeared before me, a Notary Public for the State of Ohio Mark Lawton, Chief Financial Officer of FirstGroup America, Inc., First Transit, Inc., First Student, Inc., First Vehicle Services, Inc., First Services, Inc., Laidlaw Transit, Inc., Laidlaw Transit Services, Inc., Laidlaw Transit, Ltd., Autobus Transco (1988), Inc., Allied Bus Sales, Inc., SafeRide Services, Inc. and SuTrans, Inc. who acknowledged that the foregoing is his free and voluntary act and deed on behalf of said corporation.

Steven T. Reynolds

Notary Public, State of Ohio
My Commission Expires: 8/16/2010



STEVEN T. REYNOLDS
NOTARY PUBLIC
STATE OF OHIO
Recorded in
Warren County
Comm. Exp. 8/16/10



Chubb
Surety

POWER
OF
ATTORNEY

Federal Insurance Company
Vigilant Insurance Company
Pacific Indemnity Company

Attn: Surety Department
15 Mountain View Road
Warren, NJ 07059

Know All by These Presents, That FEDERAL INSURANCE COMPANY, an Indiana corporation, VIGILANT INSURANCE COMPANY, a New York corporation, and PACIFIC INDEMNITY COMPANY, a Wisconsin corporation, do each hereby constitute and appoint Kimberly Bragg, Marcia K. Cesafsky, Karen L. Daniel, Debra J. Doyle, Patricia M. Doyle, Robert E. Duncan, Linda M. Iser, Jennifer L. Jakaitis, Kathleen J. Mailes, Sandra M. Martinez, James B. McTaggart, Sandra M. Nowak, Diane M. O'leary, Susan J. Preiksa, William P. Reidinger, Marvin O. Rivera, Douglas M. Schmude, Christopher P. Troha, Susan A. Welsh and Donna J. Wright of Chicago, Illinois and Karen Reutter of Minneapolis, Minnesota

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY have each executed and attested these presents and affixed their corporate seals on this 6th day of May, 2010.

Kenneth C. Wendel
Kenneth C. Wendel, Assistant Secretary

David B. Norris, Jr.
David B. Norris, Jr., Vice President

STATE OF NEW JERSEY
County of Somerset ss.

On this 6th day of May, 2010 before me, a Notary Public of New Jersey, personally came Kenneth C. Wendel, to me known to be Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY, the companies which executed the foregoing Power of Attorney, and the said Kenneth C. Wendel, being by me duly sworn, did depose and say that he is Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY and knows the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of the By-Laws of said Companies; and that he signed said Power of Attorney as Assistant Secretary of said Companies by like authority; and that he is acquainted with David B. Norris, Jr., and knows him to be Vice President of said Companies; and that the signature of David B. Norris, Jr., subscribed to said Power of Attorney is in the genuine handwriting of David B. Norris, Jr., and was thereto subscribed by authority of said By-Laws and in deponent's presence.



STEPHEN B. BRADT
Notary Public, State of New Jersey
No. 2321097
Commission Expires Oct. 25, 2014

Stephen B. Bradt
Notary Public

CERTIFICATION

Extract from the By-Laws of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY:

"All powers of attorney for and on behalf of the Company may and shall be executed in the name and on behalf of the Company, either by the Chairman or the President or a Vice President or an Assistant Vice President, jointly with the Secretary or an Assistant Secretary, under their respective designations. The signature of such officers may be engraved, printed or lithographed. The signature of each of the following officers: Chairman, President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary and the seal of the Company may be affixed by facsimile to any power of attorney or to any certificate relating thereto appointing Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such power of attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding upon the Company with respect to any bond or undertaking to which it is attached."

I, Kenneth C. Wendel, Assistant Secretary of FEDERAL INSURANCE COMPANY, VIGILANT INSURANCE COMPANY, and PACIFIC INDEMNITY COMPANY (the "Companies") do hereby certify that

- (i) the foregoing extract of the By-Laws of the Companies is true and correct,
- (ii) the Companies are duly licensed and authorized to transact surety business in all 50 of the United States of America and the District of Columbia and are authorized by the U.S. Treasury Department; further, Federal and Vigilant are licensed in Puerto Rico and the U.S. Virgin Islands, and Federal is licensed in American Samoa, Guam, and each of the Provinces of Canada except Prince Edward Island; and
- (iii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Warren, NJ this May 14, 2010



Kenneth C. Wendel
Kenneth C. Wendel, Assistant Secretary

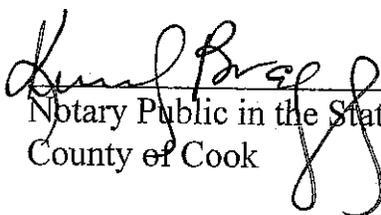
IN THE EVENT YOU WISH TO NOTIFY US OF A CLAIM, VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT ADDRESS LISTED ABOVE, OR BY Telephone (908) 903- 3493 Fax (908) 903- 3656 e-mail: surety@chubb.com

ACKNOWLEDGEMENT BY SURETY

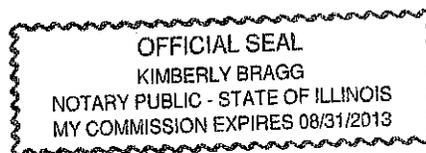
STATE OF ILLINOIS
COUNTY OF COOK

On this 14th day of May, 2010, before me, Kimberly Bragg a Notary Public, within and for said County and State, personally appeared Linda M. Iser to me personally known to be the Attorney-in-Fact of Federal Insurance Company and acknowledged that she executed the said instrument as the free act and deed of said Company.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal, at my office in the aforesaid County, the day and year in this certificate first above written.



Notary Public in the State of Illinois
County of Cook



SAMPLE

Bond No. _____

PERFORMANCE BOND

KNOW ALL MEN BY THESE PRESENTS, That we, _____

(hereinafter called "Principal") as Principal, and _____
authorized to do business in the State of _____ (hereinafter called "Surety") are held and firmly
bound into _____

(hereinafter called "Obligee") as Obligee, in the penal sum of _____

DOLLARS, good and lawful money of the United States of America, for the payment of which, well and truly to be
made, we do bind ourselves, our heirs, administrators, executors, successors, and assigns, jointly and severally,
firmly by these presents.

WHEREAS the above bounden Principal has entered into a certain written Contract with the above named
Obligee, effective the _____ day of _____, _____, and terminating the _____
day of _____, _____, for _____

which Contract is hereby referred to and made a part hereof as fully and to the extent as if copies at length were
attached herein, except that nothing said therein shall alter, enlarge, expend or otherwise modify the term of the bond
as set out below.

NOW, THEREFORE, if the Principal shall comply with and faithfully perform the terms of the Contract, then this
bond shall be null and void, otherwise to be in full force and effect. This bond is executed by the Surety and accepted
by the Obligee subject to the following express condition:

Notwithstanding the provisions of the contract, the term of the bond shall apply from _____,
_____ until _____, _____, and may be extended by the Surety by Continuation Certificate.
However, neither nonrenewal by the Surety, nor the failure or inability of the Principal to file a replacement bond in
the event of nonrenewal, shall itself constitute a loss to the obligee recoverable under this bond or any renewal or
continuation thereof. Surety's liability under this bond and all continuation certificates issued in connection therewith
shall not be cumulative and shall in no event exceed the amount as set forth in this bond or in any additions, riders,
or endorsements properly issued by the Surety as supplements thereto.

Sealed with our seals and dated this _____ day of _____.

WITNESS:

As to Principal

By: _____

As to Surety

Attorney-in-Fact

SAMPLE

ATTACHMENT "G"

CITY OF FORT LAUDERDALE
PROPOSAL QUESTIONNAIRE

1. Prior Experience:

Number of years experience the Provider has had in providing similar services:

29 Years

2. List below those persons who will have a management or senior artistic position working with the City, if you are awarded the contract. List name, title or position, and project duties. A resume or summary of experience and qualifications must accompany your proposal.

Bradley Thomas, President, Executive Management Duties

Dale Domish, Senior Vice President, Executive Management Duties

William Rischow, General Manager, Project Management Duties

Roger Bohannon, Operations Manager, Project Management Duties

Resumes included in Proposal Section "5. Organization and Staffing."

3. List all clients for whom you have provided similar services in the last three (3) years. Provide agency name, address, telephone number, contact person, yearly budget target, number of vehicles, and date service was provided. If services provided differs from the one presented in your proposal, please delineate such differences.

Please see Proposal Section "6. Qualifications and Experience."

4. List any Broward County agencies with which the Provider has had contracts or agreements during the past three (3) years.

City of Fort Lauderdale. In addition, we have contracts with the following Broward County governments: Broward County Sheriff's Office, Town of Davie, City of Sunrise, City of Coconut Creek, and the Florida Department of Transportation (Fort Lauderdale and Fort Pierce).

5. Lawsuits (any) pending or completed involving the corporation, partnership or individuals with more than ten percent (10%) interest.

a. List all pending lawsuits which are concerned directly with the staff or part of your organization proposed for the contract:

None.

b. List all judgments from lawsuits in the last five (5) years which are concerned directly with the staff or part of your organization proposed for the contract:

None.

6. Attach a Balance Sheet and Statement of Profit and Loss of the proposing firm from the preceding calendar or fiscal year, certified by either an appropriate Corporate Officer, or an independent Certified Public Accountant. If proposing firm is a privately held corporation providing such records, for City review, at a time and place convenient to the City, will satisfy this requirement. If the proposing firm is a newly formed corporate entity, the City may require a personal guarantee of performance by principals or

Our financial statements for the past three (3) years are included under separate cover.

ATTACHMENT "I"

NON-COLLUSION STATEMENT

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
None.	
_____	_____
_____	_____
_____	_____
_____	_____

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.



Tom Stables, Senior Vice President
First Vehicle Services, Inc.
600 Vine Street, Suite 1400
Cincinnati, OH 45202

May 17, 2010

Date

State of Florida

Department of State

I certify from the records of this office that FIRST VEHICLE SERVICES, INC. is a corporation organized under the laws of Delaware, authorized to transact business in the State of Florida, qualified on August 18, 2004.

The document number of this corporation is F04000004753.

I further certify that said corporation has paid all fees due this office through December 31, 2009, that its most recent annual report was filed on May 1, 2009, and its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of Florida, at Tallahassee, the Capital, this the Thirteenth day of May, 2010



Laura K. Roberts
Secretary of State

Authentication ID: 000180822480-051310-F04000004753

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

<https://efile.sunbiz.org/certauthver.html>

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/15/09

PRODUCER 1-212-994-7100
Arthur J. Gallagher & Co. of New York
444 Madison Avenue
20th Floor
New York, NY 10022
Laura Kelly

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED
First Vehicle Services, Inc.
600 Vine Street, Suite 1400
Cincinnati, OH 45202

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: INSURANCE CO OF THE STATE OF PA	19429
INSURER B: NATIONAL UNION FIRE INS CO OF PITTS	19445
INSURER C: NEW HAMPSHIRE INS CO	23841
INSURER D:	
INSURER E:	

COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC	GL1737923 (10MM AGG)	12/31/09	12/31/10	EACH OCCURRENCE \$ 5,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ 50,000 PERSONAL & ADV INJURY \$ 5,000,000 GENERAL AGGREGATE \$ 10,000,000 PRODUCTS - COMP/OP AGG \$ 5,000,000
B		AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	CA5273862 (MA) CA5273859 (AOS) CA5273864 (VA)	12/31/09 12/31/09 12/31/09	12/31/10 12/31/10 12/31/10	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
		EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE \$ RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$
C		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	117 85 83 (AOS) 1178527 (FL) & 1232492 (TX) 117 85 30 (MA), 1178529 (CA) 1178531 (IL, NY), 1232493 (WI)	12/31/09 12/31/09 12/31/09 12/31/09	12/31/10 12/31/10 12/31/10 12/31/10	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 5,000,000 E.L. DISEASE - EA EMPLOYEE \$ 5,000,000 E.L. DISEASE - POLICY LIMIT \$ 5,000,000
		OTHER				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 Re: 1302 SW 2nd Court, Ft. Lauderdale, FL 33312. As respects liability policies shown above, certificate holder is added as additional insured, but not for claims arising from allegations of its negligence, as respects all operations performed on the behalf of the named insured, in accordance with the terms of a transportation contract between the parties. The named insured is self insured for auto physical damage exposures in regards to the above.

CERTIFICATE HOLDER

City of Fort Lauderdale
100 North Andrews Avenue
Fort Lauderdale, FL 33301

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Ronald J. Smith

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

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).

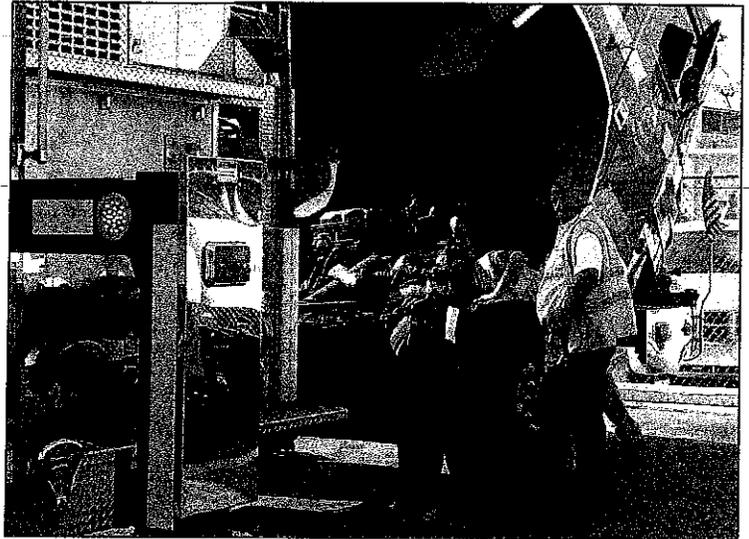
DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

Overview

First Vehicle Services (FVS) will convincingly demonstrate that we are the most capable and experienced fleet contractor and ultimately, the best service value. Our experience and commitment will ensure that your fleet is safe, reliable, and “on the road” to ensure your employees can do their job. We will be an integral part of your overall strategy to provide vital services. The key elements of our partnership are:

- **Capability** – having the resources and experience to do quality work; we have more experience with your vehicles and equipment than anyone in the industry
- **Reliability** – having the expertise to consistently perform to the highest standards and do it right the first time
- **Flexibility** – having the ability to respond quickly and effectively in every situation



We have proposed a fleet management approach based upon your fleet usage, vehicle availability requirements, and budgetary considerations. FVS brings to bear more than 29 years experience in professional fleet management and maintenance to over 197 locations across the United States and Puerto Rico. Our experience has validated and refined the methods and processes we employ, ensuring that we are capable of delivering fleet services that will maximize your fleet assets, lower costs, and keep your vehicles safe, reliable, and “on the road.”

We bring a seasoned onsite maintenance team, backed by the expertise of our fleet professionals in the nearby vicinity, as well as at our corporate office. As your partner, we will provide improved fleet availability and minimize your maintenance costs.

Our proposal offers a practical plan for the delivery of our professional fleet services in keeping with best fleet practices, which reflects a realistic expectation of all probable costs to provide these services. Our pricing is based on the information provided in the RFP, along with our understanding of your unique fleet requirements. We believe that you will find our proposal to be the best value.

Contract Term

The term of the Contract will be for a period of three (3) years and may be extended by mutual agreement two (2) times in 2-year increments for a total of seven (7) years. It is understood that both the client and FVS will have the option to terminate this Contract by providing written notice to the other party sixty (60) days prior to the anniversary date of the Contract.

Our pricing will be held firm for ninety (90) days from the bid submittal date to allow adequate time for your evaluation, clarification, and negotiations.

Transition/Delivery of Services

As your partner in service since **1981**, we will **not** have a requirement for any transition cost.

Location

All work will be performed at your maintenance facility located at 220 SW 14th Avenue, Fort Lauderdale, Florida 33312. We will not use the Garage Facilities or Equipment or other City-furnished property for work on vehicles or equipment not owned or leased by the City unless otherwise authorized by the City.

Firm, Fixed Pricing

Our proposed pricing, as attached in **Attachment PP.1**, is for the three Contract years and includes the vehicles and equipment listed in the RFP. Our fixed target cost is comprised of the following categories of expense:

- Labor (Direct and Indirect personnel)
- Parts/Supplies/Outside Services
- Overhead Expenses
- Administrative Costs and Management Fees
- Capital Expenditures

Labor

Included here are:

- **Payroll.** Wages, salaries and incentives (ASE certifications) for all technicians, administrative, and supervisory personnel directly assigned to this project, including overtime.
- **Payroll Taxes.** FICA, State, and federal unemployment taxes.
- **Benefits.** Employee medical, dental, Life and Worker's Compensation insurance, and other normal employee benefits such as vacation, paid holidays, sick leave, employee incentives, tuition reimbursement, and 401k plan.

Parts, Supplies, and Sublet Services

Included here are our projected costs for all target repair parts and materials, bulk fluids (excluding fuel), lubricants, batteries, freight charges on parts, deposits, core credits, warranty credits, as well as the expected costs of outside services used to maintain the fleet. Sublet service cost is the cost of both parts and labor performed by vendors for such repairs as engine/transmission rebuilding, major body, and glass repairs, etc.

In order to bring maximum cost savings to this project, we will utilize both local vendors and our Corporate Purchasing Agreements (CPAs) for many of the parts we supply, such as tires, batteries, filters, lubricants, etc. In most cases, we are able to purchase parts at discounts far below that available to most individual fleet owners and we pass those savings through to our customer.

Due to the volume of parts we purchase on a nationwide level, we have negotiated CPAs with major suppliers including Ford, Chrysler, General Motors, Cummins, Detroit Diesel, Freightliner, International/Navistar, Bridgestone, Firestone, Goodyear, Michelin, Bandag, AutoZone, Fleet Pride, NAPA, Baldwin, Barnes, Imperial Supplies and others that provide significant pricing advantages.

Price Proposal



We also understand that, as your service partner, we will have a commitment to support the local business community. Therefore, we will also utilize local area vendors for parts and services, whenever it is advantageous and meets your needs.

Inventory

As the incumbent Contractor, FVS owns the existing inventory of parts and supplies, therefore a physical inventory will not be necessary.

Overhead Costs

These costs include miscellaneous direct expenses that are incurred in the normal day-to-day operation of the maintenance shop and in the administration of the contract. Examples of these costs include, but are not limited to insurance, bonding, postage, office supplies, safety/ environmental supplies, training, certifications, drug testing, background checks, recruitment, capital expenditures, and travel cost relating to the performance of the Contract.

Administrative Costs and Management Fees

This cost reflects our corporate overhead expenses (our cost of doing business) for general services such as accounts payable and receivable, human resources, employee benefits administration, and other corporate services that serve to support this project and our on-site staff.

The management fee is our charge for managing this project.

Capital Expenditures

Capital expenditures reflect the purchase of existing major shop tools and equipment. When approved by you in writing, FVS will purchase specified items of capital equipment for exclusive use on this Contract. FVS will bill for these purchases on a monthly invoice according to a pre-agreed amortization schedule, until ownership passes to you. These costs are considered to be a non-target cost. Any additional specialized equipment needed by FVS shall be included in the target cost and depreciated over the term of the Contract.

Adjustments to the Annual Budget

Adjustment of the Targeted Operating Budget Cost and Non-Target Services Operating Budget for each renewal year will be based on the Targeted Operating Budget Cost and Non-Target Services Operating Budget for Agreement Year 3 with one limitation: the change in cost will not exceed the CPI (Consumer Price Index) Transportation Maintenance and Repair Category for all urban consumers for all items in the South Florida Region as published in the CPI ninety (90) days prior to the contract anniversary date.

Cost Adjustment for Changes in Fleet Size

The Agreement Targeted Operating Budget Cost will be adjusted to correspond to increases or decreases in fleet size (on a vehicle-equivalent basis as specified by the City) if such changes are at more than ten percent (10%) (higher or lower) by vehicle and equipment class specified at the time of the agreement resulting from this RFP process effective date. These adjustments will only be made semi-annually.

Proposed Performance Standards

FVS agrees with the performance standards and incentives as outlined in the RFP (Section 6 and 7). Using data from our First Source MIS, we will measure each performance standard at the end of each month. If we perform above the acceptable standard, then you have received superior service. If we fail to meet the acceptable performance standard, then you will have cause to impose corrective measures.

The following will be excluded from the vehicle repair and maintenance standards:

- Accident or Vandalism Repairs. If the cost of repair is less than \$2,000, the repair must be completed within ten (10) calendar days of the damage notification. If the cost of repair is \$2,000 or greater, the repair must be accomplished within twenty (20) calendar days from the date of damage notification.
- Vehicles Awaiting Repair Authorization from the City. In cases where the Provider is awaiting repair authorization from the City to proceed with a given repair, the period from which turnaround time is measured will begin with the City's authorization to proceed with the repair.
- Major Component Overhauls or Replacements. Major component overhauls or replacements within the first four (4) months of the initial Agreement year. The amount of time allowed for these repairs will be decided by the City as a function of the need for the vehicle and the nature of the repair.
- Vehicles Exempted by the City. In instances where the City decides that it would be in the City's best interest to temporarily waive vehicle turnaround performance standards for all or selected vehicles, the City will provide the Provider written notification of this decision including specification of the time period for which these standards will be relaxed.
- Confiscated Vehicles. These vehicles are not included in the computation of this performance standard.
- Directed Work – Special directed non-target work repairs will be excluded from daily fleet availability standards due to the unpredictability of such non-target repairs.
- Emergency Situation – In times of national or local crisis, FVS will be released from PM and repair standards to permit all resources to be allocated for emergency work.
- Quick Fix Repairs - Vehicles out of service for quick fix repairs at the time of the count for the daily fleet availability calculation will be excluded.
- Modifications/Alterations - Vehicles out of service due to modification requests will be excluded from the daily fleet availability turnaround time calculations.
- Parts Delay - Units waiting for parts that are unavailable from the manufacturer and/or are unavailable locally.
- Recalls - Vehicles out of service due to manufacturer recall will be excluded from the daily fleet availability turnaround time calculations.

Non-Target Work

Certain work requirements will arise during the Contract that is dependent on the actions or decisions of individuals other than FVS. This work is of such an unpredictable nature that it cannot reasonably be estimated in advance and therefore, cannot be included in a fixed price Contract. These services are termed non-target work.

FVS will perform non-target services both on a vendor and in-house basis, as requested. We will seek signed authorization from the appointed representative for all non-target work prior to execution of the repair. FVS will invoice these costs monthly as they are incurred (as tasks are completed).

Examples of non-target work include:

Price Proposal



Accident, Theft, Vandalism, Misuse, Other than Fair Wear and Tear, and Acts of Nature

Repair work costs incurred for unit repairs and towing necessitated repairing damage caused by unpredictable outside forces.

Capital Expenditures

Capital expenditures reflect the purchase of existing major shop tools and equipment. When approved, in writing, FVS will purchase specified items of capital equipment for exclusive use on this Contract. FVS will bill for these purchases on a monthly invoice according to a pre-agreed amortization schedule, until ownership passes to you.

Directed Work

Work requested that is considered beyond the base Contract requirements, such as vehicle modifications, conversions, or alterations.

Emergency Work

Services provided outside of normal shop hours, generally in support of a declared emergency such as inclement weather or natural disasters.

Glass Replacement

This will be a non-target expense, as this work is typically a result of accidents, vandalism, or abuse.

Other Non-Target

The following are examples of items that shall be billed directly at the non-target labor rate as work outside of FVS' target price:

- **Overage Units** – Cost incurred by FVS on vehicles that exceed the agreed upon life cycle for major components such as engines, transmissions, axles, transfer cases, complete air conditioning systems, etc.
- **Rust/Corrosion** – Costs incurred by FVS to repair, replace, or refurbish non-mechanical components due to rust and corrosion of any Unit.
- **Equipment Additions** – Costs incurred by FVS to repair, replace or maintain any vehicles or equipment that were not included in RFP fleet list.
- **Used Vehicle Additions** – Costs incurred for all initial applicable inspections and/or any repairs required to bring any used vehicles added during the course of the Contract, up to current Department of Transportation (DOT), or state and local standards, whichever is higher.

Non-Target Labor Charge

For work performed by our core in-house employees, we have provided Attachment F for non-target work. Parts and vendor work will be passed through to you at actual cost without mark-up.

As your service partner, if our core staff performs emergency services during normal working hours, there will be no additional labor charge, until such work extends beyond our normal shop hours. Labor associated with emergency support services after normal business hours will be billed at our quoted hourly labor rate.

Shared Savings Incentive

FVS agrees to share any contract savings below the targeted budget on a 50/50 basis. The City will receive \$0.50 and FVS will receive \$0.50 of every dollar of savings under the contract target budget.

FVS agrees to share costs on a 50/50 basis above the targeted costs, up to 102 percent. Any targeted costs in excess of the 102 percent will be borne solely by FVS.

Assumptions

Our pricing is based upon our understanding of the fleet maintenance requirements including our assumptions, as stated below. Because these assumptions may give rise to issues of interpretation, they are also points for negotiation. Therefore, our proposal is based on the understanding that:

- Final terms and conditions of the resulting Contract will be negotiated to the mutual acceptance of both parties. Any changes in the agreement will be confirmed by written Contract amendment.
- Utilities such as gas, water, sewer, electricity and basic telephone will be provided at no cost.
- It is our understanding that the operation is exempt from state and local sales taxes. Any taxes associated with this Contract will be passed through, as incurred. Should there be changes in state, local or federal laws, regulations, or other circumstances beyond our ability to anticipate or control, that increase our costs in fulfilling the terms of the Contract, and you will allow an equitable price adjustment to the Contract that shall be mutually agreed upon by both parties.
- With respect to the garage facilities and ground maintenance, you will retain responsibility for these areas, including repairs, maintenance, and renovation. And that you accept the responsibility to correct any deficiencies brought to your attention, unless caused by FVS' negligence.
- The pricing for the fourth and subsequent Contract years will be mutually agreed upon prior to the start of each Contract or option period.
- We recognize the right to require FVS to maintain a stock of required inventory to maintain essential vehicles. In turn, you agree to coordinate with FVS on all impending vehicle retirements, so that arrangements may be made in sufficient time to dispose of any parts in inventory that are unique to such vehicles and will become obsolete/ unusable with the removal of the vehicle from the active fleet. Furthermore, agreeing to absorb the cost of any parts that are made obsolete/ unusable by your action. Upon completion or termination of the Contract, the entire active and required inventory shall be purchased from FVS, at cost.

Beyond Your Expectations

FVS wants to be your partner in the management of the fleet. We are not just a maintenance Contractor; we are a total solution provider for your fleet needs. Consider the following value-added benefits that FVS provides as your partner:

- Proven management expertise and fleet knowledge gained through over 29 years of providing professionally managed fleet services. FVS pioneered outsourced fleet management solutions for publicly owned fleets. We know your operating environment, fleet needs and service expectations—better than anyone else.
- FVS has more current experience with the types of vehicles and equipment in your fleet, as we are maintaining identical pieces at other municipal contract locations across the country. Over the years, we have maintained most every type of vehicle and equipment from every manufacturer. More importantly, FVS recognizes the uniqueness of your fleet and incorporates this into our maintenance approach. We understand your utilization of this equipment, your availability requirements and working conditions that impact your specific fleet maintenance needs.

Price Proposal



- FVS offers national account pricing and volume purchasing discount programs on parts. In most cases, we are able to purchase parts at discounts far below those available to most fleet owners and these savings are reflected in our parts pricing.
- Implementation of FVS' proven training program for technicians, which includes a minimum of 40 hours of training per technician per year as well as a tuition reimbursement plan. It is our continuing commitment to assist each technician to gain certification as a Master Mechanic. Because of our extensive fleet operations across the U.S., we are also able to offer a wide range of opportunities for career advancement within the FVS organization.
- A defining trademark of FVS service is a comprehensive preventive maintenance program that keeps your fleet "on the road." Fewer costly breakdowns and longer vehicle life will positively affect overall fleet ownership costs.
- Guaranteed high quality service through FVS' trademarked First Quality Management program. This pro-active, comprehensive quality maintenance program increases your fleet availability, while reducing overall fleet maintenance cost.
- FVS' safety and environmental programs ensure that your facility is run in strict compliance with all regulations, while reducing and eliminating lost productive time due to accidents.

**Attachment PP.1
Price Proposal Forms**

ATTACHMENT "E"
CITY OF FORT LAUDERDALE
TARGETED OPERATING BUDGET SERVICES
DETAILED PRICE PROPOSAL

	<u>YEAR ONE</u>	<u>YEAR TWO</u>	<u>YEAR THREE</u>
1			
Wages & Salaries			
- Management/Admin. Personnel	\$ 366,091	\$ 375,242	\$ 384,631
- Mechanics	\$ 1,397,551	\$ 1,432,570	\$ 1,468,459
- Parts Personnel	\$ 88,233	\$ 90,417	\$ 92,664
- Other Personnel	\$ 72,385	\$ 74,194	\$ 76,066
Wages & Salaries - Subtotal	\$ 1,924,260	\$ 1,972,423	\$ 2,021,820
2			
Fringe Benefits	\$ 699,139	\$ 734,971	\$ 773,226
3			
Parts & Supplies			
- Parts & Accountable Supplies	\$ 1,508,352	\$ 1,530,740	\$ 1,553,464
- Indirect Shop Supplies	\$ 16,396	\$ 16,642	\$ 16,892
Parts & Supplies - Subtotal	\$ 1,524,748	\$ 1,547,382	\$ 1,570,356
4			
SubProvider Services	\$ 400,954	\$ 406,906	\$ 412,946
5			
Overhead	\$ 223,960	\$ 226,709	\$ 230,765
6			
Corporate Admin & Mgmt. Fees	\$ 387,005	\$ 396,356	\$ 406,145
TOTAL COST	\$ 5,160,067	\$ 5,284,747	\$ 5,415,259

NOTES

1. Define each cost element on a separate page.
A detailed discussion of each cost element is provided in our original Cost Proposal.
2. Explain changes from year-to-year.
We have projected increases in our costs for parts and certain administrative expenses in years 2 and 3 of the contract based upon a nominal 1.5% inflation factor.
We have projected increases in our costs for wages expenses in years 2 and 3 of the contract based upon a nominal 2.5% inflation factor.
3. Provide a description of your benefits program, including contents, eligibility, and co-pay shares.
A detailed discussion of our benefits program is provided as an attachment.

ATTACHMENT "F"

CITY OF FORT LAUDERDALE

NON-TARGETED OPERATING BUDGET SERVICES

DETAILED HOURLY RATE PROPOSAL

	<u>POSITION DESCRIPTION</u>	<u>RATE PER HOUR</u>	
		<u>REG. BUSINESS HRS.</u>	<u>OVERTIME HRS.</u>
1	<u>Technician I</u>	\$ 20.66	\$ 37.64
2	<u>Technician II</u>	\$ 18.36	\$ 33.45
3	<u>Technician III</u>	\$ 16.43	\$ 29.95
4	<u>EVT Technician I</u>	\$ 26.35	\$ 48.01
5	<u>EVT Technician II</u>	\$ 19.03	\$ 34.67
6	<u>EVT Technician III</u>	\$ 17.50	\$ 31.89
7	<u>Body & Paint Tech</u>	\$ 21.72	\$ 39.58
8	<u>Tire Repairer</u>	\$ 20.53	\$ 37.41
9	<u> </u>	\$ -	\$ -
10	<u> </u>	\$ -	\$ -

PARTS COST

Indicate the cost you will charge the City for parts as a percentage of the jobber price schedule. The cost percentage you specify will set the maximum rate you will be allowed to apply to the jobber cost for Non-Targeted Operating Budget Parts Costs throughout the term of this Agreement.

100% Percent
(of actual cost with no markup)

First Vehicle Services

LABOR COST & BENEFIT EXPENSES		Year One	Year Two	Year Three
General Manager		85,208	87,338	89,521
Operations Manager		58,142	59,596	61,086
Supervisor		133,327	136,659	140,076
Inventory Manager		39,114	37,016	37,941
Office Manager		32,500	33,313	34,146
0		0	-	-
0		0	-	-
Office/ MIS Clerk		20,800	21,320	21,661
subtotal	\$	366,091	\$ 375,242	\$ 384,631
Overtime		0	0	0
Management/Administrative Personnel	\$	366,091	\$ 375,242	\$ 384,631
Parts Lead		0	-	-
Parts Clerk		88,233	90,417	92,664
Parts Driver		0	-	-
subtotal	\$	88,233	\$ 90,417	\$ 92,664
Overtime		0	0	0
Parts Personnel	\$	88,233	\$ 90,417	\$ 92,664
QA Inspector		0	-	-
Service Writer - 1st shift		0	-	-
Service Writer - 2nd shift		0	-	-
Service Writer - 3rd shift		0	-	-
Utility Worker/Helper		47,924	49,130	50,378
Parking Lot Attendant		24,481	25,064	25,688
subtotal	\$	72,385	\$ 74,194	\$ 76,066
Overtime		0	0	0
Other Personnel	\$	72,385	\$ 74,194	\$ 76,066
Lead Technician - 1st shift		0	-	-
Lead Technician - 2nd shift		0	-	-
Lead Technician - 3rd shift		0	-	-
Technician I - 1st shift		45,427	46,571	47,736
Technician I - 2nd shift		40,498	41,517	42,557
Technician I - 3rd shift		0	-	-
Technician II - 1st shift		116,190	119,121	122,118
Technician II - 2nd shift		112,861	115,689	118,580
Technician II - 3rd shift		0	-	-
Technician III - 1st shift		169,935	174,200	178,570
Technician III - 2nd shift		171,910	176,175	180,545
Technician III - 3rd shift		0	-	-
EVT Technician I		164,424	168,543	172,785
EVT Technician II		72,800	74,630	76,502
EVT Technician III		277,074	284,067	291,200
Motorcycle Tech I - 1st shift		0	-	-
Motorcycle Tech I - 2nd shift		0	-	-
Motorcycle Tech I - 3rd shift		0	-	-
Vehicle Prep Tech - 1st shift		0	-	-
Vehicle Prep Tech - 2nd shift		0	-	-
Body & Paint Tech		90,356	92,602	94,932
Tire Repairer		42,702	43,763	44,866
Welder		0	-	-
subtotal	\$	1,304,197	\$ 1,336,878	\$ 1,370,371
Overtime		65,210	66,844	68,519
Technicians	\$	1,369,407	\$ 1,403,722	\$ 1,438,890
Wages & Salaries Sub-total	\$	1,898,116	\$ 1,943,575	\$ 1,992,251
Fringe Benefits				
Management/Administrative Personnel	\$	107,074	\$ 112,873	\$ 119,078
Parts Personnel	\$	36,155	\$ 38,228	\$ 40,461
Other Personnel	\$	39,424	\$ 41,580	\$ 43,890
Technicians	\$	518,465	\$ 542,289	\$ 569,807
Fringe Benefits Sub-total	\$	699,139	\$ 734,971	\$ 773,228
Subtotal of Wages & Benefits	\$	2,595,255	\$ 2,678,546	\$ 2,765,477
Pager Pay		28,144	28,848	29,589
PERSONNEL EXPENSES	\$	2,623,399	\$ 2,707,393	\$ 2,795,066
PARTS EXPENSES				
Parts & Supplies	\$	1,909,306	\$ 1,937,646	\$ 1,966,411
% of parts subcontracted		21.0%	21.0%	21.0%
Subcontractor Services	\$	400,954	\$ 406,906	\$ 412,946
Parts & Supplies w/o Subcontractor	\$	1,508,352	\$ 1,530,740	\$ 1,553,464
Non-Contract Parts Adjustment		0	0	0
	\$	1,508,352	\$ 1,530,740	\$ 1,553,464

First Vehicle Services

OVERHEAD EXPENSES	Year One	Year Two	Year Three
Allowances(Tools/Unif/Safety)	\$ 5,214	\$ 5,292	\$ 5,371
Uniform Cleaning	\$ 14,127	\$ 14,339	\$ 14,554
Allowances(Tools/Unif/Safety)	\$ 155	\$ 157	\$ 159
Uniform	\$ 19,496	\$ 19,788	\$ 20,084
Cleanup Mat'l Supplies	\$ -	\$ -	\$ -
Solid Waste Disposal	\$ -	\$ -	\$ -
Solid Waste Disposal	\$ -	\$ -	\$ -
Small Tools-Shop <\$250	\$ 2,823	\$ 2,855	\$ 2,908
Shop Equip \$251-\$1500	\$ 2,768	\$ 2,810	\$ 2,852
Maint-Shop Equipment	\$ 331	\$ 338	\$ 341
Misc Shop Expense	\$ 64	\$ 65	\$ 66
Depr Exp-Shop Equipment	\$ -	\$ -	\$ -
Depr Exp-IT Equipment	\$ -	\$ -	\$ -
Depr Exp - Ofc Equip/Furn	\$ -	\$ -	\$ -
Depr Exp - TeleCom Equip	\$ -	\$ -	\$ -
Depr Exp - Site/Svc Veh	\$ -	\$ -	\$ -
Office Equipment <\$1500	\$ -	\$ -	\$ -
Office Equip-Rental	\$ 3,680	\$ 3,735	\$ 3,791
Tools & Equipment	\$ 9,866	\$ 9,811	\$ 9,958
T&E Misc	\$ 38	\$ 39	\$ 40
T&E Air Travel	\$ 1,007	\$ 1,022	\$ 1,037
T&E Room Rent	\$ 274	\$ 278	\$ 282
T&E Car Rent	\$ -	\$ -	\$ -
T&E Pers Car Exp	\$ 314	\$ 319	\$ 324
T&E Mgt Conf Reg Mig	\$ -	\$ -	\$ -
T&E Meals	\$ 138	\$ 140	\$ 142
T&E Entertain	\$ -	\$ -	\$ -
Travel Expense	\$ 1,771	\$ 1,798	\$ 1,825
Safety Misc	\$ 3,407	\$ 3,458	\$ 3,510
Safety Promo/Awards	\$ -	\$ -	\$ -
Safety Expense	\$ 3,407	\$ 3,458	\$ 3,510
Safety-Phys/Drug Test	\$ 676	\$ 686	\$ 696
Recruit Expense	\$ 96	\$ 600	\$ 508
Hire-Phys/Drug Test	\$ 678	\$ 229	\$ 232
Hire-Background Check	\$ 1,284	\$ 178	\$ 179
Recruit/Hire Expense	\$ 2,734	\$ 1,581	\$ 1,615
Maint-Training/Seminar	\$ 380	\$ 385	\$ 392
Maint-Training/Seminar	\$ 380	\$ 386	\$ 392
Employee Welfare	\$ 1,745	\$ 1,771	\$ 1,798
Employee Welfare	\$ 1,745	\$ 1,771	\$ 1,798
Legal Svc	\$ -	\$ -	\$ -
Prof Serv-Consult	\$ -	\$ -	\$ -
Prof Serv-Other	\$ -	\$ -	\$ -
Other Services	\$ 592	\$ 601	\$ 610
Prof Services - Other	\$ 592	\$ 601	\$ 610
Freight - Parts/Supply Credit	\$ 644	\$ 654	\$ 664
Other Shop Supplies	\$ 16,396	\$ 16,642	\$ 16,892
Non Inventory Parts <\$ 2.00	\$ -	\$ -	\$ -
Other Services	\$ 327	\$ 332	\$ 337
Rent	\$ 1,200	\$ 1,216	\$ 1,236
Heat	\$ -	\$ -	\$ -
Light	\$ -	\$ -	\$ -
Water	\$ -	\$ -	\$ -
Security Services	\$ -	\$ -	\$ -
Maint - Bldg/Grounds	\$ -	\$ -	\$ -
License Amort Exp	\$ 19	\$ 19	\$ 19
Svc Auto Expense	\$ 15,279	\$ 15,506	\$ 15,741
Tele Exp-Local Billing	\$ 7,566	\$ 7,679	\$ 7,794
Civic-Contributions	\$ -	\$ -	\$ -
Copier Expense	\$ 2,069	\$ 2,100	\$ 2,132
Maint-Office Equip	\$ -	\$ -	\$ -
Direct Mail	\$ -	\$ -	\$ -
Public Rep Expense	\$ -	\$ -	\$ -
Trade Shows	\$ -	\$ -	\$ -
Print Ads	\$ 273	\$ 277	\$ 281
Advertise-Other	\$ -	\$ -	\$ -
Misc Taxes	\$ -	\$ -	\$ -
Relocation	\$ -	\$ -	\$ -
Software Purchases	\$ -	\$ -	\$ -
MIS Svc/Supplies	\$ 11,791	\$ 11,968	\$ 12,146
Stationary&Supply	\$ 7,593	\$ 7,707	\$ 7,823
Postage	\$ 466	\$ 463	\$ 470
Postage Express	\$ 2,357	\$ 2,392	\$ 2,428
Dues & Subscriptions	\$ -	\$ -	\$ -
Misc Admin Exp	\$ 5,438	\$ 5,520	\$ 5,603
Operating Expenses-Other	\$ 71,408	\$ 72,479	\$ 73,568
subtotal	\$ 111,189	\$ 111,683	\$ 113,360
Performance Bond	\$ 27,762	\$ 28,433	\$ 29,135
BI/PD-Insur Prem	\$ 76,166	\$ 78,006	\$ 79,933
FMS	\$ 8,058	\$ 8,058	\$ 8,058
Recurring MIS Charges	\$ 17,171	\$ 17,171	\$ 17,171
Shop Equipment - Replace/Upgrade	\$ -	\$ -	\$ -
Other Items	\$ -	\$ -	\$ -
Environmental Inspection	\$ -	\$ -	\$ -
Shop Lease	\$ -	\$ -	\$ -
Shop Utilities	\$ -	\$ -	\$ -
Service/Shop Equipment	\$ -	\$ -	\$ -
Service Vehicle	\$ -	\$ -	\$ -
Start-Up Cost	\$ -	\$ -	\$ -
Commission Payout	\$ -	\$ -	\$ -
Other Items (Penalties/etc)	\$ -	\$ -	\$ -
Overhead Expense Total	\$ 129,157	\$ 131,868	\$ 134,297
Corp G&A	\$ 240,356	\$ 243,351	\$ 247,857
OVERHEAD/INDIRECT/G&A	\$ 154,802	\$ 158,542	\$ 162,458
MANAGEMENT/SERVICE FEE	\$ 395,158	\$ 401,893	\$ 410,115
TOTAL COST	\$ 5,160,067	\$ 5,284,747	\$ 5,415,259



Benefits At A Glance

Effective October 1, 2009 – September 30, 2010

Medical

First America's Medical Plan, offered through Aetna U.S. Healthcare (Aetna), provides medical coverage through various managed care programs in areas where they are available. Managed care is designed to offer quality care and emphasizes preventive services. There may be an indemnity option for those areas where managed care is not available. First America pays the majority of the cost of health care coverage for you and your family. You also share in the cost by making before-tax contributions for the option(s) that best meet your needs. Prescription drug benefits through the Aetna pharmacy network are also included with your coverage, if you elect the Aetna Plan. The medical options available to you depend on where you live.

	 Plus <small>A medical PPO administered by Aetna</small>	 Advantage <small>A medical PPO administered by Aetna</small>	 Secure A <small>A medical PPO administered by Aetna</small>
Employee Rates (per month)			
• Employee	\$151.26	\$79.62	\$57.26
• Employee + 1	\$316.00	\$179.92	\$125.94
• Family	\$487.64	\$281.46	\$197.02
Annual Cash Deductible			
• Person	\$200	\$300	\$500
• Family	\$500	\$750	\$1,250
Coinsurance Percentage			
• Company	80%	75%	70%
• Employee	20%	25%	30%
	After deductible	After deductible	After deductible
Annual Out-of-Pocket Limits			
• Person	\$2,000	\$3,000	\$4,500
• Family	\$4,000	\$6,000	\$9,000
Maximum Benefit Per Person			
• Annual/Lifetime maximum	\$1,000,000	\$1,000,000	\$1,000,000
Routine office Visit	\$15 co-pay	\$20 co-pay	\$25 co-pay
Special office visit	\$40 co-pay	\$40 co-pay	\$40 co-pay
Wellness Benefit (In Network Only)			
• Company Paid Percentage	100%	100%	100%
• Mammogram – annual	Age 35 and over	Age 35 and over	Age 35 and over
• Pap Smear – annual	No limiting age	No limiting age	No limiting age
• Colonoscopy/Prostate Exam	Age 40 and over	Age 40 and over	Age 40 and over
• Digital Rectal Exam – annual	Age 40 and over	Age 40 and over	Age 40 and over
• Physical – annual (adults)	Age 40 and over	Age 40 and over	Age 40 and over
• Physical – annual (children)	Up to age 18	Up to age 18	Up to age 18
• Well-Baby Care	Under age 7	Under age 7	Under age 7
Voluntary Disease Management			
• Asthma, Diabetes, Congestive Heart Failure, Coronary Heart Disease	100% Company Paid	100% Company Paid	100% Company Paid
Vision Discount Plan (Cole Managed Vision)	Eye Exam, Frames, Lenses, Lasik Surgery	Eye Exam, Frames, Lenses, Lasik Surgery	Eye Exam, Frames, Lenses, Lasik Surgery
Out of Network Benefits (certain benefits not paid)	Benefits paid at 50%	Benefits paid at 50%	Benefits paid at 50%
Prescription Drug Benefit			
Pharmacy (31 Day Supply)	25% up to Min/Max Co-pay	25% up to Min/Max Co-pay	25% up to Min/Max Co-pay
• Generic	\$10/\$25	10/\$25	10/\$25
• Brand on Formulary	\$20/\$50	\$20/\$50	\$20/\$50
• Brand not on Formulary	\$30/\$70	\$30/\$70	\$30/\$70

BENEFITS AT A GLANCE
10/1/09 - 9/30/10

In both cases – single and two-person family – after FirstConsumer and you pay your portion, FirstConsumer and you split the cost of claims “80/20” – 80% paid by FirstConsumer and 20% by you. And, once a single person pays \$2,500 out-of-pocket and a two-person family pays \$3,750, FirstConsumer pays 100% of all claims up to a lifetime maximum benefit of \$1-million.

Increase your coverage year after year

FirstConsumer has a special feature that allows you to reward yourself for staying healthy – something you will not find in traditional plans.

Again, let’s use a family example. Remember, FirstConsumer pays 100% of the first \$1,000 of medical claims you and your family members incur. But, what if you don’t have \$1,000 in medical bills? Let’s say you and your family members only have \$650 in medical claims. Well, besides FirstConsumer paying the entire \$650 and you paying nothing, you will be allowed to carry-over the \$350 you didn’t use to the next year. So, the following year, FirstConsumer will pay the first \$1,350 of medical claims you and your family members incur. And, you would only have to pay the next \$650!

The maximum carry-over any year is up to \$350. So, let’s say that instead of \$650 in medical bills, you and your family incur \$850. Your benefit the next year increases from \$1,000 to \$1,150.

It works the same way for single and two-person family coverage. For single coverage, the maximum annual carry-over is \$150 and for two-person family coverage the maximum carry-over is \$250.

Prescription drug benefit

Your prescription drug benefit is the same as everyone else’s, no matter what plan you or they participate in. Your prescription drug program is a separate benefit and not subject to the FirstConsumer plan limits discussed earlier. Just like you do today, you are able to go to the pharmacy, pay your co-pay and be on your way. Or, if you use the mail order feature of your drug prescription drug plan, everything works just like it always has – nothing changes.

What’s the catch?

There isn’t one. FirstConsumer is a new concept in providing health care coverage to employees. The concept is known as consumer driven health care plans (CDHP). CDHP is a new approach being looked at by companies across the United States as a way to provide employees and their families a core benefit while encouraging them to become better and more informed consumers of health care services. There are no tricks. The goal of these programs is to help curb health care costs that are growing at double-digit rates. CDHP’s are a way for companies and employees to partner together to sustain health care benefits offered by employers and exert influence on the medical community to keep costs in-line.

Is FirstConsumer for you? When it comes to health care plans, one size does not fit all. You will need to compare and decide if one of the traditional medical plans being offered to you or FirstConsumer meets you and your family’s needs and budget. You will find the amount you pay each payday for FirstConsumer is lower than what you pay for coverage under a traditional plan.

This handout is intended only to introduce you to the new FirstConsumer health care plan. It is not meant to be a comprehensive and detailed explanation of FirstConsumer, such as you would find in a summary plan description. If you are considering selecting FirstConsumer as your health care option, we encourage you to obtain a copy of the summary plan description, read it thoroughly and make sure you understand how the plan would work for you. Such information about FirstConsumer, how to process an appeal and your rights under the law are available on the Internet at www.<TBD>. If you do not have access to the Internet you can request information to be mailed to you by calling 866-81-FIRST (866-813-4778) or by sending a written request to First America, Inc., Benefits Department, 705 Central Avenue, Cincinnati, OH 45202.

BENEFITS AT A GLANCE
10/1/09 - 9/30/10

Prescription Drug Coverage (self-insured)	<u>% Co-Pay</u>	<u>Co-Pay Minimum/Maximum</u>
Pharmacy (31 Day Supply)		
Generic	25%	\$10/\$20
Formulary	25%	\$20/\$40
Non-Formulary	25%	\$30/\$60
Mail Order (90 Day Supply)		
Generic	25%	\$20/\$40
Formulary	25%	\$30/\$60
Non-Formulary	25%	\$50/\$100
Vision Discount Plan (Cole Managed Vision)	(800) 793-8616	
Employee Assistance Program (EAP)	Administered by FBI Behavioral Health (800) 323-0751	
Questions? Call Toll-Free:	1-866-81-FIRST	

Miscellaneous Medical

Are You Covered Twice?

Sometimes people are enrolled for medical and dental coverage under their own plan and their spouse's plan. This is called duplication of coverage. When a person is covered under two plans, benefits are coordinated. He or she is usually only allowed to receive coverage for services the other plan does not cover. And, many plans cover the same types of things. If the other plan payment is the same as, or more than, what First America's payment would have been, no additional benefits are available under the First America plans. So, paying for coverage under two plans may not make the most sense economically since although you're paying for twice the benefit, you aren't receiving twice the coverage.

Do You Need A Primary Care Physician?

No PCP is necessary for the PPO or Indemnity Medical Plan. If you join the PPO, using network doctors will help keep your medical costs down.

How to Find an Aetna Network Doctor Online

To find an Aetna network doctor under the PPO, follow the steps below:

1. Go to www.aetna.com.
2. Click on DocFind under *Quick Tools*.
3. Select and complete the search method you want to use.
4. In the *Select a Plan*, select the *Open Choice PPO* (whichever you choose to join). Make sure the option you choose is listed on your Annual Enrollment Worksheet.
5. Complete the remaining information on that screen and press *continue*.
6. A list of doctors in your area should appear.

Life Insurance

The First America Life Insurance Plan provides a benefit to your beneficiary in the event of your death. First America provides one times your annual salary in life insurance coverage at no cost to you. In addition, First America provides one times your annual base pay up to \$25,000 if you are fatally injured in a motor vehicle accident while wearing a seat belt. Additional Life Insurance – You may purchase Additional Life Insurance coverage of up to three times your annual base pay to a combined maximum of \$1 million, subject to insurance carrier approval. Employee options are:

- Level 1: "Flat" \$10,000
- Level 2: One times annual base rate
- Level 3: Two times annual base rate
- Level 4: Three times annual base rate

Age	Monthly Rates per \$1,000 of coverage
Less than 30	0.08
30 – 34	0.10
35 – 39	0.15
40 – 44	0.23
45 – 49	0.39
50 – 54	0.61
55 – 59	0.98
60 – 64	1.26
65 – 69	1.98
70 and older	4.22

Dependent Life Insurance

You may also purchase Dependent Life Insurance under the following guidelines:

- Spouse Options:
- (a) 50% of the amount the employee elects up to \$50,000
 - (b) Spouse cost will be based on employee age
- Child Options:
- (a) \$5,000 at cost of \$1.00 per month
 - (b) \$10,000 at cost of \$2.00 per month
 - (c) Maximum 50% of amount employee elects

Business Travel Accident Plan

If you have an accident or die while traveling on Company business, you are covered for up to \$400,000.

Percentage of Salary (\$8,000 Max)	Rates/\$1,000 (per month)
40%	\$0.26
50%	\$0.39
60%	\$0.59

Flexible Spending Accounts

First America provides you the opportunity to pay for certain health care and dependent care expenses on a pre-tax basis. As a result, you have more buying power than if you paid the same expenses with after-tax dollars. You are eligible to participate in the Health Care and Dependent Care Spending Accounts Plan if you are a nonunion full-time, regular employee of First America, Inc. Unlike definitions for company medical plans, a dependent for the purposes of Health Care and Dependent Care Reimbursement accounts is anyone who meets the definition of a dependent under the IRS Code. Also, you can cover a dependent under these plans even if they are not, additionally, covered under a company medical or dental plan.

Health Care Spending Account

Your Health Care Spending Account allows you to set aside a portion of your pay on a before-tax basis to pay for expenses that (i) are not covered or reimbursed by your medical or dental plans, such as plan co-payments, deductibles, out-of-pocket expenses, eye exams, eye glasses and frames, contacts, physical exams, etc. and (ii) are expenses for medical care that would be deductible for federal income tax purposes if you paid the expenses yourself. For a detailed discussion on what "medical care" is for tax deduction purposes, visit the Internal Revenue Service website at www.irs.gov and search for Publication 502.

The amount you defer for the calendar year is immediately available to you. As an example, assume you are paid weekly and set aside \$10 a week - \$520 for the year. On April 1, you get an eye exam and buy new glasses (frames and lenses) that cost \$300. You are able to receive reimbursement from your Account for the entire \$300, even though you only put in \$130 as of April 1.

If you terminate during the year and have a balance in your account, you are able to submit claims for reimbursement up to your account balance. Also, if you terminate during the year and the amount reimbursed to you is greater than the amount you elected to defer, the company can recover that difference from your final pay or from any other money the company may owe to you.

Dependent Care Spending Account

Your Dependent Care Spending Account allows you to set aside a portion of your pay on a before-tax basis to pay for day care expenses for dependent children while you are at work. A dependent child is defined by the IRS as any child under age 13, or any age if physically or mentally incapable of caring for himself or herself. A caregiver is anyone over the age of 19 who you do not claim as a dependent on your federal tax return.

The Dependent Care Spending Account works differently than your Health Care Spending Account. You can only take out what you have put in at the time you request reimbursement. When you make a request for reimbursement, you will need to supply the day care provider's name, address, telephone number and tax identification number (social security number if the person providing the care is a private individual). If the day care provider is a tax-exempt organization, you will need to provide the tax-exempt number.

Before choosing to use this benefit we recommend that you review and consider the federal dependent care tax credit rules, which may be a better choice for you. For a detailed discussion on what "medical care" is for tax deduction purposes, visit the Internal Revenue Service website at www.irs.gov and search for Publication 503.

reimbursement from a Health Care Spending Account or a Dependent Care Spending Account – including OTC drugs – is allowed.

Vision – Cole Managed Vision (Aetna Participants Only)

As anyone who wears contact lenses or eyeglasses can tell you, having less-than-perfect vision can be costly. The Vision One discount program* helps you and your family save on many eye care products, including eyeglasses, contact lenses, nonprescription sunglasses, contact lens solutions and other eye care accessories. Plus, you can receive up to a 25% discount on LASIK surgery (the laser vision correction procedure). The Vision One discount program is available to Aetna members through Cole Managed Vision at no additional cost.

How It Works

1. Find the location nearest you. It's simple. Just log onto www.aetna.com, click on DocFind and select Vision One. Or call Vision One Customer Service (1-800-793-8616) to find a participating provider near you. Choose from a wide selection of optical centers nationwide, including Sears, JCPenney, Target, participating Pearle Vision centers and others, as well as through selected independent optometrist and ophthalmologist offices.
2. Schedule an eye exam. Well-eye exams are an important part of a healthy lifestyle. If your benefits plan covers eye exams, consult your provider directory or log onto www.aetna.com, and click on our DocFind® online provider directory for a list of participating optometrists and ophthalmologists. Your out-of-pocket expenses could be lower if you follow your plan requirements. Covered eye exams are available from most providers at Vision One locations. Check your plan documents for additional coverage and other important details. *If your benefits plan does not cover eye exams*, you can receive an exam at a discounted rate with Vision One. Schedule an appointment with a Vision One provider and pay the discounted exam rate (see schedule on next page for details) for eyeglasses or contact lenses. Most Vision One locations have doctors of optometry practicing on the premises or at a location nearby.
3. Save on eyewear. Choose from hundreds of fashionable frames and the latest in lens technology. Simply show your Aetna ID card, and any applicable services or products you receive will be discounted right at the point of purchase. There are no claim forms to complete and no waiting for reimbursement. *Vision One is a discount-only program. It is in addition to any vision care plan benefits you may have through your health benefits plan.

Discounted Prices on Products and Services (subject to change)

Eye Exams for Plans That Cover Eye Exams

Refer to your health benefits plan documents for coverage details.

Eye Exams for Plans That Do Not Cover Eye Exams

For eyeglasses - \$38

For standard contact lenses - \$78

For specialty contact lenses (i.e., Toric, Bifocal, Gas Permeable) - \$10 off standard fee

Lenses per Pair (uncoated plastic)

Single Vision - \$30

Bifocal - \$49

Trifocal - \$59

Standard Progressive (no-line bifocal) - \$99

BENEFITS AT A GLANCE
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	Member Cost	Out-of-Network Allowances
Employee Rates <ul style="list-style-type: none"> • Employee • Employee + 1 • Family 		\$5.44 \$10.26 \$15.02
Exam with Dilation as Necessary:	\$10	\$35
Contact Lens Fit and Follow-Up: (contact lens fit and two follow-up visits are available once a comprehensive eye exam has been completed) <ul style="list-style-type: none"> • Standard • Premium** 	\$10 Copay, Paid-in-full and two follow-up visits \$10 Copay, 10% off retail price, then \$55 allowance	\$40 \$40
Frames: (Any available frame at provider location)	\$100 allowance, 20% off balance over \$100	\$50
Standard Plastic Lenses: <ul style="list-style-type: none"> • Single Vision • Bifocal • Trifocal 	\$10 Copay \$10 Copay \$10 Copay	\$25 \$40 \$55
Lens Options: <ul style="list-style-type: none"> • UV Coating • Tint (Solid and Gradient) • Standard Scratch-Resistant • Standard Polycarbonate • Standard Progressive (Add-on to Bifocal) • Standard Anti-Reflective Coating • Other Add-Ons and Services 	\$15 \$15 \$15 \$40 \$65 \$45 20% off retail price	N/A N/A N/A N/A N/A N/A N/A
Contact Lenses: (contact lens allowance covers materials only) <ul style="list-style-type: none"> • Conventional • Disposable • Medically Necessary 	\$0 Copay, \$115 allowance, 15% off balance over \$115 \$0 Copay, \$115 allowance, plus balance over \$115 \$0 Copay, paid-in-ful	\$92 \$92 \$200
Laser Vision Correction: Lasik or PRK	15% off retail price – or – 5% off promotional price	N/A
Frequency <ul style="list-style-type: none"> • Examination • Frame • Lenses or Contact Lenses 	Once every 12 months Once every 24 months Once every 12 months	

See insert in your open enrollment material for further information and a list of providers.

Employee Assistance Program

The Employee Assistance Program (EAP) provided by FEI Behavioral Health, is a benefit available to you as a First America employee, and to your eligible dependents. It is designed to provide professional help in dealing with personal concerns impacting you or your family at home or work.

How It Works

By calling one toll free number, **1-800-323-0751**, you have access to all services available through this benefit. Primarily you can receive in-person counseling for personal problems such as: stress, anxiety, depression, other mental health problems, marital problems, divorce/single parent adjustment, drug/alcohol abuse, job-related difficulty, parent-child conflict, children's adjustment problems, family problems, financial worries, other personal problems.

BENEFITS AT A GLANCE
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401(k) savings plans have been around since about the early 1970's and are just another way for you to save money. 401(k) savings plans are only offered through companies. Not all companies offer employees this benefit. FGA is pleased that it is able to offer this very popular and important benefit to its employees as a way to save for their retirement later in life or to meet special needs during their working years.

Whether you are saving for a home, education needs or for retirement, your 401(k) savings plan through FGA offers you an easy and convenient way to save. Getting started on saving is the most important thing. If you are not sure how much you can afford to save, start small and gradually increase your savings to a comfortable level.

There may be times when it is not easy for you to set aside money for savings because of other financial needs. To help you, your 401(k) savings plan allows you to change the amount you save any payday. So, if you need a little extra cash, lower your savings and raise it later when money is not as tight. Also, saving through payroll deduction makes saving easy and convenient for you. A big advantage of 401(k) savings plans is that the money you save is not taxed – you don't pay federal or state tax on the money you save until later in life when you take the money out. That's another good thing.

The difference between a 401(k) savings plan and a pension plan

While both plans are commonly referred to as retirement plans, they are significantly different. In a pension plan, employees typically don't contribute any of their own money. Pensions are a retirement benefit that is 100% company paid. When you retire, the company pays you a set amount of money each month for the rest of your life. Generally under these types of plans if you retire at an early age the benefit you get is smaller. These types of plans are becoming less common in the United States because they are very expensive for companies to support financially.

A 401(k) savings plan is different. It is also a retirement benefit but it's mostly money you have saved over the years through payroll deduction. Some of it may be from matching contributions the company gives you, but most of it is your own savings.

What are some of the advantages of 401(k) savings plans over pension plans?

A common advantage of 401(k) plans over pension plans is that they are "portable" – that means when you leave the company, no matter what age, you can take the money with you. You can take the cash and do whatever you want with it (this is risky because you'll get hit with a big tax bill) or you can invest it in another company's 401(k) savings plan or some other tax sheltered account to protect it from taxes until later on in life when your income and taxes on your income are lower

Another common advantage of 401(k) savings plans over pension plans is that you have access to your money during your working years. You don't have access to your pension money during your working years. Now, don't get the idea that getting money out of your 401(k) savings plan is as easy as making an ATM withdrawal. The IRS sets strict rules about withdrawals and if you take money out before age 59-1/2, there are penalties you pay. The IRS wants your savings in your 401(k) savings plan to be for your retirement or special needs during your working years.

One way you have access to your 401(k) savings during your working years is through loans. Under your FGA 401(k) savings plan you can take out general purpose loans for up to five years. If the reason you are taking a loan is to buy a house, you can take the loan out for up to 30 years. The house must be your primary residence – sorry, no vacation homes. The minimum loan you can take is \$500. The maximum amount of your loan cannot be more than 50% of your account balance. This is an IRS rule. Loans are not considered withdrawals and you do not incur taxes or penalties you do for other types of withdrawals.

BENEFITS AT A GLANCE
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Years of Service	Percentage Vested
After 1 year	0%
After 2 years	33%
After 3 years	67%
After 4 years	100%

Tuition Reimbursement

The purpose of the tuition reimbursement program is to promote the development of First America and encourage the attainment of additional skills by First America employees. All active regular full-time First America' employees are eligible for this benefit.

Courses must be taken at an accredited institution, such as a college or university. Workshops, seminars, preparation classes, and certification examinations are not eligible for reimbursement. The maximum reimbursable credit hours allowed are 30 credit hours in a twelve-month calendar year period (January 1 through December 31).

Tuition reimbursement is limited to tuition charges only. Other charges such as books, laboratory fees, admission fees, etc. are not reimbursable. You must pay for the course(s) up front and, upon satisfactory completion of the course, you will be reimbursed 75 percent of the tuition cost for approved courses in which you receive a grade of C or better. In order to be eligible for reimbursement, you must be actively employed with First America at the time you start and finish the course(s).

