

## *Section 8*

### **WORKPLACE CONDUCT**

## 8.1 PCI Standards of Integrity and Personal Conduct

PCI's standard is to treat employees, customers and vendors with honesty and integrity and to maintain appropriate confidentiality in every aspect of our business. In turn, employees are expected to maintain these same high standards of honesty, integrity and appropriate confidentiality with the Company, each other, and with customers and vendors.

Employees who engage in dishonest business practices with customers or vendors, or who use customer information outside of Company procedures, will be subject to disciplinary action, up to and including termination of employment. Employees who engage in theft or willful misuse of Company property or funds, or who intentionally harm another employee, will be subject to disciplinary action, up to and including termination of employment.

Standards of integrity are necessary to maintain an atmosphere of mutual trust and cooperation. We expect that you will assist us in maintaining our standards of integrity and report activities of others that appear to be dishonest.

**PCI is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both the Company and third parties. Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting confidential information.**

Confidential information should never be accessed in the presence of unauthorized individuals. Similarly, confidential information should never be left unattended.

## 8.2 Attendance and Punctuality

To maintain a productive work environment, it is important that employees attend work as scheduled, unless they are excused. Employees who are absent from their positions or tardy for work place an additional burden on their co-workers and PCI. Unless they are excused, all employees are expected to work on all scheduled workdays and to report to work on time.

Regular attendance is a vital factor in each employee's job performance and is weighed heavily at evaluation time. Excessive, unexcused absenteeism and/or tardiness may result in a lower performance rating and may lead to disciplinary action, up to and including termination.

It is each employee's responsibility to arrive at work on time, prepared to work, and in full uniform (as established by local management). Punctuality also applies to meal periods and rest breaks. When you return promptly from your breaks, it shows concern for your fellow employees and the job you perform. Some departments have tightly scheduled meal periods which require everyone's cooperation.

Whenever an employee cannot avoid being late for work or is unable to report for work, he/she must personally call in at least two (2) hours prior to his/her scheduled start time and speak directly to the his/her supervisor or manager. If the employee's supervisor or manager is not available, the employee must leave a message and a call back number where he/she can be reached. An employee is required to follow this procedure each day that he/she will be late for work or are unable to come to work, unless otherwise instructed by his/her supervisor or manager. An employee's failure to follow this procedure may result in disciplinary action, up to and including termination of employment. Emergency situations may be considered as an exception to this two-hour call in requirement. However, a "no call, no show" incident is never justified or acceptable.

An employee who is absent or late are expected to provide his/her supervisor or manager with an honest explanation, and with the expected length of absence. PCI will comply with all applicable laws mandating time off from work, but an absent employee is expected to provide PCI with the appropriate

information to be able to make the determination of whether an absence is excused or unexcused. Moreover, and employee who is absent from work must notify his/her supervisor or manager of any change in condition or work status as soon as possible.

An employee who is absent from work for three consecutive days without notifying his/her supervisor or manager will be considered to have abandoned his/her job and voluntarily terminated employment with PCI.

This policy pertains to unexcused absences and tardiness. PCI provides reasonable accommodation to individuals with disabilities in compliance with state and federal law, up to the point of undue hardship.

### **8.3 Business Ethics**

The success of PCI and its reputation in the community are built upon the ethical conduct of its employees. PCI's reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of PCI depends upon its customers' trust and PCI is dedicated to preserving that trust. All employees owe a duty to PCI and its customers to act in a way that will merit the continued trust and confidence of the public.

PCI complies with all applicable laws and regulations and expects its directors, officers, managers, supervisors and employees to conduct business in accordance with the letter, spirit, and intent of all applicable laws and to refrain from any illegal, dishonest or unethical conduct. In general, the use of good judgment, based on high ethical principles, will guide each employee with respect to lines of acceptable conduct. If a situation arises in which it is difficult to determine the proper course of action, the matter should be discussed openly with the employee's supervisor or manager and, if necessary, with the Human Resources Manager, District Manager, Executive Vice President, or President.

Compliance with this policy of ethical conduct is the responsibility of every PCI employee. Failure to comply with this standard of business ethics and conduct will result in disciplinary action, up to and including termination of employment.

### **8.4 Conflicts of Interest**

PCI's strives to provide a high level of service to its customers, i.e., parking facility owners and transportation providers. PCI conducts business in accordance with contractual arrangements entered into by PCI with various third parties and organizations. These relationships are often the product of longstanding relationships and/or substantial investments of PCI's resources, energies, money and efforts. PCI's reputation and relationships with outside organizations and individuals are of utmost importance.

As discussed above in the Business Ethics policy, PCI expects its employees to conduct business according to the highest ethical standards of conduct. Employees are also expected to dedicate their best efforts to the interests of PCI. Business dealings that create or appear to create a conflict of interest between PCI and an employee are unacceptable.

A potential conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee, an immediate family member, or other third party in a relationship with the employee, as a result of PCI's business dealings.

PCI recognizes the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to PCI. However, employees must disclose any possible conflicts of interest, so that the Company may address the potential conflict and prevent damage to its business and reputation in the community.

Employees must avoid any interest, influence or relationship which might conflict or appear to conflict with the best interests of PCI. Although it is not possible to specify every action that might create a conflict of interest, listed below are examples of potential conflicts of interest that may arise during your employment with PCI:

- Accepting gifts, entertainment or other benefits of more than a nominal value from a PCI competitor, customer, supplier, or potential supplier.
- Receiving any income or material gain from individuals or organizations outside PCI for services rendered while performing job duties for PCI (other than normal tips and gratuities).
- Working for a competitor, supplier, or customer while employed by PCI (without notifying and obtaining the approval of PCI management).
- Engaging in self-employment in competition with PCI.
- Having a financial interest in any business transaction with PCI.
- Using proprietary or confidential PCI information for personal gain or to PCI's detriment.
- Having a direct or indirect financial interest in or relationship with a competitor, customer or supplier.
- Acquiring any interest in property or assets of any kind for the purpose of selling or leasing the property or asset to the Company.
- Committing PCI to give its financial or other support to any outside activity or organization without appropriate written authorization.

PCI insists upon the undivided loyalty of its employees throughout their employment. Every employee has a legal and ethical responsibility to promote the Company's best interests. No employee is authorized to engage in any work-related conduct that is inconsistent with the Company's best interests or that disrupts, undermines, or impairs the Company's relationships with its customers, prospective customers or any outside organization, person or entity with which PCI does business.

PCI reserves the right to determine whether an employee's outside activities or relationships present an actual or potential conflict of interest. If PCI determines, within its sole discretion, that a relationship between an employee, on one hand, and a non-employee or outside organization, on the other, presents an actual or potential conflict of interest, PCI will take whatever action it determines to be appropriate to avoid or resolve the actual or potential conflict of interest. Such action may include, without limitation, transfer, reassignment, shift change, or termination of employment.

An employee who is unsure of whether a particular situation creates a conflict of interest must ask for clarification from his/her supervisor or manager, or the Human Resources Manager. An employee's failure to adhere to this policy, including but not limited to, an employee's failure to disclose any conflict or seek an exception to this policy when an actual or potential conflict arises, may result in disciplinary action up to and including termination of employment.

## **8.5 Outside Employment**

During employment with PCI, employees may hold outside jobs, provided that the supplemental employment is disclosed to and approved by PCI management, the outside employment does not create a conflict of interest, and the employee continues to meet the performance standards of his/her position with PCI. An employee may not engage in any outside activity or other employment that interferes with the employee's work schedule for PCI, or raises a conflict of interest with the employee's duties and obligations to PCI.

By way of example, PCI does not object to a cashier, valet or driver providing similar work for another employer, as long as the outside employment does not interfere with the employee's work schedule for PCI. All employees will be judged by the same performance standards and will be subject to PCI's scheduling demands, regardless of any existing outside work requirements.



PCI reserves the right to determine whether an employee's outside employment creates an actual or potential conflict of interest. If PCI determines, within its sole discretion, that an employee's outside work creates a conflict of interest or interferes with performance or the ability to meet the requirements of PCI, the employee may be asked to terminate the outside employment if he/she wishes to remain employed by PCI.

## **8.6 Confidential Information/Non-Disclosure**

The protection of confidential information and trade secrets is essential to PCI and its customers. To protect such information, no employee is authorized to disclose any confidential, proprietary or trade secret information of PCI or its customers, except as necessary and required to carry out the employee's job duties on behalf of PCI. Employees who are exposed to confidential, proprietary and/or trade secret information about PCI, its customers, or its business plans and activities, may be required to sign a standalone confidentiality agreement as a condition of employment. Employees who improperly disclose confidential, proprietary or trade secret information in breach of this policy are subject to disciplinary action, up to and including termination of employment, regardless of whether they have signed a standalone confidentiality agreement.

All PCI records and all information about PCI, its employees, customers, suppliers and vendors, is to be kept confidential and divulged only to individuals within the Company with both a need to receive and authorization to receive the information. All records and files maintained by PCI are confidential and remain the property of the Company. No PCI records, files or related information may be removed from Company premises or disclosed to any outside party without express authorization from PCI management. Confidential information regarding PCI includes, but is not limited to, financial records; business, marketing, and strategic plans; personnel and payroll records regarding current and former employees; the identity of, contact information for, and any other account information on customers, vendors and suppliers; inventions, programs, trade secrets, formulas, techniques and processes; and any other documents or information regarding PCI's operations, procedures or practices. Such confidential information also includes, without limitation, the following examples:

- computer processes
- computer programs and codes
- customer lists
- customer preferences
- financial information
- personnel information
- labor relations strategies
- marketing strategies
- pending projects and proposals
- research and development strategies
- technological data

Employees must not disclose confidential information to any unauthorized person inside or outside the Company. An employee who is unsure about the confidential nature of specific information must ask for clarification from his/her supervisor or manager, or the Human Resources Manager.

Employees who improperly use or disclose confidential, proprietary or trade secret information will be subject to disciplinary action, up to and including termination of employment. Improper use or disclosure includes both revealing confidential information or using such information for purposes other than carrying out the employee's job duties for PCI. Former employees are also prohibited from using or disclosing PCI's confidential information, proprietary or trade secret information without the express written approval of PCI's President. PCI reserves the right to avail itself of all legal or equitable remedies to prevent impermissible use or disclosure of confidential, proprietary or trade secrets information or to

recover damages incurred as a result of the impermissible use or disclosure of such information by employees or former employees.

**Whistleblower Immunity Provision.** Title 18, Section 1833(b) of the United States Code provides:

“An individual shall not be held criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that – (A) is made – (i) in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney; and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other documents filed in a lawsuit or other proceeding, if such filing is made under seal.”

In compliance with this law, PCI will not seek to hold any employee or individual performing work for the Company as a contractor or consultant criminally or civilly liable under any Federal or State trade secret law for (1) disclosing a trade secret of the Company in confidence to any Federal, State or local government official, or to an attorney, for the sole purpose of reporting or investigating a suspected violation of law; or (2) disclosing a trade secret of the Company in a complaint or other document that is filed under seal in a lawsuit or other proceeding. All agreements, contracts, and personnel policies of the Company are to be drafted and interpreted in accordance with this policy.

## **8.7 Personal Relationships in the Workplace**

The employment of relatives or individuals involved in a dating relationship in the same area of an organization can cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a “relative” is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A “dating relationship” is defined as a relationship that may reasonably be expected to lead to the formation of a consensual “romantic” or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

An employee may not occupy a position that involves working directly for or supervising a relative. When a relationship in violation of this policy occurs, it is the responsibility and obligation of the supervisor or manager to disclose the existence of the relationship to the Human Resources Manager. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position, if any. If that decision is not made within 30 calendar days, PCI will decide who is to be transferred or, if necessary, terminated from employment.

Management desires to avoid misunderstandings, complaints of favoritism and the morale and dissension problems that can potentially result from dating relationships between supervisory employees and co-workers. Therefore, supervisors and managers are prohibited from dating or pursuing romantic relationships with employees they supervise, directly or indirectly, or with any other employee where the relationship creates a potential conflict of interest or presents significant business concerns regarding supervision, safety, security or morale. PCI expects that all supervisors and managers will exercise their best judgment and not engage in any relationship that would be detrimental to their ability to perform their managerial duties in a professional and competent manner. **Violation of this policy will result in transfer, reassignment and/or disciplinary action, up to and including termination of employment.**

## **8.8 Customer Service**

Clients and customers are among our organization’s most valuable assets. Every employee represents PCI to our clients and customers and to the general public. The way we do our jobs affects the public image of our entire organization. Customers judge all of us by how they are treated with each

employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of PCI. Positive customer relations not only enhance the public's perception and image of PCI, but also result in greater customer loyalty and increased sales and profits.

### **8.9. No Solicitation during Work Time or in Work Areas**

Employees may not solicit (or be solicited by others) for any purpose during work time. For purposes of this policy, work time does not include rest breaks or meal periods. Employees may not solicit in work areas at any time. A single exception to the foregoing is charitable solicitation approved by PCI in advance and conducted under conditions specified.

Employees may not distribute any form of advertising materials, handbills, or other literature in work areas at any time, or in non-work areas while on work time. Non-employees are prohibited from distributing any form of literature on Company property or Company-managed property, including but not limited to buildings and parking lots, at any time.

Nothing in this Employee Handbook is intended to restrict or prohibit an employee from engaging in protected, concerted, protected activity under the National Labor Relations Act or other applicable law during non-work time and in non-work areas.

### **8.10 Bulletin Boards**

PCI maintains bulletin boards as sources of information. The bulletin boards are to be used solely to post information approved by PCI management regarding Company policies, governmental regulations, and other matters of concern to all employees and related to employment with the Company. No information may be placed on these bulletin boards without the prior approval of the Human Resources Manager. All notices or other materials must be approved by PCI management before posting on bulletin boards.

### **8.11 Use of Company Telephones and Mail**

PCI's telephone system is a lifeline to its customers and vendors. Proper use of PCI telephone system is critical to providing the best service to PCI's customers.

Incoming personal calls are not permitted during working hours, except in cases of emergency. Outgoing personal calls may be made on an employee's personal cellular phone during rest breaks and meal periods, but not during worktime when an employee is performing his/her job duties.

Unauthorized use of Company telephones for personal reasons is considered misuse of Company assets and will require reimbursement of any long distance or other charges. Continued abuse will result in disciplinary action, up to and including termination of employment.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace. All mail delivered to a PCI office or PCI-managed facility is presumed to be related to Company business. Mail sent to an employee at a PCI address will be opened by the office and routed to the employee's department. An employee who does not wish to have his/her correspondence handled in this manner should not have personal mail sent to a PCI office or PCI-managed facility.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

## **8.12 Cell Phones and PDA Usage While Driving; Driver Safety**

California Vehicle Code section 23123.5 prohibits all drivers from operating a motor vehicle “while holding and operating a handheld wireless telephone or an electronic wireless communications device unless [the device is] designed and configured to allow voice-operated and hands-free operation, and it is used in that manner while driving.” A cell phone or PDA may be operated with the driver’s hand only if the device is mounted to the vehicle’s windshield, dashboard or center console, and “[t]he driver’s hand is used to activate or deactivate a feature or function [of the device] with the motion of a single swipe or tap of the driver’s finger.”

PCI employees are prohibited from using cellular phones or PDAs while driving motor vehicles of any kind, unless the vehicle is equipped with a compliant, voice-activated, hands-free device. Texting, sending or reading email or text messages, watching videos, or using any other personal digital device app while driving a motor vehicle is strictly prohibited. (See Section 8.12, below, regarding additional restrictions on use of use of cellular phones and PDAs by bus or shuttle drivers.)

If an employee does not have a compliant hands-free device in the vehicle and needs to answer or place a call or otherwise use a cell phone or PDA, the employee must pull over to a safe place before doing so. Moreover, even when a compliant hands-free device is available, employees should pull off the road to a safe location before answering or placing a call whenever driving conditions are difficult, such as when driving in bad weather, heavy traffic, or an unfamiliar area. When a telephone conversation is or becomes long, complex or distracting, an employee should pull over to a safe place before continuing the conversation.

The sole exception to this policy is when a legitimate emergency requires immediate communication with 911 operators, law enforcement or other emergency personnel.

Proper cellular telephone and PDA use is one part of safe driving. While traveling on PCI business, employees are also expected to obey posted speed limits and other traffic laws, wear seat belts, and remain alert at all times. Employees who drive a motor vehicle to carry out their job duties must be properly licensed and must provide PCI with a copy of their drivers’ license and proof of insurance.

Violations of this policy will result in disciplinary action, up to and including termination of employment.

## **8.13 Cell Phone, PDA and PTT Usage by Bus and Shuttle Drivers**

Additional restrictions on usage of cellular phones, PDAs and PTT devices are applicable to bus and shuttle drivers, including those employed by the Transportation Concepts division. California Vehicle Code section 23125(a) generally prohibits bus and shuttle drivers from using a wireless telephone while driving. Section 23125(b) creates an exception which allows a bus or shuttle driver to use a wireless telephone only for work-related purposes, or for emergency calls to a law enforcement agency, health care provider, fire department, or other emergency service agency.

Bus and shuttle drivers are issued PTT phones (“PTTs”) for communications with dispatch and their supervisors. PTTs must be turned on at all times, from the time the driver clocks in until to the time he/she clocks out. Turning off a PTT during the workday will result in disciplinary action. Although the PTT must continue to be on during a driver’s rest breaks and meal periods, drivers are excused from all job duties during such times, including monitoring of PTTs.

Drivers must refrain from using PTTs or any other type of wireless phone or PDA while driving the bus or shuttle. This includes placing and receiving calls or PTT messages while driving. When a driver must place or receive a call or PTT message, he/she must first bring the vehicle to a complete stop in a safe location, such as a service stop. Stopping at a red light, stop sign or other unsafe location to place or receive a call or PTT message is prohibited and will result in disciplinary action, up to and including termination of employment.

Drivers are expected to focus their undivided attention on safe driving and service to the riding public. Driver may not wear headphones or earbuds. Drivers may not listen to music apps or downloaded music on any portable device while driving.

When communicating with dispatch using a PTT, drivers must always wait for dispatch to acknowledge the communication before ending the conversation. When a driver receives a busy signal from dispatch, he/she should wait a short time and try again. A busy signal is never a valid excuse for a driver's failure to report in.

PTTs are linked to a GPS tracking system, which allows the Company to monitor the location, time points and speed of the vehicle. Drivers have no expectation of privacy with respect to such information.

Employees who violate this policy are subject to disciplinary action up to and including termination from employment.

#### **8.14 Personal Belongings**

PCI is not responsible or liable for personal property that is lost, stolen or damaged. The responsibility for safeguarding, replacing, or repairing personal property that is lost, stolen or damaged is that of the individual employee. Consequently, PCI discourages employees from bringing any valuable personal property to work.

#### **8.15 Use of PCI Tools and Equipment**

Tools and equipment essential to accomplishing job duties are often expensive and may be difficult to replace. When using PCI property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify your supervisor if any equipment or machinery appears to be damaged, defective, or in need of repair. Prompt reporting of damage, defects, and the need for repair can prevent deterioration of equipment and possible injury. Please ask your supervisor or manager if you have any questions about your responsibility for maintenance or care of equipment used on the job.

The Company's letterhead, supplies, copiers, and postage meters are provided for conducting Company business only and are not for personal use.

#### **8.16 Personal Appearance and Grooming**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image PCI presents to customers and visitors. Each employee's job responsibilities determine the applicable dress code, but all employees are expected to be in proper attire or uniform while on duty at all times.

During business hours or when representing PCI, employee must present a neat and tasteful appearance. Employees are expected to dress according to the requirements of their position and accepted business standards. Natural and protective hairstyle, such as braids, twists and locks, are acceptable under this policy.

Some employees, such as drivers, are required to wear uniforms that are mandated by the client. All such employees are expected to be neat and clean and in proper uniform while on the job:

- Drivers must wear shoes that are appropriate for safe driving and safe work activity. Shoes must be dark in color, preferably black, and not have open toes or heels.
- Uniform shirts are to be buttoned and tucked in.
- Company provided patches/name tags are to be worn on uniform shirts and jackets.

Employees who are not required to wear a uniform should dress in accordance with business casual standards:

Acceptable dress includes:

- Shirts with collars.
- Slacks.
- Casual dress shoes or sneakers that are clean and in good condition.
- Women's slacks, capris, professional length skirts and dresses.

Unacceptable dress includes:

- T-shirts.
- Sweatshirts and sweatpants.
- Overalls and leggings.
- Backless, strapless, halter or off the shoulder dresses or blouses.
- Shorts (unless part of required apparel for position).
- Sandals.
- Any clothing that is too casual for a professional business environment.

Cosmetics may be worn provided they are not of such a nature as to be considered unusual or excessive. A conservative appearance should be maintained.

Notwithstanding this policy, the Company will reasonably accommodate an employee's religious dress and grooming practices to the extent that such accommodation does not result in undue hardship. Any request for such accommodation should be made to your supervisor or manager and/or the Human Resources Manager.

Your supervisor or manager is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor or manager feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor or manager if you have questions as to what constitutes appropriate appearance.

## **8.17 Uniform Policy**

Some PCI employees are required to wear coordinated clothing or a uniform while at work. When coordinated apparel or a uniform is required at the location, it is the employee's responsibility to be in complete and proper apparel at all times while on the job.

Due to client requests, uniform policies may vary from location to location. When the required apparel items are part of a basic wardrobe usable in the occupation, such as dark pants, black shoes and black belts, they are the responsibility of the employee. However, when the required apparel items are not part of a basic wardrobe usable in the occupation, PCI will issue the employee a complete set of uniforms for the location assigned.

When an employee is required to wear apparel that is not part of a basic wardrobe usable in the occupation (as discussed above), the employee will be provided with uniform sets by his/her supervisor and instructed on the procedures for cleaning, maintenance, and replacements. When a uniform requires care other than normal washing and tumble drying, PCI will either provide a uniform laundering service or pay the employee a weekly maintenance allowance.

Whenever PCI issues an employee a uniform set, it may charge the employee a uniform deposit, not to exceed the cost of the uniforms issued. Whenever a uniform deposit is required, PCI will:

- Provide the employee with a receipt for the deposit;
- Provide the employee with a written agreement that sets forth any conditions under which the deposit is given; and
- Maintain the uniform deposit in a separate account that is not combined with other types of PCI funds.

Uniform deposits will be refunded in full upon termination of employment provided that all uniform sets issued to the employee are returned, with normal wear and tear.

### **8.18 Driver's License/PCI and Personal Vehicles**

When an employee's job requires that the employee drive vehicles owned or operated by the Company or its customers, PCI will request a copy of the employee's past driving record from the Department of Motor Vehicles to determine suitability for the position.

In addition, an employee maintain personal automobile insurance, in accordance with the applicable state law, when the employee's position requires that the employee use his/her personal vehicle for Company business. In such cases, PCI reimburses its employees for mileage at the IRS rate, which is intended to provide full reimbursement for insurance, fuel, maintenance, and vehicle wear and tear.

### **8.19 Driver's License/Bus and Shuttle Drivers**

Bus and shuttle drivers, including those who work for the Transportation Concepts division, must obtain and possess all required licenses and permits required by the state. Such employees must at all times keep their licenses, endorsements, certificates, and permits current and valid. A bus or shuttle driver who does not have a current and valid license will be removed from service, without pay, until such time as the license is renewed and it subject to disciplinary action, up to and including termination of employment.

Department of Motor Vehicle checks are performed throughout the term of employment. All employees with any driving responsibilities must be insurable under the insurance policies the Company has or may obtain.

### **8.20 Pull Notice Program**

PCI enrolls all employees who drive a vehicle as part of their normal job duties and are covered by PCI automobile insurance plan, in the Department of Motor Vehicles Pull Notice Program (EPN). The EPN Program provides PCI with a means of promoting driver safety through the ongoing review of driver records, including information obtained from an individual's driver license application, abstracts of convictions and accidents, which are open to public inspection.

## **8.21 Smoking Policy**

In compliance with California law, smoking is prohibited throughout the workplace at all times. All PCI offices and PCI-administered properties, including production areas, common areas, lobbies, restrooms, break rooms and other workspaces, are smoke-free areas. Smoking is also prohibited while riding in or driving a PCI vehicle. Smoking is permitted only during an employee's break times in outdoor areas designated by management.

This policy applies to all employees, customers, and visitors, and it applies to tobacco products as well as e-cigarettes and vaping devices. Employees are also subject to smoking policies as determined and implemented by client or building requirements at the location level. Any employee who violates smoking policies will be subject to disciplinary action, up to and including termination of employment.

## **8.22 Visitors**

Generally, employees are not permitted to have friends or relatives visit during working hours. Please check with the Human Resources Manager before inviting friends or relatives to a PCI worksite, e.g., regarding an emergency situation.

## **8.23 Computer, Voicemail and Email Usage**

PCI uses various forms of electronic communication systems, including but not limited to, computers, email, telephones, voicemail, fax machines, personal digital assistants, and other online services paid for by the Company (collectively, the "Electronic Communications Systems"). All Electronic Communications Systems, including all software and hardware, are the property solely of the Company. All messages or other information stored on the Electronic Communication Systems are the property solely of the Company and may be accessed at any time by the Company. EMPLOYEES HAVE NO EXPECTATION OF PRIVACY IN ANY COMMUNICATIONS OR INFORMATION STORED ON THE ELECTRONIC COMMUNICATIONS SYSTEMS.

Each employee is responsible for the content of all electronic communications he/she places or sends over the Electronic Communications Systems. Electronic communications consist of all electronically transmitted correspondence, voicemail, email, instant messages, or communications between an employee and another employee, customer, representative, vendor, or other third party. PCI reserves and intends to exercise the right to review, audit, intercept, access and disclose any and all electronic communications received or sent using its Electronic Communications Systems. The contents of email, voicemail and text messages stored on such electronic devices may be disclosed without the permission of the employee. The confidentiality of any electronic communication should not be assumed. Even when a message is erased, it is still possible to retrieve the message. Further, the use of passwords for security does not guarantee confidentiality or restrict PCI's access to electronic communications. All passwords must be disclosed to the Company.

Employees are provided with access to the Electronic Communication Systems to facilitate Company business. While employees may occasionally use the Electronic Communications Systems for personal reasons during non-work time, including the exercise of Section 7 rights under the National Labor Relations Act, employees must refrain from sending or receiving large audio or video files that would impair the efficiency of the Electronic Communications Systems. Email may not be used to solicit others for commercial ventures, religious causes or political causes. Moreover, like all other messages and information stored on the Electronic Communications Systems, the Company reserves the right to access and monitor such personal communications and employees have no expectation of privacy with respect to them.

Users of the Electronic Communications Systems must comply with the following guidelines:



- Email to a customer should follow the same formality as a business letter. It should be treated as a formal document with proper business standards being followed. Spelling, grammar and punctuation should be checked.
- Use professional language. Never send abusive, harassing, or threatening messages, even in jest.
- Review your message before you send it. A sentence that might be clear to someone talking to you face to face might come across quite differently without the tone of your voice or your facial expressions.
- Use professional courtesy and business etiquette.
- The Electronic Communications Systems and their contents are not private and their contents may be subject to discovery in litigation. Employees should exercise the same restraint and caution in drafting and transmitting messages over the Electronic Communications Systems as they would when writing a memorandum or sending a letter. Employees should assume that their messages will be saved and reviewed by someone other than the intended recipient. Information contained on the Electronic Communications Systems is backed up periodically and even deleted messages and documents may be retrieved at the discretion of the Company.
- All electronic information created by any employee using the Electronic Communications Systems is the property of the Company and remains the property of the Company. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the Company's ownership of the electronic information and should create no expectation of privacy on the part of an employee. The Company reserves the right to access and disclose all information stored in its Electronic Communications Systems.
- Notwithstanding PCI's right to retrieve and read any text, voicemail or email message stored on the Electronic Communications Systems, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees should not use a password, access a file, or retrieve any stored communication without prior authorization from a supervisor or manager.
- The Company's policies against sexual and other harassment apply fully to an employee's use of the Electronic Communications Systems and any violation of those policies is grounds for disciplinary action, up to and including termination of employment. PCI prohibits the use of its Electronic Communications Systems in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images, messages, and cartoons is prohibited. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

PCI purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, PCI does not have the right to reproduce such software for use on more than one computer. Employees may only use software on local area networks or on multiple machines according to the applicable software license agreement. PCI prohibits the illegal duplication of software and its related documentation. Employees may not download or use unlicensed software from any source. Employees may not install personal software on the Electronic Communications Systems.

All Company employees are expected to be knowledgeable of this policy and to comply with it. Violations of this Electronic Communications Systems policy may result in the immediate revocation of

system use privileges. An employee should notify his/her supervisor or manager, the Human Resources Manager, or another member of management upon learning of any violation of this policy. Employees who misuse the Electronic Communications Systems (e.g., to engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment or related actions) will be subject to disciplinary action, up to and including termination of employment.

## **8.24 Internet Usage**

The Company provides Internet access to some of its employees as a business tool. While employees may occasionally access the Internet for non-business purposes, personal use will be monitored, should be kept to a minimum, and should not interfere with an employee's performance of job duties. We expect our employees to use good judgment in all aspects of their jobs including how they use the Internet. Under no circumstances may the Company's Electronic Communications Systems be used in connection with work for another employer or in connection with self-employment. Employees are responsible for ensuring that Internet access is used in an effective, ethical and lawful manner.

**a. Downloading of Software.** To prevent computer viruses from being transmitted through the system, employees are strictly prohibited from downloading software from the Internet. Use of Internet-based email and Instant Messaging programs such as those offered by Gmail, Yahoo, and iCloud Mail is also prohibited. Downloading games from the Internet is prohibited. Downloading executable files or programs that change the configuration of the system by anyone other than Information Technology personnel is prohibited. Employees may not install other on-line services to access the Internet on Company-owned computers. Employees may not install additional email clients, or modify Company email clients to access email accounts that are not Company-provided email accounts. Any questions should be directed to an employee's supervisor or manager, or to the Human Resources Manager. Violations of this policy may result in disciplinary action, up to and including termination of employment.

**b. Security.** All Internet data that is composed, transmitted, or received via the Electronic Communications Systems, including the Internet, is considered to be part of the official records of PCI. At any time and without prior notice, the Company reserves the right to examine email, voicemail, personal file directories, Internet usage, and other information stored on the Company's computer hardware and software. This examination helps to ensure compliance with internal policies, supports the performance of internal investigations, and assists the management of information systems. As such, the Company or its agents may monitor access to the Internet. Employees have no expectation of privacy with respect to such records and employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful, and that Internet access is used for legitimate business purposes. Use of the Internet constitutes acceptance of such monitoring. In addition, all communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.

Employees are prohibited from sharing their email accounts, network log-ins, passwords or network access information with anyone. This includes, but is not limited to, friends, family members or other employees. Employees will be held responsible for any unauthorized use of or access to their accounts.

Employees are further responsible to enhance and maintain the security of Company networks and software by immediately reporting any known problems, bugs, viruses, security holes, and unauthorized or improper usage to their supervisor or manager.

**c. Harassment and Ethics.** This policy regarding Internet use should be read and interpreted in conjunction with all other Company policies, including but not limited to, policies prohibiting harassment, discrimination, retaliation, offensive conduct or inappropriate behavior. Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, pornographic, threatening, harassing, intimidating, or disruptive to any employee or other person. Employees are prohibited from accessing the Internet for any unethical purposes, including pornography, violence, gambling, racism, harassment, or any illegal activity. Employees are forbidden

from using profanity or vulgarity when posting electronic mail via the Internet or posting to public forums (i.e., newsgroups). No messages with derogatory or inflammatory remarks about an individual's race, religion, national origin, physical attributes, or sexual preference may be transmitted. Violation of this policy will result in disciplinary action, up to and including termination of employment.

Employees must abide by all federal and state laws with regard to information sent through the Internet. Unauthorized release or disclosure of Company trade secrets and confidential information should never be made over the Internet or otherwise. Unauthorized use or disclosure of the Company's or its customers' trade secrets or confidential information may result in disciplinary action, up to and including termination of employment.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not obtained authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

All software located on Company owned computers has been licensed for Company use only. Employees are not permitted to copy or install any Company-owned and licensed software without express permission from the Company to ensure compliance with copyright and licensure laws. Failure to observe copyright or license agreements may result in disciplinary action, up to and including termination of employment.

**d. Improper Use.** The following behaviors are examples of activities that are prohibited and may result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's log-in code or password
- Copying or downloading software and electronic files without proper authorization
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright laws
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage PCI's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of PCI's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of PCI
- Sending anonymous email messages
- Engaging in any illegal activity.

Nothing in this policy is intended to restrict or prohibit employees from truthfully engaging in protected, concerted activity under the National Labor Relations Act.

e. **Violations.** Abuse of the Internet access provided by PCI in violation of law or PCI's policies is strictly prohibited. Employees found to be using the Company's computers or networks to destroy or alter files, software, hardware, or email, voicemail and/or Internet accounts, or found in violation of any guidelines listed above, will be subject to disciplinary action, up to and including termination of employment. If necessary, the Company will notify appropriate law enforcement of any illegal violations. Employees may also be held personally liable for any violations of this policy.

## **8.25 Use of Social Media**

PCI understands that social media can be a rewarding way to share your life with family and friends around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities. PCI has substantial legal responsibilities that must be observed when posting online. These responsibilities include obligations to protect the privacy, confidentiality, and legal interests of the Company and its customers. PCI expects all employees to use good judgment at all times while dealing with social media. To assist you in making responsible decisions, we have established these guidelines for appropriate use of social media.

This policy applies to all managers, supervisors, and employees of PCI. Nothing in this policy is intended to restrict or prohibit an employee from truthfully engaging in protected, concerted activity under the National Labor Relations Act.

In the rapidly expanding world of electronic communications, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to an employee's own or someone else's web log or blog, journal or diary, personal website, social or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with PCI, as well as any other form of electronic communication. Social media sites may include, but are not limited to, sites such as Facebook, Twitter, LinkedIn, Instagram, and YouTube, as well as web blog sites.

The same principles and guidelines found in other PCI policies apply to an employee's activities online, including, but not limited to, the following PCI policies found in this Handbook:

- Policy on Sexual and Other Unlawful Harassment;
- Policy on Internet Use;
- Policy on Computer, Voicemail and Email Usage;
- Policy on Confidentiality; and
- Policy on Workplace Violence Prevention.

In addition to these other Company policies, the guidelines below apply to each employee's activities on line. Ultimately, each employee is solely responsible for what he/she posts online. Before creating online content, an employee should consider some of the risks and rewards that are involved. Keep in mind that conduct that adversely affects an employee's job performance, the performance of fellow managers, supervisors, and/or employees, or otherwise adversely affects customers, vendors, suppliers, independent contractors, or others doing business with the Company, may result in disciplinary action, up to and including termination of employment.

a. **Know and Follow the Rules.** Carefully read these guidelines, as well as the related PCI policies listed above, to ensure that postings are consistent with these policies. Inappropriate postings that include discriminatory remarks, unlawful harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject the posting employee to disciplinary action, up to and including termination of employment.

b. **Protect Customer and Company Confidences.** All employees have a duty to protect PCI's confidential information, including but not limited to, financial records; business, marketing, and strategic

plans; personnel and payroll records regarding current and former employees; the identity of, contact information for, and any other account information on customers, vendors and suppliers; trade secrets, formulas, techniques and processes; and any other confidential documents or information regarding the Company's operations, procedures or practices. Under no circumstances should an employee use or disclose, directly or indirectly, any such information online.

Contact information for PCI's customers and business associates is important confidential information. Such information should not be posted or shared online. By example, PCI's contact lists should not be uploaded to social network sites because this may expose the Company's contacts to outside review.

c. **Be Respectful.** Always be fair and courteous to fellow managers, supervisors, and/or employees of the Company, as well as the Company's customers, vendors, suppliers, independent contractors, or others doing business with the Company. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers, managers and/or supervisors, than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage fellow managers, supervisors, and/or employees, that disparage the Company's customers, vendors, suppliers, independent contractors, or others doing business with the Company, or that might constitute unlawful harassment or bullying. Examples of such conduct include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of gender, race, religion, color, gender identity, sexual orientation, national origin, ancestry, citizenship status, uniform service member status, veteran status, marital status, pregnancy, age, medical condition, disability or any other category protected by applicable federal, state or local laws.

d. **Be Honest and Accurate.** Make sure that you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Company, the Company's, managers, supervisors, or employees, and/or the Company's clients, vendors, suppliers, independent contractors, or others doing business with the Company.

e. **Post Only Appropriate and Respectful Content.** In using social media, it is important that you comply with each of the following:

- Maintain the privacy, confidentiality, and legal interests of PCI and its customers. Do not post internal reports, policies, customer communications, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.
- Do not create a link from your blog, website or other social networking site to a PCI website without identifying yourself and your title at the Company.
- Express only your personal opinions. Never represent yourself as a spokesperson for PCI. If PCI is a subject of the content you are creating, be clear and open about the fact that you are a manager, supervisor, or an employee of PCI, and make it clear that your views do not represent those of PCI, its managers, supervisors, and/or employees, and/or PCI's customers, vendors, suppliers, independent contractors, or others doing business with PCI. If you publish a blog or post online related to the work that you do, or other subjects associated with PCI, make it clear that you are not speaking on behalf of PCI. It is best to include a disclaimer such

as, "The postings on this site are my own and do not necessarily reflect the views of Parking Concepts, Inc."

**f. Using Social Media at Work.** Refrain from using social media while on work time or on equipment PCI provides, unless it is work-related, authorized by your supervisor or manager, and consistent with PCI's policies on Internet Usage and Computer, Voicemail and Email Usage. Do not use PCI's email addresses to register on social networks, blogs or other online tools utilized for personal use.

**g. Retaliation is Prohibited.** PCI prohibits retaliating against any of its managers, supervisors, and/or employees for reporting any actual or suspected deviations from this policy or for cooperating in an investigation of any such report. Any manager, supervisor, and/or employee who retaliates against another manager, supervisor, and/or employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination of employment.

## **8.26 Media Contacts**

All media inquiries regarding PCI must be referred immediately to the Executive Vice President or President of PCI. Only the Executive Vice President and President are authorized to make or approve public statements on behalf of PCI.

None of PCI's managers, supervisors, or employees are authorized to speak to the media on behalf of PCI or its customers, vendors, suppliers, independent contractors, or others doing business with the Company, without first contacting and obtaining the approval of the Executive Vice President or President. Moreover, any employee wishing to write and/or publish an article, paper, or other publication on behalf of PCI must first obtain approval from the Executive Vice President or President.

## **8.27 Workplace Conduct**

Although there is no way to identify every possible violation of standards of conduct, the following is a partial list of infractions which may result in corrective action or discipline up to and including termination of employment:

### **ATTENDANCE AND PERFORMANCE**

- Failure to perform job duties or work assignments to management's satisfaction.
- Excessive, unexcused absenteeism or tardiness as defined in this Employee Handbook.
- Failure to work a shift as scheduled, or arranging your own replacement on a shift without permission from a supervisor or manager.
- Job abandonment; leaving a department or work area during work time without permission from a supervisor or manager.
- Failure to report to a mandatory meeting or training session without prior authorization from a supervisor or manager.
- Refusing to work split shifts, split weeks, or overtime without reasons acceptable to a supervisor or manager.
- Failure to report to work on the date scheduled for return from leaves of absence.
- Working at another job, without prior authorization from a supervisor or manager, while on a leave of absence from PCI.

### **VIOLATING POLICY**

- Violation of any PCI policy, procedure or practice.
- Violation of PCI's safety policies and procedures.
- Violation of the PCI's dress code.
- Improper uniform; unkempt appearance.

- Failure to comply with PCI's smoking policy.
- Violation of policies regarding employee use of PCI facilities.
- Violation of security or safety regulations including unsafe acts, such as improper bending, lifting, twisting etc.
- Traffic citations while operating PCI vehicles or conducting PCI work.
- Violation of PCI's Drug and Alcohol Use policy; refusal to take a drug and alcohol test.
- Failure to produce a prescription in the employee's name for a controlled substance.
- Conviction of driving under the influence, reckless driving, or hit-and-run driving whether on or off the job, in a Company or personal vehicle.

#### OFFENSIVE CONDUCT

- Violation of PCI's Equal Employment Opportunity and/or Harassment Prevention policies.
- Displaying any immoral, indecent or degenerate conduct, or soliciting any person for immoral purposes.
- Discourteous attitude or behavior to passengers or fellow employees.
- Threatening, harassing, disorderly conduct, or physical violence directed toward customers, visitors, vendors or any co-worker, including but not limited to, fighting, taunting, horseplay, throwing objects, possession or use of a weapon, or any other conduct that could cause injury or interfere with the safe operation of the business.
- Unprofessional, inappropriate or indecent conduct including the use of profane or abusive language.
- Solicitation of gratuities from customers or commenting in any way on the amount of gratuity given.

#### INSUBORDINATION, FIGHTING, VIOLENCE

- Insubordination; refusing to obey a reasonable order of a supervisor or manager.
- Possession of any weapons or explosives on PCI owned or managed property, or while in the performance of job duties.
- Gambling.
- Fighting.
- Coercion, intimidation or threats of any kind against any individual.
- Sleeping on the job.

#### THEFT, MISAPPROPRIATION

- Theft (unauthorized removal) or misappropriation (unauthorized possession, storage, transfer, or utilization) of customer, employee or PCI property.
- Failure to maintain accurate and proper accountability and control of cash banks.
- Cash shortages or other cash-handling irregularities.
- Failing to maintain accurate and proper accountability and control of system funds that come into an employee's possession.
- Excessive or continuous fare variances or other irregularities.
- Displaying or counting cash or fares in public view, without prior authorization.
- Leaving keys within reach of unauthorized persons.
- Taking any work keys, radios or pagers home after work, without prior approval from a supervisor or manager.

#### BREACH OF CONFIDENTIALITY

- Unauthorized disclosure of PCI's or its customers' confidential business information.
- Discussing confidential PCI and/or customer matters with unauthorized persons.

- Giving out private information about other employees, e.g., their names, addresses or telephone numbers, without prior authorization from management.

#### MISREPRESENTATION

- Supplying false or misleading information regarding qualifications or employment history when applying for employment, or at any time during employment.
- Failure to cooperate with any management investigation; providing false information or failing to provide information when accidents are investigated.
- Alteration or falsification of work, payroll or time records.
- Providing false or misleading information at any time during employment.

#### MISUSE OR DESTRUCTION OF PROPERTY

- Abuse, defacement or destruction of PCI property or the property of any customers or others.
- Entering or leaving a work location through any entrance other than the employee entrance, if applicable.
- Unauthorized use of PCI vehicles.
- Unauthorized parking in customer area.
- Unauthorized use of PCI telephones.
- Improper use of PCI's two-way radio system.
- Posting written or printed material on Company bulletin boards without authorization from a supervisor or manager.
- Taking any work keys, radios or pagers home after work, without a supervisor's approval.

#### ADDITIONAL INFRACTIONS APPLICABLE TO BUS AND SHUTTLE DRIVERS

- Uninsurability as a Vehicle Operator.
- Violation of company vehicle operation regulations.
- Failure to operate vehicle according to assigned route/timetable.
- Failure of vehicle operator to have in his possession valid, appropriate driver's license and required endorsement and medical certificate when operating a Company vehicle.
- Failure to immediately report any conviction of a moving traffic violation incurred while driving a Company vehicle or personal vehicle.
- Failure to immediately report by two-way radio or telephone an accident resulting in property damage or potential bodily injury.
- Allowing family, spouse, or friends to ride free as passengers or inappropriately as fare paying passengers.
- Two failed ride/unobserved road checks within a floating 12-month period.
- Failure to properly secure a wheelchair or other mobility assistance device.

This list is intended to provide examples only – it is not exhaustive. Nothing in this policy affects an employee's status as an at-will employee of PCI. Employment with PCI is at-will and may be terminated by the employee or the Company at any time, with or without cause and with or without notice.

Nothing in this policy is intended to restrict or prohibit employees from engaging in protected, concerted activity or conduct under the National Labor Relations Act or Labor Code.

### **8.28 Cash Shortages and Overages**

PCI expects its employees to exercise great care in receiving money from customers and protecting PCI's assets. All monetary transactions should be checked and double checked to ensure that the correct amount is charged and that correct change is given to each customer. An employee must report



cash shortages or overages to his/her supervisor or manager immediately upon determining that his/her cash drawer does not balance.

Absent evidence of dishonesty or gross negligence, cash shortages are not recovered back from the employee. However, cash shortages or overages may result in disciplinary action, up to and including termination of employment. When cash shortages or overages occur, PCI generally adheres to the following guideline for disciplinary action:

- The first offense may result in verbal counseling or a verbal warning documented in the employee's personnel file.
- The second offense may result in a formal written warning.
- The third offense may result in a formal written warning and an unpaid suspension for one or more workdays.
- Further offenses may result in immediate termination.

The above levels of discipline are provided as a guideline only and PCI reserves the right to impose a lesser or greater degree of disciplinary action, up to and including termination of employment, for any cash shortage or overage. Repeat offenses within a short period of time may also result in more severe disciplinary action.

Nothing in this policy affects an employee's status as an at-will employee of PCI. Employment with PCI is at-will and may be terminated by the employee or the Company at any time, with or without cause and with or without notice.

## *Section 9*

### **END OF EMPLOYMENT**

## **9.1 Employment Termination**

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee.
- Discharge – involuntary employment termination initiated by the Company.
- Layoff – involuntary employment termination initiated by the Company for economic reasons.

Exit interviews are encouraged upon termination of employment. The employee or his/her supervisor may arrange an appointment with the Human Resources Manager for an interview. At that time, the employee may make any comments regarding his/her department or the Company. Comments, based on an employee's firsthand experience can be extremely helpful. The exit interview also affords an opportunity to discuss such issues as employee benefits, insurance conversion privileges, repayment of outstanding debts to the Company, and return of Company-owned property.

Since employment with PCI is at-will and based on mutual consent, both the employee and PCI retain the right to terminate employment at any time, with or without cause and with or without notice. Employees will receive their final paychecks in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued but unused vacation will be paid to the employee at the time of separation from employment. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

## **9.2 Involuntary Termination and Progressive Discipline**

Violation of PCI policies and rules may warrant disciplinary action. PCI has established a system of progressive discipline that includes verbal warnings, written warnings and suspensions. The system provides a guideline only and PCI may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. PCI's policy of progressive discipline in no way limits or alters the at-will employment relationship.

## **9.3 Voluntary Termination**

If you find it necessary to resign from employment, you are requested to give advance notice in writing to your supervisor or manager specifying the last day you will be at work. This date will be considered the effective date of your resignation. All employees are asked to give at least two (2) weeks' advance notice of the effective date of a resignation, whenever practicable. PCI reserves the right to advance the effective date of resignation up to and including the date notice is given. PCI does not provide pay in lieu of notice.

An employee who fails to report to work for three consecutively scheduled workdays without notice to, or approval by his/her supervisor or manager, will be deemed to have abandoned his/her position and voluntarily resigned his/her employment.

## **9.4 Return of Company Property**

Upon termination of employment, employees are responsible for returning all Company-owned property and equipment. This obligation applies to all Company-owned property in an employee's possession or under his/her control, including but not limited to:

Equipment	Pagers
Signage	Mobile Phones
Tickets	Walkie Talkies
Identification Badge	Uniforms
Keys/Keycards	Company Paperwork and Documents

All Company-owned property must be returned by employees on or before their last day of work. PCI will take all legal and appropriate actions to recover or protect its property.

## **9.5 Employment References**

All employment related reference requests should be directed to the Human Resource Department. Other PCI employees should not provide any information regarding current or former employees to any outside agency, organization, institution or person who is not employed by PCI. Any employee who receives a request for any information concerning a past or present employee of PCI should refer the person making the request to the Human Resources Department:

Parking Concepts, Inc.  
Human Resources Department  
12 Mauchly, Building I  
Irvine, California 92618  
Tel.: (949) 753-7525  
Fax: (949) 450-2536

PCI's policy as to references for employees and former employees is to disclose only dates of employment and title of the last position held, unless PCI is required by law to disclose additional information. If an employee authorizes disclosure of wage information in writing, PCI will also provide information regarding an employee's last salary or wage rate.

**EMPLOYEE ACKNOWLEDGMENT AND  
AT-WILL EMPLOYMENT AGREEMENT  
[Employer Copy]**

**1. Acknowledgment of Receipt of Employee Handbook.**

a) My signature below acknowledges that I have received a copy of the Parking Concepts, Inc. / Transportation Concepts Employee Handbook dated November 2019 (the "Handbook"). I understand that Transportation Concepts is a division of PCI, that employees of Transportation Concepts are employees of PCI, and that the Handbook applies to all PCI employees. I understand and agree that it is my responsibility as a PCI employee to read and familiarize myself with the policies and procedures contained in the Handbook.

b) I understand that the Handbook summarizes PCI's current policies, practices and benefits, and that PCI retains the right to add, change, or delete the provisions of the Handbook at any time, with or without notice. The only provisions of the Handbook that cannot be changed by PCI, in its discretion, are the At-Will Employment policy, the At-Will Employment Agreement (set forth below) and the Mutual Agreement to Arbitrate Claims.

**2. At-Will Employment Agreement**

a) I understand and agree that my employment with PCI (including, as applicable, my employment with PCI's Transportation Concepts division) is strictly at-will and that nothing in the Handbook creates or is intended to create an express or implied contract of continued employment, termination "for cause," or any other guarantee of employment or continued benefits. I understand that I have the right to terminate my employment with PCI at any time, with or without cause and with or without notice. I further understand and agree that PCI has the right to transfer, reassign, suspend, demote or terminate me from employment at any time, with or without cause and with or without notice.

b) I understand that except for this At-Will Employment Agreement, the At-Will Employment policy, and the Mutual Agreement to Arbitrate Claims, any and all of PCI's policies or practices can be changed at any time by PCI, in its sole discretion. PCI reserves the right to change my hours, wages and working conditions at any time. I understand and agree that other than the President of PCI, no manager, supervisor or representative of PCI has authority to enter into any agreement, express or implied, guaranteeing me employment for any specific period of time, or to make any agreement for employment other than at-will employment. Only the President has the authority to make any such agreement and then only in an express, written agreement signed by the President of PCI.

c) My signature below certifies that I understand that the foregoing agreement as to at-will status is the sole and entire agreement between PCI and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings and representations concerning my employment with PCI.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

**EMPLOYEE ACKNOWLEDGMENT AND  
AT-WILL EMPLOYMENT AGREEMENT  
[Employee Copy]**

**3. Acknowledgment of Receipt of Employee Handbook.**

d) My signature below acknowledges that I have received a copy of the Parking Concepts, Inc. / Transportation Concepts Employee Handbook dated November 2019 (the "Handbook"). I understand that Transportation Concepts is a division of PCI, that employees of Transportation Concepts are employees of PCI, and that the Handbook applies to all PCI employees. I understand and agree that it is my responsibility as a PCI employee to read and familiarize myself with the policies and procedures contained in the Handbook.

e) I understand that the Handbook summarizes PCI's current policies, practices and benefits, and that PCI retains the right to add, change, or delete the provisions of the Handbook at any time, with or without notice. The only provisions of the Handbook that cannot be changed by PCI, in its discretion, are the At-Will Employment policy, the At-Will Employment Agreement (set forth below) and the Mutual Agreement to Arbitrate Claims.

**4. At-Will Employment Agreement**

a) I understand and agree that my employment with PCI (including, as applicable, my employment with PCI's Transportation Concepts division) is strictly at-will and that nothing in the Handbook creates or is intended to create an express or implied contract of continued employment, termination "for cause," or any other guarantee of employment or continued benefits. I understand that I have the right to terminate my employment with PCI at any time, with or without cause and with or without notice. I further understand and agree that PCI has the right to transfer, reassign, suspend, demote or terminate me from employment at any time, with or without cause and with or without notice.

b) I understand that except for this At-Will Employment Agreement, the At-Will Employment policy, and the Mutual Agreement to Arbitrate Claims, any and all of PCI's policies or practices can be changed at any time by PCI, in its sole discretion. PCI reserves the right to change my hours, wages and working conditions at any time. I understand and agree that other than the President of PCI, no manager, supervisor or representative of PCI has authority to enter into any agreement, express or implied, guaranteeing me employment for any specific period of time, or to make any agreement for employment other than at-will employment. Only the President has the authority to make any such agreement and then only in an express, written agreement signed by the President of PCI.

f) My signature below certifies that I understand that the foregoing agreement as to at-will status is the sole and entire agreement between PCI and me concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings and representations concerning my employment with PCI.

---

Employee's Signature

---

Date

---

Print Name

## **MUTUAL AGREEMENT TO ARBITRATE CLAIMS**

I recognize that disputes may arise between Parking Concepts, Inc. (including but not limited to its Transportation Concepts division) (collectively, the "Company"), and me both during or following my employment with the Company, and that those differences may or may not be related to my employment. I understand and agree that by entering into this Mutual Agreement to Arbitrate Claims ("Agreement"), I anticipate gaining the benefits of a speedy, impartial, final and binding dispute resolution procedure.

Except as provided in this Agreement, the Federal Arbitration Act shall govern the interpretation, enforcement and all proceedings pursuant to this Agreement. To the extent that the Federal Arbitration Act is inapplicable, or held not to require arbitration of a particular claim or claims, the arbitration law of the state in which I work or last worked for the Company shall apply.

### **Claims Covered by the Agreement**

The Company and I mutually consent to the resolution by final and binding arbitration of all claims or controversies ("claims"), past, present or future, whether or not arising out of my employment (or its termination), that the Company may have against me or that I may have against any of the following: (1) the Company, (2) its officers, directors, employees or agents in their capacity as such or otherwise, (3) the Company's parent, subsidiary and affiliated entities, (4) the Company's benefit plans or the plans' sponsors, fiduciaries, administrators, affiliates and agents, and/or (5) all successors and assigns of any of them.

The only claims that are arbitrable are those that are justiciable under applicable state or federal law ("Arbitrable Claims"). Arbitrable Claims include, but are not limited to, claims for wages or other compensation due; claims for breach of any contract or covenant (express or implied); tort claims; common law claims; claims for discrimination, harassment and/or retaliation (including, but not limited to, on the basis of race, sex, sexual orientation, religion, national origin, age, marital status, physical or mental disability, or medical condition); claims for benefits (except claims under an employee benefit or pension plan that either (1) specifies that its claims procedure shall culminate in an arbitration procedure different from this one, or (2) is underwritten by a commercial insurer which decides claims); and claims for violation of any federal, state, or local law, statute, regulation, or ordinance, including but not limited to, Title VII of the Civil Rights Act of 1964, as amended; the Americans with Disabilities Act; the Family and Medical Leave Act; the Age Discrimination in Employment Act; the Equal Pay Act; the Fair Labor Standards Act; the California Fair Employment and Housing Act, the California Family Rights Act, the California Labor Code, and the California Business and Professions Code. The arbitrator also has exclusive authority to resolve any dispute relating to the interpretation, applicability, or enforceability of this Agreement.

The Company and I agree that neither of us shall initiate or prosecute any lawsuit or administrative action in any way related to any Arbitrable Claims. Arbitrable Claims do not include the claims discussed in the section of this Agreement entitled "Claims Not Covered by the Agreement."

### **Claims Not Covered by the Agreement**

This Agreement does not prohibit the filing of the following: (1) a court action for temporary equitable relief in aid of arbitration, where such an action is otherwise available by law; (2) an administrative charge to any state or local equal employment opportunity or fair employment practices agency; (3) an administrative charge to the National Labor Relations Board; (4) an agency charge or complaint to exhaust an administrative remedy; (5) a claim covered by the arbitration clause of any applicable collective bargaining agreement; (6) a claim brought pursuant to the California Private Attorney's General Act ("PAGA"); or (7) any other charge filed with or communication to a federal, state or local government office, official or agency. This Agreement also does not prohibit the filing of an

administrative wage claim with and seek a Berman Hearing before the California Labor Commissioner, although the appeal of a decision arising from such hearing is covered by the Agreement.

Claims for workers' compensation or unemployment compensation benefits are not covered by this Agreement.

### **Class Action Waiver**

Under this Agreement, I retain the right to bring Arbitrable Claims for myself as an individual and only for myself. To the maximum extent permitted by law, I hereby waive any right to bring on behalf of persons other than myself, or to otherwise participate with other persons, in any class, collective, or representative action. Notwithstanding the foregoing, I understand that I retain the right to bring claims in court under the California Private Attorney's General Act ("PAGA"), on behalf of myself and other current or former employees, to recover civil penalties available under PAGA for certain Labor Code violations, and that I retain the right to engage in concerted activity protected by Section 7 of the National Labor Relations Act.

### **Time Limits for Commencing Arbitration and Required Notice of All Claims**

Written notice to the Company, or its officers, directors, employees or agents, shall be sent to the Company's President at the Company's corporate headquarters in Irvine, California. I will be given written notice at the last address recorded in my personnel file.

The written notice shall identify and describe the nature of all claims asserted, the facts upon which such claims are based and the relief or remedy sought. The notice shall be sent to the other party by certified or registered mail, return receipt requested.

The time limit for serving notice of a claim shall be the statute of limitations under state or federal law, as applicable.

### **Representation**

Any party may be represented by an attorney or other representative selected by the party.

### **Discovery**

Each party shall have the right to take depositions of three fact witnesses and any expert witness designated by another party. Each party also shall have the right to make requests for production of documents to any party and to subpoena documents from third parties. Requests for additional depositions or discovery may be made to the Arbitrator selected pursuant to this Agreement. The Arbitrator may grant such additional discovery if the Arbitrator finds that the party has demonstrated that it needs that discovery to adequately arbitrate the claim, taking into account the parties' mutual desire to have a fast, cost-effective dispute-resolution mechanism.

### **Designation of Witnesses**

At least 30 days before the arbitration, the parties must exchange lists of witnesses, including any experts, and copies of all exhibits intended to be used at the arbitration.

### **Subpoenas**

Each party shall have the right to subpoena witnesses (including third party witnesses) and documents. The Arbitrator shall have the authority to compel discovery from the parties and from third



parties in accordance with California Code of Civil Procedure section 1285.05, which is incorporated herein by reference.

### **Place of Arbitration**

The arbitration shall take place in the county in which I am or was last employed by the Company and no dispute regarding any Arbitrable Claims shall be adjudicated in any other venue or forum.

### **Arbitration Procedures**

The arbitration will be held under the auspices of Judicial Arbitration & Mediation Services (“JAMS”). The arbitration shall be in accordance with JAMS’ Employment Arbitration Rules & Procedures (and no other JAMS rules), which are currently available at:

<https://www.jamsadr.com/rules-employment-arbitration/>

I understand that the Company will supply me with a copy of those rules upon my request. The Arbitrator shall be either a retired judge, or an attorney who is experienced in employment law and licensed to practice law in the state in which the arbitration is convened (the “Arbitrator”), selected pursuant to JAMS rules or by mutual agreement of the parties.

The Arbitrator shall apply the substantive law (and the law of remedies, if applicable) of the state in which the claim arose, or federal law, or both, as applicable to the claim(s) asserted. The Arbitrator is without jurisdiction to apply any different substantive law or law of remedies. The Federal Rules of Evidence shall apply. The arbitration shall be final and binding upon the parties, except as provided in this Agreement.

The Arbitrator shall have jurisdiction to hear and rule on pre-hearing disputes and is authorized to hold pre-hearing conferences by telephone or in person, as the Arbitrator deems advisable. The Arbitrator shall have the authority to entertain a motion to dismiss and/or a motion for summary judgment by any party and shall apply the standards governing such motions under the Federal Rules of Civil Procedure.

Either party, at its expense, may arrange for and pay the cost of a court reporter to provide a stenographic record of proceedings.

Should any party refuse or neglect to appear for, or participate in, the arbitration hearing, the Arbitrator shall have the authority to decide the dispute based upon whatever evidence is presented.

Either party upon its request shall be given leave to file a post-hearing brief. The time for filing such a brief shall be set by the Arbitrator.

The Arbitrator shall render an award and written opinion in the form typically rendered in labor arbitrations no later than thirty (30) days from the date the arbitration hearing concludes or the post-hearing briefs (if requested) are received, whichever is later. The opinion shall include the factual and legal basis for the award.

### **Arbitration Fees and Costs**

The Company will be responsible for paying any filing fee and the fees and costs of the

Arbitrator; provided, however, that if I am the party initiating the claim, I will contribute an amount equal to the filing fee to initiate a claim in the court of general jurisdiction in the state in which I am (or was last) employed by the Company. Each party shall pay in the first instance its own litigation costs and attorneys' fees, if any. However, if any party prevails on a statutory claim which affords the prevailing party attorneys' fees and litigation costs, or if there is a written agreement providing for attorneys' fees and/or litigation costs, the Arbitrator shall rule upon a motion for attorneys' fees and/or litigation costs under the same standards a court would apply under the law applicable to the claim(s) at issue.

### **Reconsideration and Review**

The Arbitrator shall issue his/her decision in writing. Either party shall have the right, within twenty (20) days of issuance of the Arbitrator's decision, to file with the Arbitrator (and the Arbitrator shall have jurisdiction to consider and rule upon) a motion to reconsider (accompanied by a supporting brief), and the other party shall have twenty (20) days from the date of the motion to respond. The Arbitrator thereupon shall reconsider the issues raised by the motion and, promptly, either confirm or change the decision, which (except as provided by law) shall then be final and conclusive upon the parties.

Either party may bring an action in any court of competent jurisdiction to compel arbitration under this Agreement and to enforce an arbitration award.

### **Interstate Commerce**

I understand and agree that the Company is engaged in transactions involving interstate commerce.

### **Requirements for Revocation**

This Agreement to arbitrate shall survive the termination of my employment and the expiration of any benefit plan. It can only be revoked by a writing signed by both the Company's President (or, if none, its highest-ranking official) and me, specifically stating an intent to revoke this Agreement.

### **Sole and Entire Agreement**

This is the complete agreement of the parties on the subject of arbitration of disputes, except for any arbitration agreement in connection with any pension or benefit plan. This Agreement supersedes any prior or contemporaneous oral or written understandings on the subject. No party is relying on any representations, oral or written, on the subject or the effect, enforceability or meaning of this Agreement, except as specifically set forth in this Agreement.

### **Construction and Severability**

If any provision of this Agreement is adjudged to be void or otherwise unenforceable, in whole or in part, such adjudication shall not affect the validity of the remainder of the Agreement. All other provisions shall remain in full force and effect based on the parties' mutual intent to create a binding agreement to arbitrate their disputes.

### **Consideration**

The promises by the Company and by me to arbitrate any claims asserted against each other, rather than litigate them before courts or other bodies, provide consideration for our agreement to

arbitrate.

### **At-Will Employment**

This Agreement is not, and shall not be construed to create, a contract of employment for any specified term, express or implied. This Agreement does not in any way alter the "**at will**" status of my employment.

### **Voluntary Agreement**

I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS AGREEMENT, THAT I UNDERSTAND ITS TERMS, THAT ALL UNDERSTANDINGS AND AGREEMENTS BETWEEN THE COMPANY AND ME RELATING TO THE SUBJECTS COVERED IN THE AGREEMENT ARE CONTAINED IN IT, AND THAT I HAVE ENTERED INTO THE AGREEMENT VOLUNTARILY AND NOT IN RELIANCE ON ANY PROMISES OR REPRESENTATIONS BY THE COMPANY OTHER THAN THOSE CONTAINED IN THIS AGREEMENT ITSELF.

I UNDERSTAND THAT BY SIGNING THIS AGREEMENT I AM GIVING UP MY RIGHT TO A JURY TRIAL WITH RESPECT TO ARBITRABLE CLAIMS.

I FURTHER ACKNOWLEDGE THAT I HAVE BEEN GIVEN THE OPPORTUNITY TO DISCUSS THIS AGREEMENT WITH MY PRIVATE LEGAL COUNSEL AND HAVE AVAILED MYSELF OF THAT OPPORTUNITY TO THE EXTENT I WISH TO DO SO.

### **EMPLOYEE**

Signature of Employee \_\_\_\_\_

Printed Name of Employee \_\_\_\_\_

Date \_\_\_\_\_

### **ACKNOWLEDGED AND AGREED:**

#### **PARKING CONCEPTS, INC.**

Signature of Authorized  
Company Representative \_\_\_\_\_

Print Name of Representative \_\_\_\_\_

Date \_\_\_\_\_

## **N. Training Programs**

### **Vehicle Operator Training**

Training, at Transportation Concepts, is a comprehensive program that encompasses new driver training, orientation to the safety policy of the company, and regular, ongoing in-service training for all existing employees. Using the company's proprietary Driver Training program, which has been developed using the TAPTCO Transit and Paratransit driver training program, along with additional Transit materials from the Transportation Safety Institute (TSI), APTA, and the National Safety Council.



The key elements in our operating procedures are the concern our professional bus operators demonstrate for the safety and comfort of their passengers, and the drivers' effective technical performance in operating the equipment, coupled with orientation to the safety policy of our company, and regular, ongoing in-service training for all existing employees. Our training program will continue to be conducted by TSI Certified Trainer Richard Gwin. Richard will ensure that all training requirements, including all company policies and procedures, contractual requirements, and those required by regulatory agencies governing transit in the State of California are carried out.

The following is a breakdown of the Driver Training program:

### **Driver Classroom Training**

We begin our classroom training with 8 hours of company orientation. This is followed by an additional 40 hours for employees without previous transit training. This is an intense technical training program using the TAPTCO Training System however it has been enhanced and customized for the BCT operations. If the new hire driver is already an experienced transit driver, we will reduce the classroom training time down, depending upon the Trainers assessment of the individual, however a minimum of 32 hours are required for all experienced vehicle operators that we hire.

### **Behind the Wheel Training**

Behind the Wheel Training also follows the TAPTCO driver training program. We have enhanced the program to include specific elements specific to the BCT operation. For new drivers, we require that they complete the 40 hour program. Experienced drivers will complete a minimum of 8 hours of BTW however, depending on the assessment of our trainer, the behind the wheel instruction may continue up through the entire 40 hour program.

### **In-Service Training**

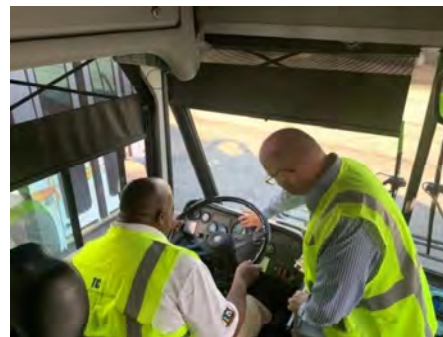
In service training is conducted with one of our certified behind the wheel drivers. A new driver without experience will be required to complete 40 hours of operating the bus in service with an experienced evaluator. For those new hire drivers with previous certifications / experience, we require a minimum of 32 hours of in-service training with an experienced BTW evaluator.

The breakdown by mode for Vehicle Operator Training hours for new hires is shown below:

Vehicle Operator Status	Classroom	BTW	In-Service	Total Hours
No Transit Experience	48 hours	40 hours	40 hours	128 hours
Transit Experienced	32 hours	8-40 hours	32 hours	72-104 hours

Our Classroom driver training course provides instruction in the following general areas:

- ✓ Introduction to Professional Driving
- ✓ Federal Regulations
- ✓ Hazards Communication
- ✓ Creating a Drug & Alcohol Free Workplace
- ✓ Blood-borne Pathogens
- ✓ Heat Stress Prevention / Wellness
- ✓ Whistleblower
- ✓ Introduction to the Bus
- ✓ Pre-Trip Inspections
- ✓ Air Brake System
- ✓ Safety Best Practices
- ✓ Mirror Adjustments & Reference Points
- ✓ Fatigue Management
- ✓ LLLC Defensive Driving / Critical Points
- ✓ Prevent Harassment
- ✓ Preventing Driving Distractions
- ✓ Following Distance
- ✓ Intersections
- ✓ Railroad Crossings
- ✓ Pedestrian Awareness
- ✓ Preventing Backing Accidents
- ✓ Merging, Lane Changing & Passing
- ✓ Special Driving Conditions
- ✓ Introduction to ADA & Sensitivity
- ✓ ADA, Lifts, Ramps & Securement
- ✓ Professionalism / Customer Service
- ✓ Conflict/Aggression Management
- ✓ Accident & Emergency Procedures
- ✓ NTI – Warning Signs
- ✓ HPP
- ✓ Slip, Trips and Falls
- ✓ AVL / Paddles / Manifest
- ✓ The Mark DVD
- ✓ Active Shooter DVD



- ✓ Local Issues / SOP / Policies and Procedures
- ✓ Employee Handbook
- ✓ Reasonable Accommodations
- ✓ Title VI
- ✓ CNG Tank / Filling Procedures
- ✓ Lock Out / Tag Out
- ✓ Fire Extinguisher / Emergency Evacuation
- ✓ OSHA Training
- ✓ TSI Transit Training

Our Behind the Wheel (BTW) driver training course provides instruction in the following general areas:

- ✓ Introduction to the Bus / 10 step
- ✓ Skills / Maneuvering Standards
- ✓ Daily Driving Standards



As you approach the vehicle, notice its general condition. Look under the vehicle for:

- fresh oil
- coolant
- grease
- fuel leaks

Check area around the vehicle for hazards to vehicle movement such as:

- people
- other vehicles
- objects
- low hanging wires
- limbs, etc.

In Service training focuses on all elements of operating the bus in “real time” conditions. A qualified BTW Trainer is onboard at all times while the new employee is operating the bus on the public streets.

As the new operator progresses to on the road training with a qualified driver trainer meeting the requirements as outlined above. This individual will reinforce the basics of defensive driving and the handling of the specific vehicle they will be operating. Time is also spent as a participant/observer.



Following are some of the components of the in-service training program:

- ◆ Basic vehicle handling skills including: starting, stopping, turns, and backing
- ◆ Proper loading and unloading procedures.

- ## Daily Driving Standards Checklist
- Use this checklist to track your own driving standards during DTM training. If your supervisor has other standards, insert them in the blank space.
- |           |           |  |            |            |
|-----------|-----------|--|------------|------------|
| Student   | Date/Time |  | Team name  | Seat/Floor |
| Co-driver | Date/Time |  | Bus Number | Seat/Floor |
| Co-driver | Date/Time |  | Driver     |            |
- 
- |                         | JULIAN 2016 |   |   |   | JULIAN 2016 |   |   |   |
|-------------------------|-------------|---|---|---|-------------|---|---|---|
| 1. Pre-Drive Inspection | P           | P | N | N | A           | A | N | N |
| 2. Safety               | P           | P | N | N | P           | P | N | N |
| 3. Vehicle & Equipment  | P           | P | N | N | P           | P | N | N |
| 4. Driver & Co-driver   | P           | P | N | N | A           | A | N | N |
| 5. Vehicle & Equipment  | P           | P | N | N | A           | A | N | N |
| 6. Driver & Co-driver   | P           | P | N | N | A           | A | N | N |
| 7. Vehicle & Equipment  | P           | P | N | N | A           | A | N | N |
| 8. Driver & Co-driver   | P           | P | N | N | A           | A | N | N |
| 9. Vehicle & Equipment  | P           | P | N | N | A           | A | N | N |
| 10. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 11. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 12. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 13. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 14. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 15. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 16. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 17. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 18. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 19. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 20. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 21. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 22. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 23. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 24. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 25. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 26. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 27. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 28. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 29. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 30. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 31. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 32. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 33. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 34. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 35. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 36. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 37. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 38. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 39. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 40. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 41. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 42. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 43. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 44. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 45. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 46. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 47. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 48. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 49. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 50. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 51. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 52. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 53. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 54. Driver & Co-driver  | P           | P | N | N | A           | A | N | N |
| 55. Vehicle & Equipment | P           | P | N | N | A           | A | N | N |
| 56. Driver & Co-driver  | P           | P | N | N |             |   |   |   |

## Cadetting Checklist

Use this year from form to track each cadet's progress on cadetship. If your organization has standards it must use this form as a guide (shown in the Blue pages).

Division	Platoon Number		Squad Number
Unit Number	Squad #		Platoon #
Executive	Platoon		

	initiation	active life
1. Am. Boy Scout Oath	P F	N/A
2. Scout Oath	P F	N/A
3. Scout Motto	P F	N/A
4. Scout Law	P F	N/A
5. Scout Motto	P F	N/A
6. Scout Law	P F	N/A
7. Scout Motto	P F	N/A
8. Scout Law	P F	N/A
9. Scout Motto	P F	N/A
10. Scout Law	P F	N/A
11. Scout Motto	P F	N/A
12. Scout Law	P F	N/A
13. Scout Motto	P F	N/A
14. Scout Law	P F	N/A
15. Scout Motto	P F	N/A
16. Scout Law	P F	N/A
17. Scout Motto	P F	N/A
18. Scout Law	P F	N/A
19. Scout Motto	P F	N/A
20. Scout Law	P F	N/A
21. Scout Motto	P F	N/A
22. Scout Law	P F	N/A
23. Scout Motto	P F	N/A
24. Scout Law	P F	N/A
25. Scout Motto	P F	N/A
26. Scout Law	P F	N/A
27. Scout Motto	P F	N/A
28. Scout Law	P F	N/A
29. Scout Motto	P F	N/A
30. Scout Law	P F	N/A
31. Scout Motto	P F	N/A
32. Scout Law	P F	N/A
33. Scout Motto	P F	N/A
34. Scout Law	P F	N/A
35. Scout Motto	P F	N/A
36. Scout Law	P F	N/A
37. Scout Motto	P F	N/A
38. Scout Law	P F	N/A
39. Scout Motto	P F	N/A
40. Scout Law	P F	N/A
41. Scout Motto	P F	N/A
42. Scout Law	P F	N/A
43. Scout Motto	P F	N/A
44. Scout Law	P F	N/A
45. Scout Motto	P F	N/A
46. Scout Law	P F	N/A
47. Scout Motto	P F	N/A
48. Scout Law	P F	N/A
49. Scout Motto	P F	N/A
50. Scout Law	P F	N/A
51. Scout Motto	P F	N/A
52. Scout Law	P F	N/A
53. Scout Motto	P F	N/A
54. Scout Law	P F	N/A
55. Scout Motto	P F	N/A
56. Scout Law	P F	N/A
57. Scout Motto	P F	N/A
58. Scout Law	P F	N/A
59. Scout Motto	P F	N/A
60. Scout Law	P F	N/A
61. Scout Motto	P F	N/A
62. Scout Law	P F	N/A
63. Scout Motto	P F	N/A
64. Scout Law	P F	N/A
65. Scout Motto	P F	N/A
66. Scout Law	P F	N/A
67. Scout Motto	P F	N/A
68. Scout Law	P F	N/A
69. Scout Motto	P F	N/A
70. Scout Law	P F	N/A
71. Scout Motto	P F	N/A
72. Scout Law	P F	N/A
73. Scout Motto	P F	N/A
74. Scout Law	P F	N/A
75. Scout Motto	P F	N/A
76. Scout Law	P F	N/A
77. Scout Motto	P F	N/A
78. Scout Law	P F	N/A
79. Scout Motto	P F	N/A
80. Scout Law	P F	N/A
81. Scout Motto	P F	N/A
82. Scout Law	P F	N/A
83. Scout Motto	P F	N/A
84. Scout Law	P F	N/A
85. Scout Motto	P F	N/A
86. Scout Law	P F	N/A
87. Scout Motto	P F	N/A
88. Scout Law	P F	N/A
89. Scout Motto	P F	N/A
90. Scout Law	P F	N/A
91. Scout Motto	P F	N/A
92. Scout Law	P F	N/A
93. Scout Motto	P F	N/A
94. Scout Law	P F	N/A
95. Scout Motto	P F	N/A
96. Scout Law	P F	N/A
97. Scout Motto	P F	N/A
98. Scout Law	P F	N/A
99. Scout Motto	P F	N/A
100. Scout Law	P F	N/A

Signature \_\_\_\_\_

Signature \_\_\_\_\_

'Transportation Concepts' training program exceeds the training standards established by all regulatory agencies. Our drivers are

## Continual Training Program

## ***Operation and Maintenance of Beach Cities Transit***



training on proper use of wheel chair lifts at least once every twelve months. All preventable accidents result in retraining for the individual in an effort to prevent recurrence of the accident. Training is customized for the individual based upon the nature of their infraction.

### **Advanced Customer Service Training**



The Company's expectations are clearly articulated to all employees constantly. The company's primary objectives are to provide safe, courteous, professional and dependable service to every customer. Knowledge of these objectives is reinforced in training. Safety, attitude, on-time performance, customer relations, effective communication, and appearance are all stressed as being our major focal points. On an ongoing basis, the company reinforces that our role is to serve our customers. Transportation Concepts infiltrates the idea that our goal is to deliver exceptional customer service in all areas of our business. Our customers should experience customer satisfaction upon every interaction with any representative of our organization. As mentioned earlier, our program incorporates the following principles:

- Teaching importance of excellent customer service
- Developing the operators professional image
- Establishing positive relationships with customers

Each employee is required to review customer service principles and implement simple methods to ensure that they are projecting a positive image and providing a pleasant experience for those they come in contact with on a daily basis. We continuously strive for customer service excellence and provide tools to our employees so that they can deliver exceptional customer service. Our objectives for the program are described below:

- ✓ Understand who your customer is
- ✓ Define exceptional customer service for that individual
- ✓ Identify the benefits of great customer service
- ✓ Recognize barriers to the delivery of outstanding customer service
- ✓ Demonstrate how to measure customer satisfaction and take corrective action
- ✓ Learn techniques for dealing with angry or upset customers
- ✓ Develop a personal action plan to improve customer service skills

Transportation Concepts' primary goal is to deliver exceptional customer service. If we are fulfilling all of our contractual obligations, we should have extremely satisfied customers that experience a pleasant, safe, and timely ride, as well as expedience and professionalism if they call in for a reservation or need system information. Such concepts are a significant part of our day at Transportation Concepts. We emphasize the importance of these objectives and how they can assist in and out of the workplace. Our customer service philosophy will continue to emphasize that this is the responsibility of each employee, and will include the following:



### **Professional Attitude**

Wear specified uniforms that are clean and maintained. Be well groomed and ready to work at designated times and positions. Be calm, energetic, pleasant and polite. Smile, make eye contact, and be committed to excellence.

### **Superior Customer Service**

Go out of your way to meet customer needs, providing personalized service when appropriate. Work as an effective team member with an enthusiastic attitude. Be able to take direction with minimal supervision.

### **Effective Communication**

Speak clearly and in a friendly tone of voice. Ask questions to clarify customer's understanding, and assist any special needs passengers. Seek bilingual assistance when necessary. Be an active listener and demonstrate attentiveness and sincerity.

### **Problem Solving**

Handle and resolve difficult situations promptly. Be discrete, apologize to the customer or driver, and suggest solutions. Remain calm and notify a supervisor when necessary to keep a situation from escalating. Be a pro-active problem solver and anticipate potential issues.

## **Operations Staff and Maintenance Staff Training**



Transportation Concepts has defined our mission to be focused and customer oriented as well as to be the safest and most reliable supplier of high quality passenger transportation service. We understand that our greatest resources in fulfilling this mission are our employees. We believe that we must work through the first-line employees; our operators, staff, and mechanics, to provide the quality of service, safety, and professionalism that our customers expect. Our staff selection process is designed to identify employees who understand our mission and are committed to fulfilling its aims. Development is one of the most important ingredients that TC focuses on. Not just at the time of hire, but continually.

### **Managers and Supervisors**

To achieve these goals, we must equip our first and second-level managers with leadership skills that they can use every day. Therefore, we have undertaken a training process to help these managers develop the skills they need. Every supervisory employee receives "Interaction Management" training. This training develops the skills they need to coach, develop and lead others.



Managers receive ongoing quarterly training in such areas as:

- The foundation of leadership skills
- Reinforcing effective performance

- Coaching for success
- Improving work habits
- Resolving conflict
- Improving employee performance
- Using effective follow-up
- Maintaining improved performance
- Sexual Harassment
- California Labor Laws
- Health and Wellness
- Developing and Nurturing a Successful Safety Culture

Our Maintenance training program can be found in Section V of this proposal.

## O. Supervision

### Daily Supervision

The Operations Supervisor primary responsibility is to monitor the daily activities of the Beach Cities Transit operation during all operating hours that the vehicles are on the road. Their responsibilities will include but not be limited to:

- Knowledge of routes
- Communicating instructions
- Reviewing driver activity reports, informing management of customer/driver issues
- Interacting with drivers and passengers, responding to passenger concerns,
- Counseling and Training personnel
- Monitoring service intervals
- Have the ability to drive system vehicle if necessary

### Service Monitoring



Daily service monitoring is an important ingredient that Transportation Concepts emphasizes with its staff to ensure maximizing the performance toward the system goal of 100 percent on time performance. Specifically, service roll out, shift change, the layover area, morning and afternoon peak traffic flow patterns, road observation and ride-checks are all focal points that our team is responsible for on a daily basis.

The focus of our Supervisory function is to ensure quality service is consistently delivery. The Supervisor will provide direct oversight of on-the-road operations. This individual will conduct road observations and unobserved checks. Road observations are unscheduled checks designed to monitor on-time performance, vehicle cleanliness, and safe and courteous driving. Unobserved checks are observations of pick-up points performed on a random basis. The data from these random checks can lead to enhanced evaluation of service productivity and performance.



Operations Supervisors will be responsible to respond to passenger incidents, traffic accidents and road calls, as well as provide re-routing recommendations as necessary.

Passenger feedback is also utilized as a tool to monitor on-time performance. Operators are required to report to dispatch if they running behind schedule. However, it does happen that an Operator may neglect to inform the Dispatcher. However, when a passenger does call in and files a complaint, not only is the driver counseled but the information is noted and included in the data utilized for daily, weekly, and monthly reporting.

We believe the Supervisory plan has to be continuously revisited based upon community events and the external environment. Road supervision will be evaluated and adjusted as needed by the Project Manager, along with City staff input.

### **TC Accident/Incident Reporting**

The following are the procedures in the event of an accident or incident:

- Notify the City of Redondo Beach Transit Manager immediately of any accident or incident
- Respond to any emergency or accident involving property damage, passenger injuries, or as requested by the City during or after the operational hours of the service
- Report emergencies or incidents involving injuries, major damage, or media coverage to the City immediately after occurrence
- Determine if employee post accident drug and alcohol testing is required in conjunction with FTA guidelines
- Complete internal accident/incident **root cause analysis/investigation** to determine cause and provide solutions to prevent reoccurrence.

### **Vehicle Break Down/Road Call Procedures**

In the event of a vehicle failure, Transportation Concepts will deploy an appropriate vehicle immediately to transport the passengers aboard the failed vehicle. Our goal is a 10 minute response time from time of notification to departure from location. Our goal is to respond to the scene ASAP, however, at times this may be difficult depending on the location of the breakdown and traffic flow patterns at the time of the break down. The on-duty Operation Supervisor or Dispatcher will be directed to proceed to the lot for immediate replacement if necessary.

Maintenance will respond to the downed vehicle. If the failure is not immediately repairable, the bus will be towed. A Road Call Report is used each time a vehicle has to be exchanged due to a malfunction or a technical problem. The personnel attending the road call complete the pertinent information on the Road Call Report form and the form is signed and that information is submitted to our maintenance department.

### **Handling Operational Emergencies**

Another element of our training is handling operational emergencies. In any transportation system, operational emergencies will occur. In general, Transportation Concepts believes that with thorough operator training and a high quality preventive maintenance program these emergency situations can be minimized.



The following is a brief overview of some proposed guidelines for handling emergency situations that may arise. Each situation is not covered in explicit detail for the purpose of this proposal, but enough detail is provided to show that the procedures are well thought out and appropriate.

### **General Emergency Guidelines**

In most emergency situations, driver attitude and initial response sets the tone for subsequent occurrences and the eventual severity of the situation. If the driver panics and loses control of the situation, tensions are heightened and damages may become greater than they otherwise would have.

Transportation Concepts attempts to prevent this from occurring in whatever emergency may arise. This effort begins with operator training. Emergency situations are documented, explained, and practiced in initial training sessions. Each documented emergency procedure begins with the instruction to remain calm.

To give the driver on the scene additional guidelines, emergency phone numbers are also kept handy on vehicles, in supervisor notebooks, and in dispatch. Each emergency procedure places the safety of the passengers first and addresses equipment, schedules or other subordinate matters only after the safety of the passengers is secured. Additionally, we emphasize rapid on-route supervisory and emergency team response to the situation.

### **Emergency Evacuation of Vehicles**

Drivers are instructed as to what circumstances (fire, heavy smoke, bomb threats, etc.) to evacuate the vehicle. Vehicle is pulled over, stopped and turned off out of the flow of traffic, if possible. If not, steps are taken to ensure that passing traffic is stopped before evacuating. Passengers are instructed in a clear, calm tone as to what procedure to follow. The driver remains on board the vehicle to supervise evacuation procedures. The driver then attends to the vehicle, if possible without jeopardizing personal safety.

Special care must be taken when transporting individuals who do not have the flexibility to evacuate themselves should an emergency occur. Transportation Concepts' Passenger Assistance Training covers critical items regarding driver duties during evacuations of vehicles or use of vehicles to evacuate people from other emergencies. The training program will stress how to evacuate persons using mobility aid devices or who are mentally challenged. It will also include complete familiarity with the operating equipment and the use of safety-related equipment, including fire extinguishers, emergency exits and quick removal of straps.



## **P. Safety, Security and Risk Management**

### **Safety Policy and Awareness**

The effectiveness of any program is dependent upon the existence of a clear direction. This is particularly true in the area of safety. Transportation Concepts has adopted a safety policy statement that declares the following:

- Safety is the number-one priority of our operations
- Safety is everyone's Responsibility
- All accidents/incidents and near misses are preventable
- All unsafe acts and conditions must be eliminated by everyone at work and at home
- Safety is not simply another rule to follow, but a guiding principle.

### **Target Zero**

As an organization, we are continually doing all we can to enhance safety awareness amongst our teams, and strive for continued nurturing of our safety culture. This past year, we have established a theme for our safety program "Target Zero". It is our goal to have zero accidents, incidents and near misses. This vision starts at the top and is driven down to each and every employee within the organization.



### **BCT Safety Wellness Program**

In our Redondo Beach location, Brett Baum and the local team have embodied our safety principal and have involved all of our employees in the building of this foundation. Some of the elements of the local safety wellness program include:

- ✓ Safety Messages broadcast via dispatch, on driver paperwork, or through our media program which is continually streaming in the drivers room on a flat screen TV
- ✓ Tailgate sessions with small groups of employees to talk about safety in the workplace
- ✓ Immediate communication of information regarding any location accident/incident or near miss to all employees. Not only do we provide the information, we ask for their input on solutions to reduce or eliminate reoccurrence
- ✓ Safety Inspections at the facility on a Quarterly basis
- ✓ Program to recognize and reward employees who bring solutions to management regarding potential safety hazards
- ✓ Employee wellness program that focuses on eating healthy and an exercise program
- ✓ Annual wellness contests that involve location teams that compete throughout the company. Focus is on eating right and exercise. Rewards are given out to the top three placing teams



- ✓ Weekly Safety Calls with Corporate to discuss any accident/incident/near miss that may have occurred the previous week
- ✓ Mandatory monthly safety meetings for all employees
- ✓ Safety messages on pay stubs and through our payroll system
- ✓ Mandatory monthly ride checks by the management team, including our Maintenance supervisor and Maintenance Manager
- ✓ Quality assurance maintenance checks/Audits by Maintenance Manager/Supervisor



### **Safety Monitoring**

As a promoter of awareness, Transportation Concepts utilizes a thorough system of monitoring to review/record and guarantee the effectiveness of the Safety Program. Drivers' motor vehicle records will be monitored through the State of California's program, in which an updated MVR report is generated every twelve months, in addition, on-street observations are performed as well as paperwork reviewed. Observations are documented and serve to provide valuable feedback to the employees regarding their performance.

Safety performance is also monitored in the investigation, review, and subsequent retraining of each accident/incident or near miss. The result of the investigation is not only to make a determination of preventability, it is more importantly designed to implement retraining and communication across the board to do all that is possible to prevent a reoccurrence. Although typical the definition of a preventable accident as one in which the operator failed to do everything reasonably possible to prevent the accident, Transportation Concepts strives to take that further by applying that same definition to potential incidents or near misses as well. In the event that an accident is deemed preventable, retraining is scheduled.



The combination of the implementation of a thorough safety policy, a recruiting and screening process that focuses on safety, a comprehensive training program, and a monitoring system to record and identify performance, results in a genuinely safety oriented company. The safety of the services provided by Transportation Concepts is acknowledgment of the success of the overall program.



### **Safety Incentive Program**

Our company has in place an incentive program that promotes safety and rewards exemplary safety performance. Everyone responds to a benefit. Most of what we do is with the understanding that there will be a benefit to our actions. With regard to vehicle accidents or a worker's compensation injury, a safety program establishes an incentive to be safe. It encourages each employee to do things the right way, which is the premise of our "Safety Culture". A table reflective of our safety incentive program is included below:

Achievement	Criteria	Reward
<u><b>Employee of the Quarter</b></u> Awarded to one driver at location This achievement is based on three months of performance. If all other criteria are met, manager must select winner based on who most clearly exemplifies TC's safety philosophy for the time period.	No accidents/incidents, Perfect attendance In proper uniform No injuries No valid complaints No conduct violations	Select promotional items to be presented by Manager at monthly safety meeting \$50 gift card presented
<u><b>One Year Safe Driving Award</b></u> Awarded to each driver at that meets criteria This achievement is based on one year of performance.	No Preventable accidents/injuries	\$100 gift card presented One year Safety pin
<u><b>Five Year Safe Driving Award</b></u> Awarded to each driver that meets criteria over 5 year period	No Preventable accidents/injuries	\$300 gift card presented Five year Safety pin Safety Jacket

## Security Plan

Transportation Concepts has developed and implemented a location specific System Safety and Security and Emergency Preparedness Plan (SSEPP) at the Redondo Beach BCT operation. This is a document that addresses all aspects of a SSEPP and is in compliance with the FTA. It is available for review if desired by the selection committee.

## SSEPP Training

Our *System Security Awareness for Transit Employees course* was developed in response to a need for front-line employee training on security and terrorism. Front-line employees and their immediate supervisors are very often the most effective means for preventing and responding to security related incidents. In order to effectively observe and report information, employees need training that gives them the basic skill sets regarding where to look, what to look for and what to report. Their decisions and actions will determine the severity and extent of an incident.

Knowledge of what to do and more importantly, what *not* to do is vital to their safe and effective response. The course is primarily designed for employees who have direct contact with the public or the vehicles and facilities used by the public. However, it can be easily adapted for the larger universe of employees.



The goals of this course are to:

- Define their role and responsibility in system security
- Recognize suspicious people, activities, packages, devices and substances
- Observe and report relevant information
- Minimize harm to themselves and others

New employees will receive System Security Awareness training as part of their Classroom training. Current employees will receive this training as part of their ongoing safety training.

The *Security Incident Management for Transit Supervisors* course addresses the fundamental skills of front-line supervision as well as the responsibilities involved in security incident management. The goals of this course are to:

- Define the role and responsibility of a supervisor
- Define and describe a supervisor's duties as a security incident manager
- Identify the four phases of an incident
- Describe the elements of Improvised Explosive Devices and Chemical-Biological-Radiological incident management

All supervisors will receive this Security Incident Management training as part of their ongoing supervisory training.

### **Risk Management Plan and Training**

Risk reduction utilizes sensible measures in the workplace to protect our business, employees and customers. Safety risk management and safety assurance are the key processes and activities for managing safety. Transportation Concepts has developed a comprehensive risk management plan that is comprised of the following:

- Establishment of Risk Control Benchmarks / Goals
- Development of Risk Control policies and procedures
- Regulatory audits, reviews and monitoring of location risk mitigation efforts
- Training and development to insure all management staff are well versed in assessment of safety risks
- Review of location reporting/investigative information on a weekly basis with each local management team
- Development and implementation of health and wellness program
- Development, implementation and monitoring of Injury Illness Prevention Program
- Development, implementation and monitoring of Safety Management System (SMS)
- Ongoing Assessment of Risk and allocation of additional Safety Resources where needed

The overall goals of our Risk Management Plan:

- ✓ Employee risk and incident reduction
- ✓ Workers Compensation Cost Reduction
- ✓ Improved Employee Wellness
- ✓ Improved Employee Engagement in Safety Plan
- ✓ Customer Satisfaction Improvements
- ✓ Employee Relations Improvements
- ✓ Overall Balanced Score Card Result

### **Safety Risk Training**

In order to effectively and proactively manage the safety risks at each operating location we must provide continual training to all of our employees. This is accomplished through several methods:

- Weekly Management Calls to collectively discuss root cause and prevention of any accident/incident or near miss
- Monthly Management Safety meetings to provide continued safety education and to provide an analysis of both company and location specific safety information to assess the safety risk potential consequences of hazards, both foreseen and unforeseen
- Quarterly Management and Supervisory meetings to further “drill down” on specific items determined to be of importance in achieving our goal of Zero Accidents/incidents or near misses
- OSHA Regulatory Compliance
- SMS Compliance



## **Q. Customer Service Training and Standards**

**Transportation Concepts believes providing excellent Customer Service has been the backbone of our operational success.**

Transportation Concepts infiltrates the idea that our goal is to deliver exceptional customer service in all areas of our business. Our customers should experience customer satisfaction upon every interaction with any representative of our organization. Our program incorporates the following principles:

- Teaching importance of excellent customer service
- Developing the operators professional image
- Establishing positive relationships with customers

Each employee is required to review customer service principles and implement simple methods to ensure that they are projecting a positive image and providing a pleasant experience for those they come in contact with on a daily basis. The customer service theme is common throughout our proposal, but more importantly, it has been our standard operating principles in place at BCT. We continuously strive for customer service excellence and provide tools to our employees so that they can deliver exceptional customer service. Our objectives for the program are described below:



- ✓ Understand who your customer is
- ✓ Define exceptional customer service for that individual (riding passenger, caller asking for information, caller requesting a ride, etc.
- ✓ Identify the benefits of great customer service.
- ✓ Recognize barriers to the delivery of outstanding customer service.
- ✓ Demonstrate how to measure customer satisfaction levels and take corrective action if needed.
- ✓ Learn techniques for dealing with angry or upset customers.
- ✓ Develop a personal action plan to improve customer service skills.

Knowledge goes a long way toward the delivery of exceptional customer service. It is critical that each employee understand the service to include time points, directions, customer base, and BCT's priorities and expectations. Each employee should have extensive knowledge as to how the system works and if they do not have an answer for the request at hand, provide a valid resource for the requestor.

Each employee will be coached on the value of effective communication and understanding that everyone communicates differently. Maintaining composure and kindness may be difficult sometimes but in the end, it always pays off.

The lesson *"it's not what you say but how you say it"* is one that takes some people years to learn. Our employees are coached on how to use language to its best advantage during

customer interactions. Special emphasis is placed on learning to say "no" in ways that reduce conflict and eliminating phrases such as, "that's not my job," and "I don't know."

Not all customers are easy to deal with. However, realizing that there are times when the attitude they come on the bus with or call on the telephone with has nothing to do with the person on the receiving end. Using case studies from other transit operations, participants will learn in this discussion how to effectively interact with angry customers, complaining customers.

Transportation Concepts' primary goal is to deliver exceptional customer service. If we are fulfilling all of our contractual obligations, we should have extremely satisfied customers that experience a pleasant, safe, and timely ride, as well as expedience and professionalism if they call in for a reservation or need system information. Such concepts are a significant part of our day at Transportation Concepts. We emphasize the importance of these concepts and how they can assist in and out of the workplace.

### **Customer Service Programs**

TC is committed to the continuation and maintenance of the highest level of customer service to customers of the BCT system. We have successfully capitalized on the same high standards our company currently demands from all employees, especially those that interact with the public. TC has years of experience in managing transit operations. Accordingly, when we supplement our experience with proper hiring and continued training, we are confident our employees will provide an environment that fosters a safe, efficient, courteous, and quality experience to each of the passengers that utilize the Beach Cities Transit service. A customized customer service training program for all employees (service ambassadors) has been developed and will continue to be used with current employees as well as all new employees as a result of any turnover. Refresher training will be provided on an annual basis.

Our customer service philosophy will emphasize that this is the responsibility of each employee, and will include the following:

**Professional Attitude** – Wear specified uniforms that are clean and maintained. Be well groomed and ready to work at designated times and positions. Be calm, energetic, pleasant and polite. Smile, make eye contact, and be committed to excellence.

**Superior Customer Service** – Go out of your way to meet customer needs, providing personalized service when appropriate. Work as an effective team member with an enthusiastic attitude. Be able to take direction with minimal supervision.

**Effective Communication** – Speak clearly and in a friendly tone of voice. Ask questions to clarify customer's understanding, and assist any special needs passengers. Seek bilingual assistance when necessary. Be an active listener and demonstrate attentiveness and sincerity.

**Problem Solving** – Handle and resolve difficult situations promptly. Be discrete, apologize to the customer or driver, and suggest solutions. Remain calm and notify a

supervisor when necessary to keep a situation from escalating. Be a pro-active problem solver and anticipate potential issues.

### **Customer Service Plan**

TC draws upon its combined years of experience in developing effective customer service programs inclusive of our current location. The customer is the most important person in our business and the very reason we are in business. When they provide input we listen, whether their input is a suggestion, complaint, or commendation. We take their input seriously and use this information to improve the service we provide.

In order to maximize customer satisfaction, we incorporate the following “customer rights”:

- ✓ The customer receives prompt, friendly, courteous service and accurate information;
- ✓ The customer receives a smile and thank you;
- ✓ The customer is treated with respect and dignity, care and compassion;
- ✓ The customer will be kept informed during service delays and handled with extra care
- ✓ The customer will receive prompt answers to his/her questions.

We achieve this goal by promptly following up on any customer feedback. Suggestions, as well as complaints, are very useful in upgrading our quality of service. All comments are responded to promptly and courteously.

### **Customer Comments and Resolution Approach**

The Customer Service process includes the acceptance and identification of customer comments, investigations and response, tracking, and follow-up observations of all our transportation operations.

### **Proactive Customer Response Action Plan**

All customer service feedback is responded to promptly and courteously. Customer comments are generally received from the following sources: telephone, written, personal contact and surveys. The objective of the customer contact program is to be responsive to the needs of the public and to satisfactorily resolve each individual complaint based on its merits, and to do so quickly.

Each complaint received will be investigated and responded to **within 24 hours**. Whenever possible, telephone complaints will be handled at the time they are received; however, when this is not possible, an investigation will be initiated into the established procedures and how our employee implemented these procedures. The opinion of the passenger will be considered carefully in resolving problems or disputes.

### **Acceptance of Customer Comments**

TC will have overall responsibility in conjunction with City staff to follow-up on all customer comments. Consequently, we work closely with all our drivers to ensure compliance within the guidelines developed collectively with the City of Redondo Beach.

### **Identification Process**

Utilizing the information on the Customer Comment Form, TC personnel will identify the employee on the subject trip. After confirming positive identification of the employee, TC personnel review the Incident Log to determine if any Bus Driver reported any problems.

In the event the information collected is inconsistent with the information on the complaint (incorrect employee description, etc.); our personnel will investigate other possibilities. These possibilities may include the review of earlier and later trips, the review of our camera system, and other information that may help identify the correct incident/employee. If the identity is indeterminable, the Project Manager will attempt to contact the customer to verify the information on the form.

### **Review of Employee Performance**

The Project Manager maintains a file for each employee. This file includes a copy of any previous customer comments involving the employee. The file also includes any follow up with the respective employee including disciplinary actions received regarding customer service issues. In addition to the customer comment file, the Project Manager reviews the employee history. The employee history includes "coaching" (positive and/or negative), disciplinary actions and other performance indicators of the employee. Depending on the nature of the comment, the Transit Manager may also review, with the company, personnel files and training records.



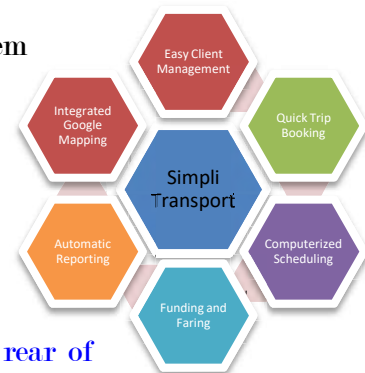
## R. Reservations System and Dispatch Plan

### Reservations System

Transportation Concepts has considerable experience in both “off the shelf” systems, such as Route-Match and Trapeze, as well as location specific customized computerized reservation/dispatch systems. 5 years ago we implemented a computerized reservations software system that aligned with our vision to improve ridership productivity while enhancing reporting characteristics. The system is called “*Simpli Transport*”. This dispatch software has been used in conjunction with mobile tablets in each of the WAVE vehicles. Over these last several years, we have been pleased with this system. We are proposing the continuation of this system.

Over these last 5 years we have recognized the following system improvements:

- Improved On Time Performance
- Reduction in missed trips
- Improved accuracy of information for drivers
- Identification of mobility device need in advance for driver
- Improved information provided to driver, i.e. pick up at rear of building
- Reduced Idle time
- Reduced errors with verbal communication. All is done through MDT
- System allows Dispatch to monitor Driver at all times for “real time status”
- Improved scheduling. Overlap of addresses eliminated



Here are a few features of *Simpli Transport*:

### Easy Client Management

Managing rides can be a time consuming manual task. The client management feature in Simpli will speed up the process allowing you to:

- Register new clients quickly by capturing rider’s address, disability, fare, funding source, etc.
- Record and track Medicaid eligibilities with date ranges with cause for ineligibility.
- Edit client records easily, set statuses such as active, suspended, on vacation or delete entirely.
- Search for client records in seconds.

### Quick Trip Booking

Using Simpli, booking trips couldn’t be easier. In seconds you can create new trips, edit existing trips and create subscription trips. The ability to manage your trips in Simpli will not only speed up your process but also provide a vast amount of important data to report on.

- Create subscription trips (repeat, reoccurring trips)



- Track past rides and easily copy
- View pick up and drop off locations on the integrated Google map
- Automatically create return trips with a click of a button

### **Computerized Scheduling**

Building schedules efficiently and cost effective is essential when running your demand response operation. Simpli Transport's computerized scheduling and dispatch software provides the tools you need to optimize your routes.

#### **Key Features:**

- ✓ Live scheduling with real-time updates
- ✓ Ability to assign pick up and drop offs optimally
- ✓ Automatic client look-up feature
- ✓ Estimated travel time and distances calculated automatically by Google maps
- ✓ Templates for reoccurring routes which automatically assign trips
- ✓ Edit trips quickly and accurately
- ✓ Mark cancelled trips easily as well as tracking no-shows
- ✓ Plot out entire route on Google maps to see where the vehicle is throughout the day

### **Quick Reporting**

The ability to generate accurate reports when you need them is vital when running an efficient transportation service. Simpli Transport allows you to generate the most commonly used reports in seconds. Extract meaningful statistics quickly and easily into six different formats (ie. Word, excel, PDF, ect.) The standard suite of reports features twelve separate reporting arrangements with the ability to create additional custom reports.

### **Mobile Data Terminal**

Simpli Mobile puts the information your drivers need right in their hands. Using mobile tablet devices with internet access, drivers can log into Simpli Mobile and view all of their transports for the day. SimpliMobile connects drivers and dispatchers in real-time.

- Maximize workflow efficiencies by eliminating the need for manual data entry and paper work
- Minimize the risk of human errors
- Immediate driver and dispatch communications
- Significantly reduce dispatcher/driver radio traffic

### **Real-time Manifest**

- ❖ Immediate dispatch-to-driver communication throughout the day will ensure drivers are notified of changes to their schedule. Drivers will receive alerts as new trips, time changes and cancelations are made in real time.



### **Trip Status Updates**

- ❖ Know the status of drivers and their trips throughout the day. As the driver progresses through their route, your dispatcher will see in real-time the status of events change from arrive to perform or no show.

### **Odometer Tracking**

- ❖ Why do things twice? Upon arriving at their destination, drivers will be able to input the odometer reading directly into Simpli Mobile. This real-time data entry eliminates the need for manual processes and streamlines end of day paper work.

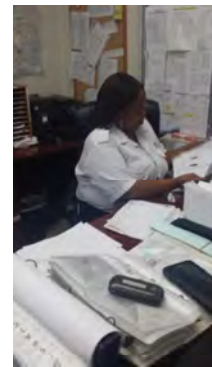
### **Dispatch Plan**



To operate this service effectively, Transportation Concepts' will continue to provide Dispatch coverage during all hours of operations with 2 FT and 2 PT Dispatchers. Our Operations Supervisors and Project Manager will provide back up as necessary. This allows coverage during all operating hours for the BCT operation

Our approach to effective supervision focuses on safe and effective operations primarily considering headways, quality assurance, and a **10 minute response time goal** (relative to on-street response).

**Expectations** - The focus of our Dispatch operation is to consistently ensure the highest level of quality service delivery. The responsibilities of this position are critical in the overall service provision. It is fundamental to ensure that dispatch has a clear understanding of associated duties. Over the years we have taken great care in getting to know all many of the passengers that use the BCT services. The passengers most likely range from the business commuter to the very old and many that suffer from physical, congenital and psychiatric disabilities to name a few. Should a member of the public contact our dispatch staff, the highest level of customer service will be given, regardless of the demeanor of that passenger calling.



Additionally our dispatchers are all cross trained to drive both modes of service (FR and DAR). Being cross trained and able to drive the service on occasion provides our dispatchers with an excellent understanding of the service and ability to better schedule, knowing how long it takes to load wheelchair passengers, assist the elderly, and scheduling the proper time for drivers to insure good on-time performance.

Each Dispatcher will be highly proficient in the operation of our computerized reservations system along with the proper use of a radio system. Each employee in the office (including Project Manager and Administrative Assistant) has had hands-on experience with the reservation system as well to further provide support of the dispatch center.

The person on duty in Dispatch is responsible for coordination and communications with vehicle operators in addition to taking ride request from passengers and answering the customer information line. The purpose of dispatch is to take reservations, schedule rides, communicate daily bus assignments, late pull-outs, detours, and other issues that could potentially affect service. In addition, this person is responsible for monitoring and verifying all of the driver information that is input for the generation of monthly reports. For this reason, it is critical that this individual understand the service, the service area, have knowledge and ability relative to the technology associated with the system, and understand what is logical when reviewing a report. Each employee should have a keen awareness and understanding of the operation and all associated requirements.



The Dispatcher is also responsible for making sure all work is assigned timely, in accordance with the rules and procedures governing the assignment of work and overtime. This individual ensures Operators are in proper uniform, are fit for service, have the proper credentials, and are prepared to carry out their daily assignment. Part of this function includes working to ensure that pre- and post-trip inspections are thoroughly performed and that only vehicles in a proper state of readiness are released into service. Dispatchers also coordinate with the maintenance department for preventive/unscheduled maintenance and follow up to ensure that maintenance issues are addressed.

### **Radio System**

Over the last several years Transportation Concepts has utilized a “push to talk” radio system. Over the last several months we have been evaluating other radio systems and are proposing a new 2 way radio system for this next contract term. We have selected the Kenwood NX-3820HGK system. This has both Analog and Digital capabilities. It would be our plan to replace the older system with the new radio system upon contract award.



## **S. Methodology for Assessing On Time Performance**

Transportation Concepts has been utilizing both several methods to assess the on time performance (OTP) of the BCT operation.

### **Fixed Route:**

OTP is measured by taking two different approaches; Dispatch monitoring and supervisory time point checks.

#### **❖ Dispatch Monitoring**

During each loop of their fixed route, drivers are required to call in to dispatch at the first stop and last stop, along with key time points, such as a transit station, during their loop. The dispatcher receives this information and records that time into their log.

#### **❖ Supervisor Monitoring**

The operations supervisor conducts OTP surveys during each shift. They will observe the driver/route, usually at one of the key time points, although it is randomly changed daily so the drivers are not aware of the locations that they are being monitored. The supervisor is required to assess ten time points on each route daily.

The statistical information for both methods is recorded into a spreadsheet and is automatically calculated to determine the OTP for that day by our Administrative Assistant.

### **Dial-A-Ride:**

OTP performance is generated through our computerized dispatch system as well as supervisor observations.

#### **❖ Computer Dispatch System**

The OTP is measured using 100 percent of the computerized dispatch systems information. The driver provides the arrival and drop off time by pushing a button on their Mobile Data Tablet. That information is provided through the reporting capabilities of the Simpli system.

#### **❖ Supervisor Observation**

The operations supervisor will conduct unobserved checks on each dial a ride driver. The intent is to observe when the driver arrives at a pick up or drop off, and compared with the data received from the dispatch system. It also provides the opportunity to assess how the driver is operating the vehicle and their interaction with the passenger.

### **Experience with Real-Time Information Systems**

Transportation Concepts has had close to 8 years of hands on experience utilizing real time information systems for other clients, and have partnered with each client in the selection and implementation process of each of those systems. These systems include:

- ❖ NextBus
- ❖ RideSystem
- ❖ Transloc
- ❖ Swiftly

We look forward to partnering with the City of Redondo Beach BCT in their selection and our collective implementation of this technology and the ability to effectively utilize it for the next contract term.

## **T. Fare Collection and Reconciliation**

### **Fare Collection**

Farebox procedures at Transportation Concepts have been carefully developed and tested. We guarantee the integrity of the collection process and the transfer to the selected financial institution. We will provide the City of Redondo with reports relative to daily ridership and actual cash collection data.

Our revenue collection and reconciliation procedures are designed to minimize the potential for abuse. This is in response to our responsibility to safeguard our client's financial assets.



Our system as described below is based upon the principles of limited access, specific individual accountability as well as team responsibility of monies prior to deposit. We will monitor daily fare collection activity from the route operator through transfer to the bank by way of armored car transport. Should reconciliation identify losses we will act immediately to identify the source of the loss and apply appropriate measures to correct the situation.

Fares are charged to passengers as specified by the City of Redondo Beach. All revenue is to be controlled and accounted for in accordance with standard cash handling, fare retrieval and accounting practices. Periodic audits are conducted and analyzed for validity of process. Any shortfalls are addressed and adjusted as necessary.

**Farebox procedures are described below:**

### **Sign-In**

Each vehicle will be equipped with a Diamond type farebox provided by the City. The vault associated with the farebox/bus number is recorded so that revenues for each specific bus can be reconciled with the assigned driver's trip sheet. All revenue collecting, with the exception of transfers, is processed through the farebox.

### **Security Key Control**

Key control will be the responsibility of the Project Manager. Vault keys will be stored in a safe. Only the Project Manager and the Dispatcher will have access to the vault keys. No vault keys are permitted to be taken off property.

### **Dropping Vault Securement**

- Bus pulls up to designated areas as marked
- Driver opens doors to allow removal of vault
- Dispatcher removes vault in presence of driver
- Vault must always be dropped in front of the driver
- Vault is secured in the safe located in the Dispatch Center
- There must be dual custody at all times when moving fareboxes

- At all times a vault log must be updated with the bus # and vault #
- At closing, the keys must be locked away in the safe
- ❖ No Deviations from this procedure are allowed at any time. Deviating from this procedure will result in disciplinary action

#### **Vault Security**

Vaults will be secured in the safe for count the next morning. If only one vault is available, that vault will be emptied at the end of each service day and monies from each vault will be placed in its own bag and labeled. Once the vault is emptied it is placed safely and securely back into the vehicle. The bags will be put into the safe for the night. Each morning, the monies will be counted in the Dispatch room in the presence of management staff along with a camera system recording the individuals and coordinated for pickup by the armored car service. The Project Manager will be held accountable for reconciliation.

## **U. Data Collection, Record Keeping and NTD Reporting**

### **Quality Control and Reporting**

The Dispatcher must utilize several tools to be effective and for accountability purposes. Some of the tools used are described below:

#### **Daily Dispatch Log**

- ✓ This sheet is used to record **ALL** activities that pertain to the day to day activities in dispatch.
- ✓ It is used for tracking and recording of **ALL** activities and incidents for the purpose of follow up and checks and balances.
- ✓ The system works on “ **PROBLEM and ACTION CODES** ”.
  - ❖ This is a list containing the most reported problems, and offers the ability to add others.
  - ❖ As with the problem list, there is a list of action codes. These codes explain how you handled the problem.

#### **Daily Service Report**

- ✓ This report recaps the amount of service time lost on a particular route and block and the reason for it.
- ✓ It also shows if and what supervisors had to drive.
- ✓ Time loss needs to be put down in hours and minutes format

We will continue to provide reports that comply with NTD reporting requirements. All reporting documents will continue to be produced accurately and in a timely manner on a monthly basis as required. TC utilizes a basic “check and balance” system in order to ensure validity of all reporting. The raw data is collected as a result of employees in the field. Each report submitted has to concur with the coinciding “actual operating data”.

### **Daily and Monthly Operations Reporting**

Transportation Concepts' Vehicle Operators will record their daily operations on a daily Driver Trip Sheet. These Trip Sheets will be turned into the Dispatcher at the end of their shift. The Dispatcher will perform a review of the Trip Sheet when it is turned in to ensure that all of the primary information is recorded. Subsequently, the information from the Trip Sheets will be entered into an Excel spreadsheet by the staff. All of the information from the Trip Sheets will be entered into the spreadsheet within three days of service and will be available for City review within five days of service.



At the end of each month, Transportation Concepts will also prepare a Monthly Operating Report that will include information on all of the Operating Data as required or desired by the City of Redondo Beach. This report will be submitted to the City on or before the 11<sup>th</sup> of the month, pending final TAP reports from the City. **A copy of our MMR is included at the end of this section.**

### **National Transit Data Base Reporting (NTD)**

As a contracted operator of public transit services TC reports operating statistics to clients and agencies who directly report to NTD. The following is a sample of the procedures and



reporting areas that are typically reported by TC. With each specific operation the reporting parameters and data may be different.

#### NTD Operating Statistics

- ✓ Ridership by the number of Unlinked Passenger Trips
- ✓ Total Vehicle Miles
- ✓ Vehicle Revenue and Non-Revenue Miles
- ✓ Total Vehicle Hours
- ✓ Revenue and Non-Revenue Hours
- ✓ Type of Vehicle and Service Mode
- ✓ Number of Vehicle Trips
- ✓ Farebox Collection
- ✓ Incidents and Accidents
- ✓ ADA Stats; Mobility Aids, Attendants, Lift Boarding
- ✓ Passenger Complaints

#### BCT Specific Ride Statistics

- Fare Media Collection
- Location statistics
- Detour and Delay Information
- Bicycle Boarding
- Passenger Statistics

#### NTD Sampling Plan as directed by the City of Redondo Beach

- Method selected by City Staff
- As defined by NTD Sampling Plan Manual
- Separate sampling statistics and reporting
- Cross checking of data for Quality Assurance

Transportation Concepts will continue to comply with, and provide the City of Redondo Beach with all required NTD reporting documents and information. In order to ensure that this important function is completed accurately, Transportation Concepts continually sends representatives to training sessions presented by the FTA on the NTD reporting systems. These programs are presented periodically by the FTA and provide both a valuable training session on the completion of the reports, as well as providing the opportunity to create a direct contact with an FTA representative. Transportation Concepts is well versed in the requirements of NTD reporting and can be counted upon by the agency to address this important area in an accurate and timely manner.

#### Other Required Reports

Transportation Concepts will submit reports on a weekly and monthly basis to include a summary of significant achievements and challenges, as well as recommended solutions or action plans to enhance situational issues based upon agency needs. Reports will include but not be limited to hours and miles, accidents/incidents, complaints and commendations, vehicle maintenance repair and PMI tracker, drug and alcohol testing (quarterly), and dispatch logs (if requested). All statistical information as required by the City and NTD will be incorporated into a weekly or monthly summary.



With the expertise of Transportation Concepts in the transit industry, future IT and technology upgrades are possible. Local and Local and Corporate management staff are well-versed and trained in top transit information formats such as RA manager, Route Match, Trapeze, Next Bus, Trimble Transit Logistics, Google Android and Luminator Twin Vision. If and when the Agency chooses to explore future IT services Transportation Concepts will be there to assist no matter how small or large of an upgrade. TC has built relationships with leading public transit providers and advocacy groups such as CalACT and CTA to bring the best, most reliable and tested programs and services that comply with both Caltrans and FTA standards.

# Transportation Concepts

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BEACH CITIES TRANSIT • 1521 Kingsdale Ave. • Redondo Beach • California 90278  
Phone: 310-802-7686 • Fax: 310-921-2594

November 11, 2019

Joyce L. Rooney  
Transit Operations and Transportation Facilities Manager  
City of Redondo Beach  
1922 Artesia Blvd.  
Redondo Beach, CA 90278

Re: Beach Cities Transit Monthly Report for October 2019.

Dear Ms. Rooney:

The monthly report is enclosed along with specific operating reports for each of the fixed routes and the WAVE.

During this month we took delivery of four new Ford Champion Buses, and retired four buses. However, vehicle # 518 was only placed in service November 1, 2019 due to an electrical problem that was corrected by Creative Bus Services.

VEHICLES IN SERVICE INFO			VEHICLES OUT OF SERVICE INFO		
Vehicle #	In Service Date	Miles	Vehicle #	OOS Date:	Miles
517	10-17-19	170	508	10-21-19	129,586
547	10-17-19	207	509	10-21-19	135,438
548	10-17-19	163	510	10-21-19	123,001
			514	10-21-19	162,333

Please call me if there are any questions, comments or concerns.

Respectfully,



Brett Baum

# *Transportation Concepts*

Collisions, Complaints, Compliments, Incidents and Road Calls  
October 2019

<b>Collisions – See attached report</b>
We have no collisions to report for the month:
<b>Valid Complaints/Compliments- See attached report</b>
<p>We have five complaints to report for the month:</p> <ol style="list-style-type: none"><li>1) Full Bus- A parent called in on behalf of her son requesting more buses be added for the school students.</li><li>2) Pass Up- The driver passed up a passenger as he was in the wrong lane, due to him passing a bicyclist. Driver was counseled.</li><li>3) Miscellaneous -Driver failed to pull up parallel to the curb to let the passenger on and off. The driver was unable to pull in parallel due to another vehicle parked in the red curb area.</li><li>4) Late Bus- The driver departed the Pier late, and was listening to music while driving. The driver was counseled and advised to put his phone away while driving.</li><li>5) Unruly Passenger- Passenger complained the driver had him removed from the bus, and also called him homeless. The drivers was counseled and suspended for the way he handled the situation.</li></ol>
<b>Incidents/Events – See attached report</b>
We have no incidents/events to report for the month:
<b>Road Calls – See attached report</b>
<p>We have five reportable road calls to report for the month:</p> <ol style="list-style-type: none"><li>1) FR - Bus 543 - Bus overheating- Cooling fan gear box froze.</li><li>2) FR - Bus 536 - Bus overheating- Broken coolant hose.</li><li>3) FR- Bus 539 - Bus not starting- Ignition switch failure.</li><li>4) DAR- Bus 511 - Bus shut off- Replaced the fuel pressure regulator.</li><li>5) FR- Bus 547 - Bus shut off- Electrical -warranty.</li></ol>

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CNG Tank Cert. Log
Tripper Buses Report
Complaint Tracker
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Complaints by Line
Road Call Report
Collision / Incident Log
Service Interruption Log
Fixed Route Pullouts
Major Repairs
Bus Washing Report
FTE Hours
Employee Seniority List
AireSpring.com
TelePacific



12 Mauchly, Building I  
Irvine, CA 92618  
(949) 753-7525  
(949) 753-7526 - FAX

Invoice #: 516-10-2019  
Contract # C-1410-122  
Invoice Date: November 11, 2019

CITY OF REDONDO BEACH  
BEACH CITIES TRANSIT  
1922 ARTESIA BLVD.  
REDONDO BEACH, CA 90278  
Attn: Joyce L Rooney  
Transit Operations and Transportation Facilities Manager

Location # 516 Redondo Beach

Contract Service for City of Redondo Beach for the month of:

October 2019

	Number of Days	Service Hours	Billing Rate	Amount
<b>WAVE Dial - A - Ride Service Hours:</b>	<b>31</b>	<b>627.79</b>	<b>\$34.47</b>	<b>\$21,639.92</b>

**Fixed Route Service Hours:**

Service Hours for Line 102:	31	1,136.73	\$34.47	\$39,183.08
School Tripper Hours for Line 102:	22	108.08	\$34.47	\$3,725.52
Service Hours for Line 109:	31	1,753.67	\$34.47	\$60,449.00

<b>Total FR Hours</b>	<b>2,998.48</b>	<b>\$103,357.60</b>
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Monthly Fixed Cost \$69,644.60

<b>Total for BCT and WAVE Services</b>	<b>3,626.27</b>	<b>\$194,642.12</b>
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**Out of Contract Service for City of Redondo Beach**

Sectran Security Inc. \$395.50

November Inv. # 19111467

Billback phone lines (see attached statements)

Airespring - (310) 371-5200 BCT

Inv. # 130060294 \$475.19

TelePacific TDD Line

Inv. # 122161175-0 \$47.36

**PAC Shuttle Service: 10-3-2019**

Bus # 1- 550 8am to 12:55pm 4.92 \$34.47 \$169.59

Bus # 2- 536 10:05am- 12:55pm 2.83 \$34.47 \$97.55

**Pumpkins By The Sea Event**

October 26th- 12pm to 3:30pm 3.50 \$34.47 \$120.65

<b>\$387.79</b>
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<b>GRAND TOTAL</b>	<b>\$195,947.96</b>
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Thank you,

**Brett Baum**  
Director of Operations

# SUMMARY MANAGEMENT REPORT

October 2019

## FIXED ROUTE SUMMARY

	Total Passengers	Total Revenue Hours	Revenue Miles	Ridership / Rev Hour	Collected Fares	Farebox Recovery per Passenger	On-Time Percentage	# Of Operating Days
102	19,224	1,244.81	12,642	15.44	\$7,142.56	\$0.37	95.85%	31
109	16,962	1,753.67	21,290	9.67	\$8,656.26	\$0.51	86.64%	31
<b>Total</b>	<b>36,186</b>	<b>2,998.48</b>	<b>33,932</b>	<b>12.07</b>	<b>\$15,798.82</b>	<b>\$0.44</b>	<b>92.06%</b>	

## WAVE - DAR SUMMARY

WAVE Dial a Ride	Total Passengers	Redondo Beach Passengers	Hermosa Beach Passengers	Satellite Passengers	Revenue Hours	Passenger / Rev Hour	Farebox Recovery per Passenger	On-Time Percentage	Revenue Miles	# Of Operating Days
	1,302	940	162	200	627.79	2.07	\$0.91	95.57%	5,884	31

## FR FUEL SUMMARY REPORT

	W/DAY		SATURDAY		SUNDAY		TOTAL		TOTAL PSI
	HOURS	MILES	HOURS	MILES	HOURS	MILES	HOURS	MILES	
102	2.80	58	2.27	70	1.57	49	6.64	177	368,000
109	59.02	388	7.32	56	5.78	56	72.12	500	845,130
<b>TOTAL</b>	<b>61.82</b>	<b>446</b>	<b>9.59</b>	<b>126</b>	<b>7.35</b>	<b>105</b>	<b>78.76</b>	<b>677</b>	<b>1,213,130</b>

## DAR WAVE FUEL SUMMARY REPORT

	W/DAY		SATURDAY		SUNDAY		TOTAL		TOTAL PSI
	HOURS	MILES	HOURS	MILES	HOURS	MILES	HOURS	MILES	
<b>TOTAL</b>	<b>26.17</b>	<b>0</b>	<b>1.65</b>	<b>0</b>	<b>0.78</b>	<b>0</b>	<b>28.60</b>	<b>0</b>	<b>328,900</b>

FIXED ROUTE - RIDERSHIP and FARE COUNT WORKSHEET - LINE 102

October 2019

Total Pax		REG CASH	SENIOR & DISABLED	GENERAL PASS	BCT STUDENT	BCT SENIOR	BCT DISABLED	FREE	W/C	EZ	ASI	STORED	IAT	INTRA AGENCY	BCT FARE COUNT	TAP SCANS	COLLECTED FARES	PROJECTED FARES	DIFF
Date		\$1.00	\$0.50		PASS	PASS	PASS			PASS	ACCESS	VALUE	TRFR	BLUE					
Tuesday	1-Oct	768		0	333	0	0	2	0	4	8	55	18	0	2	87	\$313.28	\$313.00	\$0.28
Wednesday	2-Oct	820	66	1	366	3	2	1	1	10	13	40	17	1	0	81	\$324.67	\$325.50	-\$0.83
Thursday	3-Oct	786	83	0	358	7	0	3	0	9	11	49	16	1	3	89	\$300.13	\$298.50	\$1.63
Friday	4-Oct	748	61	0	369	2	1	2	0	5	12	40	17	1	0	75	\$270.89	\$267.00	\$3.89
Saturday	5-Oct	195	64	0	8	3	0	0	0	11	15	19	6	2	2	55	\$114.22	\$112.00	\$2.22
Sunday	6-Oct	66	34	0	1	0	1	2	2	2	3	6	1	0	2	14	\$43.22	\$42.50	\$0.72
Monday	7-Oct	877	11	0	481	2	2	2	0	14	8	42	15	1	0	80	\$279.92	\$277.00	\$2.92
Tuesday	8-Oct	822	66	1	390	9	2	3	2	11	18	52	17	1	0	99	\$293.72	\$289.50	\$4.22
Wednesday	9-Oct	328	59	1	28	7	1	1	1	9	9	30	18	1	0	67	\$191.81	\$190.00	\$1.81
Thursday	10-Oct	770	68	0	394	4	1	2	1	5	13	44	15	0	0	77	\$261.06	\$260.50	\$0.56
Friday	11-Oct	749	63	0	373	2	0	4	0	6	12	44	15	2	0	79	\$255.75	\$253.50	\$2.25
Saturday	12-Oct	174	75	1	6	3	1	2	0	4	8	13	11	1	0	37	\$108.26	\$106.00	\$2.26
Sunday	13-Oct	89	38	1	6	0	1	0	0	2	4	3	7	0	0	16	\$57.05	\$55.00	\$2.05
Monday	14-Oct	850	22	0	416	0	5	1	0	15	18	41	19	1	0	94	\$300.88	\$300.00	\$0.88
Tuesday	15-Oct	940	68	0	483	7	4	7	0	7	9	36	19	4	0	76	\$323.41	\$322.50	\$0.91
Wednesday	16-Oct	911	81	6	482	2	3	4	6	8	15	41	18	1	0	82	\$305.23	\$304.00	\$1.23
Thursday	17-Oct	799	68	0	398	5	1	1	0	12	16	56	13	0	0	100	\$264.55	\$262.00	\$2.55
Friday	18-Oct	837	64	5	440	2	13	1	1	9	27	51	11	1	1	100	\$251.91	\$249.00	\$2.91
Saturday	19-Oct	195	64	0	5	2	0	2	0	4	11	24	14	1	1	55	\$117.92	\$114.50	\$3.42
Sunday	20-Oct	73	33	0	6	0	0	4	0	1	10	4	3	0	1	19	\$38.90	\$38.00	\$0.90
Monday	21-Oct	774	12	0	347	13	2	5	1	21	13	42	14	1	0	91	\$286.79	\$277.00	\$9.79
Tuesday	22-Oct	828	78	0	384	3	3	2	3	11	18	56	17	1	0	103	\$302.15	\$298.00	\$4.15
Wednesday	23-Oct	824	70	0	384	11	6	1	4	11	10	36	21	2	0	80	\$307.29	\$307.00	\$0.29
Thursday	24-Oct	773	70	0	375	4	4	1	0	15	12	38	13	3	0	81	\$287.94	\$280.50	\$7.44
Friday	25-Oct	724	55	1	344	3	1	2	2	7	14	35	20	0	0	76	\$273.30	\$272.50	\$0.80
Saturday	26-Oct	192	51	0	18	4	1	1	1	6	7	16	8	1	0	38	\$111.28	\$110.50	\$0.78
Sunday	27-Oct	57	39	1	5	0	0	2	0	0	2	3	2	2	0	9	\$36.39	\$35.00	\$1.39
Monday	28-Oct	815	12	0	417	10	1	2	2	7	17	38	18	2	2	84	\$261.35	\$260.00	\$1.35
Tuesday	29-Oct	823	82	0	391	7	2	2	0	18	10	41	22	3	0	94	\$285.62	\$285.00	\$0.62
Wednesday	30-Oct	846	84	0	416	6	3	6	2	15	14	45	19	1	0	94	\$294.07	\$291.50	\$2.57
Thursday	31-Oct	771	59	0	378	6	1	2	2	10	10	37	13	2	0	72	\$279.60	\$277.50	\$2.10
Total Weekday		18,183	242	1	8,747	6	1	2	2	239	307	989	385	32	9	1,961	\$6,515.32	\$6,461.00	\$54.32
Total (Sat)		756	69	1	37	115	58	57	28	25	41	72	39	5	3	185	\$451.68	\$443.00	\$8.68
Total (Sunday)		285	57	0	18	0	2	8	2	5	19	16	13	2	3	58	\$175.56	\$170.50	\$5.06
Grand Total		19,224	1,769	20	8,802	127	62	70	31	269	367	1,077	437	39	15	2,204	\$7,142.56	\$7,074.50	\$68.06

FIXED ROUTE - RIDERSHIP and FARE COUNT WORKSHEET - LINE 109

October 2019

Date	Total Pax	REG CASH	SENIOR & DISABLED	GENERAL PASS	BCT STUDENT		BCT SENIOR		BCT DISABLED		FREE	W/C	EZ	ASI	STORED	IAT	INTRA AGENCY	BCT FARE	TAP SCANS	COLLECTED FARES	PROJECTED FARES	DIFF
					PASS		PASS		PASS													
Tuesday	603	236	100	1	2	4	4	0	2	0	2	0	45	10	131	62	4	6	258	\$288.38	\$287.00	\$1.38
Wednesday	627	253	101	0	0	0	2	0	3	0	3	0	45	15	124	72	7	5	268	\$312.20	\$303.50	\$8.70
Thursday	684	274	124	0	1	1	1	0	0	0	0	1	53	13	141	68	5	4	284	\$332.33	\$336.00	-\$3.67
Friday	568	274	75	0	0	7	7	0	3	1	3	1	38	12	101	47	7	4	209	\$319.25	\$311.50	\$7.75
Saturday	352	214	52	0	0	5	5	0	4	0	4	0	8	5	43	19	2	0	77	\$249.35	\$240.00	\$9.35
Sunday	311	176	62	0	4	2	2	0	3	2	3	2	8	5	36	10	5	0	64	\$209.05	\$207.00	\$2.05
Monday	678	289	108	0	0	5	5	0	3	0	3	0	55	6	145	60	5	2	273	\$351.93	\$343.00	\$8.93
Tuesday	630	239	87	2	0	4	4	0	3	0	3	0	60	18	149	59	5	4	295	\$289.50	\$284.50	\$5.00
Wednesday	639	241	110	0	0	2	2	0	2	1	55	14	55	14	139	66	5	5	284	\$295.13	\$296.00	-\$0.87
Thursday	674	287	97	1	1	5	5	0	3	0	3	0	59	5	136	71	5	4	280	\$338.78	\$336.50	\$2.28
Friday	619	271	106	1	1	2	2	0	2	2	41	14	41	14	117	58	4	2	236	\$328.43	\$325.00	\$3.43
Saturday	310	157	47	0	1	3	3	2	2	1	11	6	17	6	46	23	4	0	96	\$184.04	\$180.50	\$0.01
Sunday	317	174	46	1	0	0	0	0	4	0	5	0	13	2	33	19	1	0	92	\$201.39	\$198.00	\$3.39
Monday	648	293	106	0	1	3	3	2	2	1	42	11	42	11	119	60	6	3	241	\$350.44	\$346.00	\$4.44
Tuesday	628	235	95	3	2	10	10	1	2	0	59	14	59	14	138	60	4	5	280	\$286.44	\$285.50	\$0.94
Wednesday	641	236	97	1	0	6	6	1	2	0	50	21	50	21	149	69	5	4	298	\$293.95	\$285.50	\$8.45
Thursday	623	232	105	0	4	4	4	0	4	1	53	7	53	7	145	57	6	6	274	\$285.59	\$284.50	\$1.09
Friday	652	276	120	1	1	6	6	1	2	0	32	17	32	17	127	63	2	4	245	\$334.84	\$337.00	-\$2.16
Saturday	308	159	47	0	1	0	0	1	4	0	17	6	17	6	46	23	4	0	96	\$184.04	\$182.50	\$1.54
Sunday	241	120	45	0	0	1	1	2	5	0	13	2	13	2	33	19	1	0	68	\$141.47	\$142.50	-\$1.03
Monday	571	236	91	0	0	1	1	1	3	0	40	3	40	3	140	52	1	3	239	\$285.60	\$281.50	\$4.10
Tuesday	595	228	96	1	2	2	2	0	3	1	42	23	42	23	131	61	3	3	263	\$278.44	\$277.00	\$1.44
Wednesday	625	254	102	0	2	1	1	0	4	0	44	18	44	18	130	65	1	4	262	\$304.52	\$305.00	-\$0.48
Thursday	699	266	115	0	8	10	10	3	2	1	49	9	49	9	164	69	1	3	295	\$331.55	\$323.50	\$8.05
Friday	632	273	93	14	1	3	3	1	2	2	34	7	34	7	131	66	3	4	245	\$330.53	\$333.50	-\$2.97
Saturday	309	173	50	0	0	2	2	0	4	0	13	5	13	5	44	18	0	0	80	\$198.07	\$198.00	\$0.07
Sunday	255	129	40	0	1	1	1	0	3	0	11	6	11	6	40	21	3	0	81	\$148.28	\$149.00	-\$0.72
Monday	639	251	112	2	0	3	3	1	1	0	56	8	56	8	139	63	0	3	269	\$314.60	\$309.00	\$5.60
Tuesday	638	240	110	4	3	4	4	0	5	1	55	8	55	8	134	69	2	4	272	\$301.28	\$299.00	\$2.28
Wednesday	643	248	91	2	1	2	2	2	3	2	50	30	50	30	145	64	2	5	296	\$297.46	\$295.50	\$1.96
Thursday	603	236	109	1	6	3	3	0	1	0	52	6	52	6	115	68	2	4	247	\$292.93	\$291.50	\$1.43
Total Weekday	14,559	5,868	2,350	34	36	90	90	13	57	14	1,109	289	1,449	85	3,090	1,449	85	91	6,113	\$7,144.10	\$7,077.00	\$67.10
Total (Sat)	1,279	703	196	0	2	10	10	3	14	1	49	28	89	11	174	89	11	0	351	\$811.97	\$801.00	\$10.97
Total (Sunday)	1,124	599	193	1	5	4	4	2	15	2	44	18	76	9	158	76	9	0	305	\$700.19	\$696.50	\$3.69
Grand Total	16,962	7,170	2,739	35	43	104	104	18	86	17	1,202	335	1,614	105	3,422	1,614	105	91	6,769	\$8,656.26	\$8,574.50	\$81.76



FIXED ROUTE - COMBINED FARES

October 2019

Total Pax		REG CASH	SENIOR & DISABLED	GENERAL PASS	BCT STUDENT	BCT SENIOR	BCT DISABLED	FREE	W/C	EZ	ASI	STORE D	IAT	INTRA AGENCY	BCT FARE	TAP SCANS	COLLECTED FARES	PROJECTED FARES	DIFF
Date		1.00	0.50		PASS	PASS	PASS			PASS	ACCESS	VALUE	TRFR	BLUE	COUNT	0			
Tuesday	10/1	1,371	\$83.00	1	335	4	0	4	0	49	18	186	80	4	8	345	\$601.66	\$600.00	\$1.66
Wednesday	10/2	1,447	\$92.00	1	366	5	2	4	1	55	28	164	89	8	5	349	\$636.87	\$629.00	\$7.87
Thursday	10/3	1,470	\$92.50	0	359	8	0	3	1	62	24	190	84	6	7	373	\$632.46	\$634.50	-\$2.04
Friday	10/4	1,316	\$69.50	0	369	9	1	5	1	43	24	141	64	8	4	284	\$590.14	\$578.50	\$11.64
Saturday	10/5	547	\$43.00	0	8	8	0	4	0	19	20	62	25	4	2	132	\$363.57	\$352.00	\$11.57
Sunday	10/6	377	\$36.50	0	5	2	1	5	4	10	8	42	11	5	2	78	\$252.27	\$249.50	\$2.77
Monday	10/7	1,555	\$87.00	1	481	7	2	5	0	69	14	187	75	6	2	353	\$631.85	\$620.00	\$11.85
Tuesday	10/8	1,452	\$73.00	3	390	13	2	6	2	71	36	201	76	6	4	394	\$583.22	\$574.00	\$9.22
Wednesday	10/9	967	\$89.00	1	28	9	1	3	2	64	23	169	84	6	5	351	\$486.94	\$486.00	\$0.94
Thursday	10/10	1,444	\$80.00	1	395	9	1	5	1	64	18	180	86	5	4	357	\$599.84	\$597.00	\$2.84
Friday	10/11	1,368	\$90.50	2	374	4	0	6	2	47	26	161	73	6	2	315	\$584.18	\$578.50	\$5.68
Saturday	10/12	484	\$42.50	1	7	6	3	4	1	15	20	54	40	6	0	135	\$288.77	\$286.50	\$2.27
Sunday	10/13	406	\$34.00	1	6	0	1	4	0	14	9	52	33	0	0	108	\$258.44	\$253.00	\$5.44
Monday	10/14	1,498	\$87.00	0	417	3	7	3	1	57	29	160	79	7	3	335	\$651.32	\$646.00	\$5.32
Tuesday	10/15	1,568	\$88.00	9	485	17	5	9	0	66	23	174	79	8	6	356	\$609.85	\$608.00	\$1.85
Wednesday	10/16	1,552	\$82.50	1	482	8	4	6	6	58	36	190	87	5	4	380	\$599.18	\$589.50	\$9.68
Thursday	10/17	1,422	\$84.50	5	402	9	1	5	1	65	23	201	70	9	6	374	\$550.14	\$546.50	\$3.64
Friday	10/18	1,489	\$92.00	1	441	8	14	3	1	41	44	178	74	3	5	345	\$586.75	\$586.00	\$0.75
Saturday	10/19	503	\$40.00	0	6	2	1	6	0	21	17	70	37	5	1	151	\$301.96	\$297.00	\$4.96
Sunday	10/20	314	\$28.50	0	6	1	2	9	0	14	12	37	22	1	1	87	\$180.37	\$180.50	-\$0.13
Monday	10/21	1,345	\$84.50	0	347	14	3	8	1	61	16	182	66	2	3	330	\$572.39	\$558.50	\$13.89
Tuesday	10/22	1,423	\$83.00	1	386	5	3	5	4	53	41	187	78	4	3	366	\$580.59	\$575.00	\$5.59
Wednesday	10/23	1,449	\$86.00	0	386	12	6	5	4	55	28	166	86	3	4	342	\$611.81	\$612.00	-\$0.19
Thursday	10/24	1,472	\$85.00	1	383	14	7	3	1	64	21	202	82	4	3	376	\$619.49	\$604.00	\$15.49
Friday	10/25	1,356	\$72.00	14	345	6	2	4	4	41	21	166	86	3	4	321	\$603.83	\$606.00	-\$2.17
Saturday	10/26	501	\$44.50	1	18	6	1	5	1	19	12	60	26	1	0	118	\$309.35	\$308.50	\$0.85
Sunday	10/27	312	\$26.00	0	6	1	0	5	0	11	8	43	23	5	0	90	\$184.67	\$184.00	\$0.67
Monday	10/28	1,454	\$97.00	2	417	13	2	3	2	63	25	177	81	2	5	353	\$575.95	\$569.00	\$6.95
Tuesday	10/29	1,461	\$97.00	4	394	11	2	7	1	73	18	175	91	5	4	366	\$586.90	\$584.00	\$2.90
Wednesday	10/30	1,489	\$75.00	2	417	8	5	9	4	65	44	190	83	3	5	390	\$591.53	\$587.00	\$4.53
Thursday	10/31	1,374	\$89.00	2	384	9	1	3	2	62	16	152	81	4	4	319	\$572.53	\$569.00	\$3.53
Weekday		32,742	\$11,527.00	52	8,783	205	71	114	42	1,348	596	4,079	1,834	117	100	8,074	\$13,659.42	\$13,538.00	\$121.42
Total (Sat)		2,035	\$1,072.00	2	39	22	5	19	2	74	69	246	128	16	3	536	\$1,263.65	\$1,244.00	\$19.65
Total (Sunday)		1,409	\$741.00	1	23	4	4	23	4	49	37	174	89	11	3	363	\$875.75	\$867.00	\$8.75
Grand Total		36,186	\$13,340.00	55	8,845	231	80	156	48	1,471	702	4,499	2,051	144	106	8,973	\$15,798.82	\$15,649.00	\$149.82

City receives money from Metro for "Stored Value" transactions. Passengers do not pay at the time of boarding the bus.

Stored Value Total	Adult/Student	Senior	Stored Value-Saturday	Adult/Student	Senior	Stored Value-Sunday	Adult/Student	Senior
Line 102	\$1,340.00	\$60.00	Line 102	\$28.00	\$4.50	Line 102		\$3.50
Line 109	\$2,743.00	\$148.00	Line 109	\$184.00	\$12.50	Line 109		\$13.00
Total	\$4,083.00	\$208.00	Total	\$212.00	\$17.00	Total		\$16.50

Stored Value Total-IAT	Adult/Student	Senior	Stored Value-Saturday-IAT	Adult/Student	Senior	Stored Value-Sunday-IAT	Adult/Student	Senior
Line 102	\$112.50	\$12.75	Line 102	\$2.00	\$1.50	Line 102		\$2.50
Line 109	\$346.25	\$41.25	Line 109	\$24.50	\$4.00	Line 109		\$3.00
Total	\$458.75	\$54.00	Total	\$26.50	\$5.50	Total		\$5.50

GRAND TOTAL		\$4,803.75
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FIXED ROUTE - HOURS and MILES

October 2019

		Date	Total Passengers	DAILY TOTAL HOURS			DAILY REVENUE HOURS			Pax/Rev Hr	DAILY TOTAL MILES			DAILY REVENUE MILES		
				102	109	Gross Hours	102	109	Revenue Hours		102	109	Gross Miles	102	109	Revenue Miles
Tuesday		10/1	1,371	48.13	63.55	111.68	45.05	60.49	105.54	12.99	517	814	1,331	459	734	1,193
Wednesday		10/2	1,447	48.58	63.72	112.30	45.98	60.49	106.47	13.59	528	812	1,340	464	734	1,198
Thursday		10/3	1,470	49.03	64.72	113.75	46.45	60.14	106.59	13.79	527	813	1,340	463	734	1,197
Friday		10/4	1,316	48.93	64.60	113.53	46.18	60.49	106.67	12.34	546	806	1,352	461	734	1,195
Saturday		10/5	547	35.22	47.38	82.60	33.63	45.45	79.08	6.92	375	608	983	350	551	901
Sunday		10/6	377	14.85	46.95	61.80	13.14	44.98	58.12	6.49	185	615	800	152	551	703
Monday		10/7	1,555	48.75	63.77	112.52	46.37	60.49	106.86	14.55	517	814	1,331	464	734	1,198
Tuesday		10/8	1,452	49.00	63.15	112.15	46.45	60.49	106.94	13.58	526	809	1,335	463	734	1,197
Wednesday		10/9	967	42.57	64.27	106.84	41.18	60.49	101.67	9.51	439	813	1,252	415	734	1,149
Thursday		10/10	1,444	48.40	64.47	112.87	45.58	60.49	106.07	13.61	529	814	1,343	463	734	1,197
Friday		10/11	1,368	48.83	63.25	112.08	46.05	60.49	106.54	12.84	512	815	1,327	463	734	1,197
Saturday		10/12	484	34.85	47.45	82.30	33.63	45.45	79.08	6.12	374	617	991	350	551	901
Sunday		10/13	406	14.98	47.13	62.11	13.14	45.45	58.59	6.93	183	614	797	152	551	703
Monday		10/14	1,498	48.67	63.52	112.19	46.02	60.49	106.51	14.06	511	810	1,321	461	734	1,195
Tuesday		10/15	1,568	49.08	63.33	112.41	46.36	60.49	106.85	14.67	539	806	1,345	467	734	1,201
Wednesday		10/16	1,552	48.82	63.57	112.39	46.22	60.49	106.71	14.54	528	807	1,335	465	734	1,199
Thursday		10/17	1,422	48.38	63.95	112.33	46.25	60.49	106.74	13.32	531	802	1,333	463	734	1,197
Friday		10/18	1,489	48.48	63.45	111.93	46.25	60.49	106.74	13.95	516	802	1,318	463	734	1,197
Saturday		10/19	503	35.13	48.00	83.13	33.63	45.45	79.08	6.36	374	617	991	350	551	901
Sunday		10/20	314	14.48	47.22	61.70	13.14	45.07	58.21	5.39	184	614	798	152	551	703
Monday		10/21	1,345	49.18	63.97	113.15	46.55	60.49	107.04	12.57	526	802	1,328	472	734	1,206
Tuesday		10/22	1,423	49.63	63.20	112.83	46.63	60.49	107.12	13.28	539	802	1,341	472	734	1,206
Wednesday		10/23	1,449	48.65	63.65	112.30	46.02	60.49	106.51	13.60	526	800	1,326	464	734	1,198
Thursday		10/24	1,472	49.30	63.92	113.22	46.12	60.49	106.61	13.81	534	808	1,342	467	734	1,201
Friday		10/25	1,356	48.97	63.63	112.59	46.42	60.49	106.91	12.68	531	802	1,333	467	734	1,201
Saturday		10/26	501	34.98	47.38	82.36	33.63	45.45	79.08	6.34	378	621	999	350	551	901
Sunday		10/27	312	15.23	47.55	62.78	13.14	45.45	58.59	5.33	210	615	825	152	551	703
Monday		10/28	1,454	49.33	62.97	112.30	46.35	60.49	106.84	13.61	526	802	1,328	462	734	1,196
Tuesday		10/29	1,461	48.88	63.42	112.30	46.05	60.49	106.54	13.71	526	802	1,328	466	734	1,200
Wednesday		10/30	1,489	49.12	64.43	113.55	46.78	60.49	107.27	13.88	516	802	1,318	463	734	1,197
Thursday		10/31	1,374	48.87	64.13	113.00	46.42	60.49	106.91	12.85	542	802	1,344	467	734	1,201
Total Weekday			32,742	1,117.58	1,466.64	2,584.22	1,057.73	1,390.92	2,448.65	13.37	12,032	18,559	30,591	10,634	16,882	27,516
Total (Sat)			2,035	140.18	190.21	330.39	134.52	181.80	316.32	6.43	1,501	2,463	3,964	1,400	2,204	3,604
Total (Sunday)			1,409	59.54	188.85	248.39	52.56	180.95	233.51	6.03	762	2,458	3,220	608	2,204	2,812
Grand Total			36,186	1,317.30	1,845.70	3,163.00	1,244.81	1,753.67	2,998.48	12.07	14,295	23,480	37,775	12,642	21,290	33,932

# FIXED ROUTE - ON TIME PERFORMANCE

October 2019

## 102 LINE - 61/46/20 trips (No School 55)

	Date	# Trips Scheduled	# Trips Completed	Missed Trips	Trips Late	% On -Time
Tuesday	10/1	61	61		2	96.72%
Wednesday	10/2	61	61		2	96.72%
Thursday	10/3	61	61		3	95.08%
Friday	10/4	61	61		3	95.08%
Saturday	10/5	46	46		1	97.83%
Sunday	10/6	20	20		0	100.00%
Monday	10/7	61	61		1	98.36%
Tuesday	10/8	61	61		1	98.36%
Wednesday	10/9	55	55		4	92.73%
Thursday	10/10	61	61		3	95.08%
Friday	10/11	61	61		3	95.08%
Saturday	10/12	46	46		2	95.65%
Sunday	10/13	20	20		1	95.00%
Monday	10/14	61	61		2	96.72%
Tuesday	10/15	61	61		3	95.08%
Wednesday	10/16	61	61		2	96.72%
Thursday	10/17	61	61		1	98.36%
Friday	10/18	61	61		2	96.72%
Saturday	10/19	46	46		2	95.65%
Sunday	10/20	20	20		1	95.00%
Monday	10/21	61	61		2	96.72%
Tuesday	10/22	61	61		2	96.72%
Wednesday	10/23	61	61		2	96.72%
Thursday	10/24	61	61		3	95.08%
Friday	10/25	61	61		2	96.72%
Saturday	10/26	46	46		2	95.65%
Sunday	10/27	20	20		0	100.00%
Monday	10/28	61	61		2	96.72%
Tuesday	10/29	61	61		2	96.72%
Wednesday	10/30	61	61		2	96.72%
Thursday	10/31	61	61		2	96.72%
<b>Weekday</b>		<b>1,397</b>	<b>1,397</b>	<b>0</b>	<b>60</b>	<b>95.71%</b>
<b>Total (Sat)</b>		<b>184</b>	<b>184</b>	<b>0</b>	<b>7</b>	<b>96.20%</b>
<b>Total (Sun)</b>		<b>80</b>	<b>80</b>	<b>0</b>	<b>2</b>	<b>97.50%</b>
<b>Grand Total</b>		<b>1,661</b>	<b>1,661</b>	<b>0</b>	<b>69</b>	<b>95.85%</b>

## 109 LINE - 40/30 trips

	Date	# Trips Scheduled	# Trips Completed	Missed Trips	Trips Late	% On -Time
	10/1	40	40		5	87.50%
	10/2	40	40		5	87.50%
	10/3	40	39	1	6	82.50%
	10/4	40	40		6	85.00%
	10/5	30	30		3	90.00%
	10/6	30	29	1	3	86.67%
	10/7	40	40		6	85.00%
	10/8	40	40		6	85.00%
	10/9	40	40		6	85.00%
	10/10	40	40		6	85.00%
	10/11	40	40		6	85.00%
	10/12	30	30		4	86.67%
	10/13	30	30		3	90.00%
	10/14	40	40		5	87.50%
	10/15	40	40		5	87.50%
	10/16	40	40		5	87.50%
	10/17	40	40		6	85.00%
	10/18	40	40		6	85.00%
	10/19	30	30		3	90.00%
	10/20	30	29	1	2	90.00%
	10/21	40	40		6	85.00%
	10/22	40	40		6	85.00%
	10/23	40	40		5	87.50%
	10/24	40	40		5	87.50%
	10/25	40	40		5	87.50%
	10/26	30	30		3	90.00%
	10/27	30	30		2	93.33%
	10/28	40	40		6	85.00%
	10/29	40	40		5	87.50%
	10/30	40	40		6	85.00%
	10/31	40	40		6	85.00%
<b>Weekday</b>		<b>920</b>	<b>919</b>	<b>1</b>	<b>129</b>	<b>85.87%</b>
<b>Total (Sat)</b>		<b>120</b>	<b>120</b>	<b>0</b>	<b>13</b>	<b>89.17%</b>
<b>Total (Sun)</b>		<b>120</b>	<b>118</b>	<b>2</b>	<b>10</b>	<b>90.00%</b>
<b>Grand Total</b>		<b>1,160</b>	<b>1,157</b>	<b>3</b>	<b>152</b>	<b>86.64%</b>

Date	Total # Trips Scheduled	Total # Trips Completed	Trips Missed	Trips Late	% On -Time
<b>Weekday</b>	<b>2,317</b>	<b>2,316</b>	<b>1</b>	<b>189</b>	<b>91.80%</b>
<b>Total (Sat)</b>	<b>304</b>	<b>304</b>	<b>0</b>	<b>20</b>	<b>93.42%</b>
<b>Total (Sun)</b>	<b>200</b>	<b>198</b>	<b>2</b>	<b>12</b>	<b>93.00%</b>
<b>Grand Total</b>	<b>2,821</b>	<b>2,818</b>	<b>3</b>	<b>221</b>	<b>92.06%</b>

FIXED ROUTE - NTD REPORT - FY 2019-2020

October 2019

Month	Total Weekday Trips	Weekday Avg Trips	Total Saturday Trips	Saturday Avg Trips	Total Sunday Trips	Sunday Avg Trips	Combined Total Trips	Wkdy Vehicle Total Miles	Sat Total Miles	Sunday Total Miles	Combined Total Miles	Wkdy Rev Miles	Sat Rev Miles	Sunday Rev Miles	Combined Rev Miles
July	2,166	98.45	304	60.80	200	50.00	2,670	28,108	3,862	3,086	35,056	26,204	3,604	2,812	32,620
August	2,138	97.18	380	76.00	200	50.00	2,718	27,812	4,760	3,102	35,674	25,718	4,505	2,812	33,035
September	2,090	104.50	304	60.80	250	50.00	2,644	27,138	3,877	3,917	34,932	24,909	3,604	3,515	32,028
October	2,317	100.74	304	76.00	200	50.00	2,821	30,115	3,838	3,115	37,068	27,516	3,604	2,812	33,932
November															
December															
January															
February															
March															
April															
May															
June															
FY Totals	8,711	100.13	1,292	68.00	850	50.00	10,853	113,173	16,337	13,220	142,730	104,347	15,317	11,951	131,615

Month	Wkdy Total Hours	Sat Total Hours	Sunday Total Hours	Combined Total Hours	Wkdy Rev Hours	Sat Rev Hours	Sunday Rev Hours	Combined Rev Hours	Total Weekdays Service	Total Saturdays Service	Total Sundays Service	Veh in Max Serv	Valid Cust Complaints/Compliment	Road Calls	Collisions
July	2,368.56	322.57	241.39	2,932.52	2,313.42	316.32	234.36	2,864.10	22	5	4	7	2	4	1
August	2,340.60	398.19	239.58	2,978.37	2,275.34	395.40	234.36	2,905.10	22	5	4	10	3	4	1
September	2,273.43	323.85	305.46	2,902.74	2,213.78	315.69	292.61	2,822.08	20	5	5	10	3	4	3
October	2,522.40	320.80	241.04	3,084.24	2,448.65	316.32	233.51	2,998.48	23	4	4	10	5	4	0
November															
December															
January															
February															
March															
April															
May															
June															
FY Totals	9,504.99	1,365.41	1,027.47	11,897.87	9,251.19	1,343.73	994.84	11,589.76	87	19	17	37	13	16	5
									Total Service Days		123	36			

Month	NTD FUELING HOURS				NTD FUELING MILES			
	Wkdy Total Hours	Sat Total Hours	Sunday Total Hours	Combined Total Hours	Wkdy Fueling Miles	Sat Fueling Miles	Sunday Fueling Miles	Combined Fueling Miles
July	61.38	8.71	8.65	78.74	547	106	126	779
August	59.65	13.23	9.62	82.50	533	170	123	826
September	61.59	6.97	10.76	79.32	537	82	119	738
October	61.82	9.59	7.35	78.76	446	126	105	677
November				0.00				0
December				0.00				0
January				0.00				0
February				0.00				0
March				0.00				0
April				0.00				0
May				0.00				0
June				0.00				0
FY Totals	244.44	38.50	36.38	319.32	2,063	484	473	3,020

SUMMARY									
WEEKDAY	SATURDAY		SUNDAY		TOTALS				
	HOURS	MILES	HOURS	MILES		HOURS	MILES	HOURS	MILES
102	1,114.78	11,944	137.91	1,431	713	57.97	713	1,310.66	14,088
109	1,407.62	18,171	182.89	2,407	2,402	183.07	2,402	1,773.58	22,980
TOTAL	2,522.40	30,115	320.80	3,838	3,115	241.04	3,115	3,084.24	37,068

**FIXED ROUTE - YTD SUMMARY - FY 2019-2020**

	Total Pax	Gross Hours	Total Rev Hrs	Pax/Rev Hours	Fares Collected	Projected Fares	Farebox Recovery	On-Time %	Rev Miles	Gross Miles	Rev Speed	Total Trips Completed	Total Lates
July	10,961	1,173.51	1,126.17	9.73	\$6,384.86	\$6,321.50	0.58	95.59%	11,543	12,413	10.25	1,519	66
August	12,797	1,237.66	1,166.29	10.97	\$7,918.67	\$7,817.00	0.62	94.83%	11,985	13,097	10.28	1,568	81
September	17,533	1,236.25	1,158.75	15.13	\$6,847.48	\$6,770.50	0.39	95.66%	11,838	13,355	10.22	1,543	66
October	19,224	1,317.30	1,244.81	15.44	\$7,142.56	\$7,074.50	0.37	95.85%	12,642	14,265	10.16	1,661	69
November													
December													
January													
February													
March													
April													
May													
June													
<b>Grand Total</b>	<b>60,515</b>	<b>4,964.72</b>	<b>4,696.02</b>	<b>12.89</b>	<b>\$28,293.57</b>	<b>\$27,983.50</b>	<b>0.47</b>	<b>95.52%</b>	<b>48,008</b>	<b>53,130</b>	<b>10.22</b>	<b>6,291</b>	<b>282</b>

July	17,863	1,837.75	1,737.93	10.28	\$9,951.09	\$9,827.50	0.56	86.35%	21,077	23,422	12.13	1,146	153
August	17,405	1,823.21	1,738.81	10.01	\$9,246.87	\$9,119.50	0.53	85.65%	21,050	23,403	12.11	1,148	163
September	15,921	1,745.81	1,663.33	9.57	\$8,418.60	\$8,327.50	0.53	87.55%	20,190	22,315	12.14	1,097	134
October	16,962	1,845.70	1,753.67	9.67	\$8,656.26	\$8,574.50	0.51	86.64%	21,290	23,480	12.14	1,157	152
November													
December													
January													
February													
March													
April													
May													
June													
<b>Grand Total</b>	<b>68,151</b>	<b>7,252.47</b>	<b>6,893.74</b>	<b>9.89</b>	<b>\$36,272.82</b>	<b>\$35,849.00</b>	<b>0.53</b>	<b>86.76%</b>	<b>83,607</b>	<b>92,620</b>	<b>12.13</b>	<b>4,548</b>	<b>602</b>

July	28,824	3,011.26	2,864.10	10.06	\$16,335.95	\$16,149.00	0.57	91.61%	32,620	35,835	11.39	2,665	219
August	30,202	3,060.87	2,905.10	10.40	\$17,165.54	\$16,936.50	0.57	90.95%	33,035	36,500	11.37	2,716	244
September	33,454	2,982.06	2,822.08	11.85	\$15,266.08	\$15,098.00	0.46	92.28%	32,028	35,670	11.35	2,640	200
October	36,186	3,163.00	2,998.48	12.07	\$15,798.82	\$15,649.00	0.44	92.06%	33,932	37,745	11.32	2,818	221
November													
December													
January													
February													
March													
April													
May													
June													
<b>Grand Total</b>	<b>128,666</b>	<b>12,217.19</b>	<b>11,589.76</b>	<b>11.10</b>	<b>\$64,566.39</b>	<b>\$63,832.50</b>	<b>0.50</b>	<b>91.84%</b>	<b>131,615</b>	<b>145,750</b>	<b>11.36</b>	<b>10,839</b>	<b>884</b>

WAVE DIAL-A-RIDE- MONTHLY MANAGEMENT REPORT  
FY 2019-2020

Date	Redondo Beach Passengers	Hermosa Beach Passengers	Satellite Passengers	Total Passengers	Revenue Hours	Passenger / Rev Hour	Farebox Recovery per Passenger	On-Time Percentage	Revenue Miles	Revenue Speed (mph)	# Of Operating Days
JULY	853	105	139	1,097	565.13	1.94	0.92	95.63%	5,115	9.05	31
AUGUST	870	92	162	1,124	597.06	1.88	0.93	95.60%	5,338	8.94	31
SEPTEMBER	849	120	154	1,123	580.89	1.93	0.95	92.98%	5,560	9.57	30
OCTOBER	940	162	200	1,302	627.79	2.07	0.91	95.57%	5,884	9.37	31
NOVEMBER											
DECEMBER											
JANUARY											
FEBRUARY											
MARCH											
APRIL											
MAY											
JUNE											
FYT	3,512	479	655	4,646	2,370.87	1.96	0.93	94.95%	21,897	9.23	123

WEEKLY RIDERSHIP TOTALS		
WEEK	# of Days	Total Passengers
1	6	236
2	7	280
3	7	272
4	7	310
5	4	204
6		
Total Passengers for the Month:		1,302

HIGHEST RIDERSHIP DAY FOR THE MONTH		
Redondo Beach	10/21/2019	53
Hermosa Beach	10/23 & 30	10
Combined	10/21/2019	68

# WAVE DIAL-A-RIDE - RIDERSHIP WORKSHEET

October 2019															TRIP ORIGIN			TRIP DROPOFF		
Day	Date	TOTAL Passenger	Regular Cash	Escort Free	Groups	W/C Pax	NO SHOW	CXL	Passenger Miles	Redondo Beach	Hermosa Beach	Satellites	Redondo Beach	Hermosa Beach	Satellites					
Tuesday	10/01/2019	52	50	2	0	0	3	0	231	35	5	12	35	4	13					
Wednesday	10/02/2019	55	47	8	0	3	3	1	220	39	9	7	39	7	9					
Thursday	10/03/2019	45	40	5	0	2	2	0	204	34	4	7	33	5	7					
Friday	10/04/2019	48	46	2	0	3	10	0	255	41	4	3	40	3	5					
Saturday	10/05/2019	21	19	2	0	4	1	0	74	18	1	2	17	1	3					
Sunday	10/06/2019	15	15	0	0	0	3	0	85	13	1	1	13	1	1					
Monday	10/07/2019	56	52	4	0	1	0	0	249	42	6	8	43	6	7					
Tuesday	10/08/2019	44	41	3	0	1	3	0	214	30	7	7	27	9	8					
Wednesday	10/09/2019	54	45	9	0	3	3	1	205	39	7	8	35	9	10					
Thursday	10/10/2019	53	42	11	0	1	3	1	249	35	8	10	36	7	10					
Friday	10/11/2019	41	40	1	0	6	4	0	209	33	4	4	33	3	5					
Saturday	10/12/2019	20	17	3	0	2	3	0	116	15	2	3	14	2	4					
Sunday	10/13/2019	12	10	2	0	2	1	0	50	8	2	2	8	2	2					
Monday	10/14/2019	42	42	0	0	4	0	1	188	33	4	5	34	2	6					
Tuesday	10/15/2019	45	39	6	0	3	2	1	200	29	7	9	27	9	9					
Wednesday	10/16/2019	55	55	0	0	7	5	0	293	41	6	8	43	3	9					
Thursday	10/17/2019	41	41	0	0	3	1	0	219	31	2	8	31	2	8					
Friday	10/18/2019	53	50	3	0	6	0	0	245	41	5	7	42	2	9					
Saturday	10/19/2019	25	21	4	0	6	0	0	99	18	3	4	18	3	4					
Sunday	10/20/2019	11	11	0	0	0	0	0	66	8	1	2	8	1	2					
Monday	10/21/2019	68	62	6	0	5	0	0	237	53	7	8	52	5	11					
Tuesday	10/22/2019	46	36	10	0	9	0	0	222	29	9	8	31	6	9					
Wednesday	10/23/2019	67	58	9	0	6	0	0	213	46	10	11	46	10	11					
Thursday	10/24/2019	65	59	6	0	8	1	1	259	45	7	13	43	9	13					
Friday	10/25/2019	34	34	0	0	4	7	2	168	28	3	3	29	1	4					
Saturday	10/26/2019	15	13	2	0	0	0	0	55	11	3	1	11	3	1					
Sunday	10/27/2019	15	15	0	0	2	0	0	65	11	2	2	10	3	2					
Monday	10/28/2019	59	57	2	0	9	4	0	254	46	8	5	48	4	7					
Tuesday	10/29/2019	51	45	6	0	7	3	1	268	34	7	10	35	6	10					
Wednesday	10/30/2019	55	45	10	0	8	0	0	229	33	10	12	36	9	10					
Thursday	10/31/2019	39	32	7	0	4	2	2	223	21	8	10	22	8	9					
Total Weekday		1,168	1,058	110	0	103	56	11	5,254	838	147	183	840	129	199					
Total (Sat)		81	70	11	0	12	4	0	344	62	9	10	60	9	12					
Total (Sunday)		53	51	2	0	4	4	0	266	40	6	7	39	7	7					
Grand Total		1,302	1,179	123	0	119	64	11	5,864	940	162	200	939	145	218					
% Of Total										72%	12%	15%	72%	11%	17%					

# WAVE DIAL-A-RIDE - FAREBOX ACCOUNTING

October 2019

Date	TOTAL Passenger	Regular Cash \$1.00	Escort Free	Groups \$0.75	Regular Projected \$1.00	Groups Projected \$0.75	Total Projected Fare	Actual Fare Collected	Over / Short
Tuesday	52	50	2	0	\$ 50.00	\$ -	\$ 50.00	\$50.00	\$0.00
Wednesday	55	47	8	0	\$ 47.00	\$ -	\$ 47.00	\$47.00	\$0.00
Thursday	45	40	5	0	\$ 40.00	\$ -	\$ 40.00	\$40.00	\$0.00
Friday	48	46	2	0	\$ 46.00	\$ -	\$ 46.00	\$46.00	\$0.00
Saturday	21	19	2	0	\$ 19.00	\$ -	\$ 19.00	\$19.00	\$0.00
Sunday	15	15	0	0	\$ 15.00	\$ -	\$ 15.00	\$15.00	\$0.00
Monday	56	52	4	0	\$ 52.00	\$ -	\$ 52.00	\$52.00	\$0.00
Tuesday	44	41	3	0	\$ 41.00	\$ -	\$ 41.00	\$41.00	\$0.00
Wednesday	54	45	9	0	\$ 45.00	\$ -	\$ 45.00	\$45.00	\$0.00
Thursday	53	42	11	0	\$ 42.00	\$ -	\$ 42.00	\$42.00	\$0.00
Friday	41	40	1	0	\$ 40.00	\$ -	\$ 40.00	\$40.00	\$0.00
Saturday	20	17	3	0	\$ 17.00	\$ -	\$ 17.00	\$17.00	\$0.00
Sunday	12	10	2	0	\$ 10.00	\$ -	\$ 10.00	\$10.00	\$0.00
Monday	42	42	0	0	\$ 42.00	\$ -	\$ 42.00	\$42.00	\$0.00
Tuesday	45	39	6	0	\$ 39.00	\$ -	\$ 39.00	\$39.00	\$0.00
Wednesday	55	55	0	0	\$ 55.00	\$ -	\$ 55.00	\$55.00	\$0.00
Thursday	41	41	0	0	\$ 41.00	\$ -	\$ 41.00	\$41.00	\$0.00
Friday	53	50	3	0	\$ 50.00	\$ -	\$ 50.00	\$50.00	\$0.00
Saturday	25	21	4	0	\$ 21.00	\$ -	\$ 21.00	\$21.00	\$0.00
Sunday	11	11	0	0	\$ 11.00	\$ -	\$ 11.00	\$11.00	\$0.00
Monday	68	62	6	0	\$ 62.00	\$ -	\$ 62.00	\$62.00	\$0.00
Tuesday	46	36	10	0	\$ 36.00	\$ -	\$ 36.00	\$36.00	\$0.00
Wednesday	67	58	9	0	\$ 58.00	\$ -	\$ 58.00	\$58.00	\$0.00
Thursday	65	59	6	0	\$ 59.00	\$ -	\$ 59.00	\$59.00	\$0.00
Friday	34	34	0	0	\$ 34.00	\$ -	\$ 34.00	\$34.00	\$0.00
Saturday	15	13	2	0	\$ 13.00	\$ -	\$ 13.00	\$13.00	\$0.00
Sunday	15	15	0	0	\$ 15.00	\$ -	\$ 15.00	\$15.00	\$0.00
Monday	59	57	2	0	\$ 57.00	\$ -	\$ 57.00	\$57.00	\$0.00
Tuesday	51	45	6	0	\$ 45.00	\$ -	\$ 45.00	\$45.00	\$0.00
Wednesday	55	45	10	0	\$ 45.00	\$ -	\$ 45.00	\$45.00	\$0.00
Thursday	39	32	7	0	\$ 32.00	\$ -	\$ 32.00	\$32.00	\$0.00

<b>Total Weekdays</b>	<b>1,168</b>	<b>1,058</b>	<b>110</b>	<b>0</b>	<b>\$1,058.00</b>	<b>\$0.00</b>	<b>\$1,058.00</b>	<b>\$1,058.00</b>	<b>\$0.00</b>
<b>Total (Sat)</b>	<b>81</b>	<b>70</b>	<b>11</b>	<b>0</b>	<b>\$70.00</b>	<b>\$0.00</b>	<b>\$70.00</b>	<b>\$70.00</b>	<b>\$0.00</b>
<b>Total (SUN)</b>	<b>53</b>	<b>51</b>	<b>2</b>	<b>0</b>	<b>\$51.00</b>	<b>\$0.00</b>	<b>\$51.00</b>	<b>\$51.00</b>	<b>\$0.00</b>
<b>Grand Total</b>	<b>1,302</b>	<b>1,179</b>	<b>123</b>	<b>0</b>	<b>\$1,179.00</b>	<b>\$0.00</b>	<b>\$1,179.00</b>	<b>\$1,179.00</b>	<b>\$0.00</b>
<b>% Of Total</b>	<b>90.55%</b>		<b>9.45%</b>	<b>0.00%</b>					



# WAVE DIAL-A-RIDE - SERVICE BY DAY OF THE WEEK - HOURS & MILES

October 2019

Date	Total Passenger	Rev Hours	Gross Hours	PAX/ Rev Hours	Revenue Miles	Gross Miles	Rev Miles/ Passenger	Total No-Shows	Total Cancels
<b>Mon</b>									
10/7/2019	56	25.95	28.50	2.16	249	276	4.45	0	0
10/14/2019	42	21.08	22.47	1.99	188	208	4.48	0	1
10/21/2019	68	27.32	29.31	2.49	237	263	3.49	0	0
10/28/2019	59	24.52	26.72	2.41	254	290	4.31	4	0
<b>Total</b>	<b>225</b>	<b>98.87</b>	<b>107.00</b>	<b>2.28</b>	<b>928</b>	<b>1,037</b>	<b>4.12</b>	<b>4</b>	<b>1</b>
<b>Tue</b>									
10/1/2019	52	19.60	23.98	2.65	231	267	4.44	3	0
10/8/2019	44	21.33	24.15	2.06	214	242	4.86	3	0
10/15/2019	45	21.03	23.72	2.14	200	222	4.44	2	1
10/22/2019	46	23.67	25.37	1.94	222	255	4.83	0	0
10/29/2019	51	30.48	32.48	1.67	268	300	5.25	3	1
<b>Total</b>	<b>238</b>	<b>116.11</b>	<b>129.70</b>	<b>2.05</b>	<b>1,135</b>	<b>1,286</b>	<b>4.77</b>	<b>11</b>	<b>2</b>
<b>Wed</b>									
10/2/2019	55	24.45	26.68	2.25	220	245	4.00	3	1
10/9/2019	54	24.35	27.78	2.22	205	236	3.80	3	1
10/16/2019	55	25.92	27.92	2.12	293	334	5.33	5	0
10/23/2019	67	24.18	26.22	2.77	213	250	3.18	0	0
10/30/2019	55	22.08	24.50	2.49	229	253	4.16	0	0
<b>Total</b>	<b>286</b>	<b>120.98</b>	<b>133.10</b>	<b>2.36</b>	<b>1,160</b>	<b>1,318</b>	<b>4.06</b>	<b>11</b>	<b>2</b>
<b>Thu</b>									
10/3/2019	45	22.40	25.17	2.01	204	229	4.53	2	0
10/10/2019	53	22.03	26.07	2.41	249	295	4.70	3	1
10/17/2019	41	22.65	24.98	1.81	219	238	5.34	1	0
10/24/2019	65	25.80	28.13	2.52	259	278	3.98	1	1
10/31/2019	39	28.47	30.60	1.37	223	249	5.72	2	2
<b>Total</b>	<b>243</b>	<b>121.35</b>	<b>134.95</b>	<b>2.00</b>	<b>1,154</b>	<b>1,289</b>	<b>4.75</b>	<b>9</b>	<b>4</b>
<b>Fri</b>									
10/4/2019	48	27.32	29.40	1.76	255	279	5.31	10	0
10/11/2019	41	19.62	23.62	2.09	209	229	5.10	4	0
10/18/2019	53	24.50	26.30	2.16	245	263	4.62	0	0
10/25/2019	34	21.27	23.55	1.60	188	223	5.53	7	2
<b>Total</b>	<b>176</b>	<b>92.71</b>	<b>102.87</b>	<b>1.90</b>	<b>897</b>	<b>994</b>	<b>5.10</b>	<b>21</b>	<b>2</b>
<b>Sat</b>									
10/5/2019	21	10.28	11.95	2.04	74	92	3.52	1	0
10/12/2019	20	10.63	11.52	1.88	116	125	5.80	3	0
10/19/2019	25	12.10	13.77	2.07	99	116	3.96	0	0
10/26/2019	15	8.82	9.72	1.70	55	66	3.67	0	0
<b>Total</b>	<b>81</b>	<b>41.83</b>	<b>46.96</b>	<b>1.94</b>	<b>344</b>	<b>399</b>	<b>4.25</b>	<b>4</b>	<b>0</b>
<b>Sun</b>									
10/6/2019	15	10.68	11.88	1.40	85	96	5.67	3	0
10/13/2019	12	6.82	7.38	1.76	50	57	4.17	1	0
10/20/2019	11	6.72	7.37	1.64	66	73	6.00	0	0
10/27/2019	15	11.72	12.15	1.28	65	69	4.33	0	0
<b>Total</b>	<b>53</b>	<b>35.94</b>	<b>38.78</b>	<b>1.47</b>	<b>266</b>	<b>295</b>	<b>5.02</b>	<b>4</b>	<b>0</b>
<b>Weekday</b>	<b>1,168</b>	<b>550.02</b>	<b>607.62</b>	<b>2.12</b>	<b>5,274</b>	<b>5,924</b>	<b>4.52</b>	<b>56</b>	<b>11</b>
<b>Total (Sat)</b>	<b>81</b>	<b>41.83</b>	<b>46.96</b>	<b>1.94</b>	<b>344</b>	<b>399</b>	<b>4.25</b>	<b>4</b>	<b>0</b>
<b>Total (Sun)</b>	<b>53</b>	<b>35.94</b>	<b>38.78</b>	<b>1.47</b>	<b>266</b>	<b>295</b>	<b>5.02</b>	<b>4</b>	<b>0</b>
<b>Grand Total</b>	<b>1,302</b>	<b>627.79</b>	<b>693.36</b>	<b>2.07</b>	<b>5,884</b>	<b>6,618</b>	<b>4.52</b>	<b>64</b>	<b>11</b>

# WAVE DIAL-A-RIDE - DENIALS, CANCELLATIONS AND NO-SHOW REPORT

October 2019

Date	Total Trips Requested	Denials		Denial Percentage	Cancels		Cancel Percentage	Dispatched Trips	No-Show		No-Show Percentage	Total Passengers	Total Pax Percentage	Total Trips Provided
Tuesday	55	0	0	0	0	0	0.00%	55	3		5.45%	52	94.55%	52
Wednesday	59	0	0	0	1	1	1.69%	58	3		5.17%	55	93.22%	55
Thursday	47	0	0	0	0	0	0.00%	47	2		4.26%	45	95.74%	45
Friday	58	0	0	0	0	0	0.00%	58	10		17.24%	48	82.76%	48
Saturday	22	0	0	0	0	0	0.00%	22	1		4.55%	21	95.45%	21
Sunday	18	0	0	0	0	0	0.00%	18	3		16.67%	15	83.33%	15
Monday	56	0	0	0	0	0	0.00%	56	0		0.00%	56	100.00%	56
Tuesday	47	0	0	0	0	0	0.00%	47	3		6.38%	44	93.62%	44
Wednesday	58	0	0	0	1	1	1.72%	57	3		5.26%	54	93.10%	54
Thursday	57	0	0	0	1	1	1.75%	56	3		5.36%	53	92.98%	53
Friday	45	0	0	0	0	0	0.00%	45	4		8.89%	41	91.11%	41
Saturday	23	0	0	0	0	0	0.00%	23	3		13.04%	20	86.96%	20
Sunday	13	0	0	0	0	0	0.00%	13	1		7.69%	12	92.31%	12
Monday	43	0	0	0	1	1	2.33%	42	0		0.00%	42	97.67%	42
Tuesday	48	0	0	0	1	1	2.08%	47	2		4.26%	45	93.75%	45
Wednesday	60	0	0	0	0	0	0.00%	60	5		8.33%	55	91.67%	55
Thursday	42	0	0	0	0	0	0.00%	42	1		2.38%	41	97.62%	41
Friday	53	0	0	0	0	0	0.00%	53	0		0.00%	53	100.00%	53
Saturday	25	0	0	0	0	0	0.00%	25	0		0.00%	25	100.00%	25
Sunday	11	0	0	0	0	0	0.00%	11	0		0.00%	11	100.00%	11
Monday	68	0	0	0	0	0	0.00%	68	0		0.00%	68	100.00%	68
Tuesday	46	0	0	0	0	0	0.00%	46	0		0.00%	46	100.00%	46
Wednesday	67	0	0	0	0	0	0.00%	67	0		0.00%	67	100.00%	67
Thursday	67	0	0	0	1	1	1.49%	66	1		1.52%	65	97.01%	65
Friday	43	0	0	0	2	2	4.65%	41	7		17.07%	34	79.07%	34
Saturday	15	0	0	0	0	0	0.00%	15	0		0.00%	15	100.00%	15
Sunday	15	0	0	0	0	0	0.00%	15	0		0.00%	15	100.00%	15
Monday	63	0	0	0	0	0	0.00%	63	4		6.35%	59	93.65%	59
Tuesday	55	0	0	0	1	1	1.82%	54	3		5.56%	51	92.73%	51
Wednesday	55	0	0	0	0	0	0.00%	55	0		0.00%	55	100.00%	55
Thursday	43	0	0	0	2	2	4.65%	41	2		4.88%	39	90.70%	39

Weekday	1,235	0	0	0	11	0.89%	1,224	56	4.58%	1,168	94.57%	1,168
Total (SAT)	85	0	0	0	0	0.00%	85	4	4.71%	81	95.29%	81
Total (SUN)	57	0	0	0	0	0.00%	57	4	7.02%	53	92.98%	53
Grand Total	1,377	0	0	0	11	0.80%	1,366	64	4.69%	1,302	94.55%	1,302

DAR-5

# WAVE DIAL-A-RIDE - TRIP ON-TIME PERFORMANCE

October 2019

Date	# Trips 0-5 mins	# Trips 6-10 mins	# Trips 11-15 mins	ON TIME	Early	Total Passenger	Total Late	Missed Trips	On Time Percentage
Tuesday 10/01/2019	3			49		52	3		94.23%
Wednesday 10/02/2019									
Thursday 10/03/2019									
Friday 10/04/2019									
Saturday 10/05/2019				21		21	0		100.00%
Sunday 10/06/2019									
Monday 10/07/2019									
Tuesday 10/08/2019									
Wednesday 10/09/2019									
Thursday 10/10/2019	2	2		49		53	4		92.45%
Friday 10/11/2019									
Saturday 10/12/2019									
Sunday 10/13/2019									
Monday 10/14/2019									
Tuesday 10/15/2019		2		43		45	2		95.56%
Wednesday 10/16/2019									
Thursday 10/17/2019									
Friday 10/18/2019									
Saturday 10/19/2019									
Sunday 10/20/2019	1			10		11	1		90.91%
Monday 10/21/2019									
Tuesday 10/22/2019									
Wednesday 10/23/2019									
Thursday 10/24/2019									
Friday 10/25/2019				34		34	0		100.00%
Saturday 10/26/2019									
Sunday 10/27/2019									
Monday 10/28/2019									
Tuesday 10/29/2019									
Wednesday 10/30/2019	3			3		55	2		96.36%
Thursday 10/31/2019									
<b>Total (SAT)</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>178</b>	<b>0</b>	<b>239</b>	<b>11</b>	<b>0</b>	<b>95.40%</b>
<b>Total (SUN)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>100.00%</b>
<b>Grand Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>90.91%</b>
	<b>9</b>	<b>4</b>	<b>0</b>	<b>209</b>	<b>0</b>	<b>271</b>	<b>12</b>	<b>0</b>	<b>95.57%</b>

# WAVE DIAL-A-RIDE - PRODUCTIVITY

October 2019

DAY	DATE	Total Passengers	Total Revenue Hours	Passenger / Revenue Hour
Tuesday	10/01/2019	52	19.60	2.65
Wednesday	10/02/2019	55	24.45	2.25
Thursday	10/03/2019	45	22.40	2.01
Friday	10/04/2019	48	27.32	1.76
Saturday	10/05/2019	21	10.28	2.04
Sunday	10/06/2019	15	10.68	1.40
Monday	10/07/2019	56	25.95	2.16
Tuesday	10/08/2019	44	21.33	2.06
Wednesday	10/09/2019	54	24.35	2.22
Thursday	10/10/2019	53	22.03	2.41
Friday	10/11/2019	41	19.62	2.09
Saturday	10/12/2019	20	10.63	1.88
Sunday	10/13/2019	12	6.82	1.76
Monday	10/14/2019	42	21.08	1.99
Tuesday	10/15/2019	45	21.03	2.14
Wednesday	10/16/2019	55	25.92	2.12
Thursday	10/17/2019	41	22.65	1.81
Friday	10/18/2019	53	24.50	2.16
Saturday	10/19/2019	25	12.10	2.07
Sunday	10/20/2019	11	6.72	1.64
Monday	10/21/2019	68	27.32	2.49
Tuesday	10/22/2019	46	23.67	1.94
Wednesday	10/23/2019	67	24.18	2.77
Thursday	10/24/2019	65	25.80	2.52
Friday	10/25/2019	34	21.27	1.60
Saturday	10/26/2019	15	8.82	1.70
Sunday	10/27/2019	15	11.72	1.28
Monday	10/28/2019	59	24.52	2.41
Tuesday	10/29/2019	51	30.48	1.67
Wednesday	10/30/2019	55	22.08	2.49
Thursday	10/31/2019	39	28.47	1.37
<b>Total Weekdays</b>		<b>1,168</b>	<b>550.02</b>	<b>2.12</b>
<b>Total (Sat)</b>		<b>81</b>	<b>41.83</b>	<b>1.94</b>
<b>Total (Sun)</b>		<b>53</b>	<b>35.94</b>	<b>1.47</b>
<b>Grand Total</b>		<b>1,302</b>	<b>627.79</b>	<b>2.07</b>

**WAVE DIAL-A-RIDE YTD INFORMATION - FY 2019-2020**

	Redondo Beach Pax	Hermosa Pax	Satellite Pax	Total Pax	Revenue Hours	Gross Hours	Pax/Rev	On-Time %	Revenue Miles	Gross Miles	Revenue Speed	Collected Fares	Farebox Recovery	Total Lates
July	853	105	139	1,097	565.13	623.60	1.94	93.71%	5,115	5,784	9.05	\$1,006.00	0.92	69
August	870	92	162	1,124	597.06	657.26	1.88	94.66%	5,338	5,986	8.94	\$1,049.00	0.93	60
September	849	120	154	1,123	580.89	639.95	1.93	93.94%	5,560	6,150	9.57	\$1,068.00	0.95	68
October	940	162	200	1,302	627.79	693.36	2.07	94.70%	5,884	6,618	9.37	\$1,179.00	0.91	69
November														
December														
January														
February														
March														
April														
May														
June														
<b>GRAND TOTAL</b>	<b>3,512</b>	<b>479</b>	<b>655</b>	<b>4,646</b>	<b>2,370.87</b>	<b>2,614.17</b>	<b>1.96</b>	<b>94.27%</b>	<b>21,897</b>	<b>24,538</b>	<b>9.23</b>	<b>\$4,302.00</b>	<b>0.93</b>	<b>266</b>

WAVE DIAL-A-RIDE - NTD REPORT - FY 2019-2020

October 2019

Month	Wkday Unlinked Trips	Wkday Unlinked Avg Trips	Sat Unlinked Trips	Sat. Unlinked Avg Trips	Sun Unlinked Trips	Sun. Unlinked Avg Trips	Combined Total Unlinked Trips	Weekday Vehicle Total Miles	Saturday Vehicle Total Miles	Sunday Vehicle Total Miles	Combined Vehicle Total Miles	Weekday Vehicle Rev Miles	Saturday Vehicle Rev Miles	Sunday Vehicle Rev Miles	Combined Vehicle Rev Miles
July	1,015	44.13	35	8.75	47	11.75	1,097	5,299	237	248	5,784	4,686	207	222	5,115
August	1,020	46.36	74	14.80	30	7.50	1,124	5,463	321	202	5,986	4,889	284	165	5,338
September	986	46.95	61	15.25	76	15.20	1,123	5,355	356	439	6,150	4,874	315	371	5,560
October	1,168	50.78	81	20.25	53	13.25	1,302	5,924	399	295	6,618	5,274	344	266	5,884
November															
December															
January															
February															
March															
April															
May															
June															
<b>FY Totals</b>	<b>4,189</b>	<b>47.07</b>	<b>251</b>	<b>14.76</b>	<b>206</b>	<b>12.12</b>	<b>4,646</b>	<b>22,041</b>	<b>1,313</b>	<b>1,184</b>	<b>24,538</b>	<b>19,723</b>	<b>1,150</b>	<b>1,024</b>	<b>21,897</b>

Month	Weekday Vehicle Total Hrs	Sat. Vehicle Total Hrs	Sunday Vehicle Total Hrs	Combined Vehicle Total Hrs	Weekday Vehicle Revenue Hrs	Sat Vehicle Revenue Hrs	Sunday Vehicle Revenue Hrs	Combined Vehicle Revenue Hrs	Total Weekdays Service	Total Saturdays Service	Total Sundays Service	Veh in Max Serv	Valid Cust Complaint/Compliment.	Road Calls	Collisions
July	520.07	39.52	40.73	600.32	488.77	37.44	38.92	565.13	23	4	4	4	0	0	0
August	550.40	46.26	35.30	631.96	522.36	42.26	32.44	597.06	22	5	4	4	0	0	0
September	519.89	39.60	50.49	609.98	494.51	38.71	47.67	580.89	21	4	5	4	1	1	0
October	581.45	45.31	38.00	664.76	550.02	41.83	35.94	627.79	23	4	4	4	0	1	0
November															
December															
January															
February															
March															
April															
May															
June															
<b>FY Totals</b>	<b>2,171.81</b>	<b>170.69</b>	<b>164.52</b>	<b>2,507.02</b>	<b>2,055.66</b>	<b>160.24</b>	<b>154.97</b>	<b>2,370.87</b>	<b>89</b>	<b>17</b>	<b>17</b>	<b>16</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>Total Days</b>											<b>123</b>	<b>34</b>			

Month	NTD FUELING HOURS				NTD FUELING MILES			
	Wkdy Total Hours	Sat Total Hours	Sunday Total Hours	Combined Total Hours	Wkdy Fueling Miles	Sat Fueling Miles	Sunday Fueling Miles	Combined Fueling Miles
July	21.38	0.50	1.40	23.28	0	0	0	0
August	24.20	0.27	0.83	25.30	0	0	0	0
September	25.65	1.70	2.62	29.97	0	0	0	0
October	26.17	1.65	0.78	28.60	0	0	0	0
November								
December								
January								
February								
March								
April								
May								
June								
<b>FY Totals</b>	<b>97.40</b>	<b>4.12</b>	<b>5.63</b>	<b>107.15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## FIXED ROUTE - PULLOUTS

# October 19

Date	Day	Pullouts	Late: 1 to 5	Late: 6 to 10	Late 10+	Farebox	Signs	Climate	Lift/Ramp /Tie	Comments
10/1	Tue	13								
10/2	Wed	13								
10/3	Thu	13								
10/4	Fri	13								
10/5	Sat	6								
10/6	Sun	7								
10/7	Mon	13								
10/8	Tue	13								
10/9	Wed	7								
10/10	Thu	13								
10/11	Fri	13								
10/12	Sat	6								
10/13	Sun	7								
10/14	Mon	13								
10/15	Tue	13								
10/16	Wed	13								
10/17	Thu	13								
10/18	Fri	13								
10/19	Sat	6								
10/20	Sun	7								
10/21	Mon	13								
10/22	Tue	13								
10/23	Wed	13								
10/24	Thu	13								
10/25	Fri	13								
10/26	Sat	6								
10/27	Sun	7								
10/28	Mon	13								
10/29	Tue	13								
10/30	Wed	13								
10/31	Thu	7								
Total		339	0	0	0	0	0	0	0	0



## MAJOR REPAIRS FOR FY 2019-2020

UNIT #	OOS DATE	FAILURE	REPAIRS MADE	IN SERVICE DATE
540	4/29/2019	Engine/Metal in oil	Engine -Replacing Long Block (Head)	9/23/2019
543	5/22/2019	Knock in the engine	Replacing # 1 cylinder	7/24/2019
539	9/23/2019	Transmission	Replaced Transmission	10/4/2019
540	9/24/2019	Turbo	Replaced Turbo	10/9/2019



# *Transportation Concepts*

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BEACH CITIES TRANSIT • 1521 Kingsdale Ave. • Redondo Beach • California 90278  
Phone: 310-802-7686 • Fax: 310-921-2594

November 11, 2019

Joyce L. Rooney  
Transit Operations and Transportation Facilities Manager  
City of Redondo Beach  
1922 Artesia Blvd.  
Redondo Beach, CA 90278

Re: Beach Cities Transit Monthly Report for October 2019.

Dear Ms. Rooney:

The monthly report is enclosed along with specific operating reports for each of the fixed routes and the WAVE.

During this month we took delivery of four new Ford Champion Buses, and retired four buses. However, vehicle # 518 was only placed in service November 1, 2019 due to an electrical problem that was corrected by Creative Bus Services.

VEHICLES IN SERVICE INFO			VEHICLES OUT OF SERVICE INFO		
Vehicle #	In Service Date	Miles	Vehicle #	OOS Date:	Miles
517	10-17-19	170	508	10-21-19	129,586
547	10-17-19	207	509	10-21-19	135,438
548	10-17-19	163	510	10-21-19	123,001
			514	10-21-19	162,333

Please call me if there are any questions, comments or concerns.

Respectfully,



Brett Baum

# *Transportation Concepts*

Collisions, Complaints, Compliments, Incidents and Road Calls  
October 2019

<b>Collisions – See attached report</b>
We have no collisions to report for the month:
<b>Valid Complaints/Compliments- See attached report</b>
<p>We have five complaints to report for the month:</p> <ol style="list-style-type: none"><li>1) Full Bus- A parent called in on behalf of her son requesting more buses be added for the school students.</li><li>2) Pass Up- The driver passed up a passenger as he was in the wrong lane, due to him passing a bicyclist. Driver was counseled.</li><li>3) Miscellaneous -Driver failed to pull up parallel to the curb to let the passenger on and off. The driver was unable to pull in parallel due to another vehicle parked in the red curb area.</li><li>4) Late Bus- The driver departed the Pier late, and was listening to music while driving. The driver was counseled and advised to put his phone away while driving.</li><li>5) Unruly Passenger- Passenger complained the driver had him removed from the bus, and also called him homeless. The drivers was counseled and suspended for the way he handled the situation.</li></ol>
<b>Incidents/Events – See attached report</b>
We have no incidents/events to report for the month:
<b>Road Calls – See attached report</b>
<p>We have five reportable road calls to report for the month:</p> <ol style="list-style-type: none"><li>1) FR - Bus 543 - Bus overheating- Cooling fan gear box froze.</li><li>2) FR - Bus 536 - Bus overheating- Broken coolant hose.</li><li>3) FR- Bus 539 - Bus not starting- Ignition switch failure.</li><li>4) DAR- Bus 511 - Bus shut off- Replaced the fuel pressure regulator.</li><li>5) FR- Bus 547 - Bus shut off- Electrical -warranty.</li></ol>

# BCT MONTHLY MILEAGE

Month: October-19

Bus #	10/1/2019	10/31/2019	Total Monthly Mileage	Lifetime Miles	Comments
508	128,648	129,586	938	129,586	Retired 10-21-19
509	134,655	135,438	783	135,438	Retired 10-21-19
510	123,001	123,001	0	123,001	OOS-engine - Retired 10-21-19
511	134,653	136,161	1,508	136,161	
512	137,906	139,644	1,738	139,644	
513	139,885	141,219	1,334	141,219	
514	162,333	162,333	0	162,333	OOS-electrical - Retired 10-21-19
516	12,494	13,098	604	13,098	
517	170	705	535	705	In service 10-17-19
518	147	147	0	147	In service 11-1-19
536	297,112	300,489	3,377	300,489	
537	297,327	301,795	4,468	301,795	
538	312,120	316,450	4,330	316,450	
539	292,039	295,821	3,782	295,821	
540	256,875	259,157	2,282	259,157	
541	274,342	279,013	4,671	279,013	
542	294,759	298,838	4,079	298,838	
543	276,503	280,528	4,025	280,528	
544	189,927	194,487	4,560	194,487	
545	194,122	197,896	3,774	197,896	
546	175,734	178,069	2,335	178,069	
547	207	510	303	510	In service 10-17-19
548	163	295	132	295	In service 10-17-19
550	21,388	22,245	857	162,694	
TOTAL MONTH MILES			50,415	4,047,374	

**TRIPPER BUSES - October 2019**

Date	Miles Total	REVENUE MILES	Hours Total	REVENUE HOURS
<b>1-Oct</b>	14	8	1:34	0:57
	14	8	1:21	0:47
	12	9	1:06	0:56
	7	4	1:18	1:07
	14	8	1:15	0:45
	14	8	1:02	0:37
<b>2-Oct</b>	18	8	1:27	0:46
	14	8	1:26	0:57
	10	5	0:54	0:26
	11	8	1:01	0:46
	8	4	0:47	0:27
	14	8	1:20	0:45
	14	8	1:08	0:45
<b>3-Oct</b>	13	8	1:02	0:47
	15	8	1:28	1:00
	10	4	0:59	0:33
	12	8	1:06	0:46
	8	4	0:54	0:32
	15	8	1:15	0:45
	15	8	1:15	0:33
<b>4-Oct</b>	14	8	1:25	0:40
	15	8	1:19	0:50
	8	2	0:50	0:24
	11	8	1:00	0:40
	8	4	0:46	0:26
	14	8	1:20	0:45
	15	8	0:59	0:32
<b>7-Oct</b>	15	8	1:15	0:45
	15	8	1:25	1:10
	12	8	1:06	0:51
	8	4	1:01	0:50
	15	8	1:21	0:45
	14	8	1:15	0:35
	12	8	1:19	0:48
<b>8-Oct</b>	14	8	1:27	0:52
	15	8	1:25	0:50
	11	8	1:00	0:45
	8	4	0:46	0:35
	15	8	1:15	0:45
	14	8	1:04	0:51
	10	4	0:56	0:22
<b>10-Oct</b>	15	8	1:21	0:43
	11	8	1:00	0:45
	15	8	1:13	0:37
	8	4	0:45	0:26
	15	8	1:18	0:45
	16	8	1:09	0:37
	10	4	1:00	0:30
<b>11-Oct</b>	10	8	0:59	0:49
	15	8	1:06	0:40
	11	8	1:00	0:45
	8	4	0:45	0:30
	14	8	1:20	0:40
	15	8	0:52	0:31
	11	8	1:10	0:43

Date	Miles Total	REVENUE MILES	Hours Total	REVENUE HOURS	Date	Miles Total	REVENUE MILES	Hours Total	REVENUE HOURS
<b>14-Oct</b>	14	8	1:07	0:34	<b>24-Oct</b>	16	8	1:26	0:50
	16	8	1:29	0:54		15	8	1:20	0:49
	11	8	0:55	0:40		11	8	1:09	0:49
	9	4	1:00	0:31		12	8	0:56	0:36
	14	8	1:17	0:45		15	8	1:20	0:50
	14	8	1:30	0:50		15	8	0:57	0:32
	12	9	1:08	0:43		11	4	0:55	0:25
<b>15-Oct</b>	14	8	1:24	0:45	<b>25-Oct</b>	14	8	1:22	0:44
	14	8	1:15	0:50		14	8	1:17	0:41
	11	8	1:02	0:51		11	8	1:04	0:47
	11	4	0:58	0:37		8	4	0:52	0:32
	15	8	1:24	0:45		15	8	1:20	0:45
	11	8	1:35	1:25		16	8	1:12	0:35
	12	8	1:05	0:20		14	4	1:06	0:31
<b>16-Oct</b>	14	8	1:34	0:54	<b>28-Oct</b>	14	8	1:22	0:47
	15	8	1:21	0:50		15	8	1:03	0:43
	11	8	1:12	0:47		11	8	0:57	0:42
	11	4	1:00	0:35		7	4	1:00	0:50
	16	8	1:17	0:45		14	8	1:10	0:45
	14	8	1:20	0:55		15	8	1:05	0:47
	8	6	0:48	0:18		7	3	0:47	0:26
<b>17-Oct</b>	16	8	1:24	0:47	<b>29-Oct</b>	15	8	1:24	0:48
	14	8	1:16	0:49		14	8	1:15	0:45
	11	8	1:04	0:45		11	8	1:00	0:50
	8	4	0:50	0:27		7	4	0:41	0:30
	18	8	1:20	0:45		14	8	1:12	0:50
	15	8	1:05	0:38		16	10	0:57	0:36
	10	4	0:50	0:20		10	5	0:55	0:25
<b>18-Oct</b>	15	8	1:10	0:46	<b>30-Oct</b>	14	8	1:15	0:49
	11	8	1:15	0:54		8	8	1:29	0:54
	12	8	1:07	0:47		11	8	0:59	0:44
	8	4	0:54	0:34		8	4	0:56	0:36
	15	8	1:15	0:43		14	8	1:15	0:45
	16	8	1:07	0:37		14	8	1:10	0:40
	11	5	0:55	0:33		8	4	1:00	0:20
<b>21-Oct</b>	13	8	1:08	1:48	<b>31-Oct</b>	16	8	1:17	0:39
	14	8	1:20	0:53		15	8	1:31	0:58
	11	8	0:57	0:42		12	8	1:00	0:45
	8	4	0:43	0:32		4	4	0:30	0:30
	14	8	1:15	0:45		15	8	1:20	0:45
	14	8	1:01	0:40		16	8	1:12	0:42
	12	7	1:09	0:43		14	8	0:50	0:20
<b>22-Oct</b>	12	8	1:27	0:45					
	12	8	1:18	0:49					
	13	8	0:58	0:47					
	8	4	0:46	0:35					
	16	8	1:25	0:45					
	16	8	1:11	0:50					
	10	6	0:45	0:15					
<b>23-Oct</b>	16	8	1:25	0:45					
	13	8	1:21	0:52					
	11	8	1:04	0:49					
	7	4	0:36	0:25					
	15	8	1:27	0:45					
	16	8	1:10	0:45					
	9	5	0:50	0:20					

<b>TOTALS:</b>	<b>689</b>	<b>388</b>	<b>62.83</b>	<b>38.98</b>
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<b>TOTALS:</b>	<b>707</b>	<b>402</b>	<b>64.48</b>	<b>40.48</b>	<b>TOTALS:</b>	<b>526</b>	<b>298</b>	<b>46.80</b>	<b>28.62</b>
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GRAND TOTAL	TM	RM	TH	RH	# OF DAYS
	1,922	1,088	174.12	108.08	22

# COMPLAINT / COMPLIMENT TRACKER

## TRANSPORTATION CONCEPTS - BEACH CITIES TRANSIT

Month Of: October-19

Date of Complaint/Compliment	Time of Complaint/Compliment	Location of Complaint / Compliment	Complaint / Compliment Received	Response Emailed	Line Number	Driver	Complaint / Compliment Type	Response	Validity
1-Oct	7:15am	Rindge Ln/Clarke	10/01/19	10/02/19	102	All buses	Good morning. I'm begging you for more buses in the morning to get my son to high school. There's not enough buses or they don't come at all. I've had to pick him up and take to school 4 times this year.	We did not run the additional bus for a few days, and this may have caused this complaint. We added the additional bus Oct 2nd and have not had any further complaints.	V
5-Oct	12:20pm	LAX Bus Cnt/Aviation Station	10/06/19	10/08/19	109	Atilio Martinez	On Saturday, October 5, at 12:20 pm at the corner of Catalina and emerald, the driver of BCT 109 northbound drove past me in the wrong lane as I waved. I was dressed in bright colors and in Clear view standing next to the bus stop bench. Next, the driver drove to where my friend was waiting for the bus at Hermosa Avenue and 10th, and told her that because of the fair he was going to Pacific Coast Highway and would not take let her in. He shut the door in front of her.	The driver did pass up the passenger. Travelling on Catalina he had to move over into the inner lane to pass a bicyclist, and was unable to get back into the outer lane to stop safely for the passenger. With regards to the driver being rude to the complainants friend, this is not the case. The driver tried to explain to the passenger he was not going through Manhattan Beach. The passenger got off the bus and walked away.	V

Date of Complaint/Compliment	Time of Complaint/Compliment	Location of Complaint / Compliment	Complaint / Compliment Received	Response Emailed	Line Number	Driver	Complaint / Compliment Type	Response	Validity
11-Oct	10:00am	LAX Bus Cnt	10/11/19	10/11/19	109	Atilio Martinez	Hi, I'm writing because I took the bus number 109 from the lax transit center to main and mariposa. I caught this bus at 109. Today started with him not getting close to the curb so my mom had a hard time getting on, we get to the green line station and he decided to argue with a woman old enough to be his mom cause she didn't have money on her tap card. I get to my stop and he didn't come close enough to the curb. Again, I've got an elderly mom that had a hard time getting off.	At LAX the driver should have done a better job stopping parallel to the curb. There was nothing obstructing his vehicle. However, he was unable to pull into the stop at Mariposa as there was a car parked within the red curb, so the tail end of the bus was sticking out. The driver was not rude to the passenger. He explained to her she needed more money on her TAP card. She put up her hand to the drivers face and raised her voice to him.	V
12-Oct	5:38pm	Redondo Pier	10/17/19	10/22/19	102	Marcus Cummings	Driver departed the Pier late, and was listening to music while driving.	The driver arrived at the Pier at 5:27pm and went to the restroom. He departed at 5:35pm. He was listening to music. He's been advised it's a safety risk and a distraction.	V
28-Oct	3:05pm	RUHS	10/28/19	10/28/19	102	All buses	Parent called to ask why the buses left partially empty and why the supervisor was trying to control how the students behave and board the buses.	The supervisor was trying to bring order to the boarding process. The students would not line up and were running around the buses and standing at the edge of the curb. A RUHS Principal came out to assist and confirmed the kids were acting up.	NV
20-Oct	11:32am	Rosecrans/ Pacific Ave	10/31/19	10/31/19	109	Atilio Martinez	Driver had the passenger removed from the bus. Driver also called him homeless	Driver should have handled the situation better, by quoting the fare and leaving it at that. The driver called for supervisor and police assistance, which angered the passenger. The police removed the passenger from the bus.	V

# BCT and WAVE - Complaint / Compliment Tracking by Line July 19 thru June 20

GRAND TOTAL:	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
	0	0	6	2	0	3	0	3	4	18

Line 102	10	Total 18
Line 109	6	
DAR	2	

Line 102	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Jul-19						1				1
Aug-19									2	2
Sep-19			4							4
Oct-19			1						2	3
Nov-19										0
Dec-19										0
Jan-20										0
Feb-20										0
Mar-20										0
Apr-20										0
May-20										0
Jun-20										0
<b>Total:</b>	0	0	5	0	0	1	0	0	4	10

Line 109	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Jul-19			1					1		2
Aug-19				1						1
Sep-19										0
Oct-19				1		2				3
Nov-19										0
Dec-19										0
Jan-20										0
Feb-20										0
Mar-20										0
Apr-20										0
May-20										0
Jun-20										0
<b>Total:</b>	0	0	1	2	0	2	0	1	0	6

DAR	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Jul-19										0
Aug-19								1		1
Sep-19								1		1
Oct-19										0
Nov-19										0
Dec-19										0
Jan-20										0
Feb-20										0
Mar-20										0
Apr-20										0
May-20										0
Jun-20										0
<b>Total:</b>	0	0	0	0	0	0	0	2	0	2

	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
GRAND TOTAL:	0	0	6	2	0	3	0	3	4	18

# BCT and WAVE Complaint / Compliment Tracking by Month - July 19 thru June 20

July-19	3
August-19	4
September-19	5
October-19	6
November-19	0
December-19	0

January-20	0
February-20	0
March-20	0
April-20	0
May-20	0
June-20	0

**TOTAL**  
**18**

## July

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102			1							1
Line 109						1		1		2
DAR										0
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>

## August

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102									2	2
Line 109				1						1
DAR								1		1
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>4</b>

## September

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102			4							4
Line 109										0
DAR								1		1
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>

## October

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102			1						2	3
Line 109				1		2				3
DAR										0
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6</b>

## November

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102										0
Line 109										0
DAR										0
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## December

Line	No Show	Early	Late	Pass up	Unsafe	Discourtesy	Fare	Compliment	Other	Total
Line 102										0
Line 109										0
DAR										0
<b>Total:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>GRAND TOTAL:</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>18</b>
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# Road Call Report

## Transportation Concepts - Beach Cities Transit

Month: October-19

Date	Vehicle No.	Route	Defect	Comments	Category	NTD	Code
10/3	543	109	Bus overheated-shut down	Cooling fan gear box froze	Major Mechanical	Y	N
10/6	536	109	Bus overheated-shut down	Broken coolant hose	Major Mechanical	Y	N
10/8	539	109	No start	Ignition switch failure	Major Mechanical	Y	E
10/15	511	DAR	Bus shut off	Fuel pressure regulator	Major Mechanical	Y	L
10/26	547	102	Bus shut off	Electrical-CBS to repair	Major Mechanical	Y	E

Major Mechanical 5  
 Other Mechanical 0  
 Non-Mechanical 0  
 Total Road Calls 5

## **Transportation Concepts - Beach Cities Transit**

## October-19

[illegible]

## Transportation Concepts - Beach Cities Transit

Month Of: **October-19**[illegible]



# FTE HOURS - FY 2019-20

## Transportation Concepts (Beach Cities Transit)

<b>October-19</b>	<b>Fixed Route Total Hours</b>	<b>WAVE Total Hours</b>		
Drivers	4,621.71	626.29		
Admin	160.00	40.00	FR 80%	DAR 20%
Dispatch	182.51	223.08	FR 45%	DAR 55%
Supervisors	385.29	56.30	FR 80%	DAR 20%
Maintenance	404.15	269.43	FR 60%	DAR 40%
Total	<b>5,753.66</b>	<b>1,215.10</b>		
	<b>6,968.76</b>			

FTE 2019-20

FTE: Total hrs/2000

**Fixed Route Employee Hours**

	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Apr	May	June	Total hours
Drivers	4,392.91	4,125.54	4,492.03	4,621.71	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	17,632.19
Admin	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	160.00	1,920.00
Dispatch	146.42	212.99	177.93	182.51	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	719.85
Supervisors	519.12	364.54	349.48	385.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,618.43
Maintenance	503.72	471.27	480.13	404.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,859.27
<b>Total</b>	<b>5,722.17</b>	<b>5,334.34</b>	<b>5,659.57</b>	<b>5,753.66</b>	<b>160.00</b>	<b>160.00</b>	<b>160.00</b>	<b>160.00</b>	<b>160.00</b>	<b>160.00</b>	<b>160.00</b>	<b>160.00</b>	<b>23,749.74</b>

11.8748675

**WAVE Employee Hours**

	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	Apr	May	June	Total hours
Drivers	746.85	646.03	621.27	626.29	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,640.44
Admin	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	40.00	480.00
Dispatch	178.95	260.32	217.47	223.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	879.82
Supervisors	129.79	91.13	87.36	56.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	364.58
Maintenance	335.82	314.19	320.09	269.43	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,239.53
<b>Total</b>	<b>1,431.41</b>	<b>1,351.67</b>	<b>1,286.19</b>	<b>1,215.10</b>	<b>40.00</b>	<b>40.00</b>	<b>40.00</b>	<b>40.00</b>	<b>40.00</b>	<b>40.00</b>	<b>40.00</b>	<b>40.00</b>	<b>5,604.37</b>

2.8021825

**Beach Cities Transit Employee List  
AS OF 10/31/19**

	NAME	HIRE DATE	JOB TITLE	STATUS
1	SALMON, PEGGY A	03/31/95	Driver	FT
2	RIVERA, SERGIO E	06/27/07	Driver	FT
3	CORDOVA, FLORENCIO R	07/13/07	Driver	FT
4	FERNANDEZ, BERNARDINO	04/04/08	Driver	FT
5	GOSEY, TRESSA A	09/11/08	Driver	FT
6	HUNT, LESLIE	11/24/10	Driver	FT
7	MATKO, DANIEL	10/06/11	Driver	FT
8	BLISS, DEBRA	10/06/11	Driver	FT
9	BURGOS, JOSE	05/01/12	Driver	FT
10	MYSKA, KEITH	06/17/13	Driver	FT
11	MORRIS, CHUCK	06/17/13	Driver	FT
12	LEWIS, DAMIEN	02/18/14	Driver	FT
13	MOSES, ANDREA	05/26/14	Driver	FT
14	GARCIA, JUAN	11/28/12	Driver	PT
15	THOMAS, FREDRICA	08/03/15	Driver	FT
16	LEWIS, TINA	02/15/17	Driver	FT
17	RAMIREZ, ARTURO	05/18/16	Driver	FT
18	RUFINO, CORINA	05/19/16	Driver	FT
19	MARTINEZ, CARLOS	06/01/17	Driver	PT
20	FAULKNER, ABREANNA	03/29/72	Driver	FT
21	GOMEZ, YANIRA	06/20/18	Driver	FT
22	ROBB, LYNNETTE	09/19/18	Driver	FT
23	MARTINEZ, ATILIO	10/10/18	Driver	FT
24	CUMMINS, MARCUS	06/05/19	Driver	FT
25	ROBERTS, SADE	07/09/19	Driver	FT
26	CARTER, MYKEYAH	08/09/19	Driver	FT
27	WOODS, TRACY	08/09/19	Driver	FT
28	SIMMONS, LATANDRIA	8/19/19	Driver	FT
29	BUSH, ERIC	8/19/19	Driver	FT
30	BARNES, CHAMPAGNE	8/19/19	Driver	FT
31	BOWIE, TRISTON	9/23/19	Driver	FT
32	GOLEMAN, KENNETH	9/25/19	Driver	FT
33	SIMMONS, CARL	9/28/19	Driver	FT
34	QUITCO, FELIX	10/05/15	Mechanic	FT
35	MARTINEZ, ROBERTO	02/06/17	Mechanic	FT
36	GARCIA, FRANCISCO	10/05/15	Utility	PT
37	RAYA, GEORGE	08/19/19	Maintenance Supervisor	FT
38	LOPEZ, JORGE	05/01/14	Supervisor	FT
39	LAMP, CHRISTOPHER	02/04/19	Supervisor	FT
40	TORRES, CORRIE	01/01/10	Dispatcher	FT
41	ROSS, TERRI C	01/01/10	Dispatcher	FT
42	BRYANT, DANNELL	01/01/10	Dispatcher	FT
43	DEL VALLE, GEORGE	02/19/19	Dispatcher	PT
44	LOPEZ, NANCY	01/23/19	Admin	FT
45	BAUM, BRETT	04/15/99	Director of Operations	FT
46	GWIN, RICHARD	07/01/19	Safety and Training Manager	FT



7800 Woodley Ave \* Van Nuys, CA 91406  
Pmt to: FILE 1422 \* 1801 W Olympic Blvd \* Pasadena, CA 91199-1422

For Billing Inquiries Please Call  
Customer Service at 1-888-288-5010

Parking Concepts, Inc. (CPC/BPH)  
1521 Kingsdale Ave  
Redondo Beach CA 90278

### Special Message

#### Optimize Your Connectivity with SD-WAN

#### SD-WAN is revolutionizing WAN networks and VoIP communications

AireSpring can help you cost-effectively optimize your cloud/SaaS applications, optimize your bandwidth and reduce network complexity. Our comprehensive Platinum SD-WAN solution broadens your bandwidth but not your budget by including a unique combination of features and services! Contact your account manager today to learn how we can help.

## Account Summary

### Account Information

ACCOUNT NUMBER:	1349271
BILLING DATE:	11/01/2019
DUE DATE:	<i>Due Upon Receipt</i>
PAYMENT LATE AFTER:	November 25, 2019

### Charges and Payments

PREVIOUS BALANCE:	474.18
PAYMENTS:	-474.18
ADJUSTMENTS:	1.01

**Our records show a PAST DUE balance.  
Please remit payment TODAY.**

### Current Charges

SERVICE DATES: Oct 1 - Oct 31	
LONG DISTANCE:	0.00
LOCAL SERVICE:	234.50
OTHER CHARGES AND TRANSFERS:	147.00
FEDERAL TAX:	9.82
STATE TAX:	9.69
LOCAL TAX:	0.00
REGULATORY FEES/SURCHARGES:	73.17

TOTAL CURRENT CHARGES:	474.18
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### Amount Due

TOTAL AMOUNT DUE:	\$475.19
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## Payment Coupon

To ensure proper credit:

1. Please write your account number on your check.
2. Make your check payable to AireSpring.
3. Enclose check or money order with payment coupon in the return envelop supplied.

Parking Concepts, Inc. (CPC/BPH)  
1521 Kingsdale Ave  
Redondo Beach CA 90278

INVOICE NUMBER:	130060294
ACCOUNT NUMBER:	1349271
BILLING DATE:	11/01/2019
DUE DATE:	<i>Due Upon Receipt</i>
PAYMENT LATE AFTER:	November 25, 2019

**Please return this portion with your payment to ensure proper credit**

### Amount Due

**\$475.19**

### Amount Enclosed

REMIT PAYMENT TO:

AireSpring  
FILE 1422  
1801 W. Olympic Blvd  
Pasadena, CA 91199-1422

0001349271000475197



Customer Service - 1-888-288-5010

ACCOUNT NAME:

Parking Concepts, Inc. (CPC/BPH)

ACCOUNT NUMBER:

1349271

BILLING DATE:

11/01/2019

DUE DATE:

Due Upon Receipt

PAYMENT LATE AFTER:

November 25, 2019

## Additional Messages

If you believe there is an error on your bill or have a question about your service, please call Airespring, Inc. customer support at 800.825.1055 opt 2.

If you are not satisfied with Airespring, Inc.'s response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone	1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail	California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

TTY/VCO/HCO to Voice English: 800-735-2929

TTY/VCO/HCO to Voice Spanish: 800-855-3000

Voice to TTY/VCO/HCO English: 800-735-2922

voice to TTY/VCO/HCA Spanish: 800-855-3000

From or to Speech-to-Speech English and Spanish: 800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

Your international rates may have changed. Please log into the customer web portal (<https://airecare.airespring.com/>) to check your new international rates.

### Changes to MSA

Please be advised that AireSpring has modified several sections of the Regulatory Charges and Surcharges, which can be located at [www.airespring.com/terms](http://www.airespring.com/terms). The changes are effective as of December 1, 2019.

In the Property Tax Surcharge section the word "carriers" has been changed to "providers".

In the Carrier Administration Charge section the following sentences have been modified from: "The Carrier Administration Charge is a non-discountable monthly charge, applied to help defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers, and (ii) fees and assessments on network facilities and services received directly or indirectly by AireSpring."

The Carrier Administration Charge is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 2.80%."

to: "The Carrier Administration Charge is a non-discountable monthly charge, applied to help defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies, wireless providers, or intermediaries for delivering calls from our customers to their customers, and (ii) fees and assessments on network facilities and services received directly or indirectly by AireSpring. The Carrier Administration Charge is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 2.80%."

In the Administrative Expense Fee section the following sentence has been modified from: "The Administrative Expense Fee is a non-discountable monthly charge of 1.18% of billed charges to help recover a portion of costs and expenses incurred by Airespring from its underlying carriers to implement, administer and comply with the FCC and State PUC administered Universal Service Fund programs."

to: "The Administrative Expense Fee is a non-discountable monthly charge to help recover a portion of costs and expenses incurred by AireSpring from its underlying carriers to implement, administer and comply with the FCC and State PUC administered Universal Service Fund programs. The Administrative Expense Fee is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 1.18%."

A new section entitled Credit Card Finance Charge has been added: "A Credit Card Finance Charge of three percent (3%) of the amount of the payment will be applied if Customer pays AireSpring using a Visa, Mastercard, American Express or Discover credit or debit card. This charge is designed to offset the cost that credit card companies charge AireSpring for processing payments."

In the Access Recovery Charge section the following sentences have been modified from: "The Access Recovery Charge (ARC) is a non-discountable monthly charge applied to recover the cost of administration of local loops ordered by AireSpring on behalf of customer from third party providers. The Access Recovery Fee is equal to the total of all local loop/circuit MRC's, multiplied by 4.99%."

to: "The Access Recovery Charge (ARC) is a non-discountable monthly charge applied to recover the cost of administration of access circuits ordered by AireSpring on behalf of customer from third party providers. The Access Recovery Fee is equal to the total of all local loop/access circuit MRC's, multiplied by 4.99%."

In the Extreme High Cost Areas (XHCA) section the following sentence has been modified from:

"For customers with Blended Rate Plans on the Qwest, Global Crossing or Verizon underlying networks, calls originating from or terminating to certain LATA/OCN's, defined as Extreme High Cost Area (XHCA) LATA/OCN's, a list of which may be found at [www.airespring.com/terms](http://www.airespring.com/terms) (the "XHCA List"), and which is incorporated into this Agreement by this reference, shall be billed at separate rates as specified on the XHCA List."

to: "For customers with Blended Rate Plans on all resold underlying carrier networks, calls originating from or terminating to certain LATA/OCN's, defined as Extreme High Cost Area (XHCA) LATA/OCN's, a list of which may be found at [www.airespring.com/service-terms](http://www.airespring.com/service-terms) (the "XHCA List"), and which is incorporated into this Agreement by this reference, shall be billed at separate rates as specified on the XHCA List."

In the AT&T Underlying Network Recovery Fee section the following sentence has been changed from: "The AT&T Underlying Network Recovery Fee shall be five percent (5%) of the charge for the applicable services." to: "The AT&T Underlying Network Recovery Fee shall be five percent (5%) of the total net charges for all applicable services."

In the Franchise Tax Recovery Fee section the following sentence has been changed from: "The Franchise Tax Recovery Fee is a non-discountable monthly 0.7% assessment of billed charges to help recover a portion of the franchise tax fees imposed by some states or municipalities"

to: "The Franchise Tax Recovery Fee is a non-discountable monthly charge to help recover a portion of the franchise tax fees imposed by some states or municipalities. The Franchise Tax Recovery Fee is equal to Customer's total charges for all Services and applicable Surcharges, multiplied by 0.7%."

There have been several formatting changes in the Regulatory Charges and Surcharges, including removing the section numbering.

### What is California Relay Service (CRS)?

CRS is a public service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone. This allows individuals to connect with



ACCOUNT NAME:

Parking Concepts, Inc. (CPC/BPH)

ACCOUNT NUMBER:

1349271

BILLING DATE:

11/01/2019

DUE DATE:

***Due Upon Receipt***

PAYMENT LATE AFTER:

November 25, 2019

Customer Service - 1-888-288-5010

family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number listed below to connect with CRS. A qualified Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and begin the relay call. Generally, the CA will voice the typed message from the text telephone (TTY) user to you. The CA relays your voiced message by typing it to the TTY user.

Captioned Telephone (CTS)

Captioned Telephone is ideal for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows users to listen to their phone conversations while reading word- for-word captions of what's said to them. To call a Captioned Telephone user, dial: 711 or 866-399-9050.

How do I apply for specialized equipment?

The California Telecommunications Access Program (CTAP) offers amplified phones, TTYs, Voice Carry Over (VCO) phones, Captioned Telephones, and other equipment to eligible individuals in California who are Deaf, Deaf-Blind, Hard of Hearing, have difficulty speaking or any cognitive disability. For more information, visit <http://ddtp.cpuc.ca.gov> or call 800-806-1191 (voice) or 800-806-4474 (TTY).

Access Numbers: Dial 711 or

English TTY/Voice: 800-855-7100

Spanish TTY/Voice: 800-855-7200

Speech-to-Speech: 800-855-7300

Visually Assisted STS: 800-855-7400

Customer Care: English V/TTY: 877-632-9095 Spanish V/TTY: 877-419-8440

[california@hamiltonrelay.com](mailto:california@hamiltonrelay.com)

[ca-relay.com](http://ca-relay.com)

ACCOUNT NAME:  
ACCOUNT NUMBER:  
BILLING DATE:  
DUE DATE:  
PAYMENT LATE AFTER:

Parking Concepts, Inc. (CPC/BPH)  
1349271  
11/01/2019  
*Due Upon Receipt*  
November 25, 2019

Customer Service - 1-888-288-5010

## Payment Summary

Date	CHECK # / DESCRIPTION	Amount
October 18, 2019	201634	474.18
<b>TOTAL</b>		<b>474.18</b>

## Adjustment Summary

Date	DESCRIPTION	Amount
November 03, 2019	September State P.U.C. Tax	-1.01
<b>TOTAL</b>		<b>-1.01</b>

## Summary of Charges

Long Distance - Monthly Recurring	Period	Quantity	Rate	Amount
LD/TF Bundles MRC	11/01/19 - 11/30/19	1	14.00	14.00
<b>Service Total</b>				<b>14.00</b>
Local Service - Monthly Recurring	Period	Quantity	Rate	Amount
Voice Lines MRC	11/01/19 - 11/30/19	1	203.00	203.00
AireFAX Internet Fax: Addl Lines	11/01/19 - 11/30/19	1	10.00	10.00
SMB Virtual Private Number: Virtual Private Numbers	11/01/19 - 11/30/19	1	7.50	7.50
<b>Local Service - Monthly Recurring Subtotal</b>				<b>220.50</b>
<b>Service Total</b>				<b>220.50</b>
Other Charges and Credits - Monthly Recurring	Period	Quantity	Rate	Amount
Automatic Call Recording 11/01/19-11/30/19	11/01/19 - 11/30/19	1	12.00	12.00
DTO MRC - direct trunk overflow routing 11/01/19-11/30/19	11/01/19 - 11/30/19	1	60.00	60.00
PBX Call Center Bundle 11/01/19-11/30/19	11/01/19 - 11/30/19	1	75.00	75.00
<b>Other Charges and Credits - Monthly Recurring Subtotal</b>				<b>147.00</b>
<b>Service Total</b>				<b>147.00</b>

## Taxes, Surcharges and Fees

Government Fees and Taxes	Amount
Federal Excise Tax	9.82
State - 911 Service Tax	2.15
State - PUC Tax	1.01
State - Telecom Relay Service Fee	2.33
State - Telecommunications Relay Service Fund	1.49
State - Excise Tax	1.04
State - TIF	1.67
<b>Total</b>	<b>19.51</b>

Regulatory Fees and Surcharges	Amount
Federal - Universal Service Fund Surcharge	17.92
Access Recovery Charge	2.99
Administrative Expense Fee	4.62
Carrier Administration Charge	10.96
Property Tax Surcharge	9.16
Regulatory Cost Recovery Surcharge	13.35
State - Universal Service Fund Surcharge	14.17
<b>Total</b>	<b>73.17</b>



ACCOUNT NAME: Parking Concepts, Inc. (CPC/BPH)  
ACCOUNT NUMBER: 1349271  
BILLING DATE: 11/01/2019  
DUE DATE: *Due Upon Receipt*  
PAYMENT LATE AFTER: November 25, 2019

Customer Service - 1-888-288-5010

**Call Category Summary**

CALL CATEGORY	CALLS	MINUTES	AMOUNT
Local - Outbound	66	110.9	0.00
Outbound Ded. Local Toll	49	76.6	0.00
Outbound Ded. St. to St.	7	24.5	0.00
Dedicated Toll Free Termination Local Toll	2	6.4	0.00
<b>TOTAL</b>	<b>124</b>	<b>218.4</b>	<b>0.00</b>

**Local Loop/Broadband Circuit Detail**

Billing ID: 1349271-333813-10.5MB

Site Address: 735 PUBLIC SAFETY WAY  
CORONA CA 92880-2005

\*\*\* Host Site \*\*\*

Description	TYPE	AMOUNT	PERIOD
#70541.CustomerProvidedConnectivity.C	10.5MB	147.00	11/01/2019 - 11/30/2019
		<b>147.00</b>	

**Telephone Number and Calling Card Summary**

NUMBER	CALLS	MINUTES	AMOUNT
(310) 750-9163	35	41.4	0.00
(310) 750-9164	8	7.3	0.00
(310) 750-9166	4	8.5	0.00
(310) 750-9167	2	3.5	0.00
(310) 750-9169	9	46.8	0.00
<b>TOTAL FOR 5 NUMBERS</b>	<b>58</b>	<b>107.5</b>	<b>0.00</b>

ACCOUNT NAME: Parking Concepts, Inc. (CPC/BPH)  
ACCOUNT NUMBER: 1349271  
BILLING DATE: 11/01/2019  
DUE DATE: Due Upon Receipt  
PAYMENT LATE AFTER: November 25, 2019

Customer Service - 1-888-288-5010

### Long Distance Call Detail - (310) 750-9163

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/01/2019	02:00PM	GARDEN GRV CA	714-489-7623	0.6	0.00
10/03/2019	08:38AM	LA GRANGE GA	706-412-6871	0.6	0.00
10/03/2019	01:40PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/08/2019	03:59PM	LOSANGELES CA	323-377-2004	0.3	0.00
10/09/2019	03:12PM	SANTA ANA CA	714-265-7425	3.2	0.00
10/10/2019	09:11AM	RIALTO CA	909-546-0271	0.3	0.00
10/10/2019	09:41AM	RIALTO CA	909-546-0271	0.6	0.00
10/11/2019	06:16AM	LAS VEGAS NV	702-245-7068	1.0	0.00
10/11/2019	06:39AM	LOSANGELES CA	323-635-5746	0.5	0.00
10/11/2019	07:35AM	LAS VEGAS NV	702-245-7068	0.6	0.00
10/11/2019	11:19AM	LOS ANGELE CA	951-435-3654	0.6	0.00
10/11/2019	11:26AM	LOSANGELES CA	323-394-4846	0.7	0.00
10/12/2019	02:29PM	LA GRANGE GA	706-412-6871	0.3	0.00
10/15/2019	08:57AM	LOSANGELES CA	323-946-2075	2.8	0.00
10/18/2019	11:34AM	GARDEN GRV CA	714-489-7623	1.1	0.00
10/18/2019	11:49AM	GARDEN GRV CA	714-489-7623	2.3	0.00
10/18/2019	11:53AM	GARDEN GRV CA	714-489-7623	0.8	0.00
10/18/2019	12:01PM	GARDEN GRV CA	714-489-7623	1.1	0.00
10/18/2019	12:04PM	GARDEN GRV CA	714-489-7623	0.6	0.00
10/18/2019	12:27PM	GARDEN GRV CA	714-489-7623	5.9	0.00
10/18/2019	02:45PM	LOSANGELES CA	323-635-5746	0.3	0.00
10/20/2019	05:01PM	LOS ANGELE CA	424-644-5082	0.4	0.00
10/20/2019	05:01PM	LOS ANGELE CA	424-644-5082	0.6	0.00
10/20/2019	08:59PM	LOSANGELES CA	323-635-5746	0.3	0.00
10/21/2019	10:00AM	LOSANGELES CA	323-632-1982	0.9	0.00
10/21/2019	10:02AM	GARDEN GRV CA	714-489-7623	1.9	0.00
10/21/2019	08:39PM	LOSANGELES CA	323-946-2075	0.7	0.00
10/22/2019	12:08PM	LOSANGELES CA	323-946-2075	1.5	0.00
10/22/2019	12:30PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/22/2019	12:31PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/22/2019	12:44PM	GARDEN GRV CA	714-489-7623	1.4	0.00
10/22/2019	01:13PM	GARDEN GRV CA	714-489-7623	0.7	0.00
10/25/2019	10:30AM	LOSANGELES CA	323-946-2075	0.3	0.00
10/29/2019	01:28PM	LOSANGELES CA	323-632-1982	0.7	0.00
10/30/2019	03:02PM	AVALON CA	310-510-0081	6.9	0.00
<b>TOTAL</b>		<b>Number of Calls: 35</b>		<b>41.4</b>	<b>0.00</b>

### Long Distance Call Detail - (310) 750-9164

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/02/2019	02:17PM	IRVINE CA	949-864-3489	1.8	0.00
10/07/2019	07:51AM	LOSANGELES CA	323-632-1982	0.5	0.00
10/12/2019	09:35AM	ALHAMBRA CA	626-679-8559	0.3	0.00
10/18/2019	10:25PM	LOSANGELES CA	323-635-5746	0.8	0.00
10/25/2019	02:00PM	BURBANK CA	818-748-5569	0.5	0.00
10/26/2019	12:38PM	LOSANGELES CA	323-946-2075	0.3	0.00
10/28/2019	07:39AM	GARDEN GRV CA	714-489-7623	1.1	0.00
10/28/2019	08:15AM	GARDEN GRV CA	714-489-7623	2.0	0.00
<b>TOTAL</b>		<b>Number of Calls: 8</b>		<b>7.3</b>	<b>0.00</b>

### Long Distance Call Detail - (310) 750-9166

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/17/2019	10:26AM	MONTEBELLO CA	323-728-6899	1.8	0.00
10/18/2019	02:38PM	REDONDO CA	866-486-7865	3.2	0.00
10/18/2019	02:38PM	REDONDO CA	866-486-7865	3.2	0.00
10/25/2019	01:15PM	BURBANK CA	818-288-7990	0.3	0.00
<b>TOTAL</b>		<b>Number of Calls: 4</b>		<b>8.5</b>	<b>0.00</b>

### Long Distance Call Detail - (310) 750-9167

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/23/2019	01:58PM	WASHINGTON DC	202-366-4000	1.2	0.00
10/23/2019	02:00PM	OKLA CITY OK	405-954-3682	2.3	0.00
<b>TOTAL</b>		<b>Number of Calls: 2</b>		<b>3.5</b>	<b>0.00</b>

### Long Distance Call Detail - (310) 750-9169

DATE	TIME	DEST CITY / STATE	DEST NUMBER	MINS	AMOUNT
10/07/2019	03:17PM	IRVINE CA	949-864-3283	0.3	0.00
10/07/2019	03:18PM	IRVINE CA	949-864-3283	10.5	0.00
10/07/2019	03:38PM	IRVINE CA	949-864-3283	2.9	0.00

**LOCATION: TCI-Loc 516: Redondo Beach 1521  
KINGSDALE AVE**

Adjustments

<u>Date</u>	<u>Type</u>	<u>Amount</u>
<b>Total Adjustments for this Location</b>		<b>\$0.00</b>

Current Charges

Monthly Recurring Charges

<u>Service</u>	<u>From</u>	<u>To</u>	<u>Qty</u>	<u>Amount</u>
Business Line Deluxe - Verizon	10/09/19	11/08/19	1	\$32.62
Long Distance Access Charge	10/09/19	11/08/19	1	\$0.00
<b>Total Recurring Charges</b>				<b>\$32.62</b>
<b>Total Usage Charges</b>				<b>\$0.00</b>

Other Charges

<u>Description</u>	<u>From</u>	<u>To</u>	<u>Qty</u>	<u>Amount</u>
End User Common Line Charge (EUCL)	10/09/19	11/08/19	1	\$7.50
Local Number Portability Fee	10/09/19	11/08/19	1	\$0.39
Federal Universal Service Fund Fee				\$0.78
State Universal Service Fund Fee				\$1.55
<b>Total Other Charges</b>				<b>\$10.22</b>

Government Fees and Taxes

Type	Amount
911 Tax	\$0.25
California Advanced Service Fund	\$0.18
California High Cost Fund A Surcharge	\$0.11
California Teleconnect Fund Surcharge	\$0.25
Federal Excise Tax	\$1.34
P.U.C. Tax (Fees)	\$0.11
Relay Service Communications Device Fund (DEAF) Surcharge	\$0.16
Utility Users Tax	\$2.12
Total Government Fees and Taxes	\$4.52

Late Payment Charge

**Total Current Charges for this Location** **\$47.36**

**Location Total** **\$47.36** ✓



# SECTRAN SECURITY INC.

P.O. BOX 227267  
LOS ANGELES, CA 90022-0967

## INVOICE

PHONE 562-948-1446 FOR BILLING INFORMATION

903811

TRANSPORTATION CONCEPTS  
1521 KINGS DALE AVE  
ATTN: ACCTS PAYABLE  
REDONDO BEACH, CA 90278 US

### INVOICE DATE

11/1/2019

### INVOICE NO

19111467

### PAGE

1

### TYPE

INVOICE

### TERMS

Net 10 Days

### ACCOUNT NO

TRACON

### INVOICE TOTAL

395.50

### SALES REP

007

SERVICE FOR NOVEMBER 2019

### PURCHASE ORDER NUMBER

### DESCRIPTION

### UNIT

### DAYS/P.O. NO

### QUANTITY

### EXTENDED PRICE

TRANSPORTATION CONCEPTS  
1521 KINGS DALE AVE/REDONDO BEA  
Fuel Surcharges 13%

Mnth

MnTuWeThFr

1

350.00

Mnth

1

45.50

HAPPY THANKSGIVING

SUB TOTAL: 395.50

SALES TAX: 0.00

PLEASE PAY: 395.50



## WAVE -DAR FUEL REPORT

## DIAL- A- RIDE CNG FUEL LOG

MONTH: Oct-19

DATE	DAY OF WEEK	BUS #	CARD #	Torrance	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/1	TUE	508	193354	✓		18:16	128,716	3,600	13.40	128,716	18:16				E/B	0.00	0	3,600
10/1	TUE	512	161989	✓		14:53	137,966	3,800	11.01	137,967	15:25			✓		0.53	1	3,800
10/1	TUE	511	165329	✓		16:49	134,701	3,800	12.09	134,703	17:45	✓				0.93	2	3,800
10/1	TUE	509	161990	✓		17:17	134,712	3,900	11.65	134,713	17:45	✓				0.47	1	3,900
10/2	WED	509	161990	✓		18:25	134,777	3,900	9.55	134,779	19:05	✓				0.67	2	3,900
10/2	WED	511	165329	✓		12:16	134,762	3,900	11.84	134,763	12:48	✓				0.53	1	3,900
10/2	WED	508	193354	✓		17:21	128,772	3,900	12.36	128,773	18:00	✓				0.65	1	3,900
10/3	THU	512	161989	✓		18:57	138,084	2,800	20.01	138,084	18:57				E/B	0.00	0	2,800
10/3	THU	513	179809	✓		19:25	140,000	3,600	22.99	140,000	19:25				E/B	0.00	0	3,600
10/3	THU	511	165329	✓		13:48	134,850	3,800	11.56	134,852	14:02	✓				0.23	2	3,800
10/3	THU	509	161990	✓		15:44	134,843	3,900	12.99	134,844	16:00	✓				0.27	1	3,900
10/3	THU	508	193354	✓		18:30	128,818	3,800	9.38	128,819	18:43	✓				0.22	1	3,800
10/4	FRI	509	161990	✓		18:32	134,916	3,900	14.02	134,917	18:48	✓				0.27	1	3,900
10/4	FRI	508	193354	✓		13:31	128,894	3,800	15.32	128,895	13:46	✓				0.25	1	3,800
10/5	SAT	511	165329	✓		12:24	134,903	3,900	14.17	134,904	12:37	✓				0.22	1	3,900
10/5	SAT	512	161989	✓		14:21	138,189	3,800	31.18	138,190	14:40	✓				0.32	1	3,800
10/6	SUN	511	165329	✓		15:15	134,985	3,900	16.73	134,986	15:29	✓				0.23	1	3,900
10/6	SUN	516	193355	✓		14:39	11,250	3,800	13.38	11,250	14:39				E/B	0.00	0	3,800
10/7	MON	508	193354	✓		11:55	128,975	3,900	16.14	128,976	12:10	✓				0.25	1	3,900
10/7	MON	511	165329	✓		8:51	135,025	3,800	4.51	135,026	9:03	✓				0.20	1	3,800
10/7	MON	509	161990	✓		16:45	134,998	3,900	18.67	134,999	17:01	✓				0.27	1	3,900
10/7	MON	513	179809	✓		19:23	140,133	3,800	25.98	140,135	19:42	✓				0.32	2	3,800
10/8	TUE	508	193354	✓		12:15	129,055	3,900	14.35	129,056	12:55	✓				0.67	1	3,900
10/8	TUE	508	193354	✓		17:28	129,105	3,800	8.94	129,106	17:55	✓				0.45	1	3,800
10/8	TUE	512	161989	✓		9:30	138,275	3,900	16.21	138,276	10:12	✓				0.70	1	3,900
10/8	TUE	511	165329	✓		13:50	135,112	3,800	18.92	135,113	14:20	✓				0.50	1	3,800
10/8	TUE	509	161990	✓		19:09	134,501	3,900	4.50	134,501	19:09				E/B	0.00	0	3,900
10/9	WED	508	193354	✓		13:25	129,182	3,800	9.01	129,183	13:53	✓				0.47	1	3,800
10/9	WED	512	161989	✓		14:20	138,379	3,900	15.47	138,380	15:00	✓				0.67	1	3,900
10/9	WED	511	165329	✓		15:08	135,189	3,800	12.78	135,191	15:35	✓				0.45	2	3,800
10/9	WED	509	161990	✓		16:54	135,047	3,900	5.08	135,049	17:40	✓				0.77	2	3,900
10/10	THU	511	165329	✓		13:46	135,267	3,900	10.05	135,268	14:15	✓				0.48	1	3,900
10/10	THU	513	179809	✓		20:39	140,266	3,900	24.88	140,268	21:10	✓				0.52	2	3,900
10/11	FRI	508	193354	✓		13:36	129,251	3,800	14.21	129,252	13:59	✓				0.38	1	3,800
10/11	FRI	511	165329	✓		18:00	135,359	3,800	19.04	135,362	18:25			✓		0.42	3	3,800
10/11	FRI	512	161989	✓		12:30	138,481	3,900	19.11	138,482	12:45	✓				0.25	1	3,900
10/12	SAT	512	161989	✓		11:35	138,573	3,800	20.06	138,574	11:53	✓				0.30	1	3,800
10/12	SAT	509	161990	✓		18:45	138,190	3,900	26.39	138,191	19:03	✓				0.30	1	3,900
10/13	SUN	509	161990	✓		16:57	135,197	3,600	4.30	135,197	16:57				E/B	0.00	0	3,600
10/13	SUN	511	165329	✓		15:50	135,409	3,800	11.30	135,410	16:07	✓				0.28	1	3,800
10/14	MON	508	193354	✓		12:18	129,308	3,900	14.02	129,309	12:31	✓				0.22	1	3,900
10/14	MON	511	179811	✓		12:25	135,453	3,800	23.36	135,454	12:42	✓				0.28	1	3,800
10/15	TUE	509	193354	✓		12:43	135,298	3,900	16.68	135,299	12:57	✓				0.23	1	3,900
10/15	TUE	513	179809	✓		11:40	138,625	3,800	32.50	138,626	11:54	✓				0.23	1	3,800
10/15	TUE	508	193354	✓		17:30	129,424	3,900	22.93	129,425	17:51	✓				0.35	1	3,900
10/15	TUE	516	193355	✓		15:50	12,640	3,900	11.47	12,641	16:10	✓				0.33	1	3,900
10/16	WED	512	161989	✓		10:29	138,673	3,800	11.18	138,674	10:41	✓				0.20	1	3,800
10/16	WED	511	165329	✓		14:48	135,549	3,900	27.19	135,550	15:03	✓				0.25	1	3,900
10/16	WED	508	193354	✓		13:06	129,499	3,900	13.89	129,501	13:23	✓				0.28	2	3,900
10/17	THU	509	161990	✓		17:00	135,432	3,800	20.03	135,433	17:15	✓				0.25	1	3,800
10/17	THU	512	161989	✓		12:45	138,741	3,900	19.59	138,742	12:59	✓				0.23	1	3,900
10/18	FRI	512	161989	✓		13:10	138,828	3,900	19.11	138,830	13:27	✓				0.28	2	3,900
10/18	FRI	516	193353	✓		22:05	12,771	3,800	12.49	12,771	22:05				E/B	0.00	0	3,800
10/19	SAT	509	165329	✓		19:20	135,536	3,900	21.52	135,537	19:36	✓				0.27	1	3,900
10/20	SUN	509	165329	✓		13:42	135,612	3,800	8.84	135,613	13:58	✓				0.27	1	3,800
10/21	MON	517	193351	✓		18:25	279	3,000	12.95	279	18:25				E/B	0.00	0	3,000
10/21	MON	511	165329	✓		13:49	135,664	3,800	15.91	135,665	14:02	✓				0.22	1	3,800
10/21	MON	512	161989	✓		11:42	138,946	3,900	23.85	138,947	12:01	✓				0.32	1	3,900
10/21	MON	516	193355	✓		18:34	12,852	3,800	8.25	12,852	18:34				E/B	0.00	0	3,800
10/22	TUE	511	165329	✓		14:29	135,225	3,900	15.56	135,226	14:43	✓				0.23	1	3,900
10/22	TUE	516	193355	✓		16:23	139,023	3,800	16.05	139,024	16:37	✓				0.23	1	3,800
10/23	WED	511	165329	✓		14:50	135,782	3,900	24.00	135,784	15:07	✓				0.28	2	3,900
10/23	WED	513	161989	✓		13:32	138,755	3,800	22.24	138,756	13:50	✓				0.30	1	3,800
10/23	WED	517	194229	✓		13:41	330	3,900	13.95	331	13:58	✓				0.28	1	3,900
10/23	WED	516	19335	✓		20:00	12,867	3,800	5.26	12,870	20:04			✓		0.07	3	3,800



WAVE -DAR FUEL REPORT

DATE	DAY OF WEEK	BUS #	CARD #	Torrance	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/24	THU	512	161989	✓		8:56	139,110	3,900	15.90	139,111	9:12	✓				0.27	1	3,900
10/24	THU	513	179809	✓		14:30	138,836	3,800	18.70	138,837	14:48	✓				0.30	1	3,800
10/25	FRI	512	161989	✓		12:06	139,256	3,900	23.79	139,258	12:24	✓				0.30	2	3,900
10/25	FRI	513	179809	✓		12:23	140,880	3,800	9.79	140,881	12:39	✓				0.27	1	3,800
10/25	FRI	516	194229	✓		16:43	397	3,900	17.47	398	16:58	✓				0.25	1	3,900
10/26	SAT	513	179809	✓		15:35	140,929	3,800	12.14	140,930	15:50	✓				0.25	1	3,800
10/28	MON	517	194229	✓		12:16	490	3,900	17.00	492	12:30	✓				0.23	2	3,900
10/28	MON	512	161989	✓		16:25	139,380	3,800	22.42	139,380	17:08	✓				0.72	0	3,800
10/28	MON	513	179809	✓		17:18	141,815	3,900	14.89	141,816	17:53	✓				0.58	1	3,900
10/28	MON	516	193355	✓		8:19	13,028	3,900	11.52	13,028	8:19				E/B	0.00	0	3,900
10/29	TUE	511	165329	✓		7:42	135,937	3,800	25.23	135,938	8:20	✓				0.63	1	3,800
10/29	TUE	512	161989	✓		13:47	139,440	3,900	14.25	139,441	14:23	✓				0.60	1	3,900
10/29	TUE	513	179809	✓		18:30	141,096	3,800	14.98	141,097	18:59	✓				0.48	1	3,800
10/29	TUE	517	194229	✓		8:15	548	3,900	10.56	549	8:53	✓				0.63	1	3,900
10/29	TUE	517	194229	✓		16:55	629	3,900	13.20	630	17:20	✓				0.42	1	3,900
10/30	WED	512	161989	✓		14:00	139,547	3,800	16.54	139,548	14:50	✓				0.83	1	3,800
10/30	WED	511	165329	✓		17:32	136,050	3,900	25.59	136,051	17:47	✓				0.25	1	3,900
10/30	WED	513	179809	✓		17:05	141,204	3,800	18.41	141,205	17:22	✓				0.28	1	3,800
10/31	THU	512	161989	✓		12:38	139,626	3,900	13.14	139,628	12:50	✓				0.20	2	3,900
10/31	THU	511	165329	✓		18:24	136,143	3,900	16.82	136,145	18:53	✓				0.48	2	3,900
10/31	THU	517	194229	✓		15:40	649	3,900	17.44	651	16:15	✓				0.58	2	3,900
				✓								✓	✓	✓		0.00	0	0
WEEKDAY		SATURDAY		SUNDAY		TOTAL												
HRS	MILES	HRS	MILES	HRS	MILES	HRS	MILES	HRS	MILES									
26.17	0	1.65	0	0.78	0	28.60	0											
TOTALS																28.60	94	328,900

## BCT - FIXED ROUTE CNG FUEL LOG - LINE 102

MONTH: Oct-19

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENTS	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/1	TUE	544	193353	✓		6:13	189,932	3,600	42.45	189,932	6:13				E/B	0.00	0	3,600
10/1	TUE	544	193353	✓		20:19	190,088	3,600	41.32	190,088	20:19				E/B	0.00	0	3,600
10/1	TUE	545	193349	✓		20:59	194,294	3,600	47.88	194,294	20:59				E/B	0.00	0	3,600
10/1	TUE	541	179812	✓		21:51	274,525	3,600	48.45	274,525	21:51				E/B	0.00	0	3,600
10/1	TUE	550	191059	✓		13:32	21,404	3,500	11.89	21,404	13:32				E/B	0.00	0	3,500
10/2	WED	538	193352	✓		20:18	372,390	3,600	50.00	372,390	20:18				E/B	0.00	0	3,600
10/2	WED	545	193349	✓		20:59	194,468	3,600	46.46	194,468	20:59				E/B	0.00	0	3,600
10/2	WED	537	166921	✓		21:38	297,622	3,600	44.45	297,622	21:38				E/B	0.00	0	3,600
10/2	WED	543	193348	✓		11:46	276,682	3,600	41.41	276,682	11:46				E/B	0.00	0	3,600
10/3	THU	538	193352	✓		20:34	312,549	3,600	46.89	312,549	20:34				E/B	0.00	0	3,600
10/3	THU	541	179812	✓		21:13	274,896	3,600	49.81	274,896	21:13				E/B	0.00	0	3,600
10/3	THU	537	166921	✓		21:57	297,805	3,600	50.00	297,805	21:57				E/B	0.00	0	3,600
10/3	THU	550	191059	✓		6:17	21,510	3,500	40.33	21,510	6:17				E/B	0.00	0	3,500
10/4	FRI	541	179812	✓		20:35	275,072	3,600	45.91	275,072	20:35				E/B	0.00	0	3,600
10/4	FRI	545	193349	✓		21:12	194,841	3,600	16.92	194,841	21:12				E/B	0.00	0	3,600
10/4	FRI	537	166921	✓		21:56	297,984	3,000	37.53	297,984	21:56				E/B	0.00	0	3,000
10/4	FRI	539	193350	✓		19:50	292,066	3,600	40.81	292,066	19:50				E/B	0.00	0	3,600
10/5	SAT	536	193347	✓		21:32	297,995	3,000	50.00	298,002	21:55			✓		0.38	7	3,000
10/5	SAT	538	193352	✓		20:30	312,867	3,400	50.00	312,874	20:35			✓		0.08	7	3,400
10/5	SAT	539	193350	✓		19:20	212,177	3,200	24.74	212,184	19:36			✓		0.27	7	3,200
10/6	SUN	541	179812	✓		18:20	275,173	3,500	24.49	275,180	18:38			✓		0.30	7	3,500
10/7	MON	541	179812	✓		8:47	275,219	3,400	11.96	275,219	8:47				E/B	0.00	0	3,400
10/7	MON	541	179812	✓		20:26	275,345	3,600	32.86	275,345	20:26				E/B	0.00	0	3,600
10/7	MON	545	179812	✓		19:22	195,222	3,600	29.79	195,222	19:22				E/B	0.00	0	3,600
10/7	MON	542	157723	✓		10:01	296,805	3,300	30.59	296,805	10:01				E/B	0.00	0	3,300
10/7	MON	542	157723	✓		21:50	296,936	3,600	43.66	296,936	21:50				E/B	0.00	0	3,600
10/7	MON	536	193347	✓		9:27	298,080	3,300	29.34	298,080	9:27				E/B	0.00	0	3,300
10/7	MON	536	193347	✓		21:00	298,191	3,300	26.50	298,191	21:00				E/B	0.00	0	3,300
10/7	MON	550	191059	✓		18:39	21,640	3,400	36.61	21,640	18:39				E/B	0.00	0	3,400
10/8	TUE	546	193351	✓		18:24	176,628	3,000	21.15	176,628	18:24				E/B	0.00	0	3,000
10/8	TUE	545	193349	✓		20:27	195,396	3,600	45.00	195,396	20:27				E/B	0.00	0	3,600
10/8	TUE	536	193347	✓		21:20	298,368	3,600	50.00	298,368	21:20				E/B	0.00	0	3,600
10/8	TUE	542	157723	✓		22:01	296,118	3,200	45.06	296,118	22:01				E/B	0.00	0	3,200
10/9	WED	536	193347	✓		20:28	298,542	3,000	69.86	298,542	20:28				E/B	0.00	0	3,000
10/9	WED	544	193349	✓		18:21	276,081	3,600	31.00	276,081	18:21				E/B	0.00	0	3,600
10/9	WED	545	193349	✓		21:15	195,569	3,600	42.69	195,569	21:15				E/B	0.00	0	3,600
10/9	WED	539	161992	✓		21:51	212,708	3,600	48.45	212,708	21:51				E/B	0.00	0	3,600
10/9	WED	550	161992	✓		13:40	21,740	3,400	29.64	21,740	13:40				E/B	0.00	0	3,400
10/10	THU	536	193347	✓		21:02	298,727	3,600	50.00	298,727	21:02				E/B	0.00	0	3,600
10/10	THU	543	193348	✓		22:10	276,275	3,200	54.20	276,275	22:10				E/B	0.00	0	3,200
10/10	THU	538	193348	✓		18:53	312,603	3,600	27.85	312,603	18:53				E/B	0.00	0	3,600
10/10	THU	541	157723	✓		20:01	275,868	3,600	45.98	275,868	20:01				E/B	0.00	0	3,600
10/11	FRI	537	166921	✓		20:34	298,062	3,600	42.20	298,062	20:34				E/B	0.00	0	3,600
10/11	FRI	542	193353	✓		21:09	296,611	3,600	38.72	296,611	21:09				E/B	0.00	0	3,600
10/11	FRI	541	179812	✓		22:07	276,048	3,600	55.33	276,048	22:07				E/B	0.00	0	3,600
10/12	SAT	541	179812	✓		21:12	276,212	3,288	33.51	276,219	21:33			✓		0.35	7	3,288
10/12	SAT	543	193348	✓		20:30	277,621	3,600	56.363	277,628	20:52			✓		0.37	7	3,600
10/12	SAT	539	193350	✓		19:18	293,037	3,600	26.83	293,044	19:29			✓		0.18	7	3,600
10/12	SAT	536	193347	✓		8:33	292,926	3,412	34.13	292,926	8:33				E/B	0.00	0	3,412
10/13	SUN	544	193353	✓		13:20	191,604	3,100	15.54	191,611	13:24			✓		0.07	7	3,100
10/13	SUN	545	193349	✓		18:57	196,181	3,400	12.08	196,188	19:23			✓		0.43	7	3,400
10/13	SUN	545	193349	✓		12:50	196,118	3,400	15.68	196,125	12:57			✓		0.12	7	3,400
10/13	SUN	540	161992	✓		18:22	256,030	3,800	28.17	256,030	18:22				E/B	0.00	0	3,800
10/13	SUN	537	166921	✓		19:12	299,263	3,600	30.72	299,263	19:12				E/B	0.00	0	3,600
10/13	SUN	536	166921	✓		19:56	298,748	4,000	19.26	298,748	19:56				E/B	0.00	0	4,000
10/14	MON	546	193351	✓		13:11	177,155	2,900	30.35	177,157	13:35	✓				0.40	2	2,900
10/14	MON	544	193353	✓		19:27	191,750	3,000	26.61	191,750	19:27				E/B	0.00	0	3,000
10/14	MON	539	193350	✓		19:38	293,317	3,200	13.26	293,324	19:40			✓		0.03	7	3,200
10/14	MON	545	193349	✓		20:10	196,349	3,600	12.93	196,356	20:27			✓		0.28	7	3,600
10/15	TUE	544	193353	✓		20:24	191,922	3,600	50.00	191,922	20:24				E/B	0.00	0	3,600

## FR Fuel Log -October 2019 Line 102

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENTS	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/15	TUE	543	193348	✓		5:49	277,806	3,600	29.72	277,806	5:49				E/B	0.00	0	3,600
10/15	TUE	543	193348	✓		21:02	277,980	3,600	33.68	277,980	21:02				E/B	0.00	0	3,600
10/15	TUE	537	166921	✓		22:07	299,655	3,200	54.10	299,655	22:07				E/B	0.00	0	3,200
10/16	WED	545	193349	✓		8:50	196,521	3,000	16.20	196,521	8:50				E/B	0.00	0	3,000
10/16	WED	550	191059	✓		9:32	21,911	3,000	31.46	21,911	9:32				E/B	0.00	0	3,000
10/16	WED	539	193350	✓		20:16	293,610	3,500	41.58	293,610	20:16				E/B	0.00	0	3,500
10/16	WED	544	193353	✓		20:59	191,105	3,600	50.00	191,105	20:59				E/B	0.00	0	3,600
10/16	WED	542	193353	✓		22:01	296,230	3,500	56.94	296,230	22:01				E/B	0.00	0	3,500
10/17	THU	540	193350	✓		19:44	256,372	3,000	20.89	256,372	19:44				E/B	0.00	0	3,000
10/17	THU	539	193350	✓		20:23	293,784	3,600	48.22	293,784	20:23				E/B	0.00	0	3,600
10/17	THU	546	193353	✓		18:48	177,300	3,600	24.74	177,300	18:48				E/B	0.00	0	3,600
10/17	THU	544	193353	✓		21:04	191,270	3,600	47.51	191,270	21:01				E/B	-0.05	0	3,600
10/17	THU	536	193352	✓		18:12	299,043	3,600	48.90	299,043	18:12				E/B	0.00	0	3,600
10/17	THU	538	193352	✓		21:44	312,769	3,600	44.59	312,769	21:44				E/B	0.00	0	3,600
10/18	FRI	550	193353	✓		18:52	21,990	3,500	50.66	21,990	18:52				E/B	0.00	0	3,500
10/18	FRI	546	193353	✓		21:33	177,474	3,500	41.68	177,474	21:33				E/B	0.00	0	3,500
10/18	FRI	539	193353	✓		20:54	293,954	3,500	44.47	293,954	20:54				E/B	0.00	0	3,500
10/18	FRI	544	193353	✓		20:32	192,456	3,500	41.07	192,456	20:32				E/B	0.00	0	3,500
10/19	SAT	543	193348	✓		20:23	278,712	3,000	33.30	278,719	20:29			✓		0.10	7	3,000
10/19	SAT	513	179809	✓		19:40	180,573	3,800	32.43	180,580	19:52			✓		0.20	7	3,800
10/20	SUN	540	161992	✓		18:17	256,677	3,700	22.28	256,684	18:29			✓		0.20	7	3,700
10/21	MON	546	193351	✓		17:52	177,548	3,000	9.21	177,548	17:52				E/B	0.00	0	3,000
10/21	MON	539	193350	✓		19:45	294,494	3,500	38.30	294,501	20:00			✓		0.25	7	3,500
10/21	MON	541	179812	✓		20:45	277,423	3,600	44.81	277,430	21:15			✓		0.50	7	3,600
10/21	MON	544	193353	✓		20:10	192,796	3,700	25.23	192,803	20:22			✓		0.20	7	3,700
10/21	MON	547	193350	✓		8:27	174	3,600	23.69	174	8:27				E/B	0.00	0	3,600
10/22	TUE	547	194231	✓		18:35	243	3,600	18.07	243	18:35				E/B	0.00	0	3,600
10/22	TUE	539	193350	✓		20:27	294,674	3,600	50.00	294,674	20:27				E/B	0.00	0	3,600
10/22	TUE	543	193348	✓		22:01	278,245	3,600	44.46	278,245	22:01				E/B	0.00	0	3,600
10/22	TUE	541	179812	✓		21:19	277,603	3,600	51.88	277,603	21:19				E/B	0.00	0	3,600
10/22	TUE	548	194232	✓		19:08	247	3,600	22.23	247	19:08				E/B	0.00	0	3,600
10/22	TUE	544	193353	✓		19:38	192,822	3,600	20.84	192,822	19:38				E/B	0.00	0	3,600
10/23	WED	550	191059	✓		18:45	22,073	3,400	27.98	22,073	18:45				E/B	0.00	0	3,400
10/23	WED	542	157723	✓		20:17	277,711	3,600	41.49	277,711	20:17				E/B	0.00	0	3,600
10/23	WED	540	161992	✓		20:43	256,977	3,600	53.26	256,977	20:43				E/B	0.00	0	3,600
10/23	WED	543	193348	✓		21:33	278,425	3,600	48.08	278,425	21:33				E/B	0.00	0	3,600
10/23	WED	546	193351	✓		19:32	177,794	3,600	37.51	177,794	19:32				E/B	0.00	0	3,600
10/24	THU	536	193347	✓		18:46	299,705	3,200	29.61	299,705	18:46				E/B	0.00	0	3,200
10/24	THU	544	193347	✓		21:15	192,190	3,600	49.35	192,190	21:15				E/B	0.00	0	3,600
10/24	THU	542	157723	✓		20:33	277,705	3,200	47.94	277,705	20:33				E/B	0.00	0	3,200
10/24	THU	540	193352	✓		19:55	256,101	3,000	27.67	256,101	19:55				E/B	0.00	0	3,000
10/24	THU	538	193352	✓		21:55	315,574	3,500	50.00	315,574	21:55				E/B	0.00	0	3,500
10/25	FRI	546	191059	✓		18:47	178,034	3,600	19.45	178,034	18:47				E/B	0.00	0	3,600
10/25	FRI	542	157723	✓		20:19	278,062	3,600	44.46	278,062	20:19				E/B	0.00	0	3,600
10/25	FRI	539	193350	✓		20:44	295,161	3,500	50.00	295,161	20:44				E/B	0.00	0	3,500
10/25	FRI	541	179812	✓		21:34	277,980	3,600	72.52	277,980	21:34				E/B	0.00	0	3,600
10/26	SAT	547	194231	✓		21:20	404	3,874	29.57	411	21:26			✓		0.10	7	3,874
10/26	SAT	541	179812	✓		20:25	278,127	3,600	33.27	278,134	20:39			✓		0.23	7	3,600
10/27	SUN	536	193347	✓		19:05	299,982	3,600	33.18	299,989	19:22			✓		0.28	7	3,600
10/27	SUN	547	194231	✓		18:17	497	3,600	23.09	504	18:27			✓		0.17	7	3,600
10/28	MON	543	193348	✓		20:20	280,176	3,500	38.64	280,183	20:29			✓		0.15	7	3,500
10/28	MON	538	193349	✓		20:55	316,013	3,600	31.31	316,020	21:20			✓		0.42	7	3,600
10/28	MON	537	166921	✓		9:35	301,247	3,600	50.00	301,247	9:35				E/B	0.00	0	3,600
10/29	TUE	538	193352	✓		6:12	316,019	3,500	15.48	316,019	6:12				E/B	0.00	0	3,500
10/29	TUE	538	193352	✓		8:32	316,192	3,600	49.19	316,192	8:32				E/B	0.00	0	3,600
10/29	TUE	539	193350	✓											E/B	0.00	0	0
10/29	TUE	539	193350	✓		21:31	295,624	3,600	50.00	295,624	21:31				E/B	0.00	0	3,600
10/29	TUE	542	157723	✓		19:05	278,445	3,600	23.20	278,445	19:05				E/B	0.00	0	3,600

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMME NT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/29	TUE	543	193348	✓		19:40	298,210	3,600	22.23	298,210	19:40				E/B	0.00	0	3,600
10/30	WED	538	193352	✓		20:50	316,363	3,000	49.28	316,370	21:27			✓		0.62	7	3,000
10/30	WED	543	193348	✓		20:12	298,332	3,600	35.34	298,332	20:12				E/B	0.00	0	3,600
10/30	WED	544	193353	✓		20:54	194,309	3,600	54.01	194,309	20:54				E/B	0.00	0	3,600
10/30	WED	550	193348	✓		18:44	22,210	3,200	34.67	22,210	18:44				E/B	0.00	0	3,200
10/30	WED	537	193352	✓		19:34	301,620	3,600	19.01	301,620	19:34				E/B	0.00	0	3,600
10/30	WED	544	193353	✓		6:19	194,142	2,800	34.15	194,142	6:19				E/B	0.00	0	2,800
10/31	THU	537	166921	✓		20:18	301,795	3,600	43.90	301,795	20:18				E/B	0.00	0	3,600
10/31	THU	538	166921	✓		18:51	316,450	3,600	29.42	316,450	18:51				E/B	0.00	0	3,600
10/31	THU	541	179812	✓		21:37	279,013	3,600	47.24	279,013	21:37				E/B	0.00	0	3,600
10/31	THU	544	193353	✓		21:00	194,487	3,600	50.00	194,487	21:00				E/B	0.00	0	3,600
																0.00	0	0
SUMMARY																6.64	177	368,000

SUMMARY	W/DAY		SATURDAY		SUNDAY		TOTAL		TOTAL	
	HOURS	MILES	HOURS	MILES	HRS	MILES	HRS	MILES	PSI	
102	2.80	58	2.27	70	1.57	49	6.64	177	368,000	
109	59.02	388	7.32	56	5.78	56	72.12	500	845,130	
TOTAL	61.82	446	9.59	126	7.35	105	78.76	677	1,213,130	

## BCT - FIXED ROUTE CNG FUEL LOG -LINE 109

MONTH: Oct-19

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/1	TUE	538	193352		✓	14:10	312,223	4,000	39.24	312,225	14:31	✓				0.35	2	4,000
10/1	TUE	537	193352		✓	20:56	297,433	3,900	35.00	297,433	21:14			✓		0.30	0	3,900
10/1	TUE	542	157723		✓	12:26	294,844	4,000	34.82	294,847	12:44	✓				0.30	3	4,000
10/1	TUE	542	157723	✓		21:15	294,950	3,600	20.62	294,955	21:27			✓		0.20	5	3,600
10/1	TUE	546	193351		✓	11:42	175,898	3,800	34.11	175,900	12:08	✓				0.43	2	3,800
10/1	TUE	546	193351		✓	21:48	175,920	3,600	28.27	175,920	21:58		✓			0.17	0	3,600
10/1	TUE	536	193347		✓	13:15	297,202	3,200	27.87	297,204	13:33	✓				0.30	2	3,200
10/1	TUE	536	193347	✓		21:50	297,306	3,600	17.35	297,310	22:05			✓		0.25	4	3,600
10/1	TUE	543	193348	✓		11:15	276,557	3,000	25.21	276,561	11:45			✓		0.50	4	3,000
10/2	WED	546	193351		✓	14:00	176,035	4,000	36.85	176,037	14:25	✓				0.42	2	4,000
10/2	WED	546	193351		✓	21:17	176,119	3,800	26.62	176,119	21:37		✓			0.33	0	3,800
10/2	WED	536	193347		✓	12:30	297,400	4,000	39.31	297,402	12:47	✓				0.28	2	4,000
10/2	WED	536	193347	✓		21:22	294,505	3,200	17.17	294,509	21:47			✓		0.42	4	3,200
10/2	WED	541	179812		✓	11:46	274,592	4,000	23.28	274,594	12:01	✓				0.25	2	4,000
10/2	WED	541	179812		✓	21:51	274,713	4,000	31.75	274,713	22:00		✓			0.15	0	4,000
10/2	WED	537	157723	✓		21:55	295,153	3,139	33.63	295,158	22:16			✓		0.35	5	3,139
10/3	THU	542	157723		✓	13:50	295,269	3,000	28.77	295,271	14:07	✓				0.28	2	3,000
10/3	THU	542	157723		✓	21:16	295,351	2,800	23.74	295,351	21:25		✓			0.15	0	2,800
10/3	THU	543	193348		✓	12:22	276,842	3,800	43.40	276,844	12:45	✓				0.38	2	3,800
10/3	THU	544	193348		✓	19:26	190,234	4,000	45.42	190,236	19:46	✓				0.33	2	4,000
10/3	THU	536	193347		✓	11:42	297,579	3,600	27.56	297,581	12:07	✓				0.42	2	3,600
10/3	THU	545	193349		✓	13:18	194,556	3,800	27.41	194,558	13:37	✓				0.32	2	3,800
10/3	THU	545	193349	✓		21:55	194,660	3,591	21.02	194,665	22:18			✓		0.38	5	3,591
10/4	FRI	542	157723		✓	14:06	295,468	3,000	32.90	295,470	14:36	✓			E/B	0.50	2	3,000
10/4	FRI	546	193351		✓	5:56	276,246	2,400	12.38	276,246	5:56					0.00	0	2,400
10/4	FRI	546	193351		✓	12:21	276,340	3,200	46.24	276,342	12:47	✓				0.43	2	3,200
10/4	FRI	546	193351		✓	19:54	276,421	3,400	21.14	276,423	20:11	✓				0.28	2	3,400
10/4	FRI	544	193353		✓	11:48	190,309	3,900	31.73	190,311	12:12	✓				0.40	2	3,900
10/4	FRI	544	193353		✓	21:47	190,429	3,200	21.08	190,429	22:04		✓			0.28	0	3,200
10/4	FRI	538	193352		✓	13:00	312,625	4,000	28.10	312,627	13:23	✓				0.38	2	4,000
10/4	FRI	536	193347	✓		11:30	297,760	3,500	31.06	297,765	11:40			✓		0.17	5	3,500
10/5	SAT	542	157723		✓	13:42	295,649	2,100	30.09	295,651	14:00	✓				0.30	2	2,100
10/5	SAT	542	157723		✓	22:25	295,751	3,200	33.12	295,751	22:43		✓			0.30	0	3,200
10/5	SAT	545	193349		✓	14:31	194,944	3,800	31.54	194,946	14:48	✓				0.28	2	3,800
10/5	SAT	545	193349		✓	21:40	195,024	3,800	25.98	195,024	21:49		✓			0.15	0	3,800
10/5	SAT	544	193353		✓	12:23	190,540	3,800	30.10	190,542	12:52	✓				0.48	2	3,800
10/5	SAT	544	193353	✓		20:28	190,600	3,400	20.44	190,605	20:53			✓		0.42	5	3,400
10/5	SAT	537	166921	✓		11:20	298,030	3,800	22.30	298,034	11:40			✓		0.33	4	3,800
10/6	SUN	537	166921		✓	13:19	298,170	2,900	14.53	298,172	13:34	✓				0.25	2	2,900
10/6	SUN	537	166921	✓		22:15	298,277	3,600	22.71	298,281	22:35			✓		0.33	4	3,600
10/6	SUN	544	193347		✓	14:35	190,641	4,000	17.90	190,643	14:50	✓				0.25	2	4,000
10/6	SUN	544	193347		✓	21:53	190,728	3,800	23.52	190,728	22:02		✓			0.15	0	3,800
10/6	SUN	538	193352		✓	12:35	312,935	3,600	29.19	312,937	13:03	✓				0.47	2	3,600
10/6	SUN	539	193350	✓		11:15	292,229	3,900	17.61	292,233	11:32			✓		0.28	4	3,900
10/7	MON	539	193350		✓	14:03	292,395	3,000	33.61	292,397	14:24	✓				0.35	2	3,000
10/7	MON	539	193350		✓	20:55	292,477	3,400	31.16	292,477	21:11		✓			0.27	0	3,400
10/7	MON	544	193349		✓	5:45	190,445	3,500	21.27	190,447	6:07	✓				0.37	2	3,500
10/7	MON	544	193349	✓		21:01	190,871	3,600	27.14	190,876	21:27			✓		0.43	5	3,600
10/7	MON	538	193352		✓	11:27	313,098	2,500	23.05	313,100	11:40	✓				0.22	2	2,500
10/7	MON	538	193352		✓	21:41	313,209	3,000	44.74	313,209	21:53		✓			0.20	0	3,000
10/7	MON	537	166921		✓	13:07	298,370	3,000	27.41	298,372	13:22	✓				0.25	2	3,000
10/7	MON	537	166921		✓	20:12	298,455	3,900	39.34	298,457	20:33	✓				0.35	2	3,900
10/7	MON	546	193351	✓		11:15	176,677	3,600	25.16	176,681	11:39			✓		0.40	4	3,600
10/8	TUE	538	193352		✓	14:01	313,318	3,000	31.87	313,320	14:20	✓				0.32	2	3,000
10/8	TUE	538	193352		✓	21:02	313,396	4,000	38.74	313,396	21:08		✓			0.10	0	4,000
10/8	TUE	537	166921		✓	12:30	298,572	4,000	32.65	298,574	12:50	✓				0.33	2	4,000
10/8	TUE	537	166921	✓		21:15	298,677	3,200	19.78	298,681	21:33			✓		0.30	4	3,200
10/8	TUE	541	179812		✓	11:49	275,412	4,000	22.98	275,414	12:03	✓				0.23	2	4,000
10/8	TUE	541	179812		✓	21:55	275,531	4,000	31.48	275,531	22:00		✓			0.08	0	4,000
10/8	TUE	544	193353		✓	13:16	290,967	3,000	16.46	290,969	13:30	✓				0.23	2	3,000
10/9	WED	543	193348		✓	14:06	276,991	4,000	49.28	276,994	14:30	✓				0.40	3	4,000
10/9	WED	543	193348		✓	21:06	277,076	3,900	30.17	277,076	21:14		✓			0.13	0	3,900
10/9	WED	542	157723		✓	12:30	296,205	4,000	36.91	296,208	12:50	✓				0.33	3	4,000

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/9	WED	542	157723	✓		21:05	296,310	3,400	23.03	296,314	21:30			✓		0.42	4	3,400
10/9	WED	541	179812		✓	11:32	275,603	3,800	24.55	275,605	11:52	✓				0.33	2	3,800
10/9	WED	541	179812		✓	21:47	275,523	4,000	32.60	275,523	21:56		✓			0.15	0	4,000
10/9	WED	537	166921		✓	13:10	297,775	3,800	35.68	297,777	13:41	✓				0.52	2	3,800
10/9	WED	537	166921	✓		21:55	298,879	3,796	23.82	298,883	22:19			✓		0.40	4	3,796
10/9	WED	539	193350	✓		6:00	292,590	3,500	28.19	292,590	6:00				E/B	0.00	0	3,500
10/9	WED	539	193350	✓		11:20	292,644	3,500	13.34	292,648	11:23			✓		0.05	4	3,500
10/9	WED		161992		✓							✓				0.00	0	0
10/10	THU	544	193353		✓	13:48	191,185	3,000	20.82	191,187	14:03	✓				0.25	2	3,000
10/10	THU	544	193353		✓	21:33	191,268	3,200	38.62	191,268	22:09		✓			0.60	0	3,200
10/10	THU	546	193351		✓	12:35	176,753	4,000	32.64	176,755	12:53	✓				0.30	2	4,000
10/10	THU	546	193351		✓	19:36	176,836	4,000	26.22	176,838	19:51	✓				0.25	2	4,000
10/10	THU	545	193349		✓	11:46	195,635	3,600	22.55	195,637	12:16	✓				0.50	2	3,600
10/10	THU	545	193349		✓	21:55	195,759	3,400	25.50	195,759	22:14		✓			0.32	0	3,400
10/10	THU	539	193350		✓	13:05	292,790	3,000	13.70	292,792	13:21	✓				0.27	2	3,000
10/10	THU	541	179812		✓	22:16	275,855	3,200	57.65	275,855	22:16				E/B	0.00	0	3,200
10/10	THU	540	161992	✓		10:37	255,635	3,600	50.00	255,635	10:37				E/B	0.00	0	3,600
10/11	FRI	543	193348		✓	14:06	277,382	3,000	22.05	277,384	14:19	✓				0.22	2	3,000
10/11	FRI	543	193348		✓	21:25	277,468	3,000	33.54	277,468	21:46		✓			0.35	0	3,000
10/11	FRI	546	193351		✓	12:38	176,953	4,000	32.17	176,955	12:57	✓				0.32	2	4,000
10/11	FRI	545	193349		✓	11:42	195,836	3,800	29.23	195,838	12:05	✓				0.38	2	3,800
10/11	FRI	545	193349		✓	21:47	195,956	3,800	27.33	195,956	21:58		✓			0.18	0	3,800
10/11	FRI	538	193352	✓		21:53	313,793	3,000	28.45	313,797	22:20			✓		0.45	4	3,000
10/11	FRI	540	161992	✓		11:15	255,910	3,600	21.66	255,915	11:40			✓		0.42	5	3,600
10/12	SAT	537	166921		✓	13:26	299,153	3,000	14.04	299,155	13:41	✓				0.25	2	3,000
10/12	SAT	550	191059		✓	14:40	21,827	3,200	50.04	21,829	14:59	✓				0.32	2	3,200
10/12	SAT	545	193349		✓	21:40	196,068	3,800	33.18	196,068	21:49		✓			0.15	0	3,800
10/12	SAT	544	193353		✓	15:52	191,476	3,600	44.43	191,478	16:11	✓				0.32	2	3,600
10/12	SAT	544	193353	✓		20:35	191,537	3,100	24.58	191,541	21:04			✓		0.48	4	3,100
10/12	SAT	542	157723	✓		11:25	296,658	3,500	16.23	296,662	11:36			✓		0.18	4	3,500
10/13	SUN	539	193350		✓	13:27	293,130	3,000	18.58	293,132	13:40	✓				0.22	2	3,000
10/13	SUN	539	193350	✓		22:30	293,234	3,200	18.70	293,238	22:37			✓		0.12	4	3,200
10/13	SUN	538	193352		✓	14:40	313,914	3,500	33.22	313,916	14:59	✓				0.32	2	3,500
10/13	SUN	538	193352		✓	21:50	314,003	3,600	26.60	314,003	21:55		✓			0.08	0	3,600
10/13	SUN	543	193347		✓	12:32	277,692	3,700	24.05	277,694	12:56	✓				0.40	2	3,700
10/13	SUN	541	179812	✓		11:21	276,269	3,600	19.43	276,273	11:25			✓		0.07	4	3,600
10/14	MON	537	166921		✓	21:20	299,453	3,200	44.36	299,453	21:37		✓			0.28	0	3,200
10/14	MON	538	193352		✓	11:35	314,071	3,000	12.46	314,073	11:49	✓				0.23	2	3,000
10/14	MON	538	193352		✓	21:51	314,192	3,300	30.43	314,192	22:08		✓			0.28	0	3,300
10/14	MON	541	179812		✓	13:15	276,412	2,200	10.95	276,414	13:40	✓				0.42	2	2,200
10/14	MON	541	179812		✓	20:12	276,497	3,600	36.23	276,499	20:41	✓				0.48	2	3,600
10/14	MON	541	179812	✓		21:45	276,519	3,600	2.62	276,523	21:52			✓		0.12	4	3,600
10/14	MON	542	157723	✓		11:20	296,781	4,000	30.05	296,785	11:35			✓		0.25	4	4,000
10/15	TUE	539	193350		✓	14:00	293,429	4,000	46.50	293,431	14:29	✓				0.48	2	4,000
10/15	TUE	542	157723		✓	12:30	296,939	3,200	28.66	296,941	12:48	✓				0.30	2	3,200
10/15	TUE	542	157723	✓		21:15	297,044	3,400	24.50	297,048	21:28			✓		0.22	4	3,400
10/15	TUE	546	193351		✓	11:32	177,220	3,800	36.77	177,222	11:53	✓				0.35	2	3,800
10/15	TUE	541	179812		✓	21:47	276,643	4,000	40.57	276,643	22:05		✓			0.30	0	4,000
10/15	TUE	538	193352		✓	13:04	314,286	3,000	24.34	314,288	13:18	✓				0.23	2	3,000
10/15	TUE	538	193352	✓		22:00	314,386	3,600	23.64	314,390	22:18	✓				0.30	4	3,600
10/15	TUE	545	193349	✓		6:25	196,369	3,500	17.84	196,369	6:25			✓		0.00	0	3,500
10/15	TUE	545	193349	✓		19:00	196,477	2,978	23.71	196,481	19:35				E/B	0.58	4	2,978
10/15	TUE	541	179812	✓		7:54	276,538	3,600	19.76	276,538	7:54				E/B	0.00	0	3,600
10/16	WED	543	193348		✓	21:02	278,166	3,200	50.00	278,166	21:16		✓			0.23	0	3,200
10/16	WED	540	161992		✓	12:30	256,132	4,000	33.03	256,135	12:50	✓				0.33	3	4,000
10/16	WED	540	161992	✓		21:03	256,236	3,600	21.61	256,241	21:31			✓		0.47	5	3,600
10/16	WED	538	193352		✓	11:32	314,454	3,800	37.10	314,456	11:59	✓				0.45	2	3,800
10/16	WED	538	193352		✓	21:54	314,576	4,000	39.35	314,576	22:09		✓			0.25	0	4,000
10/16	WED	537	166921		✓	13:11	299,745	2,600	13.50	299,748	13:32	✓				0.35	3	2,600
10/16	WED	537	166921	✓		21:55	299,849	3,100	36.34	299,854	22:23			✓		0.47	5	3,100
10/17	THU	543	193348		✓	13:55	278,275	2,800	22.95	278,277	14:11	✓				0.27	2	2,800
10/17	THU	543	193348		✓	21:27	278,360	4,000	45.38	278,360	21:41		✓			0.23	0	4,000
10/17	THU	545	193349		✓	19:39	196,692	4,000	50.02	196,694	19:58	✓				0.32	2	4,000

DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/17	THU	537	166921		✓	11:52	299,923	3,900	33.62	299,925	12:27	✓				0.58	2	3,900
10/17	THU	540	161990		✓	13:10	276,865	4,000	39.30	276,867	13:24	✓				0.23	2	4,000
10/17	THU	540	161990	✓		21:55	276,966	3,841	23.80	276,970	22:18			✓		0.38	4	3,841
10/17	THU	541	179812	✓		5:55	276,770	3,600	23.24	276,770	5:55				E/B	0.00	0	3,600
10/18	FRI	536	193347		✓	13:52	299,148	2,800	13.52	299,150	14:07	✓				0.25	2	2,800
10/18	FRI	536	193347		✓	21:04	299,230	3,000	28.02	299,230	21:15		✓			0.18	0	3,000
10/18	FRI	540	161992		✓	12:25	256,462	4,000	42.03	256,464	13:01	✓				0.60	2	4,000
10/18	FRI	540	161992		✓	19:40	256,546	4,000	28.52	256,548	19:55	✓				0.25	2	4,000
10/18	FRI	543	193348		✓	11:42	278,435	3,800	28.65	278,437	12:03	✓				0.35	2	3,800
10/18	FRI	543	193348		✓	21:49	278,556	3,000	20.74	278,556	22:00		✓			0.18	0	3,000
10/18	FRI	541	179812		✓	13:10	277,061	4,000	27.82	277,063	13:36	✓				0.43	2	4,000
10/18	FRI	541	179812	✓		22:00	277,164	3,696	27.53	277,169	22:25			✓		0.42	5	3,696
10/18	FRI	545	193349	✓		11:26	196,772	2,800	18.15	196,776	11:32			✓		0.10	4	2,800
10/18	FRI	537	166921	✓		19:25	300,111	3,800	38.66	300,116	19:39			✓		0.23	5	3,800
10/19	SAT	537	166921		✓	10:25	300,134	3,800	21.69	300,136	10:41	✓				0.27	2	3,800
10/19	SAT	537	166921		✓	13:25	300,209	3,500	7.28	300,211	13:38	✓				0.22	2	3,500
10/19	SAT	536	193347		✓	14:30	299,348	3,800	41.35	299,350	14:51	✓				0.35	2	3,800
10/19	SAT	536	193347		✓	21:40	299,443	3,800	32.56	299,443	21:49	✓				0.15	0	3,800
10/19	SAT	539	193350		✓	12:32	294,064	3,900	27.83	294,066	13:01	✓				0.48	2	3,900
10/19	SAT	539	193350	✓		20:25	294,123	3,300	16.24	294,127	20:47			✓		0.37	4	3,300
10/19	SAT	541	179812	✓		11:29	277,217	3,900	16.37	277,222	11:36			✓		0.12	5	3,900
10/20	SUN	539	193350		✓	13:37	294,218	3,800	24.48	294,220	13:51	✓				0.23	2	3,800
10/20	SUN	539	193350	✓		22:15	294,323	3,600	18.72	294,327	22:43			✓		0.47	4	3,600
10/20	SUN	543	157723		✓	14:45	278,853	3,500	26.20	278,855	15:00	✓				0.25	2	3,500
10/20	SUN	544	157723		✓	21:40	192,626	3,800	31.39	192,626	21:52		✓			0.20	0	3,800
10/20	SUN	543	193348		✓	12:29	278,784	4,000	38.26	278,786	12:48	✓				0.32	2	4,000
10/20	SUN	538	193352	✓		11:20	314,819	3,200	17.25	314,823	11:27			✓		0.12	4	3,200
10/21	MON	543	191059		✓	13:50	278,970	4,000	29.22	278,972	14:07	✓				0.28	2	4,000
10/21	MON	543	191059		✓	20:55	279,050	3,800	26.49	279,052	21:19	✓				0.40	2	3,800
10/21	MON	545	193349		✓	5:45	196,900	2,200	38.15	196,902	6:02	✓				0.28	2	2,200
10/21	MON	545	193349		✓	12:30	196,986	2,800	22.63	196,988	12:46	✓				0.27	2	2,800
10/21	MON	545	193349	✓		21:10	197,089	3,600	38.95	197,093	21:37			✓		0.45	4	3,600
10/21	MON	537	166921		✓	11:50	300,380	3,500	34.85	300,382	12:07	✓				0.28	2	3,500
10/21	MON	537	166921		✓	21:43	300,504	3,600	38.18	300,504	22:00		✓			0.28	0	3,600
10/21	MON	536	193347		✓	6:35	299,559	3,000	27.02	299,561	6:53	✓				0.30	2	3,000
10/21	MON	542	193347		✓	20:05	297,323	3,900	35.74	297,325	20:26	✓				0.35	2	3,900
10/21	MON	538	193352	✓		11:28	314,938	3,300	25.73	314,942	11:38			✓		0.17	4	3,300
10/22	TUE	542	157723		✓	13:50	297,450	4,000	37.62	297,452	14:12	✓				0.37	2	4,000
10/22	TUE	542	157723		✓	21:02	297,541	3,900	29.19	297,541	21:08		✓			0.10	0	3,900
10/22	TUE	540	161992		✓	12:30	256,784	4,000	39.33	256,786	12:49	✓				0.32	2	4,000
10/22	TUE	538	193352		✓	11:33	315,069	4,000	41.65	315,071	11:56	✓				0.38	2	4,000
10/22	TUE	538	193352		✓	21:47	315,189	4,000	39.63	315,189	22:00		✓			0.22	0	4,000
10/22	TUE	537	166921		✓	13:12	300,598	3,000	20.26	300,600	13:25	✓				0.22	2	3,000
10/22	TUE	537	166921	✓		21:55	300,701	3,200	17.42	300,705	22:10			✓		0.25	4	3,200
10/22	TUE	546	193351	✓		19:40	177,664	3,000	50.00	177,668	19:58			✓		0.30	4	3,000
10/23	WED	541	179812		✓	14:00	277,705	4,000	27.06	277,707	14:15	✓				0.25	2	4,000
10/23	WED	541	179812		✓	21:03	277,790	3,100	22.06	277,790	21:18		✓			0.25	0	3,100
10/23	WED	545	193349		✓	12:30	197,210	4,000	37.60	197,212	12:54	✓				0.40	2	4,000
10/23	WED	545	193349	✓		21:15	197,313	3,800	28.35	197,317	21:51			✓		0.60	4	3,800
10/23	WED	544	193353		✓	11:32	192,885	4,000	26.24	192,887	11:58	✓				0.43	2	4,000
10/23	WED	544	193353		✓	21:54	193,007	4,000	30.25	193,009	22:12		✓			0.30	2	4,000
10/23	WED	538	193352		✓	13:18	315,285	3,100	17.63	315,287	13:31	✓				0.22	2	3,100
10/23	WED	538	193352	✓		21:55	315,387	3,477	27.60	315,391	22:23			✓		0.47	4	3,477
10/23	WED	539	193350		✓	17:11	294,785	3,600	29.63	294,787	17:33	✓				0.37	2	3,600
10/24	THU	546	193351		✓	14:03	177,902	3,000	20.38	177,904	14:16	✓				0.22	2	3,000
10/24	THU	546	193351		✓	20:40	177,987	3,600	35.74	177,987	21:18		✓			0.63	0	3,600
10/24	THU	539	193350		✓	12:22	279,884	3,900	38.79	279,886	12:48	✓				0.43	2	3,900
10/24	THU	539	193350		✓	19:27	294,985	4,000	26.96	294,985	19:46		✓			0.32	0	4,000
10/24	THU	543	193348		✓	12:01	279,491	3,800	28.92	279,493	12:29	✓				0.47	2	3,800
10/24	THU	543	193348		✓	21:47	279,612	3,200	25.74	279,612	21:58	✓				0.18	0	3,200
10/24	THU	537	166921	✓		5:48	300,706	3,600	16.24	300,706	5:48				E/B	0.00	0	3,600
10/24	THU	537	166921		✓	13:35	300,798	3,800	27.41	300,800	13:51	✓				0.27	2	3,800
10/24	THU	537	166921	✓		22:18	300,903	3,288	21.63	300,907	22:23			✓		0.08	4	3,288
10/25	FRI	543	193348		✓	13:54	299,727	3,000	26.97	299,730	14:11	✓				0.28	3	3,000

10/25	FRI	543	193348		✓	21:16	279,809	3,600	42.68	279,809	21:49		✓			0.55	0	3,600
DATE	DAY OF WEEK	BUS #	CARD #	TORRANCE	LAX	TIME OUT	MILES OUT	PSI	GALLONS	MILES IN	TIME IN	1 L to L	2 DH TO YARD	3. DH via Torr.	COMMENT	TOTAL TIME	TOTAL MILES	TOTAL PSI
10/25	FRI	544	193353		✓	12:26	193,278	3,500	21.06	193,280	12:53	✓				0.45	2	3,500
10/25	FRI	544	193353		✓	19:33	193,355	4,000	30.04	193,357	19:39	✓				0.10	2	4,000
10/25	FRI	540	161992		✓	11:52	257,174	3,200	23.90	257,176	12:12	✓				0.33	2	3,200
10/25	FRI	540	161992		✓	21:48	257,295	4,000	43.39	257,295	22:03		✓			0.25	0	4,000
10/25	FRI	538	193352		✓	13:10	315,658	3,800	22.98	315,660	13:32	✓				0.37	2	3,800
10/25	FRI	538	193352	✓		22:05	315,761	3,524	27.71	315,765	22:15			✓		0.17	4	3,524
10/25	FRI	537	166921	✓		11:11	300,967	3,900	25.25	300,971	11:22			✓		0.18	4	3,900
10/26	SAT	537	166921		✓	10:18	130,090	3,500	27.73	130,092	10:35	✓				0.28	2	3,500
10/26	SAT	544	193353		✓	11:17	193,452	4,000	27.52	193,454	11:37	✓				0.33	2	4,000
10/26	SAT	544	193353		✓	21:50	193,574	3,800	34.21	193,574	22:04		✓			0.23	0	3,800
10/26	SAT	538	193352		✓	12:40	315,833	3,800	29.68	315,835	13:06	✓				0.43	2	3,800
10/26	SAT	538	193352	✓		20:41	315,933	3,000	15.84	315,937	20:48			✓		0.12	4	3,000
10/27	SUN	542	157723		✓	10:18	279,860	4,000	24.76	279,862	10:36	✓				0.30	2	4,000
10/27	SUN	542	157723	✓		22:32	280,006	3,700	12.67	280,010	22:35			✓		0.05	4	3,700
10/27	SUN	544	193353		✓	14:38	193,685	3,500	27.38	193,687	14:55	✓				0.28	2	3,500
10/27	SUN	544	193353		✓	21:40	193,772	3,800	25.17	193,772	21:50		✓			0.17	0	3,800
10/27	SUN	541	179812	✓		11:19	278,184	3,000	8.46	278,188	11:24			✓		0.08	4	3,000
10/27	SUN	543	193353		✓	12:38	298,129	3,500	25.89	298,131	13:01	✓				0.38	2	3,500
10/28	MON	542	157723		✓	14:00	298,340	4,000	50.00	298,342	14:24	✓				0.40	2	4,000
10/28	MON	541	179812		✓	12:40	278,326	2,200	22.83	278,328	13:03	✓				0.38	2	2,200
10/28	MON	544	193353		✓	12:00	193,843	3,200	21.68	193,845	12:14	✓				0.23	2	3,200
10/28	MON	544	193353		✓	21:41	193,965	3,200	22.81	193,965	21:59		✓			0.30	0	3,200
10/28	MON	539	193350		✓	6:29	295,242	3,000	25.92	295,244	6:51	✓				0.37	2	3,000
10/28	MON	539	193350		✓	13:10	295,332	2,800	18.10	295,334	13:31	✓				0.35	2	2,800
10/28	MON	539	193350		✓	20:20	295,395	3,600	23.01	295,395	20:27		✓			0.12	0	3,600
10/29	TUE	540	161992		✓	13:50	257,514	3,000	50.00	257,516	14:11	✓				0.35	2	3,000
10/29	TUE	540	161992		✓	21:08	257,600	3,200	36.94	257,600	21:16		✓			0.13	0	3,200
10/29	TUE	537	166921		✓	5:45	301,352	3,000	10.77	301,354	6:05	✓				0.33	2	3,000
10/29	TUE	537	166921		✓	12:30	301,440	4,000	46.59	301,442	12:53	✓				0.38	2	4,000
10/29	TUE	537	166921	✓		21:15	301,545	3,400	25.06	301,550	21:47			✓		0.53	5	3,400
10/29	TUE	545	193349	✓		5:45	197,484	2,000	28.15	197,486	6:11	✓				0.43	2	2,000
10/29	TUE	545	193349		✓	11:32	197,550	3,800	50.00	197,552	12:07	✓				0.58	2	3,800
10/29	TUE	545	193349		✓	21:40	197,665	3,100	29.14	197,665	21:50		✓			0.17	0	3,100
10/29	TUE	541	179812	✓		5:51	278,433	2,100	31.92	278,433	5:51				E/B	0.00	0	2,100
10/29	TUE	541	179812		✓	13:17	278,529	2,600	22.60	278,531	13:34	✓				0.28	2	2,600
10/29	TUE	541	179812	✓		21:55	278,632	3,200	22.26	278,636	22:11			✓		0.27	4	3,200
10/29	TUE	536	193347	✓		19:10	300,086	3,200	48.26	300,090	20:02			✓		0.87	4	3,200
10/30	WED	541	179812		✓	14:10	278,740	4,000	46.31	278,742	14:30	✓				0.33	2	4,000
10/30	WED	541	179812		✓	21:16	278,825	3,600	28.35	278,825	21:27		✓			0.18	0	3,600
10/30	WED	545	193349		✓	12:35	197,771	4,000	34.08	197,773	12:56	✓				0.35	2	4,000
10/30	WED	545	193349	✓		21:20	197,873	3,200	20.04	197,877	21:41			✓		0.35	4	3,200
10/30	WED	542	157723		✓	11:38	298,510	3,800	26.01	298,512	11:58	✓				0.33	2	3,800
10/30	WED	536	193347		✓	13:11	300,180	2,600	9.44	300,182	13:24	✓				0.22	2	2,600
10/30	WED	536	193347	✓		21:55	300,283	3,000	27.73	300,287	22:15			✓		0.33	4	3,000
10/31	THU	536	193347		✓	14:07	300,398	2,800	24.28	300,400	14:25	✓				0.30	2	2,800
10/31	THU	536	193347		✓	21:10	300,480	3,000	32.30	300,482	21:37	✓				0.45	2	3,000
10/31	THU	540	193352		✓	12:35	259,040	3,400	28.67	259,042	13:01	✓				0.43	2	3,400
10/31	THU	540	193352		✓	19:25	259,120	4,000	31.12	259,122	19:33	✓				0.13	2	4,000
10/31	THU	542	157723		✓	11:42	298,709	3,800	50.00	298,711	12:03	✓				0.35	2	3,800
10/31	THU	542	157723		✓	21:45	298,830	3,800	35.47	298,830	22:04		✓			0.32	0	3,800
10/31	THU	543	193348		✓	13:10	280,415	3,000	7.11	280,416	13:26	✓				0.27	1	3,000
10/31	THU	539	193350	✓		11:20	295,752	3,000	27.47	295,756	11:39			✓		0.32	4	3,000
<b>TOTAL</b>																<b>72.12</b>	<b>500</b>	<b>845,130</b>



VEHICLE # **550**

Current Mileage **22,214**

Current Mileage **22,214**

Last PMI Mileage **19,778**

Last "I" Mileage **21,075**

Last PMI Date **8/9/2019**

Last "I" Date **9/24/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	11,283	11/21/2018	236	PMI I	11,283	11/21/2018	236	9
				PMI I	11,935	1/3/2019	652	43
				PMI I	13,269	2/15/2019	1,334	43
				PMI I	14,186	3/29/2019	917	42
PMI B	15,991	5/11/2019	4,708	PMI I	15,991	5/11/2019	1,805	43
				PMI I	17,017	6/25/2019	1,026	45
PMI A	19,778	8/9/2019	3,787	PMI I	19,778	8/9/2019	2,761	45
				PMI I	21,075	9/24/2019	1,297	46
PMI A				PMI I			-21,075	-43732
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI D				PMI I			0	0
				PMI I			0	0

Last "I" Date 10/17/2019

[illegible]

547

510

510

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0

195

Last PMI Date

10/17/2019

[illegible]



VEHICLE # **546**

Current Mileage **178,069**

Current Mileage **178,069**

Last PMI Mileage **176,190**

Last "I" Mileage **176,190**

Last PMI Date **10/3/2019**

Last "I" Date **10/3/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	147,478	1/15/2019	5,944	PMI I	147,478	1/15/2019	2,843	26
				PMI I	150,242	2/2/2019	2,764	18
PMI A	152,938	2/21/2019	5,460	PMI I	152,938	2/21/2019	2,696	19
PMI B	155,503	3/13/2019	2,565	PMI I	155,503	3/13/2019	2,565	20
PMI A	157,674	4/9/2019	2,171	PMI I	157,674	4/9/2019	2,171	27
				PMI I	159,786	4/26/2019	2,112	17
PMI D	162,134	5/28/2019	4,460	PMI I	162,134	5/28/2019	2,348	32
				PMI I	164,864	6/25/2019	2,730	28
PMI A	166,941	7/9/2019	4,807	PMI I	166,941	7/9/2019	2,077	14
				PMI I	168,569	8/2/2019	1,628	24
PMI A	171,361	8/23/2019	4420	PMI I	171,361	8/23/2019	2,792	21
				PMI I	173,641	9/10/2019	2,280	18
PMI B	176,190	10/3/2019	4,829	PMI I	176,190	10/3/2019	2,549	23
				PMI I			-176,190	-43,741
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0

VEHICLE # **545**

Current Mileage **197,881**

Current Mileage **197,881**

Last PMI Mileage **197,881**

Last "I" Mileage **197,881**

Last PMI Date **10/31/2019**

Last "I" Date **10/31/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	162,348	1/22/2019	5,138	PMI I	159,926	1/6/2019	2,716	21
				PMI I	162,348	1/22/2019	2,422	16
					165,108	2/10/2019	2,760	19
PMI A	167,821	3/1/2019	5,473	PMI I	167,821	3/1/2019	5,473	38
				PMI I	170,659	3/20/2019	2,838	19
PMI C	172,871	4/10/2019	5,050	PMI I	172,871	4/10/2019	2,212	21
				PMI I	175,258	4/28/2019	2,387	18
PMI A	177,839	5/23/2019	4,968	PMI I	177,839	5/23/2019	2,581	25
				PMI I	179,982	6/11/2019	2,143	19
PMI B	182,289	7/11/2019	4,450	PMI I	182,289	7/11/2019	2,307	30
				PMI I	184,920	7/31/2019	2,631	20
PMI A	187,546	8/17/2019	5,257	PMI I	187,546	8/17/2019	2,626	17
				PMI I	189,827	9/3/2019	2,281	17
PMI A	192,396	9/19/2019	4,850	PMI I	192,396	9/19/2019	2,569	16
				PMI I	195,216	10/7/2019	2,820	18
PMI D	197,881	10/31/2019	5,485	PMI I	197,881	10/31/2019	2,665	24
				PMI I			-197,881	-43769
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0



VEHICLE # **544**

Current Mileage **194,319**

Current Mileage **194,319**

Last PMI Mileage **191,750**

Last "I" Mileage **194,319**

Last PMI Date **10/14/2019**

Last "I" Date **10/30/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	159,610	1/16/2019	6,353	PMI I	159,610	1/16/2019	2,967	21
				PMI I	161,948	2/4/2019	2,338	19
PMI A	164,806	2/22/2019	5,196	PMI I	164,806	2/22/2019	2,858	18
				PMI I	167,609	3/12/2019	2,803	18
PMI B	167,885	4/23/2019	3,079	PMI I	167,885	4/23/2019	276	42
				PMI I	170,594	5/12/2019	2,709	19
PMI A	173,412	6/1/2019	5,527	PMI I	173,412	6/1/2019	2,818	20
				PMI I	176,194	6/21/2019	2,782	20
PMI A	179,118	7/11/2019	5,706	PMI I	179,118	7/11/2019	2,924	20
				PMI I	181,592	7/30/2019	2,474	19
PMI D	184,073	8/15/2019	4,955	PMI I	184,073	8/15/2019	2,481	16
				PMI I				
PMI A	186,743	9/3/2019	2,670	PMI I	186,743	9/3/2019	2,670	19
				PMI I	189,433	9/25/2019	2,690	22
PMI A	191,750	10/14/2019	5,007	PMI I	191,750	10/14/2019	2,317	19
				PMI I	194,319	10/30/2019	2,569	16
PMI B				PMI I			-194,319	-43768
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0



VEHICLE # **543**

Current Mileage **280,332**

Current Mileage **280,332**

Last PMI Mileage **277,802**

Last "I" Mileage **280,210**

Last PMI Date **10/14/2019**

Last "I" Date **10/29/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	252,277	1/14/2019	4,971	PMI I	252,277	1/14/2019	1,912	19
				PMI I	255,032	2/6/2019	2,755	23
PMI A	257,310	2/23/2019	5,033	PMI I	257,310	2/23/2019	2,278	17
				PMI I	257,814	2/27/2019	2,782	21
PMI D (was a B)	260,532	3/18/2019	3,222	PMI I	260,532	3/18/2019	2,718	19
				PMI I	262,768	4/4/2019	2,236	17
PMI A	265,318	5/2/2019	4,786	PMI I	265,318	5/2/2019	2,550	28
				PMI I				
PMI A	267,743	7/23/2019	2,425	PMI I	267,743	7/23/2019	2,425	82
				PMI I	270,345	8/21/2019	2,602	29
PMI B	272,658	9/7/2019	4,915	PMI I	272,658	9/7/2019	2,313	17
				PMI I	275,659	9/25/2019	3,001	18
PMI A	277,802	10/14/2019	5,144	PMI I	277,802	10/14/2019	2,143	19
				PMI I	280,210	10/29/2019	2,408	15
PMI A				PMI I			-280,210	-43767
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0

VEHICLE # **542**

Current Mileage **298,643**

Current Mileage **298,643**

Last PMI Mileage **294,469**

Last "I" Mileage **297,230**

Last PMI Date **9/28/2019**

Last "I" Date **10/17/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	257,843	1/11/2019	5,301	PMI I	257,843	1/11/2019	2,514	19
				PMI I	260,125	1/28/2019	2,282	17
				PMI I	262,918	2/19/2019	2,793	22
PMI A	263,547	2/23/2019	5,704	PMI I	263,547	2/23/2019	629	4
				PMI I	266,038	3/12/2019	2,491	17
PMI D	268,330	3/27/2019	4,783	PMI I	268,330	3/27/2019	2,292	15
				PMI I	271,180	4/17/2019	2,850	21
PMI A	273,984	5/6/2019	5,654	PMI I	273,984	5/6/2019	2,804	19
				PMI I	276,755	5/24/2019	2,771	18
PMI A	278,936	6/10/2019	4,952	PMI I	278,936	6/10/2019	2,181	17
				PMI I	281,451	6/25/2019	2,515	15
PMI B	284,267	7/13/2019	5,331	PMI I	284,267	7/13/2019	2,816	18
				PMI I	286,353	8/3/2019	2,086	21
PMI A	289,157	8/21/2019	4,890	PMI I	289,157	8/21/2019	2,804	18
				PMI I	291,735	9/9/2019	2,578	19
PMI A	294,469	9/28/2019	5,312	PMI I	294,469	9/28/2019	2,734	19
				PMI I	297,230	10/17/2019	2,761	19
PMI C				PMI I			-297,230	-43755
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0



VEHICLE # **541**

Current Mileage **278,833**

Current Mileage **278,833**

Last PMI Mileage **275,072**

Last "I" Mileage **277,799**

Last PMI Date **10/5/2019**

Last "I" Date **10/24/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	240,375	1/17/2019	5,257	PMI I	240,375	1/17/2019	2,416	24
				PMI I	242,904	2/8/2019	2,529	22
PMI A	245,972	3/1/2019	5,597	PMI I	245,972	3/1/2019	3,068	21
				PMI I	248,846	3/21/2019	2,874	20
PMI A	251,107	4/4/2019	5,135	PMI I	251,107	4/4/2019	2,261	14
				PMI I	253,419	4/20/2019	2,312	16
PMI B	255,806	5/6/2019	4,699	PMI I	255,806	5/6/2019	2,387	16
				PMI I	258,061	5/24/2019	2,255	18
PMI A	260,440	6/10/2019	4,634	PMI I	260,440	6/10/2019	2,379	17
				PMI I	262,816	6/26/2019	2,376	16
PMI A	265,373	7/12/2019	4,933	PMI I	265,373	7/12/2019	2,557	16
				PMI I	268,214	7/31/2019	2,841	19
PMI D	270,027	8/29/2019	4,654	PMI I	270,027	8/29/2019	1,813	29
				PMI I	272,395	9/13/2019	2,368	15
PMI A	275,072	10/5/2019	5,045	PMI I	275,072	10/5/2019	2,677	22
				PMI I	277,799	10/24/2019	2,727	19
PMI A				PMI I			-277,799	-43762
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI E				PMI I			0	0
				PMI I			0	0



VEHICLE # 540

Current Mileage 259,020

Current Mileage 259,020

Last PMI Mileage 255,112

Last "I" Mileage 259,010

Last PMI Date 4/10/2019

Last "I" Date 10/30/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	245,135	1/21/2019	5,658	PMI I	245,135	1/21/2019	2,624	28
				PMI I	247,483	2/5/2019	2,348	15
PMI A	250,370	3/6/2019	5,235	PMI I	250,370	3/6/2019	2,887	29
				PMI I	253,021	3/22/2019	2,651	16
PMI D	255,112	4/10/2019	4,742	PMI I	255,112	4/10/2019	2,091	19
				PMI I	256,875	9/19/2019	1,763	162
PMI A				PMI I	259,010	10/30/2019	2,135	41
				PMI I			-259,010	-43768
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0

VEHICLE #

539

Current Mileage

295,697

Current Mileage

295,697

Last PMI Mileage

293,242

Last "I" Mileage

295,634

Last PMI Date

10/14/2019

Last "I" Date

10/30/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	256,978	1/15/2019	2,766	26
PMI A	259,975	2/3/2019	5,763	PMI I	259,975	2/3/2019	2,997	19
				PMI I	262,947	2/20/2019	2,972	17
PMI B	265,396	3/7/2019	5,421	PMI I	265,396	3/7/2019	2,449	15
				PMI I	267,730	3/24/2019	2,334	17
PMI A	270,525	4/13/2019	5,129	PMI I	270,525	4/13/2019	2,795	20
				PMI I	273,150	5/3/2019	2,625	20
PMI A	275,488	5/18/2019	4,963	PMI I	275,488	5/18/2019	2,338	15
PMI C	278,268	6/4/2019	2,780	PMI I	278,268	6/4/2019	2,780	17
				PMI I	281,132	6/22/2019	2,864	18
PMI A	283,621	7/19/2019	5,353	PMI I	283,621	7/19/2019	2,489	27
				PMI I	286,025	8/2/2019	2,404	14
PMI A	288,267	8/23/2019	4,646	PMI I	288,267	8/23/2019	2,242	21
				PMI I	290,487	9/8/2019	2,220	16
PMI B	293,242	10/14/2019	4,975	PMI I	293,242	10/14/2019	2,755	36
				PMI I	295,634	10/30/2019	2,392	16
PMI A				PMI I			-295,634	-43768
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0



VEHICLE # **538**

Current Mileage **316,372**

Current Mileage **316,372**

Last PMI Mileage **312,229**

Last "I" Mileage **314,169**

Last PMI Date **10/1/2019**

Last "I" Date **10/18/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	278220	1/7/2019	2,432	22
PMI A	280,993	1/27/2019	5,205	PMI I	280993	1/27/2019	2,773	20
PMI A	283,881	2/20/2019	2,888	PMI I	283,881	2/20/2019	2,888	24
PMI D	286,742	3/19/2019	2,861	PMI I	286,742	3/19/2019	2,861	27
				PMI I	289,367	4/7/2019	2,625	19
PMI A	291,658	4/24/2019	4,916	PMI I	291,658	4/24/2019	2,291	17
				PMI I	294,002	5/15/2019	2,344	21
PMI A	296,371	6/3/2019	4,713	PMI I	296,371	6/3/2019	2,369	19
				PMI I	299,117	6/20/2019	2,746	17
PMI B	301,558	7/9/2019	5,187	PMI I	301,558	7/9/2019	2,441	19
				PMI I	304,089	7/27/2019	2,531	18
PMI A	306,624	8/22/2019	5,066	PMI I	306,624	8/22/2019	2,535	26
				PMI I	309,369	9/9/2019	2,745	18
PMI A	312,229	10/1/2019	5,605	PMI I	312,229	10/1/2019	2,860	22
				PMI I	314,169	10/18/2019	1,940	17
PMI C				PMI I			-314,169	-43756
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0

VEHICLE # **537**

Current Mileage **301,620**

Current Mileage **301,620**

Last PMI Mileage **297,344**

Last "I" Mileage **300,053**

Last PMI Date **10/1/2019**

Last "I" Date **10/18/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	263,147	1/4/2019	1,689	28
PMI A				PMI I	265,220	1/20/2019	2,073	16
	266,585	3/20/2019	5,127	PMI I	266,585	3/20/2019	1,365	59
				PMI I	268,761	4/2/2019	2,176	13
PMI D	271,513	4/18/2019	4,928	PMI I	271,513	4/18/2019	2,752	16
				PMI I	273,916	5/4/2019	2,403	16
PMI A	276,737	5/21/2019	5,224	PMI I	276,737	5/21/2019	2,821	17
				PMI I	279,190	6/5/2019	2,453	15
PMI A	281,730	6/20/2019	4,993	PMI I	281,730	6/20/2019	2,540	15
				PMI I	284,256	7/6/2019	2,526	16
PMI B	286,827	7/19/2019	5,097	PMI I	286,827	7/19/2019	2,571	13
				PMI I	289,126	8/4/2019	2,299	16
PMI A	291,921	8/22/2019	5,094	PMI I	291,921	8/22/2019	2,795	18
				PMI I	294,523	9/10/2019	2,602	19
PMI D	297,344	10/1/2019	5,423	PMI I	297,344	10/1/2019	2,821	21
				PMI I	300,053	10/18/2019	2,709	17
PMI A				PMI I			-300,053	-43756
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0
				PMI I			0	0
PMI C				PMI I			0	0



VEHICLE # **536**

Current Mileage **300,291**

Current Mileage **300,291**

Last PMI Mileage **299,699**

Last "I" Mileage **299,699**

Last PMI Date **10/22/2019**

Last "I" Date **10/22/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
				PMI I	264,597	1/23/2019	220	37
				PMI I	264,638	2/25/2019	41	33
PMI C	266,663	3/14/2019	2,311	PMI I	266,663	3/14/2019	2,025	17
				PMI I	269,127	3/30/2019	2,464	16
PMI C	271,628	4/14/2019	4,965	PMI I	271,628	4/14/2019	2,501	15
				PMI I	274,506	5/3/2019	2,878	19
PMI A	277,085	5/19/2019	5,457	PMI I	277,085	5/19/2019	2,579	16
PMI C	279,843	6/4/2019	2,758	PMI I	279,843	6/4/2019	2,758	16
				PMI I	282,241	6/18/2019	2,398	14
PMI A	285,115	7/5/2019	5,272	PMI I	285,115	7/5/2019	2,874	17
				PMI I	287,542	7/20/2019	2,427	15
PMI A	289,744	8/5/2019	4,629	PMI I	289,744	8/5/2019	2,202	16
				PMI I	292,068	8/22/2019	2,324	17
PMI B	294,262	9/13/2019	4,518	PMI I	294,262	9/13/2019	2,194	22
				PMI I	297,112	9/30/2019	2,850	17
PMI A	299,699	10/22/2019	5,437	PMI I	299,699	10/22/2019	2,587	22
				PMI I			-299,699	-43760
PMI A				PMI I			0	0
				PMI I			0	0
PMI B				PMI I			0	0
				PMI I			0	0
PMI A				PMI I			0	0

VEHICLE # 518

Current Mileage 147

Current Mileage 147

Last PMI Mileage 0

Last "I" Mileage 147

Last PMI Date

Last "I" Date 10/26/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A				PMI I	147	10/26/2019		
PMI A			0				-147	-43764
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0

VEHICLE # 517

Current Mileage 629

Current Mileage 629

Last PMI Mileage 0

Last "I" Mileage 167

Last PMI Date

Last "I" Date 10/17/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A				PMI	167	10/17/2019		0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI B			0				0	0



VEHICLE # **516**

Current Mileage **13,083**

Current Mileage **13,083**

Last PMI Mileage **12,494**

Last "I" Mileage **12,494**

Last PMI Date **9/30/2019**

Last "I" Date **9/30/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	5,881	1/17/2019	966	PMI I	5,881	1/17/2019	966	43
PMI A	6,666	2/27/2019	785	PMI I	6,666	2/27/2019	785	41
PMI I	7,774	4/11/2019	1,108	PMI I	7,774	4/11/2019	1,108	43
PMI A	8,655	5/27/2019	881	PMI I	8,655	5/27/2019	881	46
PMI A	9,750	7/9/2019	1,095	PMI I	9,750	7/9/2019	1,095	43
PMI I	11,230	8/19/2019	1,480	PMI I	11,230	8/19/2019	1,480	41
PMI A	12,494	9/30/2019	1,264	PMI I	12,494	9/30/2019	1,264	42
PMI I			-12,494				-12,494	-43738
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI B			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI A			0				0	0
PMI I			0				0	0
PMI C			0				0	0
PMI I			0				0	0

VEHICLE # **514**

Current Mileage **162,333**

Current Mileage **162,333**

Last PMI Mileage **162,312**

Last "I" Mileage **162,315**

Last PMI Date **4/20/2019**

Last "I" Date **8/7/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	160,887	1/27/2019	1,900	PMI I	160,887	1/27/2019	1,900	40
PMI A	162,008	3/9/2019	1,121	PMI I	162,008	3/9/2019	1,121	41
PMI C	162,312	4/20/2019	304	PMI I	162,312	4/20/2019	304	42
PMI A			-162,312	PMI I	162,315	6/26/2019	3	67
PMI A			0	PMI I	162,315	8/7/2019	0	42
PMI A			0	PMI I			-162,315	-43684
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0

VEHICLE # 513

Current Mileage 141,204

Current Mileage 141,204

Last PMI Mileage 139,930

Last "I" Mileage 139,930

Last PMI Date 10/2/2019

Last "I" Date 10/2/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	between Inspection	Days between Inspections
PMI A	131,991	1/20/2019	1,537	PMI I	131,991	1/20/2019	1,537	42
PMI A	133,848	3/4/2019	1,857	PMI I	133,848	3/4/2019	1,857	43
PMI C	135,045	4/16/2019	1,197	PMI I	135,045	4/16/2019	1,197	43
PMI A	135,918	5/29/2019	873	PMI I	135,918	5/29/2019	873	43
PMI A	137,196	7/8/2019	1,278	PMI I	137,196	7/8/2019	1,278	40
PMI A	138,532	8/19/2019	1,336	PMI I	138,532	8/19/2019	1,336	42
PMI B	139,930	10/2/2019	1,398	PMI I	139,930	10/2/2019	1,398	44
PMI A			-139,930	PMI I				-43740
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI B			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI D			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI B			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0
PMI B			0	PMI I				0
PMI A			0	PMI I				0
PMI A			0	PMI I				0

VEHICLE # **512**

Current Mileage **139,565**

Current Mileage **139,565**

Last PMI Mileage **137,721**

Last "I" Mileage **137,721**

Last PMI Date **9/26/2019**

Last "I" Date **9/26/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	125,884	1/23/2019	1,131	PMI I	125,884	1/23/2019	1,131	40
PMI A	127,247	3/4/2019	1,363	PMI I	127,247	3/4/2019	1,363	40
PMI C	129,604	4/16/2019	2,357	PMI I	129,604	4/16/2019	2,357	43
PMI A	131,575	5/29/2019	1,971	PMI I	131,575	5/29/2019	1,971	43
PMI A	133,558	7/8/2019	1,983	PMI I	133,558	7/8/2019	1,983	40
PMI B	135,818	8/16/2019	2,260	PMI I	135,818	8/16/2019	2,260	39
PMI A	137,721	9/26/2019	1,903	PMI I	137,721	9/26/2019	1,903	41
PMI A			-137,721	PMI I			-137,721	-43734
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0

VEHICLE # **511**

Current Mileage **136,068**

Current Mileage **136,068**

Last PMI Mileage **134,647**

Last "I" Mileage **134,647**

Last PMI Date **9/29/2019**

Last "I" Date **9/29/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	123,290	1/15/2019	663	PMI I	123,290	1/15/2019	663	68
PMI A	124,606	2/26/2019	1,316	PMI I	124,606	2/26/2019	1,316	42
PMI A	126,584	4/9/2019	1,978	PMI I	126,584	4/9/2019	1,978	42
PMI C	128,137	5/23/2019	1,553	PMI I	128,137	5/23/2019	1,553	44
PMI A	130,128	7/7/2019	1,991	PMI I	130,128	7/7/2019	1,991	45
PMI A	132,314	8/15/2019	2,186	PMI I	132,314	8/15/2019	2,186	39
PMI A	134,647	9/29/2019	2,333	PMI I	134,647	9/29/2019	2,333	45
PMI A			-134,647	PMI I			-134,647	-43737
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0

VEHICLE # 510

Current Mileage 123,001

Current Mileage 123,001

Last PMI Mileage 121,481

Last "I" Mileage 121,481

Last PMI Date 1/21/2019

Last "I" Date 1/21/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	121,481	1/21/2019	1,527	PMI I	121,481	1/21/2019	1,527	42
PMI A			-121,481	PMI I			-121,481	-43486
PMI C			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0

VEHICLE # 509

Current Mileage 135,438

Current Mileage 135,438

Last PMI Mileage 135,005

Last "I" Mileage 135,005

Last PMI Date 10/7/2019

Last "I" Date 10/7/2019

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	125,643	2/1/2019	1,773	PMI I	125,643	2/1/2019	1,773	43
PMI A	127,065	3/17/2019	1,422	PMI I	127,065	3/17/2019	1,422	44
PMI C	128,588	4/25/2019	1,523	PMI I	128,588	4/25/2019	1,523	39
PMI A	130,651	6/6/2019	2,063	PMI I	130,651	6/6/2019	2,063	42
PMI A	132,073	7/19/2019	1,422	PMI I	132,073	7/19/2019	1,422	43
PMI B	132,909	8/29/2019	836	PMI I	132,909	8/29/2019	836	41
PMI A	135,005	10/7/2019	2,096	PMI I	135,005	10/7/2019	2,096	39
PMI A			-135,005	PMI I			-135,005	-43745
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI C			0	PMI I			0	0

VEHICLE # **508**

Current Mileage **129,586**

Current Mileage **129,586**

Last PMI Mileage **128,438**

Last "I" Mileage **128,438**

Last PMI Date **9/27/2019**

Last "I" Date **9/27/2019**

PMI History	Mileage	Date	Mileage Between Services	"I" Inspections	Inspection Mileage	Inspection Date	Mileage between Inspection	Days between Inspections
PMI A	117,908	1/11/2019	1,167	PMI I	117,908	1/11/2019	1,167	40
PMI A	119,052	2/22/2019	1,144	PMI I	119,052	2/22/2019	1,144	42
PMI C	120,755	4/6/2019	1,703	PMI I	120,755	4/6/2019	1,703	43
PMI A	122,468	5/21/2019	1,713	PMI I	122,468	5/21/2019	1,713	45
PMI A	124,621	7/3/2019	2,153	PMI I	124,621	7/3/2019	2,153	43
PMI A	126,617	8/15/2019	1,996	PMI I	126,617	8/15/2019	1,996	43
PMI B	128,438	9/27/2019	1,821	PMI I	128,438	9/27/2019	1,821	43
PMI A			0	PMI I			-128,438	-43735
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI D			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI A			0	PMI I			0	0
PMI B			0	PMI I			0	0
PMI A			0	PMI I			0	0



# CNG Tank Inspections

Date:

Thursday, October 31, 2019

Veh #	Miles	Last CNG "TI" Date	Last CNG "TI" Miles	CNG "TI" Date	Days Remaining Until Next Tank Inspection	Odometer Reading CNG "TI" Miles Remaining	Miles Remaining Until next Inspection Date
508	129,586	8/29/17	105,096	8/28/20	302	141,096	11,510
509	135,438	11/13/17	108,147	11/12/20	378	144,147	8,709
510	123,001	8/29/17	105,482	08/28/20	302	141,482	18,481
511	136,068	8/29/17	107,395	08/28/20	302	143,395	7,327
512	139,565	6/2/17	106,795	06/01/20	214	142,795	3,230
513	141,204	6/21/17	108,995	06/20/20	233	144,995	3,791
514	162,333	6/21/17	139,906	06/20/20	233	175,906	13,573
516	13,083	5/6/18	529	05/05/21	552	36,529	23,446
517	629	10/1/19	169	09/30/22	1,065	36,169	35,540
518	147	10/1/19	147	09/30/22	1,065	36,147	36,000
536	300,291	9/6/19	293,821	09/05/22	1,040	329,821	29,530
537	301,620	9/12/19	294,832	09/11/22	1,046	330,832	29,212
538	316,372	8/27/19	307,275	08/26/22	1,030	343,275	26,903
539	295,697	8/27/19	288,626	08/26/22	1,030	324,626	28,929
540	259,020	9/24/19	255,747	09/23/22	1,058	291,747	32,727
541	278,833	8/27/19	270,003	08/26/22	1,030	306,003	27,170
542	298,643	8/26/19	289,891	08/25/22	1,029	325,891	27,248
543	280,332	11/30/18	246,822	11/29/21	760	282,822	2,490
544	194,319	9/9/19	187,233	09/08/22	1,043	223,233	28,914
545	197,881	8/27/19	188,879	08/26/22	1,030	224,879	26,998
546	178,069	9/11/19	173,652	09/10/22	1,045	209,652	31,583
547	510	10/1/19	195	09/30/22	1,065	36,195	35,685
548	294	10/1/19	159	09/30/22	1,065	36,159	35,865
550	22,214	8/24/18	8,662	8/23/21	662	44,662	22,448

# TRANSPORTATION CONCEPTS - REDONDO BEACH

Preventative Maintenance Intervals (Oil Changes)

Date:

Thursday, October 31, 2019

Veh #	Miles	Last Inspection	Last "PMI" Mileage	Next "PMI" Date	Days 'till Next PMI	Next "PMI" Mileage	Miles 'til Next "PMI"
508	129,586	9/27/19	128,438	11-Nov	11	131,438	1,852
509	135,438	10/7/19	135,005	21-Nov	21	138,005	2,567
***510	123,001	1/21/19	121,481	7-Mar	-238	124,481	1,480
511	136,068	9/29/19	134,647	13-Nov	13	137,647	1,579
512	139,565	9/26/19	137,721	10-Nov	10	140,721	1,156
513	141,204	10/2/19	139,930	16-Nov	16	142,930	1,726
514	162,333	4/20/19	162,312	4-Jun	-149	165,312	2,979
516	13,083	9/30/19	12,494	14-Nov	14	15,494	2,411
517	629	10/17/19	0	1-Dec	31	3,000	2,371
518	147	10/26/19	0	10-Dec	40	3,000	2,853
536	300,291	10/22/19	299,699			305,699	5,408
537	301,620	10/1/19	297,344			303,344	1,724
538	316,372	10/1/19	312,229			318,229	1,857
539	295,697	10/14/19	293,242			299,242	3,545
540	259,020	4/10/19	255,112			261,112	2,092
541	278,833	10/5/19	275,072			281,072	2,239
542	298,643	9/28/19	294,469			300,469	1,826
543	280,332	10/14/19	277,802			283,802	3,470
544	194,319	10/14/19	191,750			197,750	3,431
545	197,881	10/31/19	197,881			203,881	6,000
546	178,069	10/3/19	176,190			182,190	4,121
547	510	10/17/19	0			3,000	2,490
548	294	10/17/19	0			3,000	2,706
550	22,214	8/9/19	19,778			25,778	3,564



## Daily Status Report

Date: Thursday, October 31, 2019										
Fleet No.	Miles	In Serve	O.O.S.	Description	Location of Repairs	Date O.O.S.	Est. Date	Miles Of Last PMI	Date Of Last PMI	Seats
508	129,586		X	Prep for retirement	Shop	10/21/19	TO BE RETIRED	128,438	9/27/19	13
509	135,438		X	Prep for retirement	Shop	10/21/19	TO BE RETIRED	135,005	10/7/19	13
510	123,001		X	Prep for retirement	Shop	2/22/19	TO BE RETIRED	121,481	1/21/19	13
511	136,068	X						134,647	9/29/19	13
512	139,565	X						137,721	9/26/19	13
513	141,204	X						139,930	10/2/19	13
514	162,333		X	Prep for retirement	Shop	9/7/19	TO BE RETIRED	162,315	8/7/19	13
516	13,083	X						12,494	9/30/19	3
517	629	X						167	10/17/19	14
518	147	X						147	10/26/19	14
536	300,291	X						299,699	10/22/19	29
537	301,620	X						300,053	10/18/19	29
538	316,372	X						314,169	10/18/19	29
539	295,697	X						295,634	10/30/19	29
540	259,020	X						259,010	10/30/19	29
541	278,833	X						277,799	10/24/19	29
542	298,643	X						297,230	10/17/19	29
543	280,332	X						280,210	10/29/19	29
544	194,319	X						194,319	10/30/19	29
545	197,881	X						197,881	10/31/19	29
546	178,069	X						176,190	10/3/19	29
547	510		X	Warranty Repair	SHOP	10/28/19	10/31/2019	195	10/17/19	14
548	294	X						159	10/17/19	14
550	22,214	X						21,075	9/24/19	41

# TRANSPORTATION CONCEPTS - REDONDO BEACH

Preventative Maintenance Inspections ("I") Plotter

Thursday, October 31, 2019

Date:

Veh #	Miles	Last Inspection	Last "PMI" Mileage	Next "PMI" Date	Days 'til Next PMI	Next "PMI" Mileage	Miles 'til Next "PMI"	DAYS UNTIL THE NEXT CNG TANK INSPECTION	MILES UNTIL THE NEXT CNG TANK INSPECTION	COMMENTS
508	129,586	9/27/19	128,438	11-Nov	11	131,438	1,852	302	11,510	OOS Replaced
509	135,438	10/7/19	135,005	21-Nov	21	138,005	2,567	378	8,709	OOS Replaced
510	123,001	1/21/19	121,481	7-Mar	-238	124,481	1,480	302	18,481	Bus OOS - Transmission - To be replaced in July 2019 per JR
511	136,068	9/29/19	134,647	13-Nov	13	137,647	1,579	302	7,327	
512	139,565	9/26/19	137,721	10-Nov	10	140,721	1,156	214	3,230	
513	141,204	10/2/19	139,930	16-Nov	16	142,930	1,726	233	3,791	
514	162,333	8/7/19	162,315	21-Sep	-40	165,315	2,982	233	13,573	OOS Replaced
516	13,083	9/30/19	12,494	14-Nov	14	15,494	2,411	552	23,446	
517	629	10/17/19	167	1-Dec	31	3,167	2,538	1,065	35,540	
518	147	10/26/19	147	10-Dec	40	3,147	3,000	1,065	36,000	
536	300,291	10/22/19	299,699	6-Dec	36	302,699	2,408	1,040	29,530	
537	301,620	10/18/19	300,053	2-Dec	32	303,053	1,433	1,046	29,212	
538	316,372	10/18/19	314,169	2-Dec	32	317,169	797	1,030	26,903	
539	295,697	10/30/19	295,634	14-Dec	44	298,634	2,937	1,030	28,929	
540	259,020	10/30/19	259,010	14-Dec	44	262,010	2,990	1,058	32,727	
541	278,833	10/24/19	277,799	8-Dec	38	280,799	1,966	1,030	27,170	
542	298,643	10/17/19	297,230	1-Dec	31	300,230	1,587	1,029	27,248	
543	280,332	10/29/19	280,210	13-Dec	43	283,210	2,878	760	2,490	
544	194,319	10/30/19	194,319	14-Dec	44	197,319	3,000	1,043	28,914	
545	197,881	10/31/19	197,881	15-Dec	45	200,881	3,000	1,030	26,998	
546	178,069	10/3/19	176,190	17-Nov	17	179,190	1,121	1,045	31,583	
547	510	10/17/19	195	1-Dec	31	3,195	2,685	1,065	35,685	
548	294	10/17/19	159	1-Dec	31	3,159	2,865	1,065	35,865	
550	22,214	9/24/19	21,075	8-Nov	8	24,075	1,861	662	22,448	
	I PMI	A - PMI	B - PMI	C or D - PMI	OOS					



## **V. Vehicle Maintenance Plan**

Transportation Concepts' goal is to provide safe, clean and well maintained vehicles to our drivers and passengers. Our main objectives in the maintenance department are as follows:

- Perform quality service inspections meeting both OEM and Client expectations.
- To be proactive in addressing proper part replacement through identifying life expectancy of parts and incorporating replacement schedules as part of the PM process.
- Assure vehicles are clean.
- Stock a proper level of inventory to reduce down time.
- Assure quality parts are being utilized.
- Assure vehicles are safe and in compliance with state and local regulations.
- Track and keep accurate records.
- Keep road calls at a minimum.

**Our Maintenance Shop is staffed during all operating hours of the BCT operation. With a total of 4 FT maintenance mechanics/supervisors, we have coverage Monday-Friday from 5:00 am – 10:30 pm and Weekend coverage from 6:00 am - 10:30 pm.**

Transportation Concepts has a strong commitment to fleet maintenance based upon the precepts of preventive maintenance and has developed procedures to ensure vehicle maintenance quality and fleet longevity. All maintenance personnel receive specific fleet training through manufacturers or by our Maintenance Manager, Mr. Steve Purchase or other qualified outside resources, involved in the TC maintenance program.

This training will include, at a minimum, the following:

- ✓ Review of PM monthly (City and other regulatory compliance)
- ✓ Contract compliance for safety, maintenance and cleaning.
- ✓ Minimum of 48 hours of certified training on specific bus components
- ✓ Parts inventory and vendors
- ✓ Service requirements
- ✓ **\*ASE Certification Training**
- ✓ Alternative fuels awareness and safety



### **\*ASE Certification Program**

Transportation Concepts Maintenance mission is to improve the quality of vehicle repair and service to both company owned and client provided vehicles through the testing and certification of our repair technicians

**Here's how TC's ASE Transit Bus Technician Certification works:**

- ❖ Perspective candidates register for and take one or more Transit Bus Certification ASE exams. Currently, there are currently 8-H series tests grouped into specialties such as brakes (H4), electronic systems (H6) as well as CNG fuel (H1) preventive maintenance inspections (H8) etc.
- ❖ Upon passing an ASE Transit Bus exam the Technician provides proof to their Project Manager and will receive a **\$200 bonus** for every ASE Transit Bus exam that is successfully passed. The **\$200 bonus** per certification will continue to be **paid out annually** to the mechanic as long as that certification/recertification (retest every 5 years) is valid **or until the Technician receives his Master Transit Bus Technician Status**
- ❖ Once a Technician passes all existing H series tests he achieves the **ASE Master Transit Bus Technician** status. At that time the Technician will receive a **\$2,000 bonus** immediately upon proof of status. This **\$2,000 bonus** will now be **paid out annually** as long as that Master Certification Status is maintained

Both the Technician and Transportation Concepts will benefit from the ASE Transit Bus Certification Program. It is a valuable yardstick by which to measure the knowledge and skills of individual technicians as well as the commitment to quality that our company desires in employing ASE-certified technicians

#### **Additional Maintenance Training**

Although each mechanic receives continual training in all areas of maintenance technology, additionally, they receive a minimum of 12 hours training annually in each of the following **OSHA** required training segments:

- ✓ **Heat Stress Prevention**
- ✓ **Hazard Communication**
- ✓ **Fire Prevention**
- ✓ **First Aid**
- ✓ **IIPP**
- ✓ **Log Out /Tag Out**
- ✓ **PPE**
- ✓ **Blood Bourne Pathogen**

Steve Purchase will be ultimately responsible for the vehicle and facility maintenance efforts relative to the designated services for the Beach Cities Transit Service. Mr. Purchase will ensure that all maintenance requirements of the contract are met. Mr. Purchase is well versed in all aspects of fleet maintenance and will work directly with manufacturers relative to OEM requirements of the City's fleet and warranty procedures.

Any maintenance personnel assigned to work on the System buses will have a thorough knowledge of:

- ❖ Bus engines, transmissions, electrical, multiplex I/O electrical systems, electronic engine and transmission controls, hydraulic and air systems, engine cooling

- systems, radiators, passenger heating and cooling (A/C), and related mechanical parts.
- ❖ Methods and procedures used in servicing mechanical equipment.
- ❖ Bus chassis and bodies.
- ❖ Tools, precision instruments, equipment, and procedures used in the general repair and maintenance of bus equipment.
- ❖ Decimals, fractions, and specifications related to bus mechanics.
- ❖ Specialized areas such as painting, upholstering, brake relining, air-conditioning, destination signs and wheelchair lifts.

Maintenance personnel shall be able to:

- Inspect bus engines, transmissions, and other related parts.
- Diagnose bus engine, transmission, electrical, multiplex I/O electrical, hydraulic, and air system problems and related parts.
- Repair bus engine, transmission, electrical, hydraulic, and air system problems and related parts.
- Perform wheelchair/lift/ramp inspections
- Perform annunciator and destination sign inspections
- Inspections on video recording devices
- Document, on City-approved forms, all repairs performed.



Transportation Concepts' maintenance program consists of five primary components:

- ◆ **Daily Vehicle Inspections**
- ◆ **Preventive Maintenance**
- ◆ **Vehicle Repairs**
- ◆ **Vehicle Cleaning**
- ◆ **Maintenance Record Keeping**

#### **Daily Vehicle Inspections:**



Transportation Concepts requires all operators to complete a thorough pre-trip inspection prior to placing the vehicle into service, as well as a post-trip inspection at the end of each day. The inspections are performed and documented by the vehicle operator on a Daily Bus Report (DBR). If any defects are noted, a written record for use by the Maintenance Department is created. For defects needing immediate repair, the dispatcher or on-duty supervisor will contact the maintenance department to immediately make the repair so the vehicle can be released for service on time, or will assign a different vehicle for service. These pre-trip and post-trip inspections are important to help ensure that service continues with the highest level of operating safety and to minimize service delays by identifying mechanical problems prior to the vehicle pulling into service.

**Preventative Maintenance Inspections:**

The company uses a series of preventative maintenance inspections, which are conducted at varying mileage levels depending upon the fleet type and contractual requirements.



The PMI Process is generally broke down as follows:

- Drive on inspection – This portion is utilized to check specific gauges, warning lights, indicators, driver area specific items, switches, windshield etc.
- Interior inspection- This portion is dedicated to inspecting floors, seats, windows, emergency window operation, lights, heat, vent and A/C operation, stanchions, safety equipment, registration and other required items.
- Exterior inspection- this portion will include the inspection of the exterior including body condition, tires, windows lights, bumpers, tires, rims, lift, interlock and other applicable items.
- Chassis inspection- This portion will include a thorough inspection of the undercarriage, suspension, brakes and look for leaks and perform various filter and fluid changes per specific PM type.
- Test drive- This portion is used to check for proper shift points, engine performance, braking etc.

Any defects noted during the process will be reviewed and safety items repaired before being placed back into service.

Transportation Concepts utilizes preventive maintenance programs based on OEM and Client specific requirements. Maintenance staff will perform the review of failed items in efforts to determine premature failure or to identify potential issues that can be added to the PMI process in efforts to schedule replacement cycles for specific items reducing vehicle road calls and improving proficiency.

All preventive maintenance will be performed at regularly scheduled intervals according to OEM standards for the designated fleet.

All maintenance (including, but not limited to, vehicle PM inspections, brake inspections, lift inspections, major lift PM's, oil changes, engines washes, radiator cleans, interior cleans, upholstery shampoos, climate control inspections) will be tracked utilizing an computerized system

TC will maintain change out records for all components. This includes warranty repairs/replacements whether work is performed internally or through outside vendors. These reports will assist the City in maintaining the integrity of the fleet and maximizing efficiency of the Mid Duty **EZ Rider buses** which are listed as **12 year/500,000 mile vehicles**. TC maintains a warranty tracking file for each vehicle in the fleet.

TC will comply with all Federal, state and local exhaust emission requirements. In addition, all vehicles will have a valid vehicle registration and permanent license plates. All vehicles in revenue service will carry proof of insurance.



### **Vehicle Repairs:**

Transportation Concepts policy is structured to assure that quality and thorough repairs are made on all vehicles. Repairs will be thorough and performed to industry standards. Parts will meet and or exceed OEM specifications. Work orders will be used to document repair functions, diagnostics performed, itemized parts and fluids that were used.



All wheelchair lifts, ramps, tie-downs, and related equipment will meet ADA requirements and shall be inspected, serviced, and lubricated at intervals as necessary to insure that the wheelchair lifts and ramps are safe and fully operational before the vehicle is used in revenue service. Operator pre-trip inspections will be utilized to check lift operation before pull-out from the garage. The vehicle will not be placed in service for any safety related item, including inoperable wheelchair lifts at the time of pull-out. The bus will either be placed out of service until repaired.

All body damage, corrosion, stress cracking, and defects not covered by the original manufacturer will be repaired in a professional manner. All repairs and painting will be done in a professional manner.

Visibility for driver and passengers will not be obstructed, and glass shall be replaced when, pits, cracks, abrasions and/or scratches are excessive. Excessive rattles and other annoyances to passenger comfort shall be repaired.

All mechanical, electrical, multiplex I/O electrical, fluid, air, and/or hydraulic systems will be maintained in a safe and operating condition.



Heating and air-conditioning (A/C) (climate control) systems will be maintained and used to insure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times on all in-service runs. TC will maintain the climate control system, heating and A/C systems, in an operable condition throughout the entire year. TC will meet all Federal, state, and local EPA requirements related to freon.

Heating and Air Conditioning units will be inspected at every preventative inspection interval. The following details this inspection:

- ✓ Inspect drive compressor belt for proper tension/wear
- ✓ Replace return air filter
- ✓ Monitor oil level
- ✓ Inspect control thermometer
- ✓ Check all wiring and connections
- ✓ Analyze system for proper operation
- ✓ Inspect Blowers for proper operation
- ✓ Inspect evaporator and condenser cores, clean if needed

- ✓ Check site glass for proper refrigerant fill
- ✓ Check all lines

In addition, every 24,000 miles the following will be completed:

- ✓ Change filter dryer as specified by manufacturer
- ✓ Clean cores
- ✓ Torque component mounting bolts
- ✓ Inspect water control valve for proper operation
- ✓ Check condenser and evaporator for proper operation

Seats will be maintained in proper operating condition. All tears, cuts, gum, graffiti, and other damage will be repaired in a professional manner. TC will replace seat covers and/or cushion materials which are worn or cannot be professionally repaired, using seat cover materials which are identical in design and color as those materials being replaced.

### **Parts Inventory**

Vehicle repairs are completed using the highest quality parts available. Transportation Concepts participates in a number of national parts programs, which allows significant time- savings in most cases. We employ a first-in and first-out inventory system. Spare parts inventory is based on a cost per vehicle system. Transportation Concepts will stock spare parts to meet preventative maintenance and inspection needs, graffiti and vandalism, electrical, wheelchair lift and other maintenance related items. Quantity is predicated on the item's failure rate. Transportation Concepts also takes into consideration the availability of local parts and suppliers. We utilize air- freight overnight delivery if a local supplier cannot meet our immediate need.

TC will continue to maintain an ongoing spare parts inventory that has proven successful in having readily available components available to reduce vehicle down time and always meet peak hour vehicle requirements for service delivery.

All repairs will be made in accordance with applicable procedures listed in the vehicle manufacturer's maintenance manuals and shall comply with all local, state, and Federal regulations.

### **Vehicle Cleaning**

The cleanliness of the vehicles that are used for the provision of transit service is an important indicator to the passengers of the quality of the service. The exterior and interior cleanliness of the vehicle is readily noticed by the passengers and contributes greatly to their perception of the service quality. As previously stated, in order to address this critical service component, Transportation Concepts will utilize a utility worker as well as an outside vendor who will be responsible to maintain the consistent





cleanliness of the fleet. The Project Manager will use a calculated schedule to monitor the cleaning of the fleet and to ensure that each vehicle receives its' required cleaning and detail.

On a daily basis, all vehicles utilized in revenue service will have the interiors swept and wiped down. Related to exterior washes, although the RFP establishes that vehicles are to be washed a minimum of once (1) per week, TC has throughout the last several years conducted complete **exterior washes twice weekly**. This is due to the proximity of the service area to the ocean. We are proposing to continue a complete **exterior cleaning twice weekly at a minimum** to maintain the professional and clean image of the BCT. In addition, the wheels and inside of all windows will be cleaned, and scrubbing of oil or other excessive residue off the rear end; dusting or vacuuming of all seats, dashboard, stanchions and exposed surfaces; and sweeping or vacuuming of all floor areas, including the removal of gum, grease, oil, etc will be performed.

All graffiti, interior and exterior, that is cleanable will be removed as soon as practicable. If the graffiti is obscene, or gang related, it will be removed immediately, or the vehicle shall not be used in revenue service until corrected. All seats will be dry when in revenue service.

**Complete interior/exterior vehicle details will occur every 6 months** to maintain the cleanliness levels expected by both TC and the City of Redondo Beach. These will include steaming seats, performing a deep clean on the interior floors, applying a wax sealant on the exterior bus, polishing all wheels and reconditioning all rubber components.



### **Vehicle Records**

The proper functioning of the maintenance department relies upon an accurate system of record keeping verifying the performance of the department. TC will provide an up-to-date vehicle file for each vehicle which shall contain all pertinent vehicle and maintenance information including but not limited to vehicle make, model, running repairs, pm schedules and activity, work orders, other equipment, road call information, warranty information, and inspection documentation.

The preventive maintenance inspection reports will be kept for the term of the contract. Daily bus condition reports will be kept for a 90-day period, in accordance with CHP requirements.

### **Annual CHP Terminal Inspections**

Since Transportation Concepts began operating BCT in 2009, we have received a "satisfactory" rating on each annual terminal inspection from the California Highway Patrol in Redondo Beach. Although this is a minimum standard, it is just one measurement that we use in determining excellence in our fleet maintenance program. This same measurement of success with the annual CHP terminal inspections has been consistent in every operation we have had in California.



## W. Operating Facility Plan

Although we have had some limitations with the existing City provided facility, together with the city assistance we've been able to maintain a functional and effective working environment over the last 10 years. This included painting and installing flooring in the main offices, enclosed an area for management and staff and painted the dispatch center. Additionally, we worked with the City to procure and install security cameras and door locks throughout the facility.

We have structured the City provided space so that we have a dedicated and secure dispatch area, appropriate driver room and management offices, in addition to a shop area that meets the need of the BCT fleet.

Over at City Hall we utilize the City provided room for our Classroom training area.



We are proposing to keep the facility plan as-is for the next contract term, however, as we have in the past, we will continue to work very closely with the Transit Manager on the new transit facility specifically to accommodate the BCT services.



## Office and Maintenance Equipment

Transportation Concepts has utilized the City provided facility for the last 10 years. Beginning in 2009 we procured the necessary office and maintenance shop equipment needed successfully operate the BCT. Over the course of these 10 years TC has continued to purchase/replace equipment for both the shop and the office to meet the needs of both technological and system advancements.

**BCT Maintenance Equipment**

DESCRIPTION	QTY
1. BENCH (BRAND NEW) WITH STAINLESS STEEL TOP	1
2. CHAIR (BRAND NEW) WITH STAINLESS STEEL TOP	1
3. SHOP STAND (UPPER SECTION) MODEL: 10000	1
4. SHOP STAND (LOWER SECTION) MODEL: 10000	1
5. SHOP STAND (UPPER SECTION) MODEL: 10000	1
6. SHOP STAND (LOWER SECTION) MODEL: 10000	1
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## **X. Project Implementation Plan**

### **Work Plan – Transition/Implementation**

Transportation Concepts (TC) clearly understands the City of Redondo Beach / Beach Cities Transit requirements and standards for service quality and safety. Transportation Concepts has addressed all aspects of operations relative to operating the BCT service and meeting and exceeding such standards over the last 10 years. However, in order to ensure success, Transportation Concepts first priority is starting the new contract effectively. TC is fortunate to currently operate this project; providing increased stability during the negotiation of the new contract. Service sometimes suffers during a contractor change due to the learning curve associated with the unknown Agency and operational culture, the routes, scheduling, equipment, and required training and required activity relative to employee transition.

The implementation of the service builds the foundation from which to grow and continuously improve the operation. After going through the initial transition 10 years ago we are fortunately in a place of continuous growth and improvement. Although we already have the operational components in place to ensure service operates smoothly during the transition phase, we will implement a new radio system along with the continued coordination of the new Transit Center, which is still in the planning stages but may be completed for move in during this next contract term. These are the only significant transition activities for TC.

### **New Contract Implementation Plan**

Transportation Concepts (TC) realizes that the implementation of the new contract is critical to our continued success of the operation. We take this very seriously. This is a tremendous responsibility and our approach to a new contract term will continue to be one of dedication and commitment. Although the Scope of Work and Operational Plan will not be changing, becoming complacent is not something that our organization will allow.

Relative to the construction of the transit center, as it is planned to occur during this next contract term, we stand ready to insure a change of offices is handled seamlessly. All employees will be involved and communicated with in a systematic approach. Dispatch set up, facility amenities, and procedures will be in place prior to physically moving our employees. Our goal is that each employee participates in the move and when the actual day happens it is as simple as reporting to a different building will be business as usual.

TC operates several contracts that involved an initial transition from public to private operator, from competitor to TC, or new service altogether. In addition, the nature of this business requires the need to transition from day to day on many levels day to include: the addition of service, route revisions, new employees, implementation of new policies, new technology, or new contractual obligations, even traffic or weather conditions can facilitate the need for making a transition. TC believes the most important element of effectively carrying out a designated “transition” is open, clear, and consistent communication. If all of the people involved in implementing a transition along with all of the





people who will be affected by the transition are informed and prepared to make the transition, we are guaranteed success.

This is where the strength of **our team under the continued leadership of Brett Baum** really makes the difference. Our **team** has a comprehensive understanding of this service and the nuances that surround it relative to equipment, fuel types, fueling, route timing etc. Our **team** is clearly the most qualified and best suited to ensure that service is uninterrupted due to a new contract. Passengers will be happy and in turn the City Transit manager, her staff and City officials will be satisfied.

The new contract begins July 1, 2020 as stated in the RFP. Although we have been communicating with City staff regarding the new facility, we will continue to partner with staff to discuss the implementation of a facility move when it begins to get closer. Our plan will be adjusted based on any facility construction changes that may occur over the next contract term.

### **Workforce**

Our workforce is in place so very little transition time or resources will be required relative to workforce. However, the workforce will be instrumental relative to the facility move if it occurs during this next contract term. All information will be communicated to employees relative to expectations and overall strategic plan for facility transition to include key dates and activities.

### **Administrative Duties**

All administrative functions are currently in place and handled locally under the direction of our Project Manager.

### **Addressing Operational Issues**

Transportation Concepts is successful due to the incredible strength of our local management team coupled with the ability to be **flexible** in effectively managing the day to day operations. As stated, all operational functions are in place for this contract. We are familiar with all service characteristics and associated operational requirements.

Over the last 10 years the primary ingredient in the success of the BCT has been the strong partnership that has been forged between TC and the City of Redondo Beach. We have collectively built an open and honest level of communication while working together as a team. We believe we have demonstrated our commitment throughout these last 10 years. Brett Baum and the other local team members as well as Rich Rogers, our COO will continue to work hand-in-hand with the City Staff to insure that we continue to focus on the future to strive towards our collective desire to meet and exceed the community expectations of the Beach Cities Transit System.

## **Y. Technical Resource Plan**

Over our many years of transit experience, Transportation Concepts has worked with and assisted our transit clients in implementing technologies such as; Electronic Farebox (GFD), Drive Cam, Next Bus, TransLoc, Swiftly, Simpli Transport, Route Match, Metro TAP, REI camera systems, Hanover and Clever Devices. We are an avid promoter of these and future technical enhancements for our transit system, and look forward to assisting and working with the city in future technological advancements in the future.

### **Real-Time Information Systems**

As described back in Section S, Transportation Concepts has close to 8 years in working with our transit clients in the selection, implementation and on-going utilization of these systems. We will be implementing and using the City of Redondo Beach's selected real-time system in the coming months and will have it fully operational by the time of the new contract term.

### **Zero Emission Bus**

Transportation Concepts has actually been partnering with transit clients since 2014 in the procurement, infrastructure planning and operational implementation of Zero Emission Buses. We have operated ZEB's in the following locations and operating environments since 2015:

#### **➤ Port of Los Angeles**

Procured 3-20 passenger ZEB buses, established facility infrastructure and have operated and maintained those ZEB buses for close to 5 years.

#### **➤ Ontario Airport**

Procured 3-20 passenger ZEB buses, however anticipate the delivery of 5 additional ZEB buses to be delivered by the end of 2019. Worked with manufacturer to set up the facility infrastructure and have operated and maintained these ZEB buses for 5 years

#### **➤ City of Avalon**

The City of Avalon procured 3 medium duty 22 passenger ZEB buses prior to TC being awarded an operating contract back in 2016. TC worked with the City in the infrastructure development and installation. Our Regional Maintenance Director worked with and trained the City of Avalon mechanics on the requirements of ZEB mechanical maintenance. TC began the operation of those buses however, after a one year period we determined that the vehicles were not properly designed and presented a steering engineering safety issue. We immediately removed them from service and hired a third party maintenance consultant to inspect and work with the City to validate our findings. Unfortunately, these units remain out of service as the City and the bus manufacturer have not been able to resolve those issues.



### **Additional Technical Resources**

As the transit industry continues to evolve with advanced technology, our commitment to our local and corporate staff continues to be to continually advance their skills in those technology advancements. As demonstrated with the City of Avalon, although our maintenance staff had the expertise and recommended the correct outcome, we opted to further assist the City by hiring a 3<sup>rd</sup> party maintenance expert. We even shared in that expense with the City.

Our commitment to the City of Redondo Beach is that we will continue to share our technical expertise on upcoming advancements. If we do not have the knowledge, we will bring forth the additional resources that can assist both TC and the City of Redondo Beach move ahead. As the contractor, we feel that is our obligation and one that we have always lived up to over the last 45 years in business.



## **2. Financial Statements**

We have provided the last two years of audited financial statements for review. This further demonstrates that our company has the financial stability and capacity to continue to serve as the selected contractor for the Operations and Maintenance of the Beach Cities Transit Service.

**PARKING CONCEPTS, INC.**

**FINANCIAL STATEMENTS**

**YEAR ENDED SEPTEMBER 30, 2018**

**WITH INDEPENDENT AUDITORS' REPORT**

**PARKING CONCEPTS, INC.**  
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**SEPTEMBER 30, 2018**

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## INDEPENDENT AUDITORS' REPORT

To the Management of  
Parking Concepts, Inc.  
Irvine, California

We have audited the accompanying financial statements of Parking Concepts, Inc. (a California S corporation) (the "Company"), which comprise the balance sheet as of September 30, 2018, and the related statements of operations, comprehensive income, changes in stockholder's equity, and cash flows for the year then ended, and the related notes to the financial statements.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the Company's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Parking Concepts, Inc. as of September 30, 2018, and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

*White Nelson Dickel Evans LLP*

Irvine, California  
January 24, 2019

**PARKING CONCEPTS, INC.**  
**BALANCE SHEET**  
**SEPTEMBER 30, 2018**

**ASSETS**

Current Assets:	
Cash and cash equivalents	\$ 4,534,410
Marketable securities	166,887
Accounts receivable, net	6,510,433
Other receivables	384,165
Prepaid expenses and other current assets	<u>1,089,799</u>
Total Current Assets	12,685,694
Property and Equipment, at Net Book Value	3,210,905
Other Assets:	
Other receivables	936,179
Deposits and other long-term assets	<u>608,712</u>
Total Assets	<u><u>\$ 17,441,490</u></u>

**LIABILITIES AND STOCKHOLDER'S EQUITY**

Current Liabilities:	
Accounts payable	\$ 4,309,713
Accrued liabilities	3,149,860
Current portion of capital lease obligations	<u>156,024</u>
Total Current Liabilities	<u>7,615,597</u>
Long-Term Liabilities:	
Capital lease obligations	<u>96,558</u>
Total Long-Term Liabilities	<u>96,558</u>
Total Liabilities	7,712,155
Stockholder's Equity:	
Common stock	1,000
Accumulated other comprehensive gain	63,666
Retained earnings	<u>9,664,669</u>
Total Stockholder's Equity	<u>9,729,335</u>
Total Liabilities and Stockholder's Equity	<u><u>\$ 17,441,490</u></u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**STATEMENT OF OPERATIONS**  
**YEAR ENDED SEPTEMBER 30, 2018**

Gross Revenues	\$ 111,536,643
Less: Landowner revenues remitted, net	<u>(58,501,963)</u>
Revenues	53,034,680
Cost of Revenues	<u>46,334,572</u>
Gross Profit	6,700,108
General and Administrative Expenses	<u>6,048,457</u>
Income from Operations	651,651
Other Income (Expense):	
Interest income	13,846
Interest expense	(20,980)
Other income	<u>1,784</u>
Total Other Income (Expense)	<u>(5,350)</u>
Income before Provision for Income Taxes	646,301
Provision for Income Taxes	<u>2,500</u>
Net Income	<u><u>\$ 643,801</u></u>

The accompanying notes are an integral part of these financial statements.



**PARKING CONCEPTS, INC.**  
**STATEMENT OF COMPREHENSIVE INCOME**  
**YEAR ENDED SEPTEMBER 30, 2018**

Net Income	\$ 643,801
Other Comprehensive Income:	
Unrealized holding gains on marketable securities arising in current year, net of income tax of \$0	<u>36,541</u>
Comprehensive Income	<u><u>\$ 680,342</u></u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**STATEMENT OF CHANGES IN STOCKHOLDER'S EQUITY**  
**YEAR ENDED SEPTEMBER 30, 2018**

	Common Stock	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Total Stockholder's Equity
Balance, September 30, 2017	\$ 1,000	\$ (61,037)	\$ 10,009,330	\$ 9,949,293
Net income	-	-	643,801	643,801
Distributions	-	-	(900,300)	(900,300)
Unrealized gain on investments	-	36,541	-	36,541
Reclassification of unrealized gains	-	88,162	(88,162)	-
Balance, September 30, 2018	<u>\$ 1,000</u>	<u>\$ 63,666</u>	<u>\$ 9,664,669</u>	<u>\$ 9,729,335</u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**STATEMENT OF CASH FLOWS**  
**YEAR ENDED SEPTEMBER 30, 2018**

Cash Flows From Operating Activities:	
Net Income	\$ 643,801
Noncash Items Included in Net Income:	
Depreciation and amortization	942,147
Gain on sale of property and equipment	2,559
Allowance for doubtful accounts	17,288
Changes in:	
Accounts receivable	(1,250,315)
Other receivables	(1,134,938)
Prepaid expenses and other current assets	348,122
Deposits and other long-term assets	(23,393)
Accounts payable	604,553
Accrued liabilities	466,615
Net Cash Provided by Operating Activities	616,439
Cash Flows from Investing Activities:	
Purchases of property and equipment	(617,433)
Proceeds from sale of property and equipment	1,250
Net Cash Used in Investing Activities	(616,183)
Cash Flows from Financing Activities:	
Payments on long-term debt	(12,805)
Payments on capital lease obligations	(171,439)
Distributions to stockholder	(900,300)
Net Cash Used in Financing Activities	(1,084,544)
Net Decrease in Cash and Cash Equivalents	(1,084,288)
Cash and Cash Equivalents, Beginning of Year	5,618,698
Cash and Cash Equivalents, End of Year	\$ 4,534,410
Supplemental Disclosures:	
Interest paid	\$ 20,980
Income taxes paid	\$ 92,212
Supplemental Disclosure of Noncash Investing and Financing Activities:	
Acquisition of property and equipment through capital lease financing	\$ 84,447

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 1: Nature of Business and Summary of Significant Accounting Policies**

**Nature of Business**

Parking Concepts, Inc. (the “Company”) was incorporated in the state of California in 1974. The Company’s principal business activities include the management and leasing of various parking facilities throughout California and Texas for both municipalities and the private sector.

The Company also has a division, Transportation Concepts, which operates several public and private transportation contracts.

**Basis of Presentation**

The accompanying financial statements are presented using the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America (“US GAAP”). References to the “ASC” hereafter refer to the Accounting Standards Codification established by the Financial Accounting Standards Board (“FASB”) as the source of authoritative US GAAP.

**Revenue Recognition**

The Company’s parking revenues are primarily derived from leased locations and managed properties and providing ancillary services. In accordance with the guidance related to revenue recognition, revenue is recognized when persuasive evidence of an arrangement exists, the fees are fixed and determinable, collectability is reasonably assured, and as services are provided. The Company recognizes gross receipts (net of taxes collected from customers) as revenue from leased locations and management fees for parking services, as the related services are provided. Ancillary services are earned from management contract properties and are recognized as revenue as those services are provided. The Company’s transportation service revenues are recognized as earned and are based on contracted billable hours.

**Cost of Revenues**

The Company recognizes costs for leases, nonreimbursed costs from managed facilities, and reimbursed expenses as costs of parking services. The costs of parking services consist primarily of rent and payroll-related costs. The costs of transportation services consist primarily of wages and payroll-related costs of drivers and mechanics, repairs and maintenance of busses, and other bus operation-related expenses.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Cash and Cash Equivalents**

For purposes of the statement of cash flows, cash and cash equivalents include the operating cash accounts of the Company and all short term-investments with original maturities of three months or less.

**Accounts Receivable**

Accounts receivable consist of trade accounts arising in the normal course of business. The Company uses the allowance method to account for bad debts as required by US GAAP. Allowance for doubtful collections is based upon a review of outstanding receivables, historical collection information, and existing economic conditions. Customer accounts are analyzed for collectability through analysis of the customer creditworthiness, past transaction history with the customer, current economic industry trends, and changes in customer payment terms. Uncollectible accounts are written off after the Company has exhausted reasonable collection efforts.

**Property and Equipment**

Property and equipment are stated at cost. Major improvements and betterments are capitalized. Maintenance and repairs are expensed as incurred. Depreciation of property and equipment is provided over the estimated useful lives of the respective assets using the straight-line method. Leasehold improvements are amortized on a straight-line basis over the terms of the respective leases. The estimated useful lives of the related assets are as follows:

Transportation equipment	5-7 years
Furniture, fixtures, and equipment	5-7 years
Leasehold improvements	15-39 years

**Long-Lived Assets**

The Company accounts for impairment and disposition of long-lived assets in accordance with FASB ASC 360-10, *Property, Plant, and Equipment*. FASB ASC 360-10 requires impairment losses to be recognized for long-lived assets used in operations when indicators of impairment are present and the undiscounted future cash flows are not sufficient to recover the assets' carrying amount. There was no impairment of the value of such assets for the year ended September 30, 2018.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Income Taxes**

The Company has elected by consent of its stockholder to be taxed under the provisions of Subchapter S of the Internal Revenue Code. Under those provisions, the Company does not pay federal corporate income taxes on its taxable income and is not allowed a net operating loss carryover or carryback as a deduction. Instead, the stockholder is liable for individual income taxes on the respective share of the Company's taxable income.

The Company also files tax returns in the states of Arizona, California, and Texas. These states have conformed to the federal law that allows domestic corporations to be taxed under similar provisions of Subchapter S of the Internal Revenue Code. However, unlike the federal provision, these states impose taxes on the Company's net income or a derivative of income.

The fees for doing business in these states for the year ended September 30, 2018, were approximately \$92,000 and are included in general and administrative expenses and the provision for income taxes in the accompanying statement of operations.

The Company accounts for uncertain tax positions in accordance with FASB ASC 740-10. The application of income tax law is inherently complex. Laws and regulations in this area are voluminous and are often ambiguous. The Company is required to make subjective assumptions and judgments regarding its income tax exposures. Interpretations and guidance surrounding income tax laws and regulations change over time. As such, changes in the Company's subjective assumptions and judgments can materially affect amounts recognized in the balance sheet and the statement of operations.

The Company's policy is to recognize interest and/or penalties related to all tax positions in income tax expense. To the extent that accrued interest and penalties do not ultimately become payable, amounts accrued will be reduced and reflected as a reduction of the overall income tax provision in the period that such determination is made. No interest or penalties were accrued as of September 30, 2018. The Company's tax years from 2014 to 2017 are open to review for federal tax purposes, and its tax years from 2013 to 2017 are open to review for state income tax purposes.

**Marketable Securities**

Marketable securities held by the Company at September 30, 2018, are classified in accordance with FASB ASC 320-10, *Investments - Debt and Equity Securities*, as available-for-sale securities. Available-for-sale securities are recorded at fair value, with the change in value during the period excluded from earnings and recorded net of tax as a component of other comprehensive income. Realized gains or losses from the sale of marketable securities are computed based on specific identification of historical cost.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Comprehensive Income**

The Company utilizes FASB ASC 220-10, *Comprehensive Income*, which requires the reporting of comprehensive income in addition to net income from operations. Comprehensive income is a more inclusive financial reporting methodology that includes disclosure of certain financial information that historically has not been recognized in the determination of net income.

**Insurance Reserves**

The Company purchases comprehensive casualty insurance covering certain claims that arise in connection with its operations. In addition, the Company purchases umbrella/excess liability coverage. The Company's various liability insurance policies have deductibles that must be met before the insurance companies are required to pay directly to or reimburse the Company for costs incurred relating to covered claims. As a result, the Company is, in effect, self-insured for all claims up to the deductible levels. The Company's recognition of expense is based upon the Company's determination of an unfavorable outcome of a claim being deemed as probable and capable of being reasonably estimated, as defined in the guidance related to accounting for contingencies. This determination requires the use of judgment in both the estimation of probability and the amount to be recognized as an expense. The Company utilizes historical claims experience along with regular input from third-party insurance advisors in determining the required level of insurance reserves. Future information regarding historical loss experience may require changes to the level of insurance reserves and could result in increased expense recognition in the future.

**Compensated Absences**

Employees of the Company are entitled to paid vacation, paid sick days, and personal days off, depending on job classification, length of service, and other factors. Employees are represented by a number of labor unions, and each contract contains different provisions for such employee-compensated absences. In addition, management and other nonunion employees also have contracts or agreements with the Company that provide for compensated absences. It is impracticable to calculate the amount of compensation for future absences, and accordingly, the Company has estimated an accrual of \$100,000 for future compensated absences, which is recorded in the accompanying financial statements.

**Advertising and Promotional Costs**

Advertising and promotional costs are charged to operations when incurred. For the year ended September 30, 2018, advertising and promotional costs totaled approximately \$1,000 and are included in general and administrative expenses in the accompanying statement of operations.



**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Taxes Collected from Customers and Remitted to Governmental Authorities**

Taxes assessed by governmental authorities on revenue-producing transactions are recorded on a net basis and have been excluded from sales in the accompanying statement of operations.

**Use of Estimates**

The process of preparing financial statements in accordance with US GAAP requires the use of estimates and assumptions regarding certain types of assets, liabilities, revenues and gains, and expenses and losses. Such estimates primarily relate to unsettled transactions and events as of the date of the financial statements. Accordingly, upon settlement, actual results may differ from estimated amounts.

**New Accounting Pronouncements**

In May 2014, the FASB issued Accounting Standards Update (“ASU”) 2014-09, *Revenue from Contracts with Customers (Topic 606)*. The ASU establishes a comprehensive revenue recognition standard for virtually all industries in US GAAP, including those that previously followed industry-specific guidance, such as the real estate, construction, and software industries. The ASU’s core principle is to recognize revenue to depict the transfer of goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. During 2014-2016, the FASB issued various amendments to this topic and the amendments clarified certain positions and extended the implementation date until annual periods beginning after December 15, 2018. Early adoption is permitted, but no earlier than periods beginning after December 15, 2016. The Company is currently evaluating the effect of ASU 2014-09 on the presentation of its financial statements.

In January 2016, the FASB issued ASU No. 2016-01, *Financial Instruments-Overall (Subtopic 825-10)*. One of the main provisions of this ASU is that it requires investments in equity securities with readily determinable fair values to be measured at fair value, with changes in the fair value recognized through net income. An entity’s equity investments that are accounted for under the equity method of accounting or result in consolidation of an investee are not included within the scope of this ASU. For equity investments that do not have readily determinable fair values, the ASU allows them to be remeasured at fair value either upon the occurrence of an observable price change or upon identification of an impairment; and requires an assessment for impairment qualitatively at each reporting period. ASU 2016-01 is effective for fiscal years beginning after December 15, 2018, and interim periods within fiscal years beginning after December 15, 2019. Early adoption is permitted as of the fiscal years beginning after December 15, 2017, including interim periods within those fiscal years. The Company is currently evaluating the impact of the provisions of ASU 2016-01 on the presentation of its financial statements.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**New Accounting Pronouncements (Continued)**

In February 2016, the FASB issued ASU 2016-02, *Leases (Topic 842)*. ASU 2016-02 requires the recognition of lease assets and lease liabilities by lessees for those leases classified as operating leases under previous standards. For leases with a term of 12 months or less, a lessee is permitted to make an accounting policy election by class of asset not to recognize lease assets and lease liabilities. ASU 2016-02 is effective for fiscal years beginning after December 15, 2019, and early application is permitted. The Company is currently evaluating the effect of ASU 2016-02 on the presentation of its financial statements.

In June 2016, the FASB issued ASU 2016-13, *Measurement of Credit Losses on Financial Instruments*, which requires credit losses on most financial assets measured at amortized cost and certain other instruments to be measured using an expected credit loss model (referred to as the current expected credit loss (CECL) model). The ASU also replaces the current accounting model for purchased credit impaired loans and debt securities. Further, the ASU makes certain targeted amendments to the existing impairment model for available-for-sale debt securities. For nonpublic entities, the amendments are effective for fiscal years beginning after December 15, 2021, and interim periods within fiscal years beginning after December 15, 2021. The Company is currently evaluating the effect of ASU 2016-13 on the presentation of its financial statements.

**Note 2: Concentrations, Risks, and Uncertainties**

The Company maintains its cash balances at several banks. At September 30, 2018, accounts at each institution are insured by the Federal Deposit Insurance Corporation for up to \$250,000. Throughout the course of the year, the Company regularly maintains bank deposits in excess of federally insured limits. The Company historically has not experienced any losses in such accounts, and management believes that the Company is not exposed to any significant credit risk with respect to its cash and cash equivalents.

A substantial portion of the Company's revenue was received from one customer. During the year ended September 30, 2018, gross revenues collected from this customer aggregated approximately \$18,632,000. At September 30, 2018, there are no outstanding amounts due from this customer.

Credit is extended for some customers and is based on financial condition, and generally, collateral is not required. Credit losses are provided for in the financial statements and consistently have been within management's expectations.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 3: Marketable Securities**

Available-for-sale securities consist of the following at September 30, 2018:

	<u>Fair Value</u>	<u>Cost</u>	<u>Gross Unrealized Holding Gain</u>	<u>Gross Unrealized Holding Loss</u>
Money market funds	\$ 36,124	\$ 36,124	\$ -	\$ -
Common stock	<u>130,763</u>	<u>67,097</u>	<u>63,666</u>	<u>-</u>
Total	<u>\$ 166,887</u>	<u>\$ 103,221</u>	<u>\$ 63,666</u>	<u>\$ -</u>

There were no sales of available-for-sale securities during the year ended September 30, 2018.

**Note 4: Accounts Receivable, Net**

Accounts receivable, net at September 30, 2018, consist of the following:

Trade accounts receivable	\$ 6,543,126
Less: Allowance for doubtful accounts	<u>(32,693)</u>
Accounts Receivable, Net	<u>\$ 6,510,433</u>

**Note 5: Other Receivables**

At September 30, 2018, the Company has a receivable from a customer totaling \$1,177,620 for installation of equipment on the customer's premise. The receivable is payable over a period of 5 years, with interest at the rate of 9.8 percent. The balance is included in current and long-term portion of other receivables in the accompanying balance sheet. The balance sheet also includes \$142,724 of receivables from employees and various sources.

**Note 6: Prepaid Expenses and Other Current Assets**

Prepaid expenses and other current assets at September 30, 2018, consist of the following:

Prepaid insurance	\$ 604,879
Other prepaid expenses	<u>484,920</u>
Total Prepaid Expenses and Other Current Assets	<u>\$ 1,089,799</u>

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 7: Property and Equipment**

At September 30, 2018, property and equipment consist of the following:

Transportation equipment	\$ 4,619,121
Furniture, fixtures, and equipment	5,295,168
Leasehold improvements	86,373
Constructions in progress	<u>311,056</u>
 Total property and equipment, at cost	 10,311,718
Less: Accumulated depreciation	<u>(7,100,813)</u>
 Property and Equipment, at Net Book Value	 <u>\$ 3,210,905</u>

Depreciation and amortization expense for the year ended September 30, 2018, was \$942,147.

**Note 7: Accounts Payable and Accrued Liabilities**

Accounts payable and accrued liabilities at September 30, 2018, consist of the following:

Accounts Payable:	
Accounts payable trade	\$ 1,678,483
Due to landowners	<u>2,631,230</u>
 Total Accounts Payable	 <u>\$ 4,309,713</u>
Accrued Liabilities:	
Insurance reserve	\$ 101,947
Accrued vacation	100,000
Accrued payroll and related taxes	977,410
Parking taxes payable	476,640
Deposits and advances	107,820
Claims overbilled	727,076
Pensions payable	305,000
Accrued franchise taxes	200,674
Other accrued liabilities	<u>183,293</u>
 Total Accrued Liabilities	 <u>\$ 3,149,860</u>

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 8: Line of Credit**

The Company maintains a revolving line of credit with a bank to assure credit availability. The line of credit, which provides for maximum borrowings up to \$8,000,000, is secured by substantially all assets of the Company. The maximum borrowings are reduced by the amount of outstanding letters of credit. For a prime revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 2.0 percent or the prime rate less 1.0 percent, payable monthly. The prime rate was 5.25 percent as of September 30, 2018. For the London InterBank Offered Rate ("LIBOR") revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 1.5 percent a year or the fluctuating LIBOR plus 1.5 percent a year. As of September 30, 2018, the Company did not have any borrowings on this line of credit. The line of credit expires in June 2020.

As a subfeature to the line of credit, the Company also has available letters of credit up to \$5,000,000. The form and substance of each of the letters of credit are subject to the approval of the bank. At September 30, 2018, approximately \$1,468,000 was designated as standby letters of credit pursuant to an agreement with the Company's workers' compensation insurance carrier and requirements of parking contracts.

The line of credit agreement with the bank contains various covenants pertaining to the maintenance of working capital and tangible net worth. At September 30, 2018, the Company was in compliance with respect to all terms of the line of credit agreement.

**Note 9: Common Stock**

The Company has authorized 75,000 shares of \$1 par value common stock. At September 30, 2018, 1,000 shares were issued and outstanding.

**Note 10: Commitments and Contingencies**

**Facility Operating Leases**

The Company leases offices under operating lease agreements expiring in various years through 2020. The remaining minimum lease payments as of years ending September 30 are as follows:

2019	\$ 46,200
2020	<u>11,550</u>
Total Minimum Lease Payments	<u>\$ 57,750</u>

The Company leases two operating facilities on a month-to-month basis from the stockholder of the Company at a cost of \$156,000 for the year ended September 30, 2018.

Facility rental expense, including amounts paid to the stockholder, for the year ended September 30, 2017, totaled approximately \$218,000.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 10: Commitments and Contingencies (Continued)**

**Parking Lot Leases**

The Company leases parking facilities under an operating lease agreement expiring in various years through 2019. The remaining minimum lease payments as of years ending September 30 are as follows:

2019	\$ 1,705,400
2020	<u>399,300</u>
Total Minimum Lease Payments	<u>\$ 2,104,700</u>

Parking facilities rent expense for the year ended September 30, 2018, totaled approximately \$1,446,000.

**Obligations Held under Capital Leases**

The Company leases transportation equipment under noncancelable capital leases expiring in various dates through 2022. The assets and liabilities held under capital lease are recorded at the lower of the present value of the minimum lease payments or the fair value of the asset. The assets are depreciated over the lower of the related lease terms or their estimated productive lives. Depreciation of assets under capital leases is included in depreciation and amortization expense for the year ended September 30, 2018.

The following is a summary of property held under capital leases:

Transportation equipment	\$ 778,221
Less: Accumulated depreciation	<u>(525,997)</u>
Property Held under Capital Leases, Net	<u>\$ 252,224</u>

Depreciation on assets held under capital leases and charged to expense for the year ended September 30, 2018, was \$160,656.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 10: Commitments and Contingencies (Continued)**

**Obligations Held under Capital Leases (Continued)**

Minimum future lease payments as of September 30, 2018, are as follows:

2019	\$ 180,260
2020	61,563
2021	20,259
2022	20,259
2023	<u>2,253</u>
Total minimum lease payments	284,594
Less: Amount representing interest	<u>(32,012)</u>
Present value of net minimum lease payments	252,582
Current maturities of obligations held under capital leases	<u>156,024</u>
Long-Term Portion of Obligations Held under Capital Leases	<u><u>\$ 96,558</u></u>

**Coverage**

The Company has insurance policies that allow the Company to control the risks related to loss claims that exceed certain minimum deductible limits, but not to exceed a predetermined maximum ceiling of exposure. Based on recent claims history and the Company's estimates of the aggregate liability, a provision for claims under this insurance coverage is recorded and revised monthly for appropriateness. As of September 30, 2018, the accrued provision for claims was approximately \$102,000. The accrual is included in accrued liabilities in the accompanying balance sheet. The Company pays all claims monthly as required by the carrier.

**Performance Bonds**

As of September 30, 2018, the Company maintained approximately \$3,111,000 in bonds issued by various surety companies to provide protection against the Company's failure to perform certain contracts in accordance with their terms. These bonds are guaranteed by the Company.

**Litigation**

The Company experiences routine litigation in the normal course of its business. Management does not believe that any pending or threatened litigation will have a material adverse effect on its financial statements.



**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 11: Related-Party Transactions**

The Company purchased a supplemental insurance policy from a related party through common ownership. The Company paid premiums of \$2,100,000 during the year ended September 30, 2018, to cover the period from November 1, 2017 through October 31, 2018. During the year ended September 30, 2018, the Company overbilled this entity for claims reimbursement. At September 30, 2018, the Company has an amount payable to this entity of \$727,076 for the overbilled that is included in accrued liabilities in the accompanying balance sheet.

As discussed in Note 10, the Company leases two facilities from the stockholder, with monthly rental expense totaling \$13,000. Total rent expense for the year ended September 30, 2018, paid to the stockholder was \$156,000. These leases are month to month per the agreement with the stockholder. The Company does not intend to terminate these leases at the present time.

**Note 12: Pension Plans**

In accordance with the collective bargaining agreements, the Company makes contributions to the Western Conference of Teamsters Pension Trust Fund on behalf of all covered employees for Teamsters Local 911 Ontario and Teamsters Local 665 San Francisco. For the year ended September 30, 2018, the Company has agreed to contribute \$0.10 and \$0.30, respectively, per hour worked for employees who have been employed less than 90 days and \$2.75 and \$2.19, respectively, per hour worked for employees who have been employed more than 90 days. These collective bargaining agreements expire in June 2022 and November 2022, respectively.

In addition, the Company makes contributions to the Teamsters Local 665 San Francisco 401(k) plan on behalf of all covered employees. For the year ended September 30, 2018, the Company has agreed to contribute \$0.25 per hour worked to the 401(k) plan for employees who have been employed more than 90 days.

For the year ended September 30, 2018, the Company made contributions to the SF Western Conference of Teamsters Pension Trust Fund in the amount of approximately \$337,000, which is included in cost of revenues in the accompanying statement of operations. The Company's contribution to the plan makes up less than 5 percent of total plan contributions per the 2017 annual report.

The Company's participation in this plan for the annual periods ended December 31, 2017, is outlined below. The "EIN/Pension Plan Number" provides the Employee Identification Number ("EIN") and the three-digit plan number. The most recent Pension Protection Act zone status available is January 1, 2018. The zone status is based on information that the Company receives from the plan and is certified by the plan's actuary.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 12: Pension Plans (Continued)**

Among other factors, plans in the red zone are generally less than 65 percent funded, plans in the yellow zone are less than 80 percent funded, and plans in the green zone are at least 80 percent funded. FIP/RP Status Pending indicates plans for which a financial improvement plan (“FIP”) or a rehabilitation plan (“RP”) is either pending or has been implemented. There have been no significant changes that affect the comparability of 2017 contributions.

Pension Fund Name: SF Western Conference of Teamsters Pension Trust Fund  
EIN/Pension Plan Number: 91-6145047/001

Pension Protection Act

Zone Status	Green
-------------	-------

FIP/RP Status Pending	N/A
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Surcharge Imposed	No
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Expiration Date of Collective

Bargaining Agreement(s)	November 30, 2020 and June 30, 2022
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The risks of participating in a multiemployer pension plan are different from a single-employer plan in the following aspects:

- a. Assets contributed to the multiemployer plan by one employer may be used to provide benefits to employees of other participating employers.
- b. If a participating employer stops contributing to the plan, the unfunded obligations of the plan may be borne by the remaining participating employers.
- c. If the Company chooses to stop participating in the multiemployer plan, it may be required to pay the plan an amount based on the underfunded status of the plan, which is referred to as the withdrawal liability.

**Note 13: Fair Value Measurements**

The Company accounts for fair value transactions using FASB ASC 820, *Fair Value Measurements and Disclosures*. FASB ASC 820-10 defines fair value, establishes a framework for measuring fair value, and requires enhanced disclosures about fair value measurement.

FASB ASC 820 establishes a three-level valuation hierarchy for disclosure of fair value measurements. The valuation hierarchy is based upon the transparency of inputs in the valuation of an asset as of the measurement date.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2018**

**Note 13: Fair Value Measurements (Continued)**

The three levels are defined as follows:

Level 1: Quoted market prices in active markets for identical assets or liabilities.

Level 2: Valuations based on quoted prices in markets that are not active or for which all significant inputs are observable, either directly or indirectly.

Level 3: Valuations based on inputs that are unobservable and significant to the overall fair value measurement.

Fair value is a market-based measurement considered from the perspective of a market participant rather than an entity-specific measurement. Therefore, even when market assumptions are not readily available, the Company's own assumptions are set to reflect those that market participants would use in pricing the asset or liability at the measurement date.

A financial instrument's categorization within the valuation hierarchy is based upon the lowest level of input that is significant to the fair value measurement.

Assets measured at fair value on a recurring basis are composed of the following:

<u>Description</u>	<u>Fair Value at September 30, 2018</u>
Marketable Securities (Equity Securities)	<u>\$ 166,887</u>

Fair value was determined based on quoted market prices in an active market (Level 1).

The Company did not recognize any unrealized loss on marketable securities in the statement of operations for the year ended September 30, 2018.

**Note 14: Subsequent Events**

Events occurring after September 30, 2018, have been evaluated for possible adjustment to the financial statements or disclosure as of January 24, 2019, which is the date the financial statements were available to be issued.

**PARKING CONCEPTS, INC.**

**FINANCIAL STATEMENTS**

**YEAR ENDED SEPTEMBER 30, 2017**

**WITH INDEPENDENT AUDITORS' REPORT**

**PARKING CONCEPTS, INC.**  
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**SEPTEMBER 30, 2017**

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## **INDEPENDENT AUDITORS' REPORT**

To the Management of  
Parking Concepts, Inc.  
Irvine, California

We have audited the accompanying financial statements of Parking Concepts, Inc. (a California S corporation) (the "Company"), which comprise the balance sheet as of September 30, 2017, and the related statements of operations, comprehensive income, changes in stockholder's equity, and cash flows for the year then ended, and the related notes to the financial statements.

### **Management's Responsibility for the Financial Statements**

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### **Auditors' Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the Company's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Parking Concepts, Inc. as of September 30, 2017, and the results of its operations and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

*White Nelson Riehl Evans LLP*

Irvine, California  
February 27, 2018



**PARKING CONCEPTS, INC.**  
**BALANCE SHEET**  
**SEPTEMBER 30, 2017**

**ASSETS**

Current Assets:	
Cash and cash equivalents	\$ 5,618,698
Marketable securities	130,346
Accounts receivable, net	5,277,406
Prepaid expenses and other current assets	<u>1,623,327</u>
Total Current Assets	12,649,777
Property and Equipment, at Net Book Value	3,454,981
Other Assets:	
Deposits and other long-term assets	<u>585,319</u>
Total Assets	<u><u>\$ 16,690,077</u></u>

**LIABILITIES AND STOCKHOLDER'S EQUITY**

Current Liabilities:	
Accounts payable	\$ 3,705,160
Accrued liabilities	2,683,245
Current portion of long-term debt	12,805
Current portion of capital lease obligations	<u>184,036</u>
Total Current Liabilities	<u>6,585,246</u>
Long-Term Liabilities:	
Capital lease obligations	<u>155,538</u>
Total Long-Term Liabilities	<u>155,538</u>
Total Liabilities	6,740,784
Stockholder's Equity:	
Common stock	1,000
Accumulated other comprehensive loss	(61,037)
Retained earnings	<u>10,009,330</u>
Total Stockholder's Equity	<u>9,949,293</u>
Total Liabilities and Stockholder's Equity	<u><u>\$ 16,690,077</u></u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**STATEMENT OF OPERATIONS**  
**YEAR ENDED SEPTEMBER 30, 2017**

Gross Revenues	\$ 112,700,566
Less: Landowner revenues remitted, net	<u>(57,584,976)</u>
Revenues	55,115,590
Cost of Revenues	<u>48,657,295</u>
Gross Profit	6,458,295
General and Administrative Expenses	<u>5,973,360</u>
Income from Operations	484,935
Other Income (Expense):	
Interest income	9,802
Interest expense	(25,570)
Other income	<u>368</u>
Total Other Income (Expense)	<u>(15,400)</u>
Income before Provision for Income Taxes	469,535
Provision for Income Taxes	<u>3,400</u>
Net Income	<u><u>\$ 466,135</u></u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**STATEMENT OF COMPREHENSIVE INCOME**  
**YEAR ENDED SEPTEMBER 30, 2017**

Net Income	\$ 466,135
Other Comprehensive Income:	
Unrealized holding gains on marketable securities arising in current year, net of income tax of \$0	<u>14,770</u>
Comprehensive Income	<u><u>\$ 480,905</u></u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**STATEMENT OF CHANGES IN STOCKHOLDER'S EQUITY**  
**YEAR ENDED SEPTEMBER 30, 2017**

	Common Stock	Additional Paid-In Capital	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Total Stockholder's Equity
Balance, September 30, 2016	\$ 1,000	\$ 1,400,000	\$ (75,807)	\$ 10,034,195	\$ 11,359,388
Net Income	-	-	-	466,135	466,135
Other Comprehensive Income	-	-	14,770	-	14,770
Return of Capital	-	(1,400,000)	-	-	(1,400,000)
Distributions	-	-	-	(491,000)	(491,000)
Balance, September 30, 2017	<u>\$ 1,000</u>	<u>\$ -</u>	<u>\$ (61,037)</u>	<u>\$ 10,009,330</u>	<u>\$ 9,949,293</u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**STATEMENT OF CASH FLOWS**  
**YEAR ENDED SEPTEMBER 30, 2017**

Cash Flows From Operating Activities:	
Net Income	\$ 466,135
Noncash Item Included in Net Income:	
Depreciation and amortization	916,434
Changes in:	
Accounts receivable	628,310
Prepaid expenses and other current assets	510,401
Deposits and other long-term assets	109,464
Accounts payable	(552,254)
Accrued liabilities	<u>(1,038,899)</u>
Net Cash Provided by Operating Activities	1,039,591
Cash Flows from Investing Activities:	
Purchases of property and equipment	(352,279)
Proceeds from sale of property and equipment	<u>19,000</u>
Net Cash Used in Investing Activities	(333,279)
Cash Flows from Financing Activities:	
Payments on long-term debt	(13,580)
Payments on capital lease obligations	(176,827)
Return of capital	(1,400,000)
Distributions to stockholder	<u>(491,000)</u>
Net Cash Used in Financing Activities	<u>(2,081,407)</u>
Net Decrease in Cash and Cash Equivalents	(1,375,095)
Cash and Cash Equivalents, Beginning of Year	<u>6,993,793</u>
Cash and Cash Equivalents, End of Year	<u><u>\$ 5,618,698</u></u>
Supplemental Disclosures:	
Interest paid	<u><u>\$ 25,570</u></u>
Income taxes paid	<u><u>\$ 105,385</u></u>
Supplemental Disclosure of Noncash Investing and Financing Activities:	
Acquisition of property and equipment through capital lease financing	<u><u>\$ 71,688</u></u>

The accompanying notes are an integral part of these financial statements.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 1: Nature of Business and Summary of Significant Accounting Policies**

**Nature of Business**

Parking Concepts, Inc. (the "Company") was incorporated in the state of California in 1974. The Company's principal business activities include the management and leasing of various parking facilities throughout Arizona, California, and Texas for both municipalities and the private sector.

The Company also has a division, Transportation Concepts, which operates several public and private transportation contracts.

**Basis of Presentation**

The accompanying financial statements are presented using the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America ("US GAAP"). References to the "ASC" hereafter refer to the Accounting Standards Codification established by the Financial Accounting Standards Board ("FASB") as the source of authoritative US GAAP.

**Revenue Recognition**

The Company's parking revenues are primarily derived from leased locations and managed properties and the providing of ancillary services. In accordance with the guidance related to revenue recognition, revenue is recognized when persuasive evidence of an arrangement exists, the fees are fixed and determinable, collectability is reasonably assured, and as services are provided. The Company recognizes gross receipts (net of taxes collected from customers) as revenue from leased locations, and management fees for parking services, as the related services are provided. Ancillary services are earned from management contract properties and are recognized as revenue as those services are provided. The Company's transportation service revenues are recognized as earned and are based on contracted billable hours.

**Cost of Revenues**

The Company recognizes costs for leases, nonreimbursed costs from managed facilities, and reimbursed expenses as costs of parking services. The costs of parking services consist primarily of rent and payroll-related costs. The costs of transportation services consist primarily of wages and payroll-related costs of drivers and mechanics, repairs and maintenance of busses, and other bus operation-related expenses.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Cash and Cash Equivalents**

For purposes of the statement of cash flows, cash and cash equivalents include the operating cash accounts of the Company and all short term-investments with original maturities of three months or less.

**Accounts Receivable**

Accounts receivable consist of trade accounts arising in the normal course of business. The Company uses the allowance method to account for bad debts as required by US GAAP. Allowance for doubtful collections is based upon a review of outstanding receivables, historical collection information, and existing economic conditions. Customer accounts are analyzed for collectability through analysis of the customer creditworthiness, past transaction history with the customer, current economic industry trends, and changes in customer payment terms. Uncollectible accounts are written off after the Company has exhausted reasonable collection efforts.

**Property and Equipment**

Property and equipment are stated at cost. Major improvements and betterments are capitalized. Maintenance and repairs are expensed as incurred. Depreciation of property and equipment is provided over the estimated useful lives of the respective assets using the straight-line method. Leasehold improvements are amortized on a straight-line basis over the terms of the respective leases. The estimated useful lives of the related assets are as follows:

Transportation equipment	5-7 years
Furniture, fixtures, and equipment	5-7 years
Leasehold improvements	15-39 years

Depreciation and amortization expense for the year ended September 30, 2017, was \$916,434.

**Long-Lived Assets**

The Company accounts for impairment and disposition of long-lived assets in accordance with FASB ASC 360-10, *Property, Plant, and Equipment*. FASB ASC 360-10 requires impairment losses to be recognized for long-lived assets used in operations when indicators of impairment are present and the undiscounted future cash flows are not sufficient to recover the assets' carrying amount. There was no impairment of the value of such assets for the year ended September 30, 2017.



**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Income Taxes**

The Company has elected by consent of its stockholder to be taxed under the provisions of Subchapter S of the Internal Revenue Code. Under those provisions, the Company does not pay federal corporate income taxes on its taxable income and is not allowed a net operating loss carryover or carryback as a deduction. Instead, the stockholder is liable for individual income taxes on the respective share of the Company's taxable income.

The Company also files tax returns in the states of Arizona, California, and Texas. These states have conformed to the federal law that allows domestic corporations to be taxed under similar provisions of Subchapter S of the Internal Revenue Code. However, unlike the federal provision, these states impose taxes on the Company's net income or a derivative of income.

The fees for doing business in these states for the year ended September 30, 2017, ~~were~~ were approximately \$94,000 and are included in general and administrative expenses and the provision for income taxes in the accompanying statement of operations.

The Company accounts for uncertain tax positions in accordance with FASB ASC 740-10. The application of income tax law is inherently complex. Laws and regulations in this area are voluminous and are often ambiguous. The Company is required to make subjective assumptions and judgments regarding its income tax exposures. Interpretations and guidance surrounding income tax laws and regulations change over time. As such, changes in the Company's subjective assumptions and judgments can materially affect amounts recognized in the balance sheet and the statement of operations.

The Company's policy is to recognize interest and/or penalties related to all tax positions in income tax expense. To the extent that accrued interest and penalties do not ultimately become payable, amounts accrued will be reduced and reflected as a reduction of the overall income tax provision in the period that such determination is made. No interest or penalties were accrued as of September 30, 2017. The Company's tax years from 2013 to 2016 are open to review for federal tax purposes, and its tax years from 2012 to 2016 are open to review for state income tax purposes.

**Marketable Securities**

Marketable securities held by the Company at September 30, 2017, are classified in accordance with FASB ASC 320-10, *Investments - Debt and Equity Securities*, as available-for-sale securities. Available-for-sale securities are recorded at fair value, with the change in value during the period excluded from earnings and recorded net of tax as a component of other comprehensive income. Realized gains or losses from the sale of marketable securities are computed based on specific identification of historical cost.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Comprehensive Income**

The Company utilizes FASB ASC 220-10, *Comprehensive Income*, which requires the reporting of comprehensive income in addition to net income from operations. Comprehensive income is a more inclusive financial reporting methodology that includes disclosure of certain financial information that historically has not been recognized in the determination of net income.

**Insurance Reserves**

The Company purchases comprehensive casualty insurance covering certain claims that arise in connection with its operations. In addition, the Company purchases umbrella/excess liability coverage. The Company's various liability insurance policies have deductibles that must be met before the insurance companies are required to pay directly to or reimburse the Company for costs incurred relating to covered claims. As a result, the Company is, in effect, self-insured for all claims up to the deductible levels. The Company's recognition of expense is based upon the Company's determination of an unfavorable outcome of a claim being deemed as probable and capable of being reasonably estimated, as defined in the guidance related to accounting for contingencies. This determination requires the use of judgment in both the estimation of probability and the amount to be recognized as an expense. The Company utilizes historical claims experience along with regular input from third-party insurance advisors in determining the required level of insurance reserves. Future information regarding historical loss experience may require changes to the level of insurance reserves and could result in increased expense recognition in the future.

**Compensated Absences**

Employees of the Company are entitled to paid vacation, paid sick days, and personal days off, depending on job classification, length of service, and other factors. Employees are represented by a number of labor unions, and each contract contains different provisions for such employee-compensated absences. In addition, management and other nonunion employees also have contracts or agreements with the Company that provide for compensated absences. It is impracticable to calculate the amount of compensation for future absences, and accordingly, the Company has estimated an accrual of \$100,000 for future compensated absences, which is recorded in the accompanying financial statements.

**Advertising and Promotional Costs**

Advertising and promotional costs are charged to operations when incurred. For the year ended September 30, 2017, advertising and promotional costs totaled approximately \$6,000 and are included in general and administrative expenses in the accompanying statement of operations.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**Taxes Collected from Customers and Remitted to Governmental Authorities**

Taxes assessed by governmental authorities on revenue-producing transactions are recorded on a net basis and have been excluded from sales in the accompanying statement of operations.

**Use of Estimates**

The process of preparing financial statements in accordance with US GAAP requires the use of estimates and assumptions regarding certain types of assets, liabilities, revenues and gains, and expenses and losses. Such estimates primarily relate to unsettled transactions and events as of the date of the financial statements. Accordingly, upon settlement, actual results may differ from estimated amounts.

**New Accounting Pronouncements**

In May 2014, the FASB issued Accounting Standards Update (“ASU”) 2014-09, *Revenue from Contracts with Customers (Topic 606)*. The ASU establishes a comprehensive revenue recognition standard for virtually all industries in US GAAP, including those that previously followed industry-specific guidance, such as the real estate, construction, and software industries. The ASU’s core principle is to recognize revenue to depict the transfer of goods or services to customers in an amount that reflects the consideration to which the entity expects to be entitled in exchange for those goods or services. During 2014-2016, the FASB issued various amendments to this topic and the amendments clarified certain positions and extended the implementation date until annual periods beginning after December 15, 2018. Early adoption is permitted, but no earlier than periods beginning after December 15, 2016. The Company is currently evaluating the effect of ASU 2014-09 on the presentation of its financial statements.

In February 2016, the FASB issued ASU 2016-02, *Leases (Topic 842)*. ASU 2016-02 requires the recognition of lease assets and lease liabilities by lessees for those leases classified as operating leases under previous standards. For leases with a term of 12 months or less, a lessee is permitted to make an accounting policy election by class of asset not to recognize lease assets and lease liabilities. ASU 2016-02 is effective for fiscal years beginning after December 15, 2019, and early application is permitted. The Company is currently evaluating the effect of ASU 2016-02 on the presentation of its financial statements.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 1: Nature of Business and Summary of Significant Accounting Policies (Continued)**

**New Accounting Pronouncements (Continued)**

In June 2016, the FASB issued ASU 2016-13, *Measurement of Credit Losses on Financial Instruments*, which requires credit losses on most financial assets measured at amortized cost and certain other instruments to be measured using an expected credit loss model (referred to as the current expected credit loss (CECL) model). The ASU also replaces the current accounting model for purchased credit impaired loans and debt securities. Further, the ASU makes certain targeted amendments to the existing impairment model for available-for-sale debt securities. For nonpublic entities, including not-for-profit entities and employee benefit plans within the scope of Topics 960-965 on plan accounting, the amendments are effective for fiscal years beginning after December 15, 2020, and interim periods within fiscal years beginning after December 15, 2021. The Company is currently evaluating the effect of ASU 2016-13 on the presentation of its financial statements.

**Note 2: Concentrations, Risks, and Uncertainties**

The Company maintains its cash balances at several banks. At September 30, 2017, accounts at each institution are insured by the Federal Deposit Insurance Corporation up to \$250,000. Throughout the course of the year, the Company regularly maintains bank deposits in excess of federally insured limits. The Company historically has not experienced any losses in such accounts and management believes that the Company is not exposed to any significant credit risk with respect to its cash and cash equivalents.

A substantial portion of the Company's revenue was received from one customer. During the year ended September 30, 2017, gross revenues collected from this customer aggregated approximately \$18,564,000. At September 30, 2017, there are no outstanding amounts due from this customer.

Credit is extended for some customers and is based on financial condition, and generally, collateral is not required. Credit losses are provided for in the financial statements and consistently have been within management's expectations.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 3: Marketable Securities**

Available-for-sale securities consist of the following at September 30, 2017:

	<u>Fair Value</u>	<u>Cost</u>	<u>Gross Unrealized Holding Gain</u>	<u>Gross Unrealized Holding Loss</u>
Money Market Funds	\$ 20,384	\$ 20,384	\$ -	\$ -
Common Stock	<u>109,963</u>	<u>48,926</u>	<u>61,037</u>	<u>-</u>
Total	<u>\$ 130,347</u>	<u>\$ 69,310</u>	<u>\$ 61,037</u>	<u>\$ -</u>

There were no sale of available-for-sale securities during the year ended September 30, 2017.

**Note 4: Accounts Receivable, Net**

Accounts receivable, net at September 30, 2017, consist of the following:

Trade accounts receivable	\$ 5,292,811
Less: Allowance for doubtful accounts	<u>(15,405)</u>
Accounts Receivable, Net	<u>\$ 5,277,406</u>

**Note 5: Prepaid Expenses and Other Current Assets**

Prepaid expenses and other current assets at September 30, 2017, consist of the following:

Prepaid insurance	\$ 612,441
Other prepaid expenses	825,480
Other receivables	<u>185,406</u>
Total Prepaid Expenses and Other Current Assets	<u>\$ 1,623,327</u>

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 6: Property and Equipment**

At September 30, 2017, property and equipment consist of the following:

Transportation equipment	\$ 4,339,659
Furniture, fixtures, and equipment	5,320,343
Leasehold improvements	<u>86,373</u>
Total property and equipment, at cost	9,746,375
Less: Accumulated depreciation	<u>(6,291,394)</u>
Property and Equipment, at Net Book Value	<u>\$ 3,454,981</u>

**Note 7: Accounts Payable and Accrued Liabilities**

Accounts payable and accrued liabilities at September 30, 2017, consist of the following:

Accounts Payable:	
Accounts payable trade	\$ 1,604,447
Due to landowners	<u>2,100,713</u>
Total Accounts Payable	<u>\$ 3,705,160</u>
Accrued Liabilities:	
Insurance reserve	\$ 503,774
Accrued vacation	100,000
Accrued payroll and related taxes	994,780
Parking taxes payable	436,279
Deposits and advances	83,270
Other accrued liabilities	<u>565,142</u>
Total Accrued Liabilities	<u>\$ 2,683,245</u>

**Note 8: Line of Credit**

The Company maintains a revolving line of credit with a bank to assure credit availability. The line of credit, which provides for maximum borrowings up to \$8,000,000, is secured by substantially all assets of the Company. The maximum borrowings are reduced by the amount of outstanding letters of credit. For a prime revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 2.0 percent or the prime rate less 1.0 percent, payable monthly. The prime rate was 4.25 percent as of September 30, 2017. For the London InterBank Offered Rate ("LIBOR") revolving loan funding, interest accrues on the outstanding principal at a rate equal to the greater of 1.5 percent a year or the fluctuating LIBOR plus 1.5 percent a year. As of September 30, 2017, the Company did not have any borrowings on this line of credit. The line of credit expires in March 2018.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 8: Line of Credit (Continued)**

As a subfeature to the line of credit, the Company also has available letters of credit up to \$5,000,000. The form and substance of each of the letters of credit are subject to the approval of the bank. At September 30, 2017, approximately \$2,645,000 was designated as standby letters of credit pursuant to an agreement with the Company's workers' compensation insurance carrier and requirements of parking contracts.

The line of credit agreement with the bank contains various covenants pertaining to the maintenance of working capital and tangible net worth. At September 30, 2017, the Company was in compliance with respect to all terms of the line of credit agreement.

**Note 9: Long-Term Debt**

At September 30, 2017, the Company has a note payable to a financial institution, with monthly payments of principal and interest of \$1,181, with interest accruing at 2.95 percent and maturing in July 2018. The note is collateralized by a vehicle. The note matures in July 2018 and has been classified as current liabilities in the accompanying financial statements.

**Note 10: Common Stock**

The Company has authorized 75,000 shares of \$1 par value common stock. At September 30, 2017, 1,000 shares were issued and outstanding.

**Note 11: Commitments and Contingencies**

**Facility Operating Leases**

The Company leases offices under operating lease agreements expiring in various years through 2020. The remaining minimum lease payments as of years ending September 30 are as follows:

2018	\$ 43,800
2019	43,800
2020	<u>10,950</u>
Total Minimum Lease Payments	<u>\$ 98,550</u>

The Company leases two operating facilities on a month-to-month basis from the stockholder of the Company at a cost of \$156,000 for the year ended September 30, 2017.

Facility rental expense, including amounts paid to the stockholder, for the year ended September 30, 2017, totaled approximately \$237,000.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 11: Commitments and Contingencies (Continued)**

**Parking Lot Leases**

The Company leases parking facilities under an operating lease agreement expiring in various years through 2019. The remaining minimum lease payments as of years ending September 30 are as follows:

2018	\$ 2,395,400
2019	<u>182,900</u>
Total Minimum Lease Payments	<u>\$ 2,578,300</u>

Parking facilities rent expense for the year ended September 30, 2017, totaled approximately \$1,434,000.

**Obligations Held under Capital Leases**

The Company leases transportation equipment under noncancelable capital leases expiring in various dates through 2020. The assets and liabilities held under capital lease are recorded at the lower of the present value of the minimum lease payments or the fair value of the asset. The assets are depreciated over the lower of the related lease terms or their estimated productive lives. Depreciation of assets under capital leases is included in depreciation and amortization expense for the year ended September 30, 2017.

The following is a summary of property held under capital leases:

Transportation equipment	\$ 786,414
Less: Accumulated depreciation	<u>(444,653)</u>
Property Held under Capital Leases, Net	<u>\$ 341,761</u>

Depreciation on assets held under capital leases and charged to expense for the year ended September 30, 2017, was \$215,682.



**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 11: Commitments and Contingencies (Continued)**

**Obligations Held under Capital Leases (Continued)**

Minimum future lease payments as of September 30, 2017, are as follows:

2018	\$ 203,165
2019	151,586
2020	<u>26,513</u>
Total minimum lease payments	381,264
Less: Amount representing interest	<u>(41,690)</u>
Present value of net minimum lease payments	339,574
Current maturities of obligations held under capital leases	<u>(184,036)</u>
Long-Term Portion of Obligations Held under Capital Leases	<u>\$ 155,538</u>

**Coverage**

The Company has insurance policies that allow the Company to control the risks related to loss claims that exceed certain minimum deductible limits, but not to exceed a predetermined maximum ceiling of exposure. Based on recent claims history and the Company's estimates of the aggregate liability, a provision for claims under this insurance coverage is recorded and revised monthly for appropriateness. As of September 30, 2017, the accrued provision for claims was approximately \$504,000. The accrual is included in accrued liabilities in the accompanying balance sheet. The Company pays all claims monthly as required by the carrier.

**Performance Bonds**

As of September 30, 2017, the Company maintained approximately \$3,441,000 in bonds issued by various surety companies to provide protection against the Company's failure to perform certain contracts in accordance with their terms. These bonds are guaranteed by the Company.

**Litigation**

The Company experiences routine litigation in the normal course of its business. Management does not believe that any pending or threatened litigation will have a material adverse effect on its financial statements.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 12: Related-Party Transactions**

The Company purchases supplemental insurance policies from two parties related through common ownership. One policy provides coverage for claims below \$60,000 per claim, while the other policy provides coverage for claims in excess of \$60,000 per claim. The Company paid premiums of \$900,000 and \$1,200,000, respectively, during the year ended September 30, 2017, to cover the period from November 1, 2016 through October 31, 2017. The Company has no premiums payable due to the related party as of September 30, 2017. At September 30, 2017, the Company had an insurance claims reimbursement included in accounts receivable of \$135,560.

As discussed in Note 10, the Company leases two facilities from the stockholder, with monthly rental expense totaling \$13,000. Total rent expense for the year ended September 30, 2017, paid to the stockholder was \$156,000. These leases are month to month per the agreement with the stockholder. The Company does not intend to terminate these leases at the present time.

**Note 13: Pension Plans**

In accordance with the collective bargaining agreements, the Company makes contributions to the Western Conference of Teamsters Pension Trust Fund on behalf of all covered employees for Teamsters Local 911 Ontario and Teamsters Local 665 San Francisco. For the year ended September 30, 2017, the Company has agreed to contribute \$0.10 and \$0.30, respectively, per hour worked for employees who have been employed less than 90 days and \$2.25 and \$2.19, respectively, per hour worked for employees who have been employed more than 90 days. Starting January 1, 2017, required contributions for Teamsters Local 911 Ontario increased to \$2.75 per hour worked. These collective bargaining agreements expire in June 2022 and November 2020, respectively.

In addition, the Company makes contributions to the Teamsters Local 665 San Francisco 401(k) plan and the SF Western Conference of Teamsters Pension Trust Fund on behalf of all covered employees. For the year ended September 30, 2017, the Company has agreed to contribute \$0.25 per hour worked to the 401(k) plan for employees who have been employed more than 90 days.

For the year ended September 30, 2017, the Company made contributions to the SF Western Conference of Teamsters Pension Trust Fund in the amount of \$288,011, which is included in cost of revenues in the accompanying statement of operations. The Company's contribution to the plan makes up less than 5 percent of total plan contributions per the 2016 annual report.

The Company's participation in this plan for the annual periods ended December 31, 2016, is outlined below. The "EIN/Pension Plan Number" provides the Employee Identification Number ("EIN") and the three-digit plan number. The most recent Pension Protection Act zone status available is January 1, 2017. The zone status is based on information that the Company receives from the plan and is certified by the plan's actuary.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 13: Pension Plans (Continued)**

Among other factors, plans in the red zone are generally less than 65 percent funded, plans in the yellow zone are less than 80 percent funded, and plans in the green zone are at least 80 percent funded. FIP/RP Status Pending indicates plans for which a financial improvement plan ("FIP") or a rehabilitation plan ("RP") is either pending or has been implemented. There have been no significant changes that affect the comparability of 2016 contributions.

Pension Fund Name: SF Western Conference of Teamsters Pension Trust Fund  
EIN/Pension Plan Number: 91-6145047/001

Pension Protection Act  
Zone Status

Green

FIP/RP Status Pending

N/A

Surcharge Imposed

No

Expiration Date of Collective  
Bargaining Agreement(s)

November 30, 2020 and June 30, 2022

The risks of participating in a multiemployer pension plan are different from a single-employer plan in the following aspects:

- a. Assets contributed to the multiemployer plan by one employer may be used to provide benefits to employees of other participating employers.
- b. If a participating employer stops contributing to the plan, the unfunded obligations of the plan may be borne by the remaining participating employers.
- c. If the Company chooses to stop participating in the multiemployer plan, it may be required to pay the plan an amount based on the underfunded status of the plan, which is referred to as the withdrawal liability.

**Note 14: Fair Value Measurements**

The Company accounts for fair value transactions using FASB ASC 820, *Fair Value Measurements and Disclosures*. FASB ASC 820-10 defines fair value, establishes a framework for measuring fair value, and requires enhanced disclosures about fair value measurement.

FASB ASC 820 establishes a three-level valuation hierarchy for disclosure of fair value measurements. The valuation hierarchy is based upon the transparency of inputs in the valuation of an asset as of the measurement date.

**PARKING CONCEPTS, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**SEPTEMBER 30, 2017**

**Note 14: Fair Value Measurements (Continued)**

The three levels are defined as follows:

Level 1: Quoted market prices in active markets for identical assets or liabilities.

Level 2: Valuations based on quoted prices in markets that are not active or for which all significant inputs are observable, either directly or indirectly.

Level 3: Valuations based on inputs that are unobservable and significant to the overall fair value measurement.

Fair value is a market-based measurement considered from the perspective of a market participant rather than an entity-specific measurement. Therefore, even when market assumptions are not readily available, the Company's own assumptions are set to reflect those that market participants would use in pricing the asset or liability at the measurement date.

A financial instrument's categorization within the valuation hierarchy is based upon the lowest level of input that is significant to the fair value measurement.

Assets measured at fair value on a recurring basis are composed of the following:

<u>Description</u>	<u>Fair Value at September 30, 2017</u>
Marketable Securities (Equity Securities)	<u>\$ 130,346</u>

Fair value was determined based on quoted market prices in an active market (Level 1).

The Company did not recognize any unrealized loss on marketable securities in the statement of operations for the year ended September 30, 2017.

**Note 15: Subsequent Events**

Events occurring after September 30, 2017, have been evaluated for possible adjustment to the financial statements or disclosure as of February 27, 2018, which is the date the financial statements were available to be issued.

### **3. Compliance with Specifications**

Transportation Concepts hereby agrees that the material, equipment and services offered will meet or exceed all of the requirements of the specifications in this RFP and that no deviations have been proposed or exceptions taken.

## **EXHIBIT “E”**

### **INSURANCE REQUIREMENTS**

Without limiting Contractor's indemnification obligations under this Agreement, Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, or employees.

#### **Minimum Scope of Insurance**

Coverage shall be at least as broad as:

Insurance Services Office Commercial General Liability coverage (occurrence form CG 0001).

Insurance Services Office form number CA 0001 (Ed. 1/87) covering Automobile Liability, code 1 (any auto).

Workers' Compensation insurance as required by the State of California.

Employer's Liability Insurance.

#### **Minimum Limits of Insurance**

Contractor shall maintain limits no less than:

General Liability: \$10,000,000 per occurrence for bodily injury, personal injury and property damage. The general aggregate limit shall apply separately to this program or be twice the occurrence limit.

Automobile Liability: \$10,000,000 per occurrence.

Employer's Liability: \$1,000,000 per accident for bodily injury or disease.

#### **Deductibles and Self-Insured Retentions**

Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: (1) the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its officers, officials, employees and volunteers or (2) the Contractor shall provide a financial guarantee satisfactory to the City guaranteeing payment of losses and related investigations, claim administration and defense expenses.

#### **Other Insurance Provisions**

The general liability and automobile liability policies are to contain, or be endorsed to contain, the following provisions:

#### **Additional Insured Endorsement:**

General Liability: The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers, elected and appointed officials, employees, and volunteers are to be

covered as insureds with respect to liability arising out of work performed by or on behalf of the Contractor. General liability coverage can be provided in the form of an endorsement to the Contractor's insurance, or as a separate owner's policy.

Automobile Liability: The Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, their officers, elected and appointed officials, employees, and volunteers are to be covered as insureds with respect to liability arising out of automobiles owned, leased, hired or borrowed by or on behalf of the Contractor.

For any claims related to this project, the Contractor's insurance coverage shall be primary insurance as respects to the Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, its officers, elected and appointed officials, employees, and volunteers. Any insurance or self-insurance maintained by the Cities of Redondo Beach, Hermosa Beach, Manhattan Beach and El Segundo, its officers, officials, employees, or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be canceled by either party, except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City.

Each insurance policy shall be endorsed to state that the inclusion of more than one insured shall not operate to impair the rights of one insured against another insured, and the coverages afforded shall apply as though separate policies had been issued to each insured.

Each insurance policy shall be in effect prior to awarding the contract and each insurance policy or a successor policy shall be in effect for the duration of the project. The maintenance of proper insurance coverage is a material element of the contract and failure to maintain or renew coverage or to provide evidence of renewal may be treated by the City as a material breach of contract on the Contractor's part.

#### Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII and which are authorized to transact insurance business in the State of California by the Department of Insurance.

#### Verification of Coverage

Contractor shall furnish the City with original certificates and amendatory endorsements effecting coverage required by this clause. The endorsements should be on the City authorized forms provided with the contract specifications. Standard ISO forms which shall be subject to City approval and amended to conform to the City's requirements may be acceptable in lieu of City authorized forms. All certificates and endorsements are to be received and approved by the City before the contract is awarded. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time.

### Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

### Risk Management

Contractor acknowledges that insurance underwriting standards and practices are subject to change, and the City reserves the right to make changes to these provisions in the reasonable discretion of its Risk Manager.



**EXHIBIT “F”**  
**COST PROPOSAL**

See attached.

## EXHIBIT F Cost Proposal

This COST PROPOSAL FORM is the Cost Proposal for all work described in the Transit Service Agreement.

The Cost Proposal consists of Fixed Fees and Fixed Hourly Rates in accordance with 7.b - Fee Structure, of the Transit Services Agreement. The rates shall be for each of the three (3) periods in the Base Term of the Agreement, and shall be based on the levels of service in terms of vehicle revenue hours, as stated below. The detailed budget breakdown included with this COST PROPOSAL FORM shall be consistent with rates proposed.

<b>A. Price Proposal</b>	<b>Period 1</b>	<b>Period 2</b>	<b>Period 3</b>
<b>Months in Contract Period</b>	<b>12</b>	<b>12</b>	<b>12</b>
<b>Revenue Vehicle Hours in Period</b>	<b>41,000</b>	<b>41,000</b>	<b>41,000</b>
1 Fixed Monthly Rate	\$91,198.02	\$95,062.34	\$98,667.18
2 Fixed Hourly Rate	\$42.719	\$44.525	\$46.300
<b>CALCULATION OF TOTAL ANNUAL COSTS</b>			
3 Fixed Monthly Rate X Months in Period	\$1,094,376.24	\$1,140,748.08	\$1,184,006.16
4 Fixed Hourly Cost X Vehicle Revenue Hours in Period	\$1,751,479.00	\$1,825,525.00	\$1,898,300.00
<b>Proposed Total Annual Cost</b>	<b>\$2,845,855.24</b>	<b>\$2,966,273.08</b>	<b>\$3,082,306.16</b>

## EXHIBIT “G”

### OUT OF CONTRACT RATES DIRECTLY ARISING OUT FEDERAL, STATE OR LOCAL EMERGENCIES

Out of contract services, specifically non-driving services directly related to pandemics, such as additional services beyond the requirements described in “Exhibit B”, are subject to the rates set forth below.

Description	Year 1	Year 2	Year 3
Driver Wages	\$ 20.87	\$ 21.54	\$ 22.22
Driver Workers Compensation	\$ 2.70	\$ 2.78	\$ 2.87
Driver Health Insurance	\$ 1.51	\$ 1.56	\$ 1.60
Other Driver Fringe Benefits	\$ 2.28	\$ 2.35	\$ 2.43
Fixed Hourly Rate	<b>\$ 27.35</b>	<b>\$ 28.23</b>	<b>\$ 29.12</b>

## **EXHIBIT "H"**

### **TERMS FOR COMPLIANCE WITH CALIFORNIA LABOR LAW REQUIREMENTS**

1. Contractor acknowledges that the project as defined in this Agreement between Contractor and the City, to which this Terms for Compliance with California Labor Law Requirements is attached and incorporated by reference, is a "public work" as defined in Division 2, Part 7, Chapter 1 (commencing with Section 1720) of the California Labor Code ("Chapter 1"), and that this Agreement is subject to (a) Chapter 1, including without limitation Labor Code Section 1771 and (b) the rules and regulations established by the Director of Industrial Relations ("DIR") implementing such statutes. Contractor shall perform all work on the project as a public work. Contractor shall comply with and be bound by all the terms, rules and regulations described in 1(a) and 1(b) as though set forth in full herein.

2. California law requires the inclusion of specific Labor Code provisions in certain contracts. The inclusion of such specific provisions below, whether or not required by California law, does not alter the meaning or scope of Section 1 above.

3. Pursuant to Labor Code Section 1773.2, copies of the prevailing rate of per diem wages for each craft, classification, or type of worker needed to perform the Agreement are on file at City Hall and will be made available to any interested party on request. Contractor acknowledges receipt of a copy of the DIR determination of such prevailing rate of per diem wages, and Contractor shall post such rates at each job site covered by this Agreement.

4. Contractor shall comply with and be bound by the provisions of Labor Code Sections 1774 and 1775 concerning the payment of prevailing rates of wages to workers and the penalties for failure to pay prevailing wages. The Contractor shall, as a penalty to the City, forfeit the maximum amount allowable by law for each calendar day, or portion thereof, for each worker paid less than the prevailing rates as determined by the DIR for the work or craft in which the worker is employed for any public work done pursuant to this Agreement by Contractor or by any subcontractor.

5. Contractor shall comply with and be bound by the provisions of Labor Code Section 1776, which requires Contractor and each subcontractor to (1) keep accurate payroll records and verify such records in writing under penalty of perjury, as specified in Section 1776, (2) certify and make such payroll records available for inspection as provided by Section 1776, and (3) inform the City of the location of the records.

6. Contractor shall comply with and be bound by the provisions of Labor Code Sections 1777.5, 1777.6 and 1777.7 and California Administrative Code title 8, section 200 *et seq.* concerning the employment of apprentices on public works projects. Contractor shall be responsible for compliance with these aforementioned Sections for all apprenticeable occupations. Prior to commencing work under this Agreement, Contractor shall provide City with a copy of the information submitted to any applicable apprenticeship program. Within sixty (60) days after concluding work pursuant to this Agreement, Contractor and each of its subcontractors shall submit to the City a verified statement of the journeyman and apprentice hours performed under this Agreement.

7. Contractor acknowledges that eight (8) hours labor constitutes a legal day's work. Contractor shall comply with and be bound by Labor Code Section 1810. Contractor shall comply with and be bound by the provisions of Labor Code Section 1813 concerning penalties for workers who work excess hours. The Contractor shall, as a penalty to the City, forfeit twenty-five dollars (\$25) for each worker employed in the performance of this Agreement by the Contractor or by any

subcontractor for each calendar day during which such worker is required or permitted to work more than eight (8) hours in any one (1) calendar day and forty (40) hours in any one calendar week in violation of the provisions of Division 2, Part 7, Chapter 1, Article 3 of the Labor Code. Pursuant to Labor Code section 1815, work performed by employees of Contractor in excess of 8 hours per day, and 40 hours during any one week shall be permitted upon compensation for all hours worked in excess of 8 hours per day at not less than 1 and 1/2 times the basic rate of pay.

8. California Labor Code Sections 1860 and 3700 provide that every contractor will be required to secure the payment of compensation to its employees. In accordance with the provisions of California Labor Code Section 1861, Contractor hereby certifies as follows:

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

9. For every subcontractor who will perform work on the project, Contractor shall be responsible for such subcontractor's compliance with Chapter 1 and Labor Code Sections 1860 and 3700, and Contractor shall include in the written contract between it and each subcontractor a copy of those statutory provisions and a requirement that each subcontractor shall comply with those statutory provisions. Contractor shall be required to take all actions necessary to enforce such contractual provisions and ensure subcontractor's compliance, including without limitation, conducting a periodic review of the certified payroll records of the subcontractor and upon becoming aware of the failure of the subcontractor to pay his or her workers the specified prevailing rate of wages. Contractor shall diligently take corrective action to halt or rectify any failure.

10. To the maximum extent permitted by law, Contractor shall indemnify, hold harmless and defend (at Contractor's expense with counsel acceptable to the City) the City, its officials, officers, employees, agents, independent contractors, and volunteers from and against any demand or claim for damages, compensation, fines, penalties or other amounts arising out of or incidental to any acts or omissions listed above by any person or entity (including Contractor, its subcontractors, and each of their officials, officers, employees and agents) in connection with any work undertaken or in connection with the Agreement, including without limitation the payment of all consequential damages, attorneys' fees, and other related costs and expenses. All duties of Contractor under this Section shall survive termination of the Agreement.