FORT PIERCE REDEVELOPMENT AGENCY

BOARD AGENDA

FPRA Regular Meeting - Tuesday, March 12, 2024 - 5:05 p.m.
City Hall - City Commission Chambers, 100 North U.S. #1, Fort Pierce, Florida

1. **CALL TO ORDER**

2. **PLEDGE OF ALLEGIANCE**

3. **ROLL CALL**

4. **APPROVAL OF MINUTES**

   a. Approval of Minutes from February 13, 2024, regular meeting.

5. **ADDITIONS OR DELETIONS TO AGENDA AND APPROVAL OF AGENDA**

6. **COMMENTS FROM THE PUBLIC**
   Any person who wishes to comment on any subject on this agenda may be heard at this time. Please limit your comments to three (3) minutes or less, as directed by the Chairperson, as this section of the Agenda is limited to fifteen minutes. The FPRA Board will not be able to take any official actions under Comments from the Public. Speakers will address the Chairperson, Commissioners, and the Public with respect. Inappropriate language will not be tolerated.

7. **CONSENT AGENDA**

   a. Approval of the Grant Agreement for Commercial Facade improvement for 2203 Orange Ave - Ft. Pierce Police Athletic League, Inc., DBA St. Lucie Sheriff's PAL

8. **NEW BUSINESS**

a. CRA Advisory Committee Recommendations by Chairman Phil Thompson

b. Update on King's Landing Project by Dale Matteson

c. Award RFP 2024-019 for On-Demand Transportation Services and authorize staff to enter negotiations with the highest ranked respondent, BEEFREE, LLC.

9. **STAFF COMMENTS**

a. FPRA Programs & Activities Summary

10. **BOARD COMMENTS**

11. **ADJOURNMENT**

Pursuant to Section 286.0105, Florida Statutes, the City hereby advises you that if you or another person decide to appeal and decision made by the Fort Pierce Redevelopment Agency with respect to any matter considered at its meeting or hearing, that you or said person will need a record of the proceedings, and that for such person, affected persons may need to insure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. This notice does not constitute consent by the Agency for the introduction or admission into evidence of otherwise inadmissible or irrelevant evidence, nor does it authorize challenges or appeals not otherwise allowed by law.

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this meeting should contact the City Clerk’s Office at (772) 467-3065 at least 48 hours prior to the meeting.

FPRA Regular Meeting - 5:05 p.m. **4. a.**

Meeting Date: March 12, 2024

Re: Minutes of February 13, 2024

Submitted For: Linda Cox, City Clerk, City Clerk

SUBJECT:

Approval of Minutes from February 13, 2024, regular meeting.

Attachments

Minutes of February 13, 2024

MINUTES OF A REGULAR MEETING OF THE FORT PIERCE REDEVELOPMENT AGENCY, HELD IN THE CITY HALL COMMISSION CHAMBERS, 100 NORTH U.S. #1, FORT PIERCE, FLORIDA, AT 5:05 P.M. ON TUESDAY, FEBRUARY 13, 2024.

1. CALL TO ORDER

Chairperson Linda Hudson called the February 13, 2024, FPRA Regular Meeting to order at 5:05 p.m.

2. PLEDGE OF ALLEGIANCE

3. ROLL CALL

Present: Chairperson Linda Hudson; Commissioner Arnold Gaines; Commissioner Michael Broderick; Commissioner Jeremiah Johnson; Commissioner Curtis Johnson, Jr.

Staff Present: City Clerk Linda Cox
City Manager Nicholas Mimms
City Attorney Sara Hedges

4. APPROVAL OF MINUTES

a. Approval of Minutes from December 12, 2023.

Motion was made by Commissioner Michael Broderick, seconded by Commissioner Arnold Gaines to approve the minutes from the December 12, 2023 regular meeting.

AYE: Chairperson Linda Hudson, Commissioner Arnold Gaines, Commissioner Michael Broderick, Commissioner Jeremiah Johnson, Commissioner Curtis Johnson, Jr.

Passed

5. **ADDITIONS OR DELETIONS TO AGENDA AND APPROVAL OF AGENDA**

Motion was made by Commissioner Arnold Gaines, seconded by Commissioner Curtis Johnson, Jr. to approve the agenda as set.

AYE: Chairperson Linda Hudson, Commissioner Arnold Gaines, Commissioner Michael Broderick, Commissioner Jeremiah Johnson, Commissioner Curtis Johnson, Jr.

Passed

6. COMMENTS FROM THE PUBLIC

Any person who wishes to comment on any subject on this agenda may be heard at this time. Please limit your comments to three (3) minutes or less, as directed by the Chairperson, as this section of the Agenda is limited to fifteen minutes. The FPRA Board will not be able to take any official actions under Comments from the Public. Speakers will address the Chairperson, Commissioners, and the Public with respect. Inappropriate language will not be tolerated.

No comments.

7. CONSENT AGENDA

a. Approval of the Grant Agreement for Commercial Facade improvement for 215 N 2nd St.- Gloria Roa Bodin, P.A.

b. Approval of the Grant Agreement for Commercial Facade improvement for 701 Atlantic Avenue - Michael D'Addesi

c. Approval of the Grant Agreement for Commercial Facade improvement for 710 Orange Avenue - Botanical Sanctuary, LLC

d. Approval of the Grant Agreement for Commercial Facade improvement for 500 Orange Avenue for 4616 Investment LLC.

e. Approval of the Interlocal Agreement to manage a Florida Department of Transportation (FDOT) Public Transportation Grant Agreement for the City of Fort Pierce between St. Lucie County and the Fort Pierce Redevelopment Agency

Motion was made by Commissioner Jeremiah Johnson, seconded by Commissioner Arnold Gaines to approve the Consent Agenda.

AYE: Chairperson Linda Hudson, Commissioner Arnold Gaines, Commissioner Michael Broderick, Commissioner Jeremiah Johnson, Commissioner Curtis Johnson, Jr.

Passed

Chairperson Linda Hudson acknowledged the presence of a member from St. Lucie County and expressed her joy about the Interlocal Agreement being passed.

8. NEW BUSINESS

a. Review of Commercial Facade Grant Application - 2203 Orange Avenue - Ft Pierce Police Athletic League Inc DBA St. Lucie Sheriff's PAL

Miriam Garcia, Redevelopment Specialist, presented the review of the Commercial Façade Grant Application for Ft Pierce Police Athletic League Inc., DBA St. Lucie Sheriff's PAL, and answered questions from the board such as the material of the structure and the amounts awarded to the previous Commercial Façade applicants.

During the meeting, the Board emphasized the importance of extending the benefits of the program to more businesses, especially those in the Orange Avenue corridor.

Motion was made by Commissioner Curtis Johnson, Jr., seconded by Commissioner Michael Broderick to award $15,000 to Fort Pierce Police Athletic League Inc. DBA St. Lucie Sheriff's PAL located at 2203 Orange Avenue.

AYE: Chairperson Linda Hudson, Commissioner Michael Broderick, Commissioner Jeremiah Johnson, Commissioner Curtis Johnson, Jr.

NAY: Commissioner Arnold Gaines

Passed

b. Request for Commercial Facade Grant extension of 809 Delaware Avenue by Dean Properties, LLC; deadline for completion of the project is February 26, 2024.

Darryl Bey, Dean Properties, LLC, expressed the need for an extension until June 30, 2024, to complete the facade grant project located at 809 Delaware Avenue.

Motion was made by Commissioner Michael Broderick, seconded by Commissioner Arnold Gaines to approve the extension until June 30, 2024.

AYE: Chairperson Linda Hudson, Commissioner Arnold Gaines, Commissioner Michael Broderick, Commissioner Jeremiah Johnson, Commissioner Curtis Johnson, Jr.

Passed

c. Old St. Anastasia Exterior Restoration Project Update

Marsha Commond, Redevelopment Specialist, introduced Jim Doby from Innovative Masonry and Robert Mack from MacDonald & Mack Architects who presented Old St. Anastasia Exterior Restoration Project Updates and their findings. They also answered questions posed by the Board such as the description of the photos provided, if the staircase could be removed, and the recommendations for the window coverings.

9. STAFF COMMENTS

a. FPRA Programs & Activities Summary

City Manager, Nick Mimms, and Redevelopment Assistant Sara Delgado highlighted a quote from the FPRA Programs & Activities Summary report from Captain’s Galley owner Trevor Horvath.

Board member Jeremiah Johnson expressed gratitude to Mr. Mimms and his staff for the FPRA Programs & Activities Summary Report and the new colorful window graphics of The Sunrise Center.

Chairperson Linda Hudson inquired if there were plans for Old St. Anastasia after exterior restoration. Mr. Mimms stated one possibility which is an agreement with St. Lucie County for a local museum.

Chairperson Linda Hudson reopened Public Comments. Marjorie Harrell spoke at this time. Seeing no other movement, Chairperson Linda Hudson closed Public Comments.

10. BOARD COMMENTS

Board member Jeremiah Johnson expressed his enthusiasm for the potential of a local museum agreement with St. Lucie County.

Board Member Michael Broderick suggested re-advertising the Commercial Façade Grant Program due to a lack of applicants. In response, Mr. Mimms stated that the advertising will continue until all funds are exhausted. Board Member Curtis Johnson Jr. suggested the need for the potential applicants to see how previous applicants have benefited from the Commercial Façade Grant Program.

11. ADJOURNMENT

Chairperson Linda Hudson adjourned the meeting at 6:15 p.m.

ATTEST:

_____	_____
CITY CLERK	CHAIRPERSON

FPRA Regular Meeting - 5:05 p.m. **7. a.**

Meeting Date: March 12, 2024

Re: Approval of the Grant Agreement for Commercial Facade improvement for 2203 Orange Avenue

Submitted For: Nick Mimms, City Manager, City Manager

SUBJECT:

Approval of the Grant Agreement for Commercial Facade improvement for 2203 Orange Ave - Ft. Pierce Police Athletic League, Inc., DBA St. Lucie Sheriff's PAL

SUMMARY:

At the February 13, 2024, meeting, the FPRA Board awarded $15,000 to 2203 Orange Ave - Ft. Pierce Police Athletic League, Inc., DBA St. Lucie Sheriff's PAL

Staff is seeking approval of the Grant Agreement for Commercial Facade improvement for 2203 Orange Avenue.

RECOMMENDATION:

Staff recommends approval.

ALTERNATIVES:

Staff will proceed as directed by FPRA Board.

RESPONSIBLE STAFF:

Miriam Garcia, Redevelopment Specialist

COORDINATED WITH:

Sara Hedges, City Attorney

Fiscal Impact

Budgeted Y/N:	Y
Fiscal Year:	2024
Account:	104-9400-554-4020
Amount:	15,000

OTHER INFORMATION:

The FPRA Board approved the award for $15,000 at the February 13, 2024, meeting.

Attachments

2203 Orange Ave Agreement
2203 Orange Ave Application
RLS Memo 2203 Orange Ave

GRANT AGREEMENT FOR
COMMERCIAL FAÇADE IMPROVEMENT

THIS AGREEMENT ("Agreement") made and entered into this 12th day of March 2024, ("Effective Date") between the Fort Pierce Redevelopment Agency, a community redevelopment agency established pursuant to Florida Statutes Chapter 163 (the "FPRA"), and FT. PIERCE POLICE ATHLETIC LEAGUE, INC., DBA ST. LUCIE SHERIFF'S PAL, a Florida Corporation ("Recipient"), (collectively, "Parties").

WITNESSETH:

WHEREAS, as part of its mission to alleviate slum and blight and in order to encourage redevelopment of the FPRA district by enhancing its visual aesthetics, the FPRA, a Dependent Special District of the City of Fort Pierce, Florida , established the Commercial Façade Grant Program; and

WHEREAS, the Commercial Façade Grant Program currently offers financial assistance to commercial property and business owners looking to improve the façade of commercial buildings within the FPRA community redevelopment area; and

WHEREAS, Recipient submitted a Commercial Façade Grant Program application to the FPRA requesting a grant for the facade renovation located at 2203 Orange Avenue, Fort Pierce, FL (Parcel ID: 2409-707-0001-000-8) (the "Property"); and

WHEREAS, the purpose of the intended renovation is to substantially improve the façade of the Property by building a permanent shade structure covering the preexisting concrete; and

WHEREAS, the Property is located within the FPRA district boundaries and the renovation of the Property coincides with the FPRA plan; and

WHEREAS, the FPRA Board desires to approve a reimbursable Commercial Façade Grant award in an amount up to one half of the approved cost of eligible improvements, not to exceed $15,000, to Recipient for the façade renovation of the Property; and such approval was affirmed by the FPRA Board at their regular meeting on February 13, 2024; and

WHEREAS, the Recipient desires to participate in the Commercial Façade Grant Program pursuant to the terms and provisions of this Agreement; and

WHEREAS, the Recipient has represented to the FPRA that it will complete the project set forth in its completed Commercial Façade Grant application package submitted to the FPRA ("Project"), and that the Project, located at 2203 Orange Avenue, will further the intent of the Commercial Façade Grant Program by significantly enhancing the appearance of a building within the FPRA district; and

NOW, THEREFORE, the parties do herby agree to the following:

1. **Grant of Funds.** The FPRA shall pay to the Recipient, on a reimbursement basis, an amount up to fifty percent (50%) of eligible project costs, not to exceed Fifteen Thousand Dollars ($15,000.00), ("Grant") for the Recipient's completion of the Project. Provided the Recipient is in compliance with the terms and conditions of this Agreement, the FPRA shall make such payment within sixty (60) days after the Recipient's request for payment of the Grant funds and submission of invoices and any other information necessary to substantiate Recipient's compliance with this Agreement. Nothing herein shall be construed to grant the FPRA any ownership interests in the Project, and the FPRA shall have no liability whatsoever related to the Project.

2. **Compliance.** The Recipient shall complete the Project and comply with all the terms and conditions of this Agreement, including but not limited to (i) complying with the Project Development Plan, which is attached hereto as Appendix A, and (ii) complying with the Recipient's completed Commercial Façade Grant Application package that was reviewed by City staff and approved by the FPRA Board, which is set forth in Appendix B ("Application").

3. **Appendices.** All appendices referenced in this Agreement are attached to this Agreement and made a part hereof by reference.

4. **Project Deadlines/Term.** The Recipient must receive the building permits within six months of the Effective Date and shall complete the Project within twelve months after the issuance of the building permits. This eighteen-month period shall be considered the Agreement Term (the "Term"). The FPRA shall have a right to terminate this Agreement in the event the Recipient fails to meet the Project Deadlines. During this period the Recipient shall provide evidence of building permit approval to the FPRA within six months of the Effective Date. For projects not requiring a building permit, within six months of the Effective Date, the Recipient shall notify the FPRA of when it will start the Project within the aforementioned period.

5. **Extension.** The FPRA, in its sole and absolute discretion, may authorize an extension of the Project Deadlines to allow the Recipient to complete its obligations set forth in this Agreement in a timely manner if the Recipient is in compliance with this Agreement and the Recipient is taking reasonable steps to complete its obligations set forth in this Agreement. Any authorization to extend the Project Deadlines shall be in writing and approved by the FPRA Board.

6. **Compliance with Laws.** The Recipient shall comply at all times with all federal, state, and local statutes, rules, regulations and ordinances, the federal and state constitutions, and the orders and decrees of lawful authorities having jurisdiction over the matter at issue (collectively, "Laws"), including but not limited to Florida laws regarding public records.

7. **Publicity.** Publications, press releases, media productions, etc., produced by the Recipient regarding the project shall include the following statement: *Sponsored in part by the Fort Pierce Redevelopment Agency's Commercial Façade Grant Program* from the Effective Date to six months after the date the project is completed.

8. **Progress Reports.** Upon request by the FPRA, Recipient agrees to submit written progress/status reports, including, but not limited to such reports which provide a list of activities and expenditures for the project.

9. **Records, Reports and Inspection.**

   A. The Recipient shall maintain financial books, records, and accounting information related to this Agreement. These books, records, and information shall comply with generally accepted accounting principles. Nothing herein shall be construed to allow destruction of records that may be required to be retained longer by the statutes of the State of Florida.

   B. The Recipient shall, at any reasonable time requested by the FPRA and as often as the FPRA may deem necessary, make available to the FPRA for examination all of its books, records and information with respect to all matters covered by this Agreement and shall permit the FPRA or its designated authorized representatives to audit and inspect all such books, records and information, including but not limited to invoices, materials, payrolls, records of personnel, conditions of employment and other data relating to all matters covered by this Agreement.

C. The FPRA shall have the right, at any reasonable time during the Term, to inspect the Project site and to determine that the Property use is consistent with the uses described in the Project Development Plan, in accordance with this Agreement.

10. **Default and Termination.**

A. The FPRA may terminate this Agreement in the event of failure by the Recipient to observe or perform any term or condition of this Agreement if such failure continues for ten (10) days after written notice thereof from the FPRA to the Recipient in accordance with Paragraph 13 of this Agreement.

B. The FPRA's liability and obligations to the Recipient or any person having a claim pursuant to this Agreement or to the completion of the Project provided by the herein described Grant funds shall be limited solely to the amount and terms and conditions of this Agreement.

C. If this Agreement is terminated by the FPRA, the FPRA shall have no obligation to pay any of the Grant funds to the Recipient.

11. **Indemnification.** The Recipient shall defend at its expense, pay on behalf of, hold harmless and indemnify the FPRA, its officers, employees, agents, elected and appointed officials and volunteers (collectively, "Indemnified Parties") from and against any and all claims, demands, liens, liabilities, penalties, fines, fees, judgments, losses and damages (collectively, “Claims’), whether or not a lawsuit is filed, including but not limited to Claims for damage to property or bodily or personal injuries, including death at any time resulting therefrom, sustained by any persons or entities; and costs, expenses and attorneys’ and experts’ fees at trial and on appeal, which Claims are alleged or claimed to have arisen out of or in connection with, in whole or in part, directly or indirectly:
    a. The performance of this Agreement (including changes and amendments thereto) and any work performed on the Project by the Recipient, its employees, agents, representatives, contractors, subcontractors, or volunteers; or
    b. The failure of the Recipient, its employees, agents, representatives, contractors, subcontractors, or volunteers to comply and conform with any applicable Laws; or
    c. Any negligent act or omission of the Recipient, its employees, agents, representatives, contractors, subcontractors, or volunteers, whether or not such negligence is claimed to be either solely that of the Recipient, its employees, agents, representatives, contractors, subcontractors or volunteers or to be in conjunction with the claimed negligence of others, including that of any of the Indemnified Parties; or
    d. Any reckless or intentional wrongful act or omission of the Recipient, its employees, agents, representatives, contractors, subcontractors, or volunteers.

    The provisions of this paragraph are independent of, and will not be limited by, any insurance required to be obtained by the Recipient pursuant to this Agreement or otherwise obtained by the Recipient and shall survive the expiration or earlier termination of this Agreement with respect to any Claims or liability arising in connection with any event occurring prior to such expiration or termination.

12. **Insurance.** The Recipient shall maintain insurance coverage in the form and amount deemed adequate by the FPRA for all risks inherent in the functions and aspects of its operation, including but not limited to, risks of fire, casualty, automobile coverage as required by law, workers’ compensation insurance as required by law, employers’ liability insurance, and general liability insurance for personal injury, property damage and contractual liability under this Agreement.

13. **Notices.** Unless and to the extent otherwise provided in this Agreement, all notices, demands, requests for approvals or other communications which are required to be given by either party to the other shall be in writing and shall be deemed given and delivered on the date delivered in person to the authorized representative of the recipient provided below, or upon the expiration of five (5) business days following the date mailed by registered or certified mail, postage prepaid, return receipt requested to the authorized representative of the recipient at the address provided below, or upon the date delivered by overnight courier (signature required) to the authorized representative of the recipient at the address provided below.

Fort Pierce Redevelopment Agency:	City of Fort Pierce Attn: Fort Pierce Redevelopment Agency 100 North US Highway 1 Fort Pierce, FL 34950
Copy:	City of Fort Pierce Attn: City Attorney 100 North US Highway 1 Fort Pierce, FL 34950
Recipient:	Ft. Pierce Police Athletic League, Inc. DBA St. Lucie Sheriff's PAL 2203 Orange Avenue Fort Pierce, FL 34950

14. **Assignment.** The Recipient shall not assign this Agreement without the prior written consent of the FPRA. Any assignment of this Agreement contrary to this paragraph shall be void and shall confer no rights upon the assignee. The Recipient shall notify the FPRA thirty (30) days prior to any conveyance or sale, granting or transferring any real property ("Property") underlying the Project or portion thereof, to any heirs, successors, assigns or grantees, including, without limitation, the conveyance of any security interest in said Property.

15. **Change of Use.** For five years from the date of Project completion, the Recipient shall maintain the Property in the use for which it was awarded funding through the Commercial Facade Grant Program. Failure to do so may result in the Recipient repaying the grant award to the FPRA, unless the requirement to repay the grant award is waived by the FPRA Board, at its sole discretion, upon written request made to the FPRA by the Recipient. If the Recipient intends to change the use of the Property, it shall notify the FPRA of its intent prior to applying for building permits.

16. **Due Authority.** Each party to this Agreement represents and warrants to the other party that: (i) it is a duly organized, qualified and existing entity under the laws of the State of Florida; and (ii) all appropriate action has been taken so as to duly authorize the persons executing this Agreement to so execute the same and fully bind the parties on whose behalf he or she is executing.

17. **Headings.** The paragraph headings are inserted herein for convenience and reference only, and in no way define, limit, or otherwise describe the scope or intent of any provisions hereof.

18. **No Third-Party Beneficiaries.** Notwithstanding anything to the contrary contained in this Agreement, persons, or entities not a party to this Agreement may not claim any benefit hereunder or as third-party beneficiaries hereto.

19. **Entire Agreement and Modification.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matters covered herein and there are no oral representations,

arrangements, or understandings between or among the Parties relating to the subject matters of this Agreement. No change to this Agreement will be valid unless made by a written amendment executed by the Parties.

20. **Waiver.** No provision of this Agreement will be deemed waived by the FPRA unless expressly waived in writing by the FPRA. No waiver shall be implied by delay or any other act or omission of the FPRA. No waiver by the FPRA of any provision of this Agreement shall be deemed a waiver of such provision with respect to any subsequent matter relating to such provision, and the FPRA's consent respecting any action by the Recipient shall not constitute waiver of the requirement for obtaining the FPRA's consent respecting any subsequent action.

21. **Severability.** Should any paragraph or portion of any paragraph of this Agreement be rendered void, invalid, or unenforceable by any court of law, for any reason, such a determination shall not render void, invalid, or unenforceable any other section or any part of any section of this Agreement.

22. **FPRA Consent and Action.** For purposes of this Agreement, any required written permission, consent, acceptance, approval, or agreement by the FPRA means the approval of the FPRA Board or their authorized designee, unless otherwise set forth in this Agreement or unless otherwise required by the City Charter or applicable Laws.

23. **Survival.** All obligations and rights of any party arising during or attributable to the period prior to expiration or earlier termination of this Agreement, including but not limited to those obligations and rights related to indemnification, shall survive such expiration or earlier termination.

24. **Governing Law and Venue.** This Agreement and the rights of the Parties shall be governed by and construed or enforced in accordance with the laws of the State of Florida. Venue for any action arising out of this Agreement is in the courts of St. Lucie County, Florida. Any action shall be tried as a non-jury case.

(REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK)

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives, as of the date first above written.

OWNER/RECIPIENT WITNESSES:

Sign: Kenneth Wilson
Print: KENNET WILSON
Date: 3/5/2024

Sign: Karen Hardison
Print: Karen Hardison
Date: 3/5/2024

OWNER/RECIPIENT:

FT. PIERCE POLICE ATHLETIC LEAGUE, INC., DBA ST. LUCIE SHERIFF'S PAL

by: Paul Pearson
Print: PAUL PEARSON
Its Vice President
Date: 3-5-24

CITY WITNESSES:

Sign: _____
Print: _____
Date: _____

Sign: _____
Print: _____
Date: _____

ACCEPTED FOR THE FORT PIERCE REDEVELOPMENT AGENCY:

Sign: _____
Print: Linda Hudson
As its: Chair
Date: _____

APPROVED AS TO FORM & CORRECTNESS:

_____
Sara Hedges, Esq.
City Attorney

APPENDIX "A"

PROJECT DEVELOPMENT PLAN

2203 ORANGE AVE FORT PIERCE, FL 34950

Project Description

This Commercial Façade Grant is awarded to Ft. Pierce Police Athletic League, Inc., DBA St. Lucie Sheriff's PAL, for the renovation of property located at 2203 Orange Avenue. This grant will provide funds to assist the Recipient improve the Property by building a permanent shade structure covering the preexisting concrete.

The Recipient will provide to the FPRA a Final Report documenting all construction costs incurred in association with the improvement included in the Application (Appendix "B") prior to receiving reimbursement payment(s). Recipient must include:

A. Completed W-9, as required by law, for the Recipient of the grant funds.
B. Copies of all required closed permits.
C. Copies of all invoices
D. Proof of payment (Cancelled checks or bank statements)
E. Photographs of the work undertaken
F. Releases of liens (if applicable)
G. Occupancy certificates (if applicable)

Maximum FPRA Grant Award: Fifty percent (50%) of eligible costs, not to exceed Fifteen Thousand Dollars ($15,000.00).

Project Timelines

1. The Recipient must receive the building permits within six months of the Effective Date. During this time period, the Recipient shall provide evidence of the building permit approval to the FPRA.
2. The Recipient shall complete the Project within twelve months after the issuance of the building permits.
3. For projects not requiring a building permit, within six months of the Effective Date, the Recipient shall notify the FPRA of when it will start the Project within the aforementioned period.
4. The Recipient must provide written progress updates upon request by the FPRA.
5. Requests for payment to the FPRA, shall include the Final Report documentation itemized above.
6. Completion and/or occupancy and full operation of the services described in this Agreement shall be achieved by September 12, 2025.

These reports/request can be sent electronic or by postal mail:
Fort Pierce Redevelopment Agency
100 N US Hwy 1
Fort Pierce, FL 34950
fpra@cityoffortpierce.com

APPENDIX “B”

APPLICATION PACKET

2203 ORANGE AVENUE FORT PIERCE, FL 34950

Print

2023 COMMERCIAL FACADE GRANT PROGRAM APPLICATION - Submission #3419

Date Submitted: 11/16/2023

APPLICATION FORM

There is no guarantee that funding will be available for every application submitted, including those that meet the required criteria. Applications will be evaluated, and the four highest ranked properties will be awarded the grant.

To review full grant program overview, visit: FPRA Incentive Program | Fort Pierce, FL - Official Website (choosefortpierce.com)

Property Details:

Parcel ID Number:*

2409-707-0001-000-8

If you do not have your parcel ID, visit https://www.paslc.org/property-search/ to obtain.

Grant Property Address:*

2203 Orange Ave

Property Owner's Name:*

Fort Pierce Police Athletic League

Building's New Use(s) (if applicable):

Building's Existing Use(s):*

Community Center / Youth Programs non-profit

Lease Term (if applicable):

own

Applicant Information:

Applicant Name:*

Keith Pearson

Applicant Title (Business Owner, Property Owner, Business Partner, etc):*

Board Member

Email Address:*

pearsonk@stluciesheriff.com

Phone Number: *

7722011104

Business Information:

Legal Business Name:

Ft Pierce Police Athletic League D.B.A. St Lucie Sheriffs PAL

Business Type (Restaurant, Retail, Office, etc):

Youth Center non-profit

Employer Identification Number / Tax ID:

65-0670756

Number of Years in Business:

29

Number of Years at Current Address:

2

If not currently open for business at this location, when do you expect to open?

Project Details:

Grant amount requested?

$25000.00

Note: This grant offers financial assistance in the form of a reimbursable grant, matching 50% up to $25,000.

What is the total cost of the project?

$65000.00

The costs must be verified by licensed contractors.

Estimated timeframe for the completion of the project:

160days

The project must be started within six (6) months from the date of the FPRA Board approval and completed within 12 months of the building permit issuance. Failure to do so, without an approved deviation by the FPRA, will result in termination of the grant.

General Description of Proposed Improvements:*

- [x] Awnings/Canopies
- [ ] Building Facade
- [ ] Signs
- [ ] Windows/Doors
- [ ] Walls
- [ ] Parking lot repaving, resealing, and/or restriping
- [ ] Fencing
- [x] Patio deck
- [ ] Landscaping/Irrigation
- [x] Roofing
- [ ] Mural/Art Installation
- [ ] Security cameras/system
- [ ] Exterior Painting
- [ ] Other (explain in narrative below)

Narrative describing the project, improvements to be made, and why this funding is necessary:*

Shade structure covering preexisting concreate.

Narrative detailing approach to fully fund this project. Note: This is a dollar-for-dollar matching grant.*

Pledges and donors, can provide proof of funds if requested.

Type text here

Narrative describing how this project will address the priorities of the FPRA as outlined in the Redevelopment Plan. This narrative shall identify community benefits resulting from the project.*

Florida is known for its extreme weather conditions. This shade structure will allow the youth to safely participate with outdoor activities. They will be sheltered from the rain and heat.

To view the FPRA Plan, visit: https://cityoffortpierce.com/DocumentCenter/View/9381/2020-Updated-FPRA-Plan

Required Documentation:

Color photograph of the existing condition of the FRONT of building (1 of 2):*

overview.jpg

Color photograph of the existing condition of the FRONT of building (2 of 2):*

overview.jpg

Project plans and renderings and any other relevant materials that convey the physical improvements proposed to be made:*

23-11-272(SEALED).pdf

Design and construction plans for the proposed improvements.*

SBS_Color.pdf

Provide examples of project colors, design, materials and specifications.*

SBS_Color_Chart.pdf

Proof of ability to fully fund the project.*

proof of funds.jpg

Attach a letter describing why this property should be selected to receive a grant. Please include how this project meets the goals and objectives of the FPRA Plan.*

FPRA Letter.docx

Cost Estimates*

PAL Estimate.docx

A minimum of one (1) cost estimate from a licensed contractor issued within the previous 90 days of this application submission. Estimates should be broken out in detail, especially if any non-eligible improvements are being completed, as this allows FPRA to compare based on only grant eligible improvements being performed.

Signature

Electronic Signature*

Keith Pearson

I certify that the information provided in this application is true and accurate to the best of my ability and no false or misleading statements have been made to secure approval of this application.

By typing your name in the box above, you are signing the document electronically. You agree that your electronic signature has the same validity as your handwritten signature.


ST.LUCIE SHERIFF
POLICE Athletic LEAGUE
Est 1999
SHERIFF

Saint Lucie County Sheriffs Police Athletic League
2203 Orange Ave, Ft Pierce FL 34950
pal@stluciesheriff.com

Lisa Johns-Grose
President

Paul Pearson
Vice President

Melissa Alexander
Treasurer

Steve Dipalma
Secretary

Board Members
Patrick Seidel
Keith Pearson
Ken Wilson

Executive Director
Jarret Romanello

The Fort Pierce Police Athletic League d.b.a St Lucie Sheriffs PAL purchased the building at 2203 Orange Ave and have used that location to provide at risk under privileged youth a place to go before they go places in life. The building prior to being purchased had over $200,000.00 in code violations and was a burden to the community with vagrants and illegal dumping. Working with the community, we have turned an eyesore into a safe place for our youth to grow. Most importantly, we recently received the Mayors Golden Hammer Award! We hope that we are awarded this grant because you are not only investing in the building you are investing in our youth.

THIS IS A LETTER OF CERTIFICATION FOR STEEL BUILDING SYSTEMS, INC.'S PROJECT #23-11-272 FOR FT. PIERCE POLICE ATHLETIC LEAGUE TO BE LOCATED IN FORT PIERCE, FLORIDA.

THIS LETTER CERTIFIES THAT STEEL BUILDING SYSTEMS, INC.'S BUILDING(S) MEETS THE INFORMATION IN THE DESIGN CRITERIA.

THIS LETTER OF CERTIFICATION IS WRITTEN SPECIFICALLY FOR THE BUILDING(S) PROVIDED BY STEEL BUILDING SYSTEMS, INC. THIS LETTER DOES NOT IMPLY NOR CONSTITUTE AN AGREEMENT THAT THE MANUFACTURER OR THE MANUFACTURER'S ENGINEER IS ACTING AS THE ENGINEER OF RECORD OR DESIGN PROFESSIONAL FOR THE CONSTRUCTION PROJECT.

DESIGN CRITERIA

WIDTH (ft)	= 30.33.0
LENGTH (ft)	= 63.0
EAVE HEIGHT (ft)	= 12.4/13.66
ROOF SLOPE (Rise/12)	= 0.5
BUILDING CODE	= FBC 20
DEAD LOAD (psf)	= 2.0
COLLATERAL LOAD (psf)	= 0.0
ROOF LIVE LOAD (psf)	= 20.0
LIVE LOAD REDUCTION	= YES
GROUND SNOW LOAD (psf)	= 0.0
ROOF SNOW LOAD (psf)	= 0.0
THERMAL COEFFICIENT (Ct)	= 1.20
IMPORTANCE – SNOW	= 1.00
SNOW EXPOSURE (Ce)	= 1.00
ULTIMATE WIND (ult) (mph)	= 161.0
NOMINAL WIND (asd) (mph)	= 124.71
RISK CATEGORY	= II–NORMAL
WIND EXPOSURE	= B
CLOSED/OPEN/PARTIAL	= PARTIALLY OPEN
INTERNAL GCpi	= 0.18 / –0.18

RISK CATEGORY	= II–NORMAL
SEISMIC SITE CLASS	= D
SEISMIC COEFFICIENT	= 0.08
MAPPED RESPONSE (Ss)	= 0.0494
MAPPED RESPONSE (S1)	= 0.0279
DESIGN CATEGORY (SDC)	= A
IMPORTANCE – SEISMIC	= 1.00
SITE COEFFICIENT (Fa)	= 1.6000
SITE COEFFICIENT (FV)	= 2.4000
DESIGN RESPONSE (Sms)	= 0.0784
DESIGN RESPONSE (Sm1)	= 0.0648
DESIGN RESPONSE (Sds)	= 0.0523
DESIGN RESPONSE (Sd1)	= 0.0432
RES MOD FACTOR (Mom) R	= 3.00
APP PERIOD (MOMENT) Ta	= 0.2183
RES MOD FACTOR (Brc) R	= 3.00
APP PERIOD (Braced) Ta	= 0.1371
TRANVERSE SYSTEM	= MOMENT FRAMES
LONGITUDINAL SYSTEM (ROOF)	= BRACED FRAMES
LONGITUDINAL SYSTEM (FSW)	= BRACED FRAMES
LONGITUDINAL SYSTEM (BSW)	= MOMENT FRAME

NOTE: THE SEISMIC ANALYSIS PROCEDURE USED ON THIS STRUCTURE IS THE EQUIVALENT LATERAL FORCE PROCEDURE.

STRUCTURAL STEEL

ASTM# (Plate)	= A529; A572; A1011
PLATE YIELD (Fy)	= 50.0 ksi
ASTM# (Bar)	= A–529; A–570; A–572
PLATE YIELD (Fy)	= 50.0 ksi

LIGHT GUAGE STEEL

ASTM# (Cold–Form)	= A1008; A1011
COLD–FORM YIELD (Fy)	= 55.0 ksi
ASTM# (Panel)	= A792
PANEL YIELD (Fy)	= 80.0 ksi

NOTE: ALL CONNECTION BOLTS ARE DESIGNATED IN THESE DRAWINGS AS EITHER A "M" FOR A307 BOLTS OR A "H" FOR A325 BOLTS.

COMPONENTS AND CLADDING

COMP/CLAD LOCATION	PRES (PSF)	SUCT (PSF)	ROOF SUCT (PSF)
COLUMN	28.1	–31.0	
GIRT/HEADER	28.1	–31.0	
JAMB	28.1	–31.0	
WALL PANEL	34.7	–46.3	
PURLIN	16.0	–29.9	
ROOF PANEL	16.0	–34.7	
LONG. BRACING	15.8	–11.4	–27.2
LONG. BRACING (EDGE ZONE)	24.1	–17.0	

NOTES TO ERECTOR/OWNER:

[1] "SBS" IS NOT RESPONSIBLE FOR THE ERECTION OF THE BUILDING, THE SUPPLY OF ANY TOOLS OR EQUIPMENT, OR ANY OTHER FIELD WORK UNLESS "SBS" HAS BEEN CONTRACTED FOR THESE. "SBS" DOES NOT PROVIDE ANY FIELD SUPERVISION FOR THE ERECTION OF THE BUILDING, NOR DOES "SBS" PERFORM ANY INSPECTIONS DURING OR AFTER ERECTION.

[2] USE ONLY THE ERECTION DRAWINGS PROVIDED BY "SBS" AND INCLUDED IN THE ERECTOR'S PACKAGE DELIVERED BY THE TRUCK DRIVER WITH THE BUILDING. "SBS" IS NOT LIABLE FOR ANY CLAIM RESULTING FROM THE USE OF OTHER DRAWINGS.

[3] CHECK SLAB AND ANCHOR BOLT PLACEMENTS BEFORE STANDING ANY FRAMING. IF THE SLAB IS NOT SIZED CORRECTLY OR IS OUT OF SQUARE, OR IF THE ANCHOR BOLTS ARE NOT CORRECTLY LOCATED, CALL "SBS". "SBS" IS NOT LIABLE FOR LABOR CHARGES RESULTING FROM STANDING FRAMING ON AN INCORRECT SLAB.

[4] BEGIN ERECTION WITH A BRACED BAY. INSTALL THE EAVE STRUTS FIRST AND THEN THE PURLINS WHICH FALL AT THE CABLE ATTACHMENT POINTS. NEXT, INSTALL ROOF AND WALL CABLES TO A SNUG CONDITION, SO THAT THE FRAMING IS BRACED. FINISH INSTALLING PURLINS AND GIRTS IN THE BRACED BAY. USING THE THE CABLE BRACING, SQUARE AND PLUMB THE FRAMING. CONTINUE WITH REMAINING BAYS, INSTALLING BRACING AS ADDITIONAL BRACED BAYS ARE ERECTED.

[5] THE CORRECTION OF MINOR MISFITS BY THE USE OF DRIFT PINS TO DRAW THE COMPONENTS INTO LINE, MODERATE AMOUNTS OF REAMING, CHIPPING AND CUTTING, AND THE REPLACEMENT OF MINOR SHORTAGES OF MATERIAL ARE A NORMAL PART OF ERECTION AND ARE NOT SUBJECT TO CLAIM. CONTACT "SBS" BEFORE MAKING ANY FIELD MODIFICATION TO THE BUILDING. "SBS" DOES NOT PAY CLAIMS FOR ERROR CORRECTION UNLESS APPROVED IN WRITING BY "SBS" BEFOREHAND.

STATUS OF THESE DRAWINGS

- [ ] FOR OWNER'S USE – NOT FOR CONSTRUCTION. ENGINEERED BUT NOT DETAILED FOR MANUFACTURE.
- [ ] FOR APPROVAL – NOT FOR CONSTRUCTION. ENGINEERED BUT NOT DETAILED FOR MANUFACTURE.
- [x] FOR PERMITTING – FOR CONSTRUCTION. ENGINEERED BUT NOT DETAILED FOR MANUFACTURE.
- [ ] FINAL DRAWINGS – FOR CONSTRUCTION. ENGINEERED AND DETAILED FOR MANUFACTURE.
- [ ] ERECTION DRAWINGS – FOR CONSTRUCTION. ENGINEERED AND DETAILED FOR MANUFACTURE.
- [ ] ANCHOR BOLT PLANS – FOR CONSTRUCTION.

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 14:00:47 -05'00'

IAS ACCREDITED Metal Building Systems AC 472

STRUCTURAL STAMP

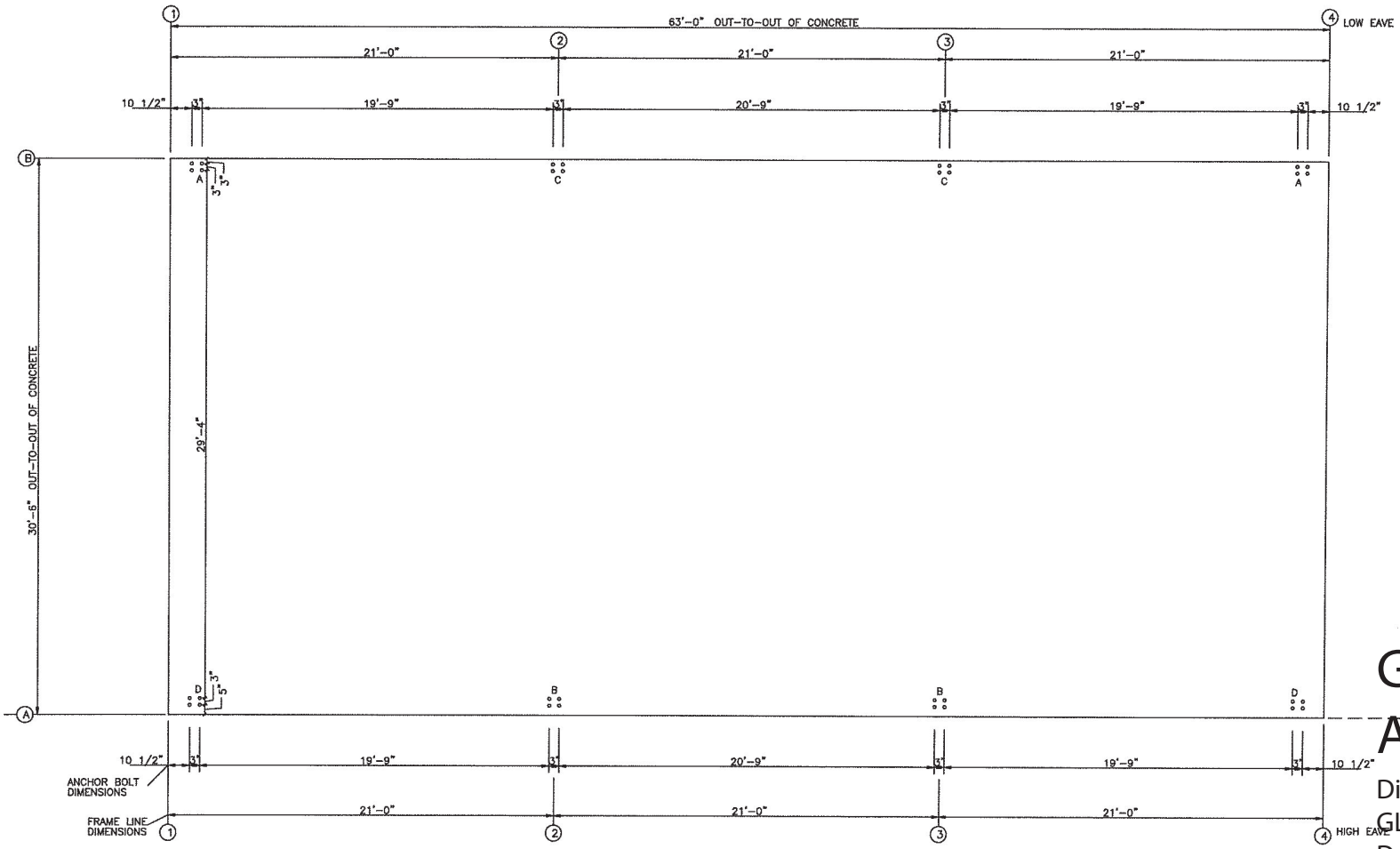
GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

REVISIONS
[1]
[2]
[3]
[4]
[5]

FOR: FT. PIERCE POLICE ATHLETIC LEAGUE
2203 ORANGE AVENUE
FORT PIERCE, FLORIDA 34950
LOCATION: FORT PIERCE, FLORIDA

FROM:
STEEL BUILDING SYSTEMS INC.
320 STEVENS LANE • P.O. BOX 447
ADEL, GEORGIA 31620
PH: 229.896.7428 • FAX: 229.896.2881 • www.sbsga.com

JOB NO : 23–11–272
DATE : 11/ 7/23
BY : MS
SCALE : NONE
TITLE : COVER PAGE
NUMBER : COVER



ANCHOR BOLT PLAN
NOTE: ALL BASE PLATES @ 100'-0" (UNLESS NOTED)

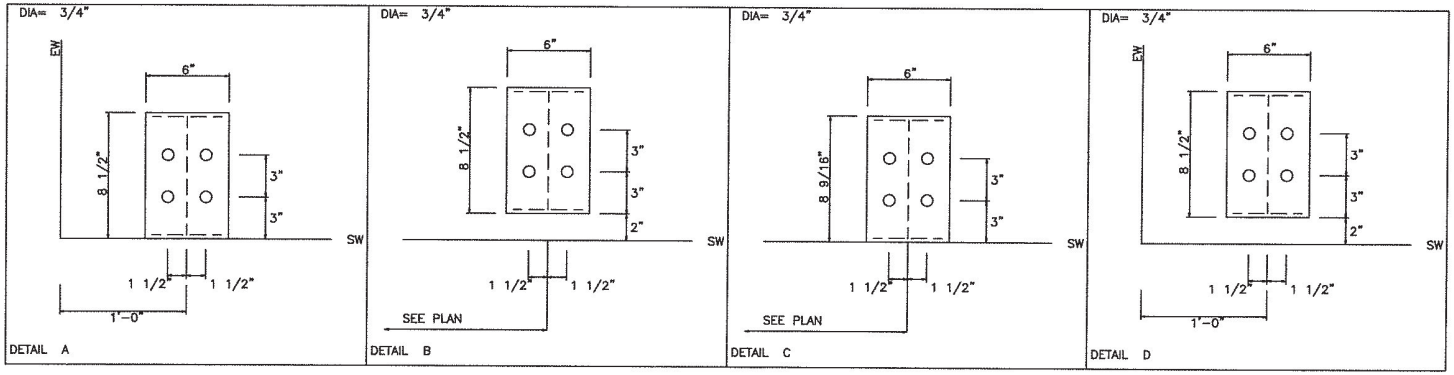
EXISTING BUILDING

GLEN S ASHLEY
Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 14:00:32 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS			
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[2]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[3]	LOCATION: FORT PIERCE, FLORIDA		
[4]	DRAWING NAME: ANCHOR BOLT LAYOUT		SCALE: NONE
	DRAWING NO: PAGE 1	DRAWN BY: MS	CHECKED BY:

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GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER



GLEN S ASHLEY

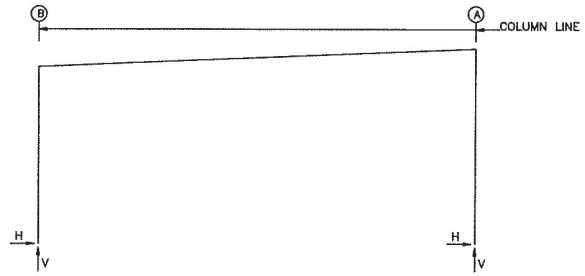
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Date: 2023.11.08 14:00:17 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: ANCHOR BOLT DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 1.1	DRAWN BY: MS	CHECKED BY:

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GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

FRAME LINES: 1 2 3 4



RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
1	B	2	1.4	1.7	6	−2.0	−2.0	4	0.750	6.000	8.500	0.375	0.0
		1	1.1	3.6	5	−1.9	−3.5						
1	A	7	1.7	−0.9	1	−1.1	3.6	4	0.750	6.000	8.500	0.375	0.0
		1	−1.1	3.6	9	0.1	−3.1						

RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
2	B	4	2.6	0.2	6	−3.7	−3.9	4	0.750	6.000	8.563	0.375	0.0
		1	1.5	4.7	8	−1.6	−8.6						
2	A	7	3.2	−1.9	3	−1.7	−0.3	4	0.750	6.000	8.500	0.375	0.0
		1	−1.5	4.7	5	−0.3	−5.1						

RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
3	B	4	2.6	0.2	6	−3.7	−3.9	4	0.750	6.000	8.563	0.375	0.0
		1	1.5	4.7	8	−1.6	−8.6						
3	A	7	3.2	−1.9	3	−1.7	−0.3	4	0.750	6.000	8.500	0.375	0.0
		1	−1.5	4.7	5	−0.3	−5.1						

RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
4	B	2	1.4	1.7	6	−2.0	−2.0	4	0.750	6.000	8.500	0.375	0.0
		1	1.1	3.6	5	−1.9	−3.5						
4	A	7	1.7	−0.9	1	−1.1	3.6	4	0.750	6.000	8.500	0.375	0.0
		1	−1.1	3.6	9	0.1	−3.1						

NOTES FOR REACTIONS

1. ALL LOADING CONDITIONS ARE EXAMINED AND ONLY MAXIMUM/MINIMUM H OR V AND THE CORRESPONDING H or V ARE REPORTED.
2. POSITIVE REACTIONS ARE AS SHOWN IN THE SKETCH. FOUNDATION LOADS ARE IN OPPOSITE DIRECTIONS.
3. BRACING REACTIONS ARE in THE PLANE OF THE BRACE WITH THE H POINTING AWAY FROM THE BRACED BAY. THE VERTICAL REACTION IS DOWNWARD.
4. BUILDING REACTIONS ARE BASED ON THE FOLLOWING BUILDING DATA:

WIDTH (ft)	= 30.3
LENGTH (ft)	= 63.0
EAVE HEIGHT (ft)	= 12.4/ 13.7
ROOF SLOPE (RISE/12)	= 0.5
DEAD LOAD (psf)	= 2.0
COLLATERAL LOAD (psf)	= 0.0
ROOF LIVE LOAD (psf)	= 20.0
FRAME LIVE LOAD	
Min(psf)	= 12.0
Max(psf)	= 17.6
WIND SPEED (mph)	= 161.0
WIND CODE	= FBC 20 (IBC 18)
EXPOSURE	= B
Closure	= Partially Open
IMPORTANCE WIND	= 1.00
IMPORTANCE SEISMIC	= 1.00
SEISMIC Zone	= A
SEISMIC COEFF (Fa*Ss)	= 0.08

5. LOADING CONDITIONS ARE:
   1 Dead+Collateral+Live
   2 Dead+Collateral+0.75Live+0.45Wind_Right1
   3 Dead+Collateral+0.75Live+0.45Wind_Long1R
   4 Dead+Collateral+0.75Live+0.45Wind_Long2L
   5 0.6Dead+0.6Wind_Left1
   6 0.6Dead+0.6Wind_Left2
   7 0.6Dead+0.6Wind_Right2
   8 0.6Dead+0.6Wind_Long1L
   9 0.6Dead+0.6Wind_Long1R

ANCHOR BOLT SUMMARY

QTY	LOCATE	DIA (in)	TYPE	PROJ. (in)
O 32	FRAME	3/4"	F1554	2.50

BUILDING BRACING REACTIONS

WALL LOC	WALL LINE	COL LINE	± Reactions(k) WIND HORZ	WIND VERT	SEISMIC HORZ	SEISMIC VERT	Panel_Shear (lb/ft) WIND	Seis	Note
L_EW	1								(h)
F_SW	A	Torsional Bracing Used							
R_EW	4								(h)
B_SW	B	2,3	3.0	3.0	0.1	0.1			(b)

(b)Wind bent in bay, base above finish floor
(h)Rigid frame at endwall

REACTIONS for seismic represent shear force, Eh

GLEN S ASHLEY

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Date: 2023.11.08 14:00:00 -05'00'

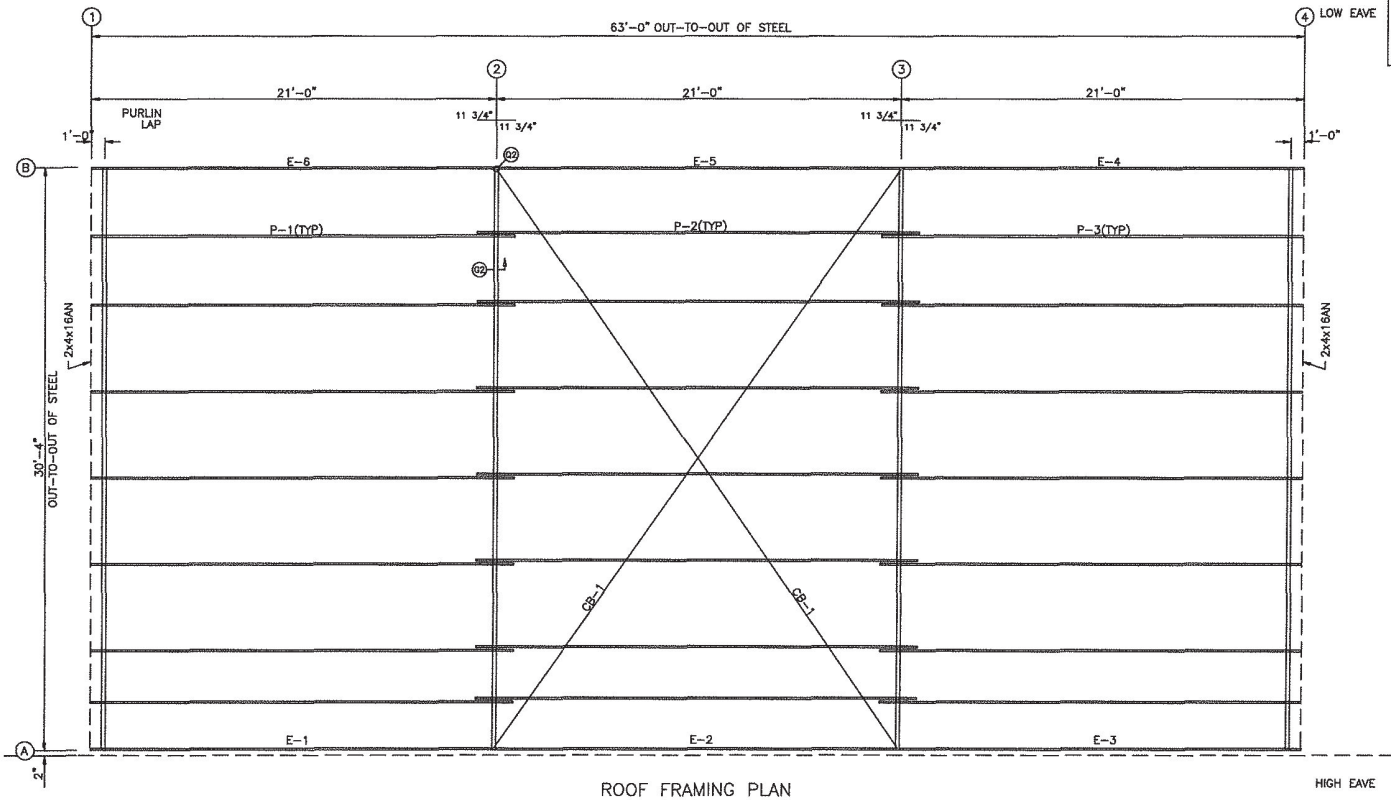
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: ANCHOR BOLT REACTIONS		SCALE: NONE
[4]	DRAWING NO: PAGE 1.2	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

MEMBER TABLE ROOF PLAN		
MARK	PART	LENGTH
P-1	8x25Z16	21'-11 1/2"
P-2	8x25Z16	22'-11 1/2"
P-3	8x25Z16	21'-11 1/2"
E-1	8ES14@.5	20'-11 1/2"
E-2	8ES14@.5	20'-11 1/2"
E-3	8ES14@.5	20'-11 1/2"
E-4	8ES14@.5	20'-11 1/2"
E-5	8ES14@.5	20'-11 1/2"
E-6	8ES14@.5	20'-11 1/2"
CB-1	1/4 CBL	34'-11 1/16"



ROOF FRAMING PLAN

EXISTING BUILDING

GLEN S ASHLEY

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Date: 2023.11.08 13:59:46 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ROOF FRAMING LAYOUT	SCALE: NONE
[4]	DRAWING NO: PAGE 2 / DRAWN BY: MS	CHECKED BY:

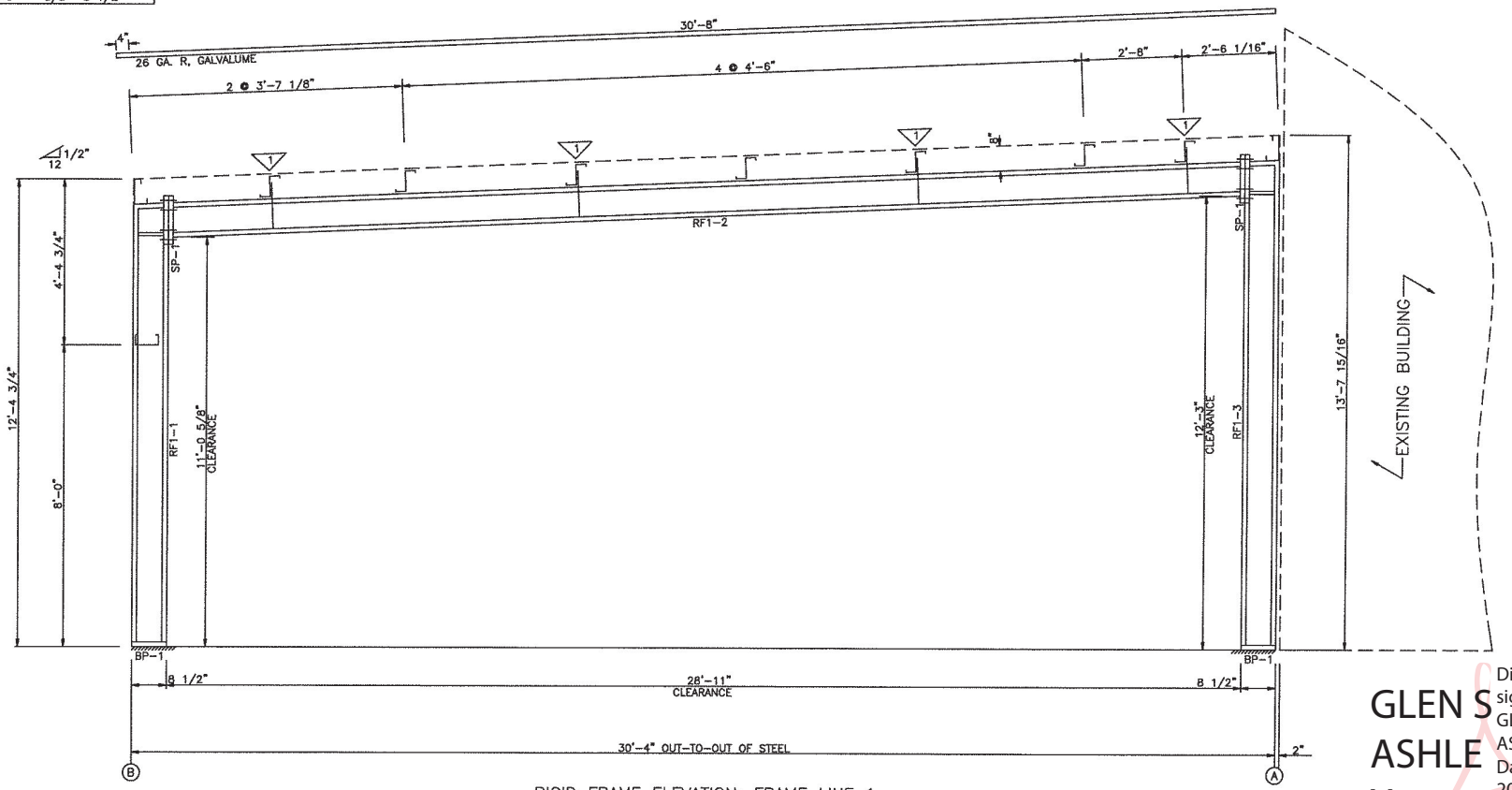
STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 1/2"

FLANGE BRACE TABLE FRAME LINE 1			
▽ ID	# SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"



RIGID FRAME ELEVATION: FRAME LINE 1

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF1-1	8.0/ 8.0	0.135	10'-8 3/8"	5 x 1/4" x 11'-8 1/8"	5 x 1/4" x 10'-8 3/8"
RF1-2	8.0/ 8.0	0.188	1'-0 1/8"	5 x 1/4" x 8 1/4"	
	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 1/4" x 20'-0"
RF1-3	8.0/ 8.0	0.135	14'-0 5/8"	5 x 1/4" x 8'-10 5/16"	5 x 1/4" x 8'-10 5/16"
	8.0/ 8.0	0.188	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

GLEN S ASHLEY

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Date: 2023.11.08 13:59:31 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION	SCALE: NONE
[4]	DRAWING NO: PAGE 2.1	DRAWN BY: MS / CHECKED BY:

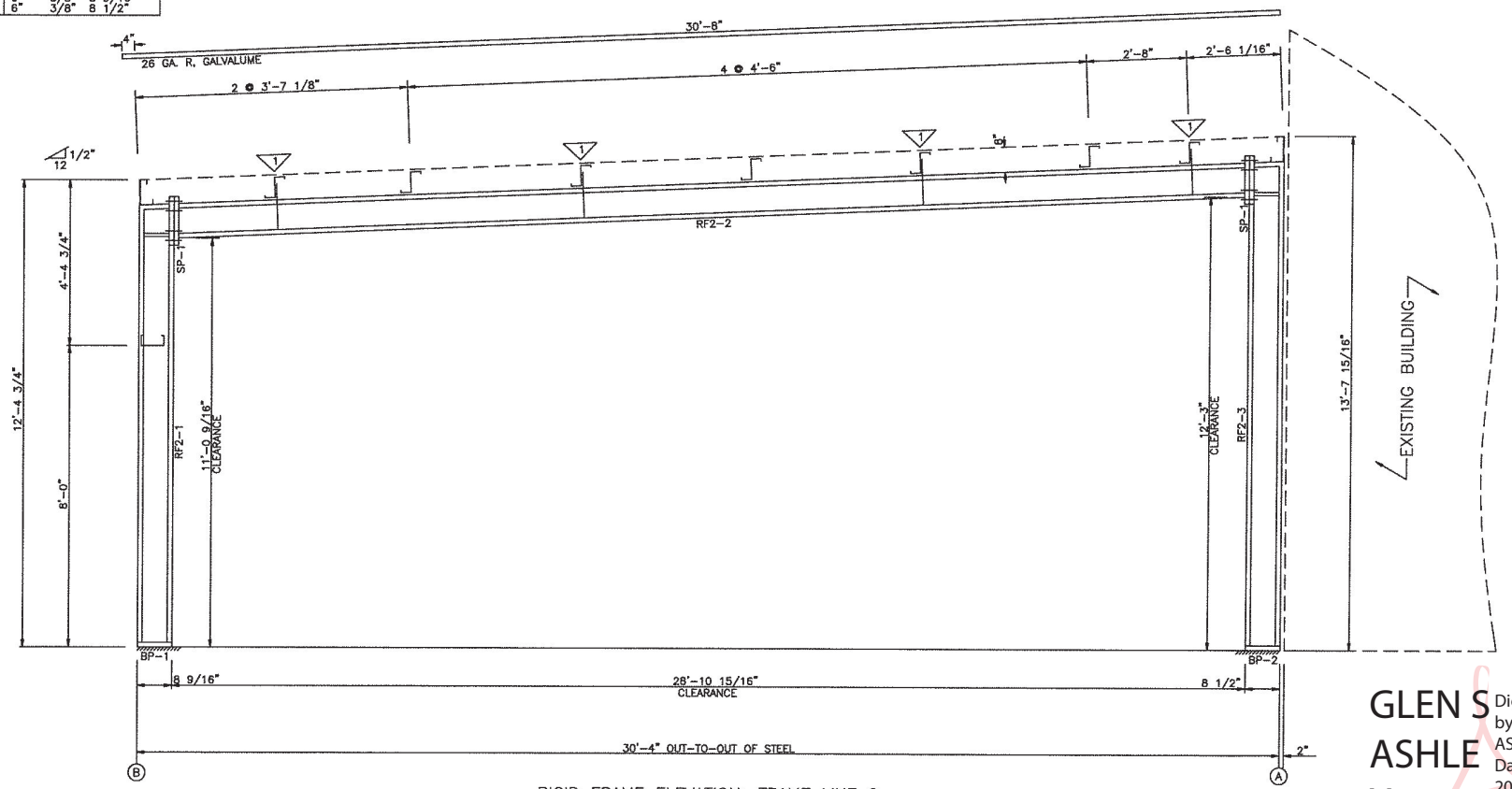
STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

FLANGE BRACE TABLE FRAME LINE 2			
∇ ID	SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 9/16"
BP-2	6"	3/8"	8 1/2"



RIGID FRAME ELEVATION: FRAME LINE 2

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	WEB PLATE LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF2-1	8.0/ 8.0	0.135	10'-8 5/16"	5 x 1/4" x 11'-8 1/8"	5 x 5/16" x 10'-8 5/16"
	8.0/ 8.0	0.375	1'-0 1/8"	5 x 1/4" x 8 1/4"	
RF2-2	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 5/16" x 4'-10 7/16"
	8.0/ 8.0	0.135	14'-0 1/8"	5 x 1/4" x 8'-9 13/16"	5 x 1/4" x 20'-0"
					5 x 1/4" x 3'-11 3/8"
RF2-3	8.0/ 8.0	0.313	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:59:18 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION		SCALE: NONE
[4]	DRAWING NO: PAGE 2.2	DRAWN BY: MS	CHECKED BY:

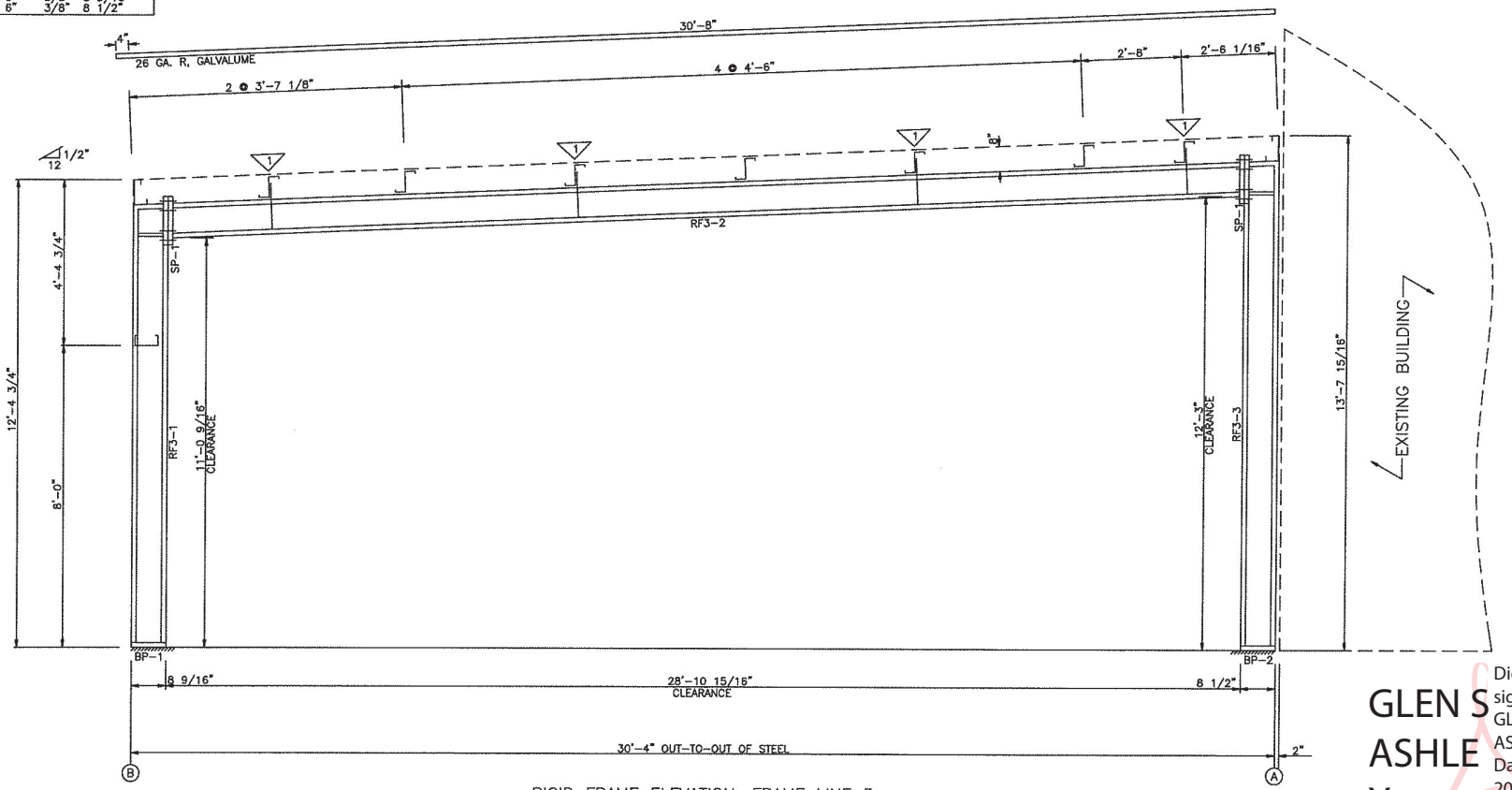
STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 9/16"
BP-2	6"	3/8"	8 1/2"

FLANGE BRACE TABLE FRAME LINE 3			
▽ ID	# SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"



RIGID FRAME ELEVATION: FRAME LINE 3

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF3-1	8.0/ 8.0	0.135	10'-8 5/16"	5 x 1/4" x 11'-8 1/8"	5 x 5/16" x 10'-8 5/16"
	8.0/ 8.0	0.375	1'-0 1/8"	5 x 1/4" x 8 1/4"	
RF3-2	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 5/16" x 4'-10 7/16"
	8.0/ 8.0	0.135	14'-0 1/8"	5 x 1/4" x 8'-9 13/16"	5 x 1/4" x 20'-0"
					5 x 1/4" x 3'-11 3/8"
RF3-3	8.0/ 8.0	0.313	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION	SCALE: NONE
[4]	DRAWING NO: PAGE 2.3	DRAWN BY: MS / CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

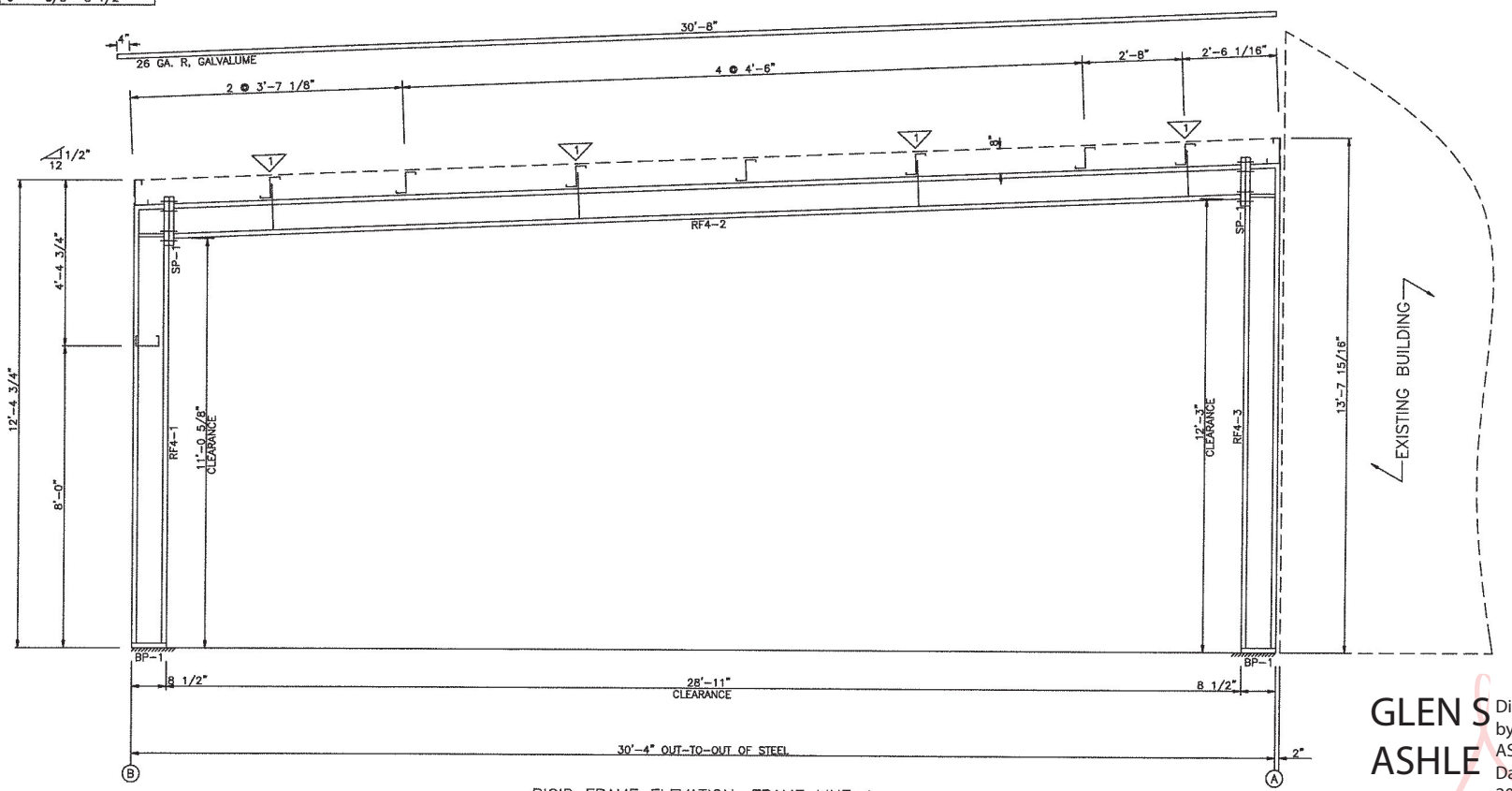
GLEN S ASHLEY

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Date: 2023.11.08 13:59:05 -05'00'

SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 1/2"

FLANGE BRACE TABLE FRAME LINE 4			
∇ ID	# SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"



RIGID FRAME ELEVATION: FRAME LINE 4

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF4-1	8.0/ 8.0	0.135	10'-8 3/8"	5 x 1/4" x 11'-8 1/8"	5 x 1/4" x 10'-8 3/8"
	8.0/ 8.0	0.188	1'-0 1/8"	5 x 1/4" x 8 1/4"	
RF4-2	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 1/4" x 20'-0"
	8.0/ 8.0	0.135	14'-0 5/8"	5 x 1/4" x 8'-10 5/16"	5 x 1/4" x 8'-10 5/16"
RF4-3	8.0/ 8.0	0.188	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

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STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION	SCALE: NONE
[4]	DRAWING NO: PAGE 2.4	DRAWN BY: MS / CHECKED BY:

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STATE OF FLORIDA
PROFESSIONAL ENGINEER

SBS SUPPLIES CABLES CUT TO THE NEAREST FOOT LONGER THAN THE REQUIRED LENGTH. FOLLOW THESE INSTRUCTIONS FOR CABLE INSTALLATION.

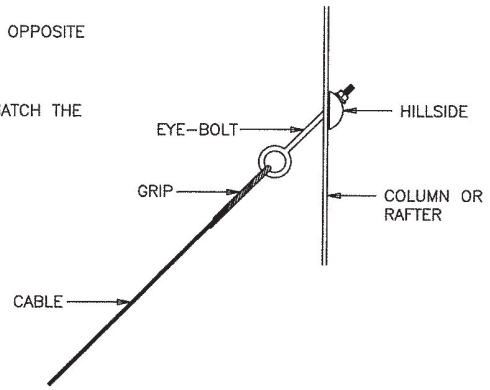
[1] INSTALL ONE END OF THE CABLE FOLLOWING THE INSTRUCTIONS OF THE GRIP MANUFACTURER.

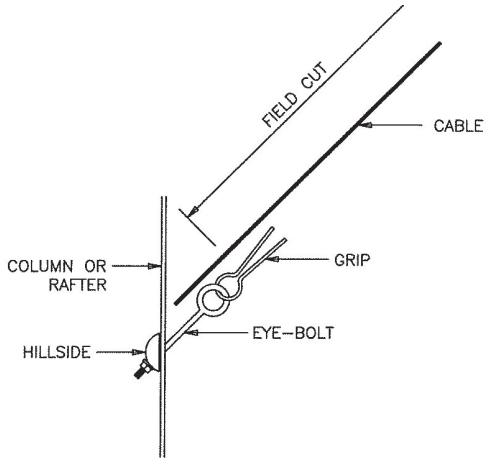
[2] INSTALL THE EYEBOLT AND HILLSIDE AT THE OPPOSITE CABLE END.

[3] HOOK GRIP THROUGH EYEBOLT.

[4] PULL CABLE TIGHT AND MARK LENGTH TO MATCH THE INSTALLATION MARK ON THE GRIP.

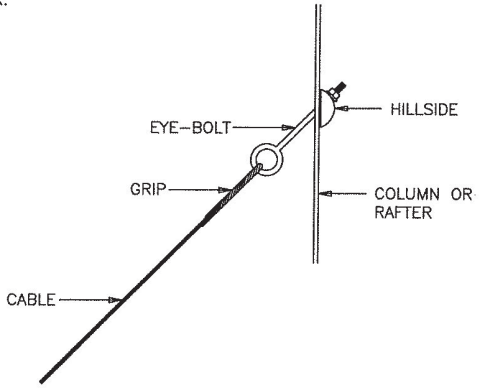
[5] CUT CABLE TO LENGTH.

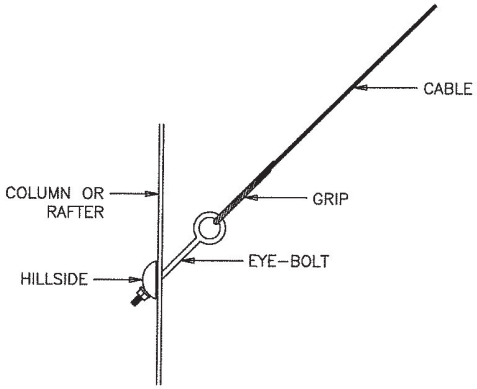




[6] INSTALL CUT END OF THE CABLE FOLLOWING THE INSTRUCTIONS OF THE GRIP MANUFACTURER.

[7] TENSION CABLE AS REQUIRED.





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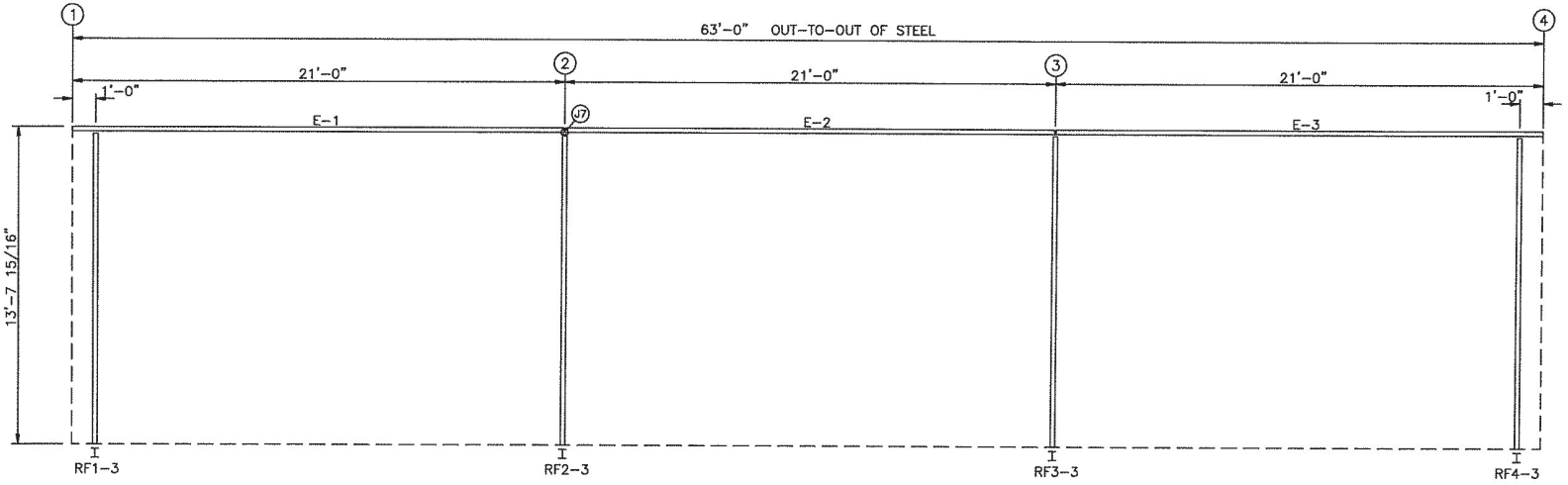
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Date: 2023.11.08 13:58:31 -05'00'

STEEL BUILDING SYSTEMS INC.

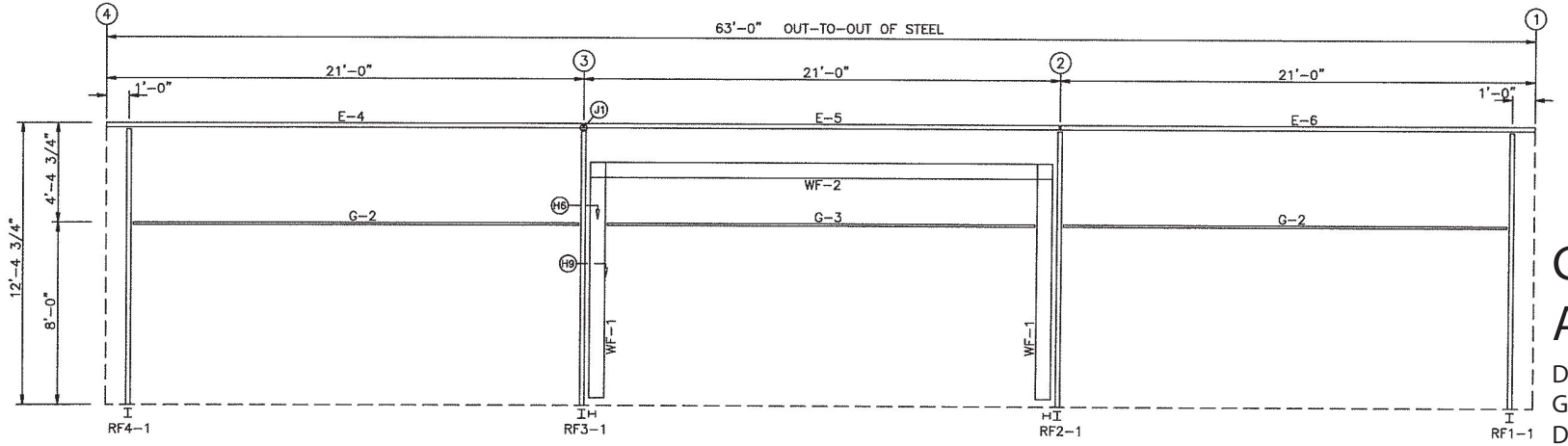
REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23–11–272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: CABLE BRACING DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 2.5	DRAWN BY: MS	CHECKED BY:

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SIDEWALL FRAMING: FRAME LINE A



SIDEWALL FRAMING: FRAME LINE B

BOLT TABLE FRAME LINE A & B				
LOCATION	QUAN	TYPE	DIA	LENGTH
WF-1 – WF-2	8	A325	5/8"	2 1/2"
WF-1 – RF3-1	10	A325	5/8"	2 1/2"
WF-1 – RF2-1	10	A325	5/8"	2 1/2"

MEMBER TABLE FRAME LINE A & B		
MARK	PART	LENGTH
WF-1	B8X11.9	10'-6 3/4"
WF-2	B8X11.9	19'-7 1/2"
E-1	8ES14@.5	20'-11 1/2"
E-2	8ES14@.5	20'-11 1/2"
E-3	8ES14@.5	20'-11 1/2"
E-4	8ES14@.5	20'-11 1/2"
E-5	8ES14@.5	20'-11 1/2"
E-6	8ES14@.5	20'-11 1/2"
G-2	8x25C16	19'-3 1/2"
G-3	8x25C16	19'-7 1/4"

STEEL BUILDING SYSTEMS INC.

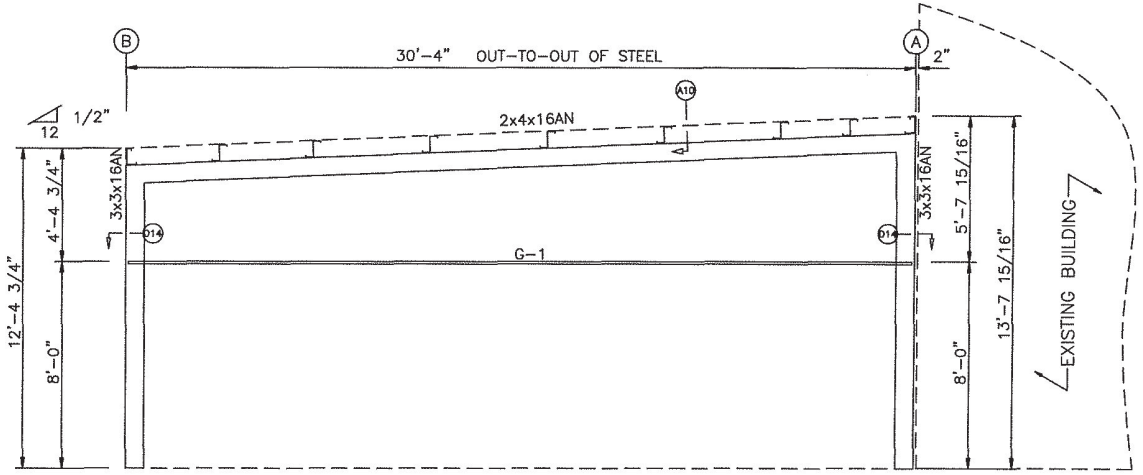
REVISIONS			
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[2]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[3]	LOCATION: FORT PIERCE, FLORIDA		
[4]	DRAWING NAME: SIDEWALL FRAMING LAYOUT		SCALE: NONE
	DRAWING NO: PAGE 3	DRAWN BY: MS	CHECKED BY:

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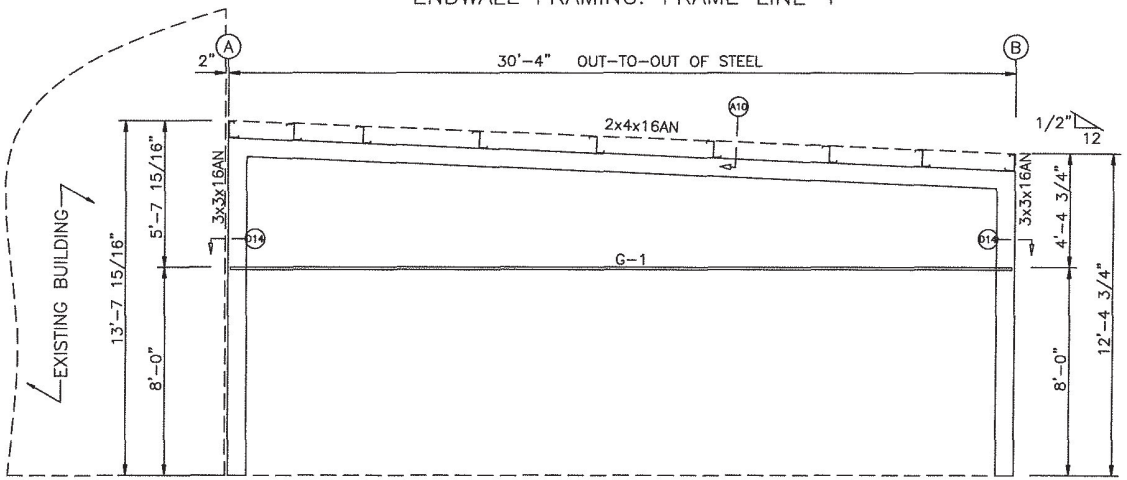
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Date: 2023.11.08 13:58:14 -05'00'



ENDWALL FRAMING: FRAME LINE 1

MEMBER TABLE FRAME LINE 1 & 4		
MARK	PART	LENGTH
G-1	8x25C12	30'-3 1/2"



ENDWALL FRAMING: FRAME LINE 4

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Date: 2023.11.08 13:57:59 -05'00'

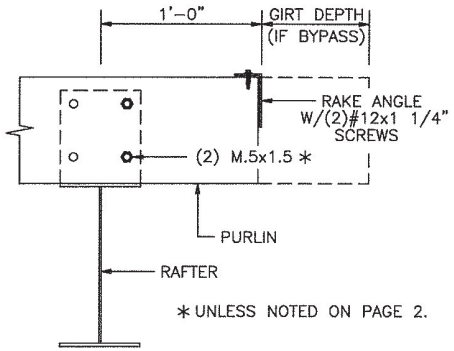
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ENDWALL FRAMING LAYOUT	SCALE: NONE
[4]	DRAWING NO: PAGE 4	DRAWN BY: MS / CHECKED BY:

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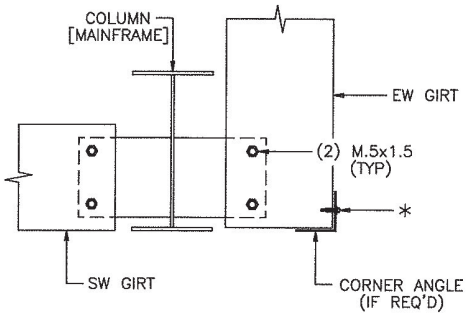
DETAIL A10



* UNLESS NOTED ON PAGE 2.

PURLIN TO ENDWALL RAFTER

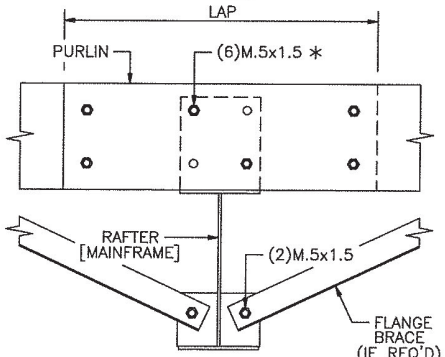
DETAIL D14



*(2)#12x1 1/4" SCREWS

GIRT CONNECTIONS AT EXPANDABLE ENDWALL

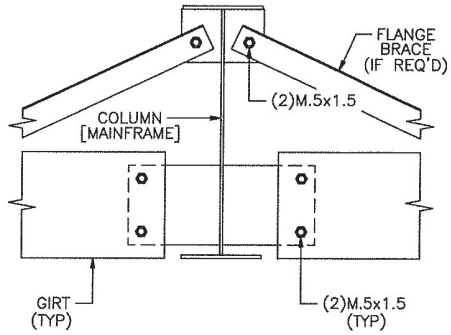
DETAIL G2



* UNLESS NOTED ON PAGE 2.

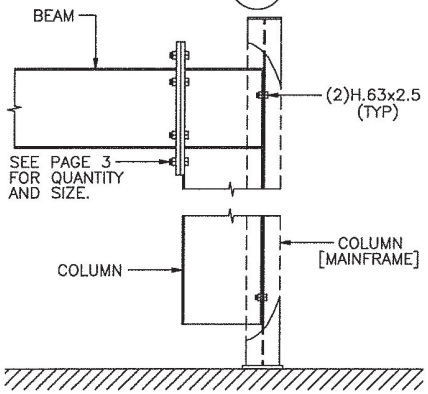
PURLIN TO MAINFRAME RAFTER

DETAIL H6



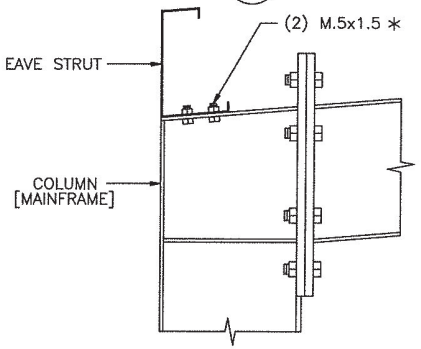
GIRT TO MAINFRAME COLUMN

DETAIL H9



WIND FRAME DETAIL

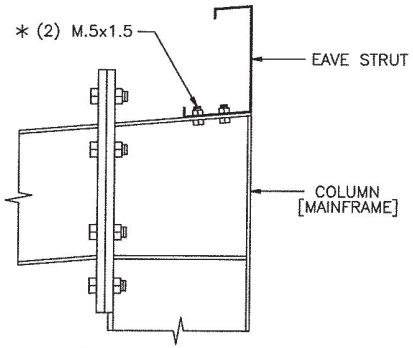
DETAIL J1



* UNLESS NOTED ON PAGE 2.

EAVE STRUT CONNECTION AT MAINFRAME

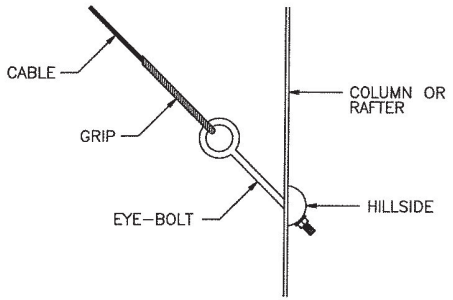
DETAIL J7



* UNLESS NOTED ON PAGE 2.

EAVE STRUT CONNECTION AT MAINFRAME

DETAIL Q2



CABLE INSTALLATION DETAIL

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Date: 2023.11.08 13:57:46 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS		
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[2]	JOB NO: 23-11-272	DATE: 11/ 7/23
[3]	LOCATION: FORT PIERCE, FLORIDA	
[4]	DRAWING NAME: FRAMING DETAILS	SCALE: NONE
	DRAWING NO: PAGE 5	DRAWN BY: MS / CHECKED BY:

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GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

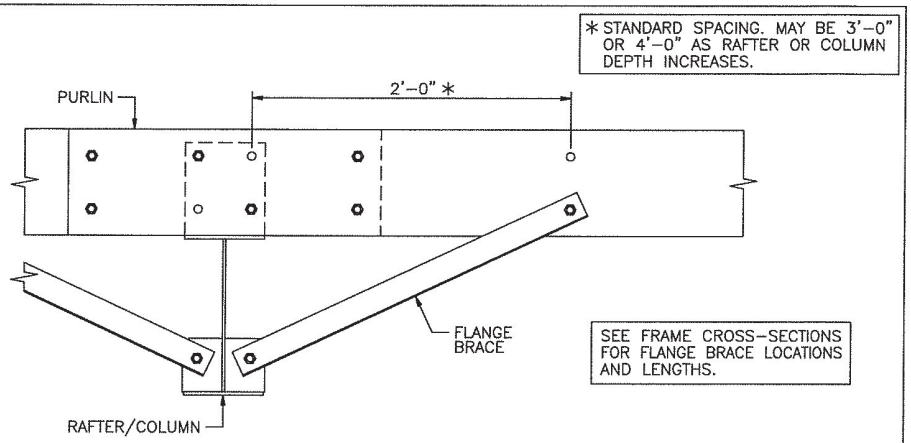
NOTE:

THE PROPER TIGHTENING AND INSPECTION OF ALL FASTENERS IS THE RESPONSIBILTY OF THE ERECTOR. ALL HEAVY STRUCTURAL (A325, A490) BOLTS AND NUTS MUST BE TIGHTENED TO A SNUG-TIGHTENED CONDITION AS SHOWN BELOW. A325 AND A490 BOLTS ARE DESIGNATED BY "SBS" WITH A "H". (ex: H.63x2.0 OR H.75x2.75)

SNUG-TIGHTENED CONDITION:

ALL BOLTED JOINTS WITH A325 TYPE 1 BOLTS ARE SPECIFIED AS SNUG-TIGHTENED JOINTS, UNLESS NOTED OTHERWISE, IN ACCORDANCE WITH THE "SPECIFICATION FOR STRUCTURAL JOINTS USING ASTM A325 OR A490 BOLTS, JUNE 30, 2004." PRETENSIONING METHODS, INCLUDING TURN-OF-NUT AND CALIBRATED WRENCH, ARE NOT REQUIRED UNLESS NOTED OTHERWISE.

THE SNUG-TIGHTENED CONDITION IS DEFINED AS "THE TIGHTNESS THAT IS ATTAINED WITH A FEW IMPACTS OF AN IMPACT WRENCH OR THE FULL EFFORT OF AN IRON-WORKER USING AN ORDINARY SPUD WRENCH TO BRING THE PLIES INTO FIRM CONTACT." FIRM CONTACT IS FURTHER DEFINED AS "THE CONDITION WHEN THE PLANES OF CONTACT BETWEEN TWO PLIES ARE SOLIDLY SEATED AGAINST EACH OTHER, BUT NOT NECESSARILY IN CONTINUOUS CONTACT."



FLANGE BRACE INSTALLATION DETAILS

GLEN S ASHLEY

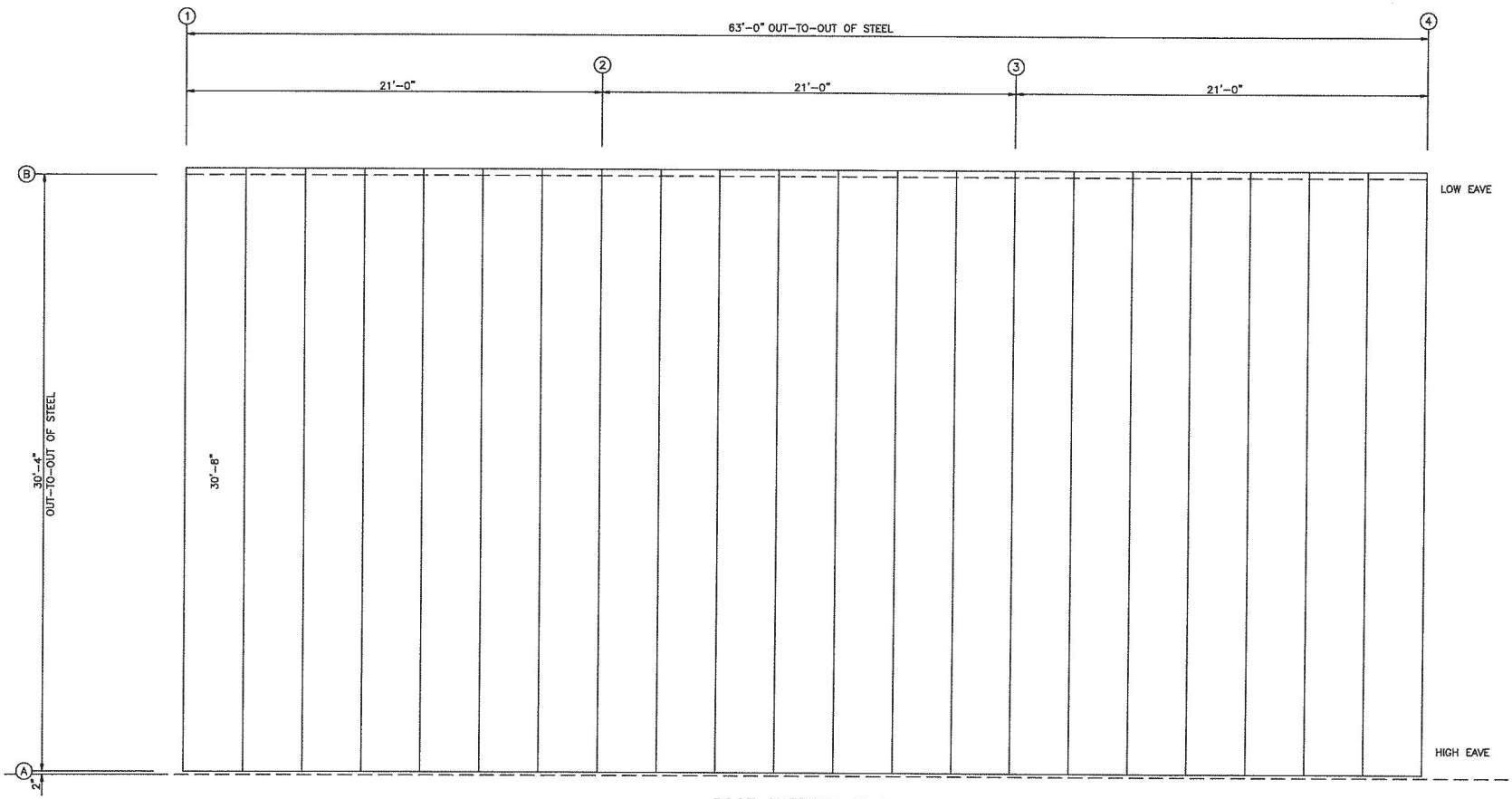
Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:57:33 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: FRAMING DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 5.1	DRAWN BY: MS	CHECKED BY:

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GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER



ROOF SHEETING PLAN

PANELS: 26 GA. R – GALVALUME

FL#11819.5

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Date: 2023.11.08 13:57:20 -05'00'

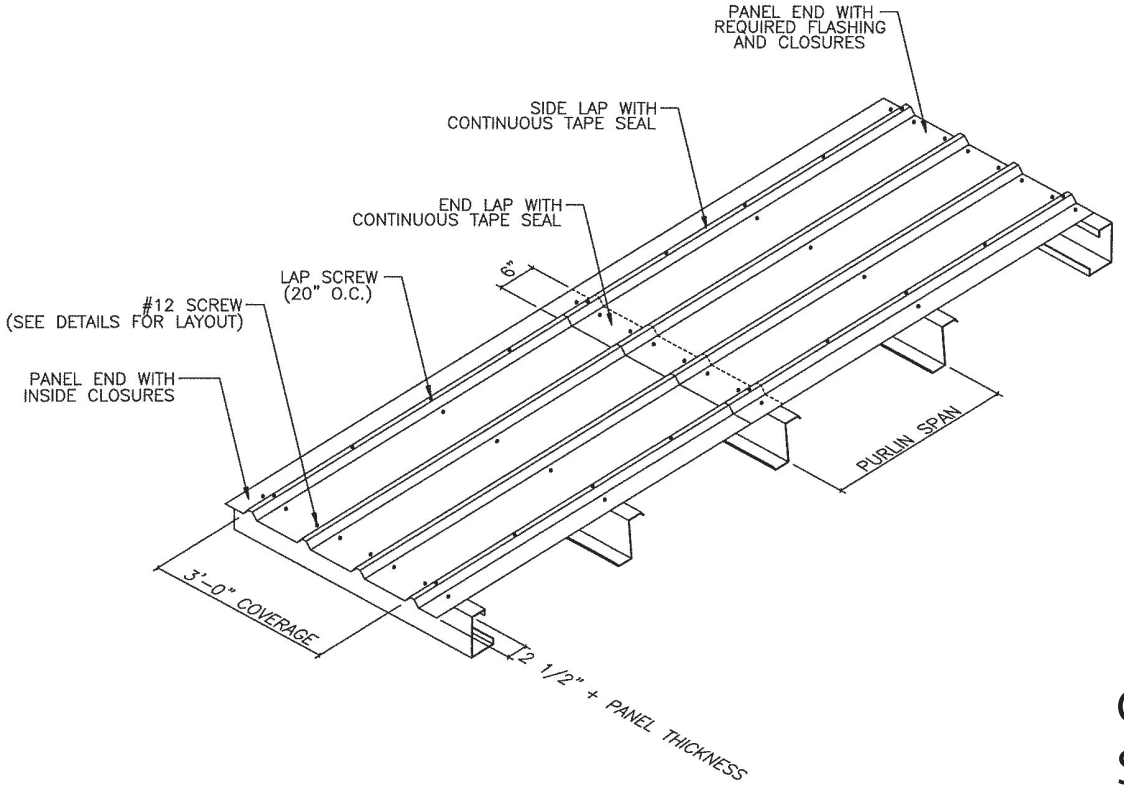
EXISTING BUILDING

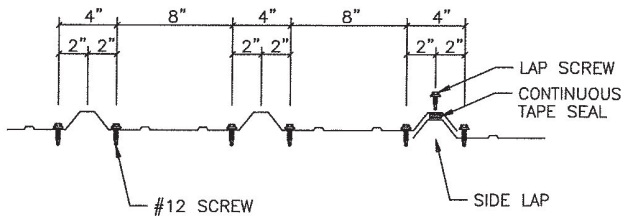
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ROOF PANELS & TRIM	SCALE: NONE
[4]	DRAWING NO: PAGE 6	DRAWN BY: MS / CHECKED BY:

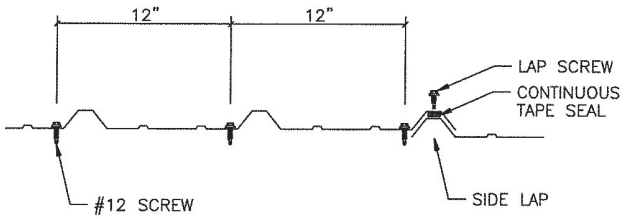
STRUCTURAL STAMP

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LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER





DETAIL AT PANEL END



DETAIL AT INTERIOR OF PANEL

NOTES:

[1] ALL END LAPS MUST BE A MINIMUM OF 6".

[2] METAL SHAVINGS MUST BE SWEPT FROM THE ROOF EACH DAY DURING ERECTION TO PREVENT SURFACE RUSTING.

[3] TAPE SEAL MUST BE APPLIED WITH NO GAPS OR BREAKS.

[4] #12 SCREWS ARE USED TO ATTACH THE PANEL TO THE PURLINS. #14 LAP SCREWS ARE USED AT THE PANEL–TO–PANEL ATTACHMENTS. ALL FASTENERS ARE SELF–DRILLING.

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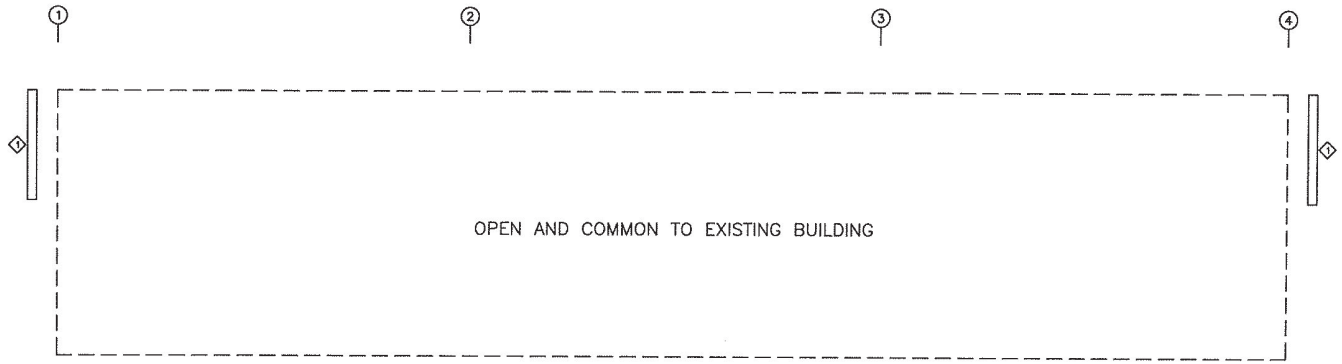
Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:57:07 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23–11–272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ROOF PANEL DETAILS	SCALE: NONE
[4]	DRAWING NO: PAGE 6.1	DRAWN BY: MS / CHECKED BY:

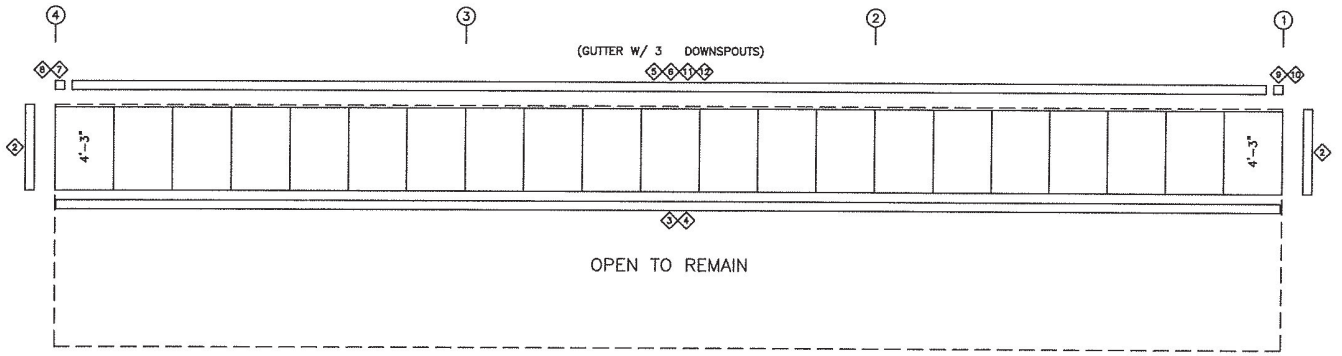
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LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER



SIDEWALL SHEETING & TRIM: FRAME LINE A

TRIM TABLE FRAME LINE A & B		
◇ID	PART	LENGTH
1	R JAMB	5'-11"
2	O/S CORN	4'-5"
3	R HEAD	20'-3"
4	R HEAD	3'-0"
5	GUTTER	20'-3"
6	GUTTER	3'-0"
7	GUTEND L	
8	CORBOX L	
9	GUTEND R	
10	CORBOX R	
11	PNL CAP	20'-3"
12	PNL CAP	3'-0"



SIDEWALL SHEETING & TRIM: FRAME LINE B

PANELS: 26 GA. R – LIGHT STONE

FL#11917.5

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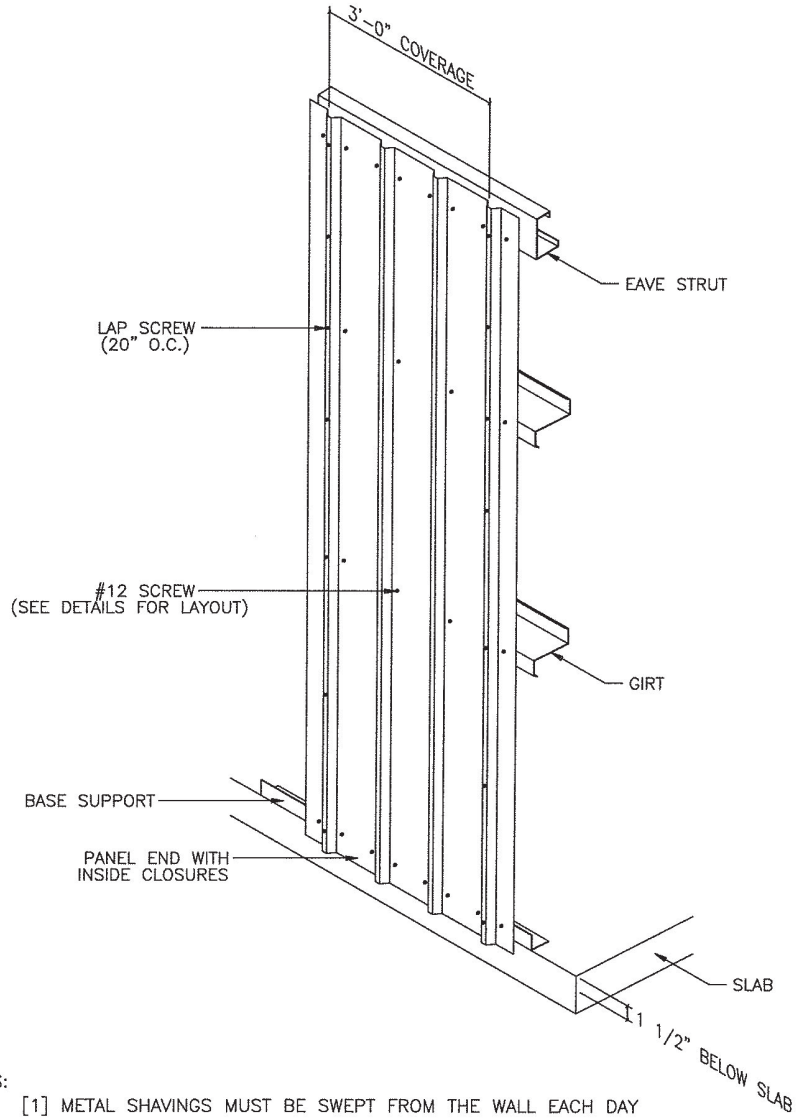
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Date: 2023.11.08 13:56:50 -05'00'

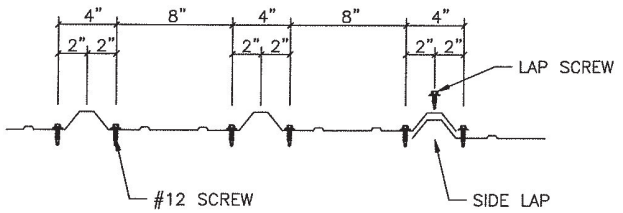
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: SIDEWALL PANELS & TRIM	SCALE: NONE
[4]	DRAWING NO: PAGE 7	DRAWN BY: MS / CHECKED BY:

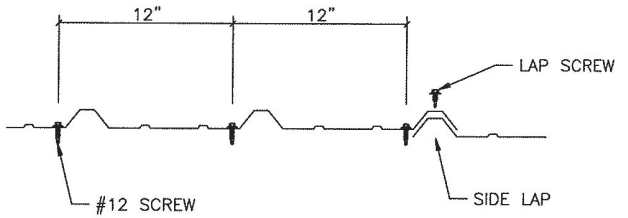
STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER





DETAIL AT PANEL END
DETAIL AT HEADER/SILL
DETAIL AT PARTIAL WALL



DETAIL AT INTERIOR OF PANEL

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:56:35 -05'00'

NOTES:

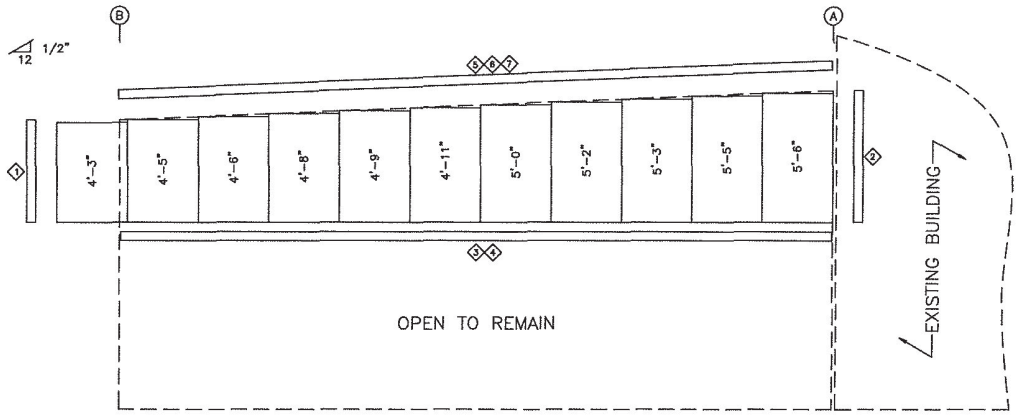
[1] METAL SHAVINGS MUST BE SWEPT FROM THE WALL EACH DAY DURING ERECTION TO PREVENT SURFACE RUSTING.

[2] #12 SCREWS ARE USED TO ATTACH THE PANEL TO THE GIRTS. #14 LAP SCREWS ARE USED AT THE PANEL-TO-PANEL ATTACHMENTS. ALL FASTENERS ARE SELF-DRILLING.

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: SIDEWALL PANEL DETAILS	SCALE: NONE
[4]	DRAWING NO: PAGE 7.1	DRAWN BY: MS / CHECKED BY:

STRUCTURAL STAMP
GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

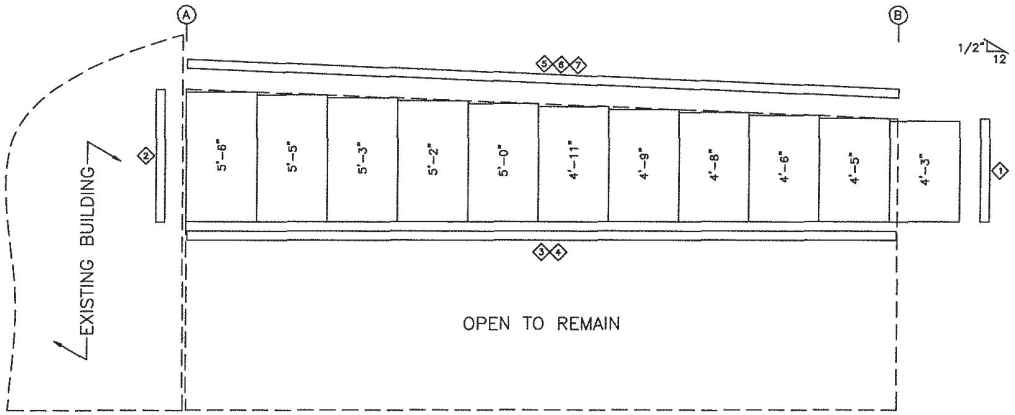


ENDWALL SHEETING & TRIM: FRAME LINE 1

PANELS: 26 GA. R – LIGHT STONE

FL#11917.5

TRIM TABLE FRAME LINE 1 & 4		
◇ID	PART	LENGTH
1	O/S CORN	4'-5"
2	R JAMB	5'-11"
3	R HEAD	20'-3"
4	R HEAD	10'-4"
5	RAKE TRM	20'-3"
6	RAKE TRM	10'-5"
7	RAKE BOX	



ENDWALL SHEETING & TRIM: FRAME LINE 4

PANELS: 26 GA. R – LIGHT STONE

FL#11917.5

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY

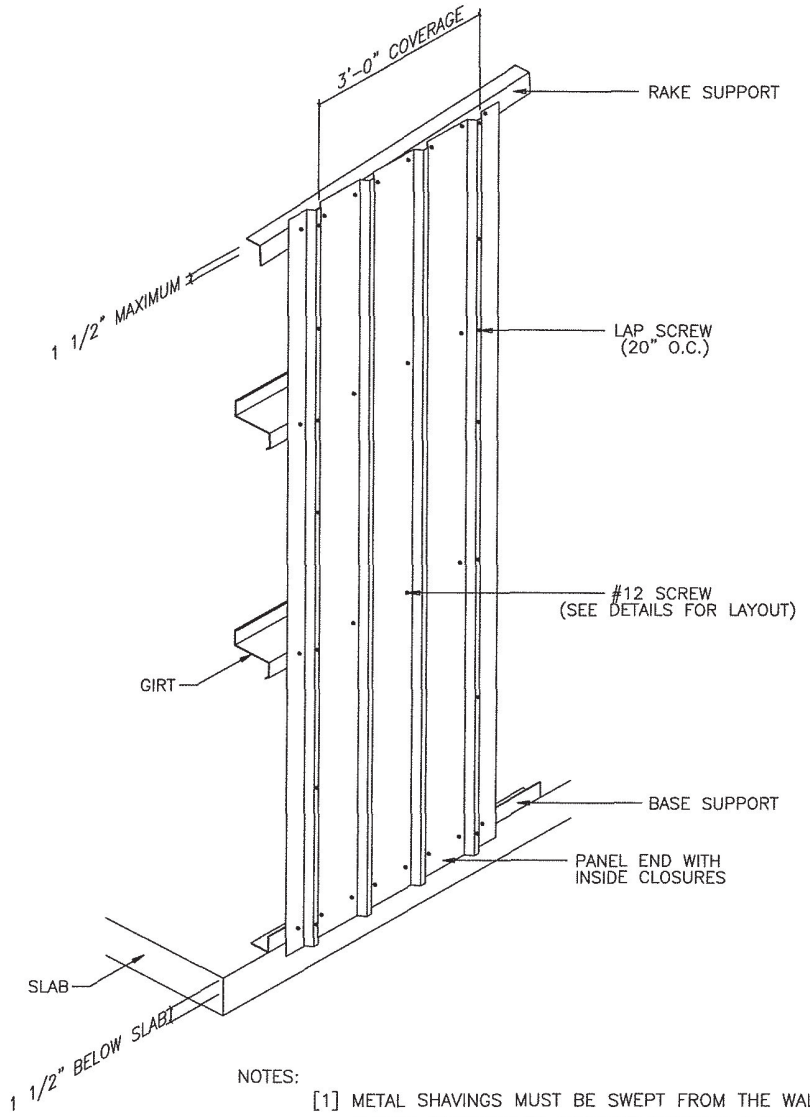
Date: 2023.11.08 13:56:18 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ENDWALL PANELS & TRIM	SCALE: NONE
[4]	DRAWING NO: PAGE 8	DRAWN BY: MS / CHECKED BY:

STRUCTURAL STAMP

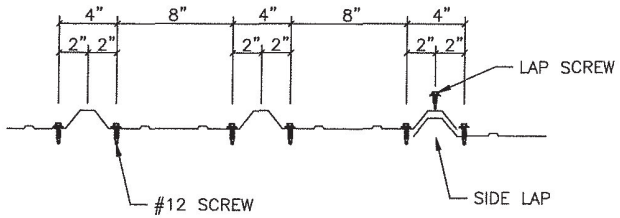
GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER



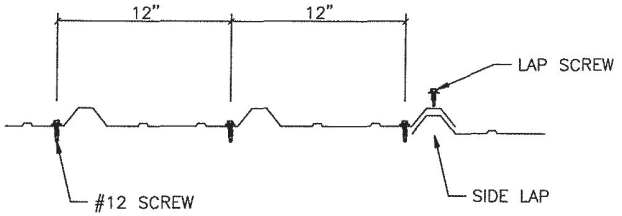
NOTES:

[1] METAL SHAVINGS MUST BE SWEPT FROM THE WALL EACH DAY DURING ERECTION TO PREVENT SURFACE RUSTING.

[2] #12 SCREWS ARE USED TO ATTACH THE PANEL TO THE GIRTS. #14 LAP SCREWS ARE USED AT THE PANEL–TO–PANEL ATTACHMENTS. ALL FASTENERS ARE SELF–DRILLING.



DETAIL AT PANEL END
DETAIL AT HEADER/SILL
DETAIL AT PARTIAL WALL



DETAIL AT INTERIOR OF PANEL

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:56:06 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS			
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[2]	JOB NO: 23–11–272	DATE: 11/ 7/23	
[3]	LOCATION: FORT PIERCE, FLORIDA		
[4]	DRAWING NAME: ENDWALL PANEL DETAILS		SCALE: NONE
	DRAWING NO: PAGE 8.1	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP
GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

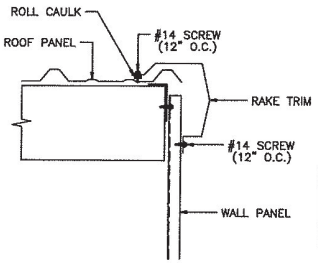
TRIM NOTES:

[1] SEAL TRIM SPLICES WITH TUBE CAULK.

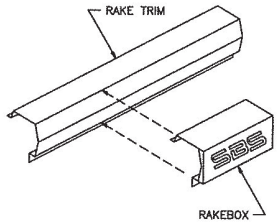
[2] SECURE GUTTER SPLICES AND END PLUGS WITH RIVETS.

[3] SECURE ALL OTHER ROOF TRIM SPLICES WITH TRIM SCREWS UNLESS NOTED OTHERWISE.

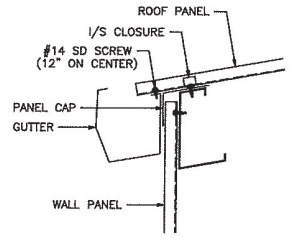
[4] TRIM SCREWS ARE LOCATED 12" ON CENTER UNLESS NOTED OTHERWISE.



RAKE TRIM DETAIL

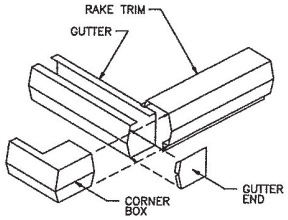


RAKEBOX DETAIL

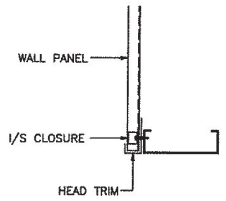


NOTE: INSTALL GUTTER STRAPS 3'0" ON CENTER.

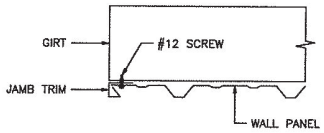
GUTTER DETAIL



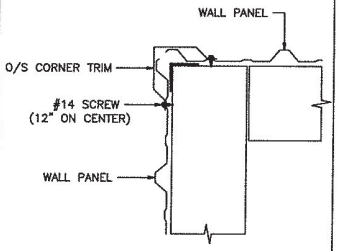
GUTTER END DETAIL



HEAD TRIM DETAIL AT HEADER



JAMB TRIM DETAIL AT GIRT



O/S CORNER DETAIL

GLEN S ASHLEY

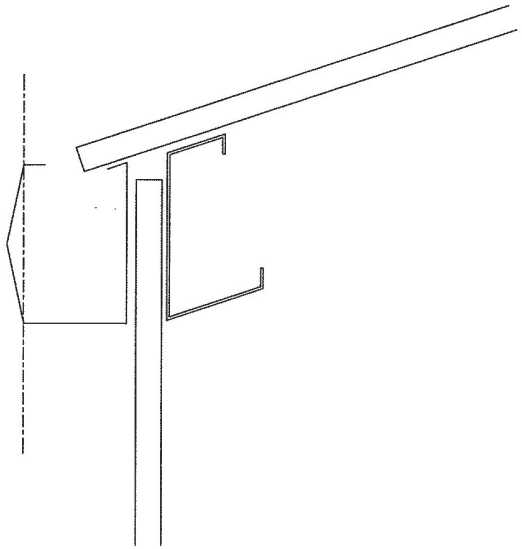
Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:55:50 -05'00'

STEEL BUILDING SYSTEMS INC.

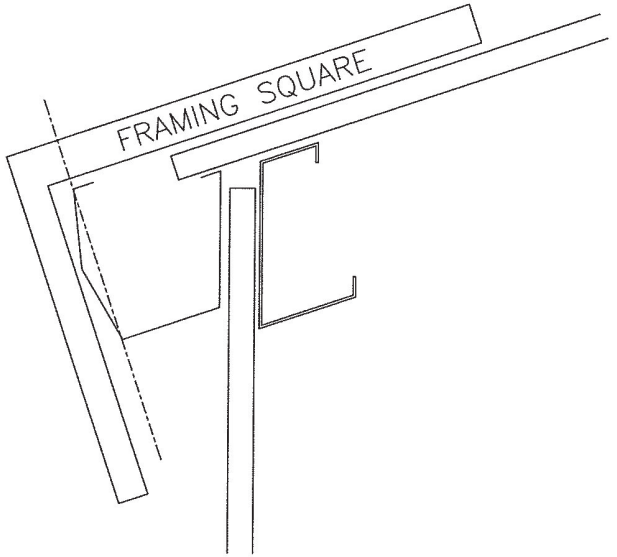
REVISIONS			
	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: TRIM DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 9	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER



DO NOT INSTALL GUTTER WITH OUTSIDE FACE PERPENDICULAR TO THE GROUND.



INSTALL GUTTER WITH OUTSIDE FACE PERPENDICULAR TO THE ROOF.

GLEN S ASHLEY Digitally signed by GLEN S ASHLEY Date: 2023.11.08 13:55:33 -05'00'

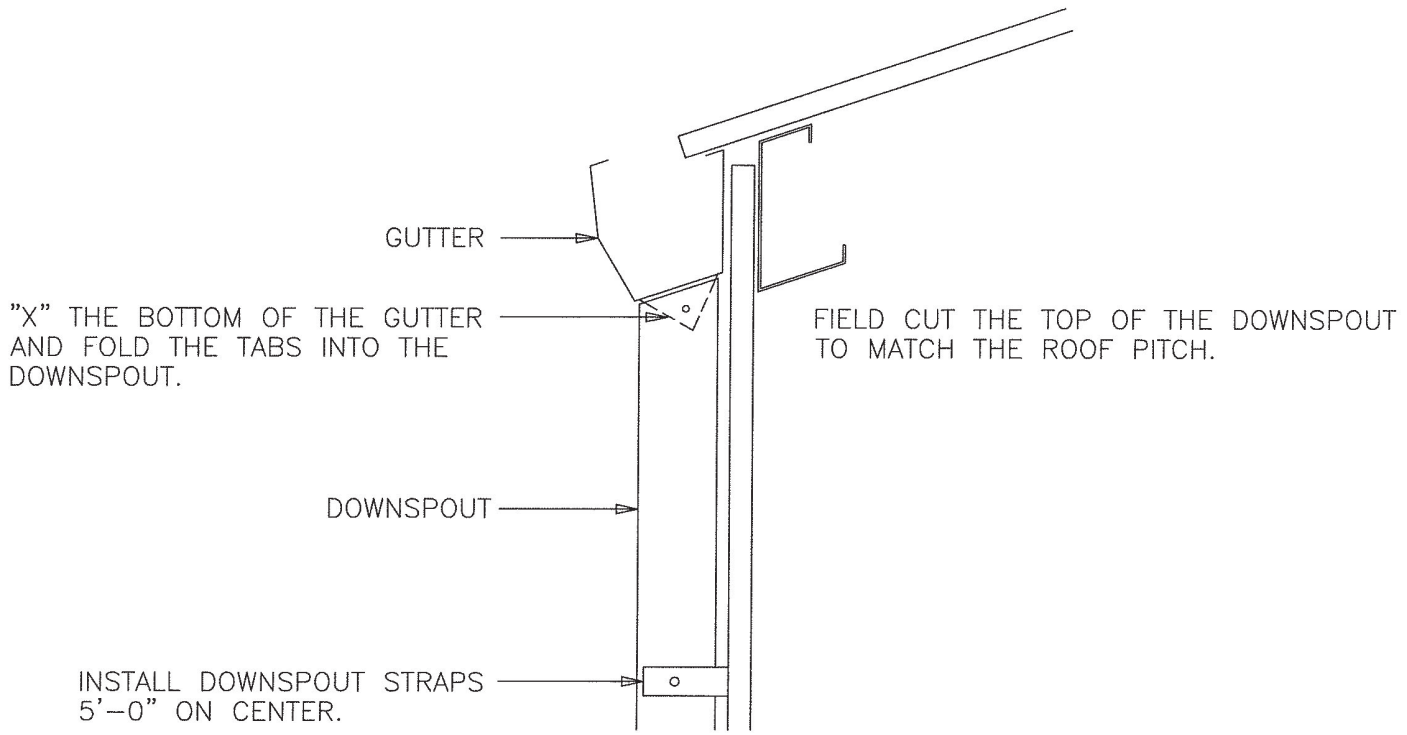
GUTTER INSTALLATION DETAIL

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: GUTTER INSTALL DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 9.1	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER



DOWNSPOUT INSTALLATION DETAIL

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:54:55 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: DOWNSPOUT INSTALL DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 9.2	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

STEEL BUILDING SYSTEMS
COLOR CHART

SIGNATURE® 200
STANDARD COLORS
26- AND 24-GAUGE MATERIAL

Siliconized Polyester
Polar White is a Straight Polyester.
* Also available in 29-gauge
** Minimum quantities and/or extended lead times required for 24-gauge. Please inquire.

HAWAIIAN BLUE** ★ SR .31 SRI 31	CRIMSON RED** ★ SR .32 SRI 33	FERN GREEN** ★ SR .29 SRI 29	BURNISHED SLATE** ★ SR .34 SRI 36
ASH GRAY ★ SR .45 SRI 50	SADDLE TAN ★ SR .47 SRI 53	DESERT SAND ★ SR .42 SRI 47	KOKO BROWN ★ SR .35 SRI 37
CHARCOAL GRAY** ★ SR .38 SRI 41	COBALT BLUE** ★ SR .26 SRI 24	RUSTIC RED ★ SR .37 SRI 39	LIGHT STONE ★ SR .56 SRI 66
POLAR WHITE* ★ SR .58 SRI 68	SOLAR WHITE** ★ SR .71 SRI 86		

SIGNATURE® 300
STANDARD COLORS
26-GAUGE MATERIAL
PBR, PBU, AVP, PBC, PBD
PANELS ONLY

* Also available in 24-gauge
** Minimum quantities and/or extended lead times required for 24-gauge. Please inquire.
† Minimum quantities and/or extended lead times required for all gauges. Please inquire.

MEDIUM BRONZE* ★ SR .29 SRI 28	SNOW WHITE* ★ SR .65 SRI 78	SLATE GRAY** ★ SR .37 SRI 39	ALMOND* ★ SR .63 SRI 75
CLASSIC GREEN** ★ SR .27 SRI 26	BROWNSTONE* ★ SR .47 SRI 53	BRITE RED † ★ SR .49 SRI 55	HARBOR BLUE** ★ SR .28 SRI 27
BONE WHITE** ★ SR .70 SRI 85			

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@steelbuildingsystems · facebook.com/sbsadelga · sbsga.com

DIFRANCESCO CONSTRUCTION INC

Michael DiFrancesco
President
License # CBC1265203

8840 Lonesome Pine Trail
Ft Pierce Fla 34945

Home 772-465-8231
Cell 201-7797
Fax 465-7873

Estimate

November 17, 2023
RE: Ft Pierce Police Athletic League
2203 Orange Avenue
Ft Pierce Fla 34950

DiFrancesco Construction Proposes to build a 1928 Sq Ft shade structure. Said Structure will be built according to Owner supplied plans. All work to be permitted through the City of Ft Pierce.

Total Labor and Materials $65,000

Michael DiFrancesco
DiFrancesco Construction Inc

Fort Pierce Police Athletic League

7 items

Sort application by: Account

Account	Product	Balance	Closed/ Zero Balance	Maturity	Status	Remarks	Enrolled in Package	
Deposit		**68,791.21**						
800125956	Business Ce...	15,849.58			Open		No	No
4137163171	Business Ch...	52,941.63			Open		Yes	No
6014790172	Seacoast Bu...	0.00	11/09/2023		Closed at ...		Yes	No
Cardbase		**0.00**						
480278XXXXXX450	Business Vis...						No	No
480278XXXXXX652	Business Vis...						No	No
480278XXXXXX230	Business Vis...						No	No
Miscellaneous		**0.00**						
905754	Business Int...	0.00			Open		Yes	No


POLICE

Print

2023 COMMERCIAL FACADE GRANT PROGRAM APPLICATION - Submission #3419

Date Submitted: 11/16/2023

APPLICATION FORM

There is no guarantee that funding will be available for every application submitted, including those that meet the required criteria. Applications will be evaluated, and the four highest ranked properties will be awarded the grant.

To review full grant program overview, visit: FPRA Incentive Program | Fort Pierce, FL - Official Website (choosefortpierce.com)

Property Details:

Parcel ID Number:*

2409-707-0001-000-8

If you do not have your parcel ID, visit https://www.paslc.org/property-search/ to obtain.

Grant Property Address:*

2203 Orange Ave

Property Owner's Name:*

Fort Pierce Police Athletic League

Building's New Use(s) (if applicable):

Building's Existing Use(s):*

Community Center / Youth Programs non-profit

Lease Term (if applicable):

own

Applicant Information:

Applicant Name:*

Keith Pearson

Applicant Title (Business Owner, Property Owner, Business Partner, etc):*

Board Member

Email Address:*

pearsonk@stluciesheriff.com

Phone Number: *

7722011104

Business Information:

Legal Business Name:

Ft Pierce Police Athletic League D.B.A. St Lucie Sheriffs PAL

Business Type (Restaurant, Retail, Office, etc):

Youth Center non-profit

Employer Identification Number / Tax ID:

65-0670756

Number of Years in Business:

29

Number of Years at Current Address:

2

If not currently open for business at this location, when do you expect to open?

Project Details:

Grant amount requested?

$25000.00

Note: This grant offers financial assistance in the form of a reimbursable grant, matching 50% up to $25,000.

What is the total cost of the project?

$65000.00

The costs must be verified by licensed contractors.

Estimated timeframe for the completion of the project:

160days

The project must be started within six (6) months from the date of the FPRA Board approval and completed within 12 months of the building permit issuance. Failure to do so, without an approved deviation by the FPRA, will result in termination of the grant.

General Description of Proposed Improvements:*

- [x] Awnings/Canopies
- [ ] Building Facade
- [ ] Signs
- [ ] Windows/Doors
- [ ] Walls
- [ ] Parking lot repaving, resealing, and/or restriping
- [ ] Fencing
- [x] Patio deck
- [ ] Landscaping/Irrigation
- [x] Roofing
- [ ] Mural/Art Installation
- [ ] Security cameras/system
- [ ] Exterior Painting
- [ ] Other (explain in narrative below)

Narrative describing the project, improvements to be made, and why this funding is necessary:*

Shade structure covering preexisting concreate.

Narrative detailing approach to fully fund this project. Note: This is a dollar-for-dollar matching grant.*

Pledges and donors, can provide proof of funds if requested.

Type text here

Narrative describing how this project will address the priorities of the FPRA as outlined in the Redevelopment Plan. This narrative shall identify community benefits resulting from the project.*

Florida is known for its extreme weather conditions. This shade structure will allow the youth to safely participate with outdoor activities. They will be sheltered from the rain and heat.

To view the FPRA Plan, visit: https://cityoffortpierce.com/DocumentCenter/View/9381/2020-Updated-FPRA-Plan

Required Documentation:

Color photograph of the existing condition of the FRONT of building (1 of 2):*

overview.jpg

Color photograph of the existing condition of the FRONT of building (2 of 2):*

overview.jpg

Project plans and renderings and any other relevant materials that convey the physical improvements proposed to be made:*

23-11-272(SEALED).pdf

Design and construction plans for the proposed improvements.*

SBS_Color.pdf

Provide examples of project colors, design, materials and specifications.*

SBS_Color_Chart.pdf

Proof of ability to fully fund the project.*

proof of funds.jpg

Attach a letter describing why this property should be selected to receive a grant. Please include how this project meets the goals and objectives of the FPRA Plan.*

FPRA Letter.docx

Cost Estimates*

PAL Estimate.docx

A minimum of one (1) cost estimate from a licensed contractor issued within the previous 90 days of this application submission. Estimates should be broken out in detail, especially if any non-eligible improvements are being completed, as this allows FPRA to compare based on only grant eligible improvements being performed.

Signature

Electronic Signature*

Keith Pearson

I certify that the information provided in this application is true and accurate to the best of my ability and no false or misleading statements have been made to secure approval of this application.

By typing your name in the box above, you are signing the document electronically. You agree that your electronic signature has the same validity as your handwritten signature.


ST.LUCIE SHERIFF
POLICE Athletic LEAGUE
Est 1999
SHERIFF

Saint Lucie County Sheriffs Police Athletic League
2203 Orange Ave, Ft Pierce FL 34950
pal@stluciesheriff.com

Lisa Johns-Grose
President

Paul Pearson
Vice President

Melissa Alexander
Treasurer

Steve Dipalma
Secretary

Board Members
Patrick Seidel
Keith Pearson
Ken Wilson

Executive Director
Jarret Romanello

The Fort Pierce Police Athletic League d.b.a St Lucie Sheriffs PAL purchased the building at 2203 Orange Ave and have used that location to provide at risk under privileged youth a place to go before they go places in life. The building prior to being purchased had over $200,000.00 in code violations and was a burden to the community with vagrants and illegal dumping. Working with the community, we have turned an eyesore into a safe place for our youth to grow. Most importantly, we recently received the Mayors Golden Hammer Award! We hope that we are awarded this grant because you are not only investing in the building you are investing in our youth.

THIS IS A LETTER OF CERTIFICATION FOR STEEL BUILDING SYSTEMS, INC.'S PROJECT #23-11-272 FOR FT. PIERCE POLICE ATHLETIC LEAGUE TO BE LOCATED IN FORT PIERCE, FLORIDA.

THIS LETTER CERTIFIES THAT STEEL BUILDING SYSTEMS, INC.'S BUILDING(S) MEETS THE INFORMATION IN THE DESIGN CRITERIA.

THIS LETTER OF CERTIFICATION IS WRITTEN SPECIFICALLY FOR THE BUILDING(S) PROVIDED BY STEEL BUILDING SYSTEMS, INC. THIS LETTER DOES NOT IMPLY NOR CONSTITUTE AN AGREEMENT THAT THE MANUFACTURER OR THE MANUFACTURER'S ENGINEER IS ACTING AS THE ENGINEER OF RECORD OR DESIGN PROFESSIONAL FOR THE CONSTRUCTION PROJECT.

DESIGN CRITERIA

WIDTH (ft)	= 30.33.0
LENGTH (ft)	= 63.0
EAVE HEIGHT (ft)	= 12.4/13.66
ROOF SLOPE (Rise/12)	= 0.5
BUILDING CODE	= FBC 20
DEAD LOAD (psf)	= 2.0
COLLATERAL LOAD (psf)	= 0.0
ROOF LIVE LOAD (psf)	= 20.0
LIVE LOAD REDUCTION	= YES
GROUND SNOW LOAD (psf)	= 0.0
ROOF SNOW LOAD (psf)	= 0.0
THERMAL COEFFICIENT (Ct)	= 1.20
IMPORTANCE – SNOW	= 1.00
SNOW EXPOSURE (Ce)	= 1.00
ULTIMATE WIND (ult) (mph)	= 161.0
NOMINAL WIND (asd) (mph)	= 124.71
RISK CATEGORY	= II–NORMAL
WIND EXPOSURE	= B
CLOSED/OPEN/PARTIAL	= PARTIALLY OPEN
INTERNAL GCpi	= 0.18 / –0.18

RISK CATEGORY	= II–NORMAL
SEISMIC SITE CLASS	= D
SEISMIC COEFFICIENT	= 0.08
MAPPED RESPONSE (Ss)	= 0.0494
MAPPED RESPONSE (S1)	= 0.0279
DESIGN CATEGORY (SDC)	= A
IMPORTANCE – SEISMIC	= 1.00
SITE COEFFICIENT (Fa)	= 1.6000
SITE COEFFICIENT (FV)	= 2.4000
DESIGN RESPONSE (Sms)	= 0.0784
DESIGN RESPONSE (Sm1)	= 0.0648
DESIGN RESPONSE (Sds)	= 0.0523
DESIGN RESPONSE (Sd1)	= 0.0432
RES MOD FACTOR (Mom) R	= 3.00
APP PERIOD (MOMENT) Ta	= 0.2183
RES MOD FACTOR (Brc) R	= 3.00
APP PERIOD (Braced) Ta	= 0.1371
TRANVERSE SYSTEM	= MOMENT FRAMES
LONGITUDINAL SYSTEM (ROOF)	= BRACED FRAMES
LONGITUDINAL SYSTEM (FSW)	= BRACED FRAMES
LONGITUDINAL SYSTEM (BSW)	= MOMENT FRAME

NOTE: THE SEISMIC ANALYSIS PROCEDURE USED ON THIS STRUCTURE IS THE EQUIVALENT LATERAL FORCE PROCEDURE.

STRUCTURAL STEEL

ASTM# (Plate)	= A529; A572; A1011
PLATE YIELD (Fy)	= 50.0 ksi
ASTM# (Bar)	= A–529; A–570; A–572
PLATE YIELD (Fy)	= 50.0 ksi

LIGHT GUAGE STEEL

ASTM# (Cold–Form)	= A1008; A1011
COLD–FORM YIELD (Fy)	= 55.0 ksi
ASTM# (Panel)	= A792
PANEL YIELD (Fy)	= 80.0 ksi

NOTE: ALL CONNECTION BOLTS ARE DESIGNATED IN THESE DRAWINGS AS EITHER A "M" FOR A307 BOLTS OR A "H" FOR A325 BOLTS.

COMPONENTS AND CLADDING

COMP/CLAD LOCATION	PRES (PSF)	SUCT (PSF)	ROOF SUCT (PSF)
COLUMN	28.1	–31.0	
GIRT/HEADER	28.1	–31.0	
JAMB	28.1	–31.0	
WALL PANEL	34.7	–46.3	
PURLIN	16.0	–29.9	
ROOF PANEL	16.0	–34.7	
LONG. BRACING	15.8	–11.4	–27.2
LONG. BRACING (EDGE ZONE)	24.1	–17.0	

NOTES TO ERECTOR/OWNER:

[1] "SBS" IS NOT RESPONSIBLE FOR THE ERECTION OF THE BUILDING, THE SUPPLY OF ANY TOOLS OR EQUIPMENT, OR ANY OTHER FIELD WORK UNLESS "SBS" HAS BEEN CONTRACTED FOR THESE. "SBS" DOES NOT PROVIDE ANY FIELD SUPERVISION FOR THE ERECTION OF THE BUILDING, NOR DOES "SBS" PERFORM ANY INSPECTIONS DURING OR AFTER ERECTION.

[2] USE ONLY THE ERECTION DRAWINGS PROVIDED BY "SBS" AND INCLUDED IN THE ERECTOR'S PACKAGE DELIVERED BY THE TRUCK DRIVER WITH THE BUILDING. "SBS" IS NOT LIABLE FOR ANY CLAIM RESULTING FROM THE USE OF OTHER DRAWINGS.

[3] CHECK SLAB AND ANCHOR BOLT PLACEMENTS BEFORE STANDING ANY FRAMING. IF THE SLAB IS NOT SIZED CORRECTLY OR IS OUT OF SQUARE, OR IF THE ANCHOR BOLTS ARE NOT CORRECTLY LOCATED, CALL "SBS". "SBS" IS NOT LIABLE FOR LABOR CHARGES RESULTING FROM STANDING FRAMING ON AN INCORRECT SLAB.

[4] BEGIN ERECTION WITH A BRACED BAY. INSTALL THE EAVE STRUTS FIRST AND THEN THE PURLINS WHICH FALL AT THE CABLE ATTACHMENT POINTS. NEXT, INSTALL ROOF AND WALL CABLES TO A SNUG CONDITION, SO THAT THE FRAMING IS BRACED. FINISH INSTALLING PURLINS AND GIRTS IN THE BRACED BAY. USING THE THE CABLE BRACING, SQUARE AND PLUMB THE FRAMING. CONTINUE WITH REMAINING BAYS, INSTALLING BRACING AS ADDITIONAL BRACED BAYS ARE ERECTED.

[5] THE CORRECTION OF MINOR MISFITS BY THE USE OF DRIFT PINS TO DRAW THE COMPONENTS INTO LINE, MODERATE AMOUNTS OF REAMING, CHIPPING AND CUTTING, AND THE REPLACEMENT OF MINOR SHORTAGES OF MATERIAL ARE A NORMAL PART OF ERECTION AND ARE NOT SUBJECT TO CLAIM. CONTACT "SBS" BEFORE MAKING ANY FIELD MODIFICATION TO THE BUILDING. "SBS" DOES NOT PAY CLAIMS FOR ERROR CORRECTION UNLESS APPROVED IN WRITING BY "SBS" BEFOREHAND.

STATUS OF THESE DRAWINGS

- [ ] FOR OWNER'S USE – NOT FOR CONSTRUCTION. ENGINEERED BUT NOT DETAILED FOR MANUFACTURE.
- [ ] FOR APPROVAL – NOT FOR CONSTRUCTION. ENGINEERED BUT NOT DETAILED FOR MANUFACTURE.
- [x] FOR PERMITTING – FOR CONSTRUCTION. ENGINEERED BUT NOT DETAILED FOR MANUFACTURE.
- [ ] FINAL DRAWINGS – FOR CONSTRUCTION. ENGINEERED AND DETAILED FOR MANUFACTURE.
- [ ] ERECTION DRAWINGS – FOR CONSTRUCTION. ENGINEERED AND DETAILED FOR MANUFACTURE.
- [ ] ANCHOR BOLT PLANS – FOR CONSTRUCTION.

GLEN S ASHLEY

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IAS ACCREDITED Metal Building Systems AC 472

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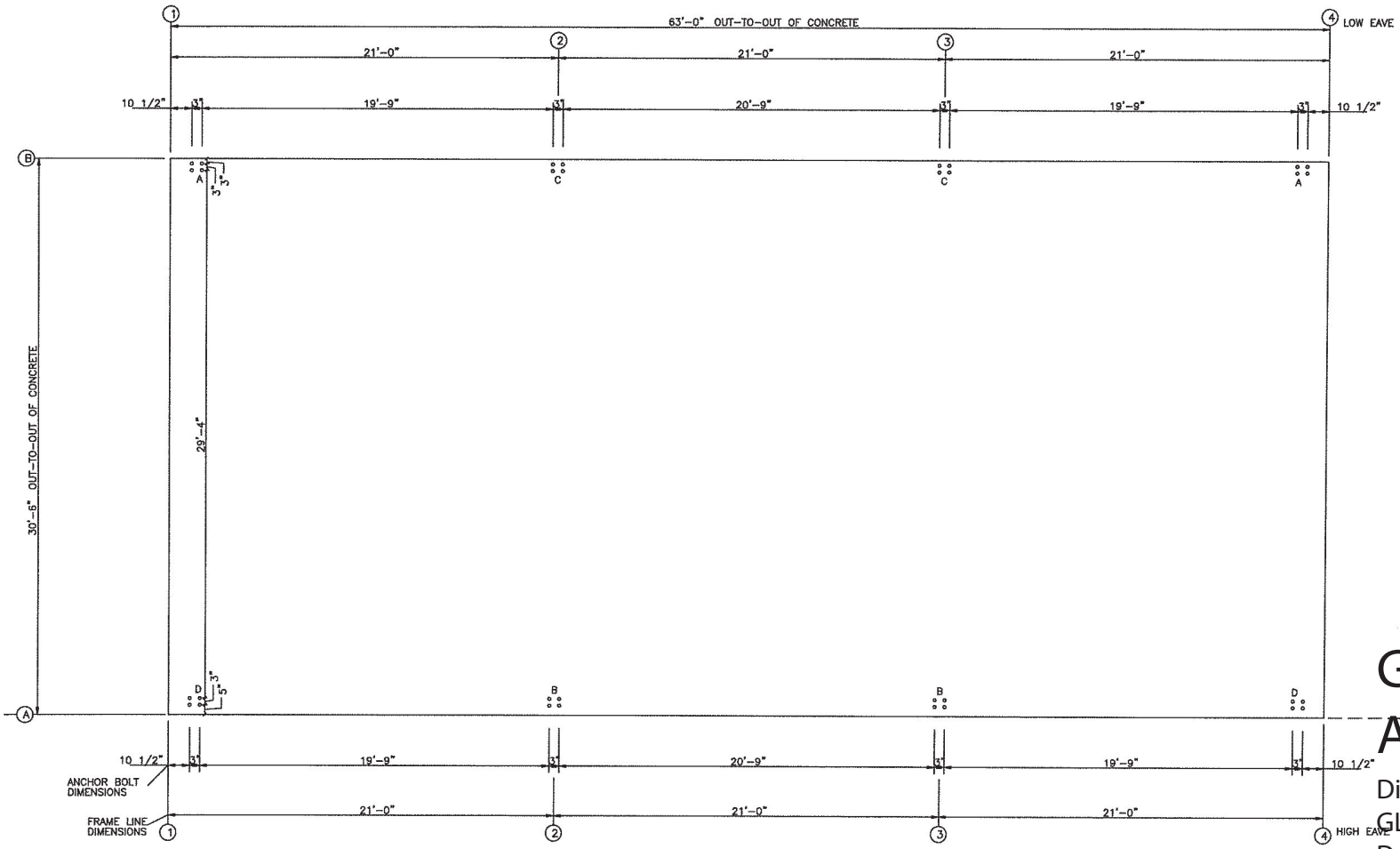
GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

REVISIONS
[1]
[2]
[3]
[4]
[5]

FOR: FT. PIERCE POLICE ATHLETIC LEAGUE
2203 ORANGE AVENUE
FORT PIERCE, FLORIDA 34950
LOCATION: FORT PIERCE, FLORIDA

FROM:
STEEL BUILDING SYSTEMS INC.
320 STEVENS LANE • P.O. BOX 447
ADEL, GEORGIA 31620
PH: 229.896.7428 • FAX: 229.896.2881 • www.sbsga.com

JOB NO : 23–11–272
DATE : 11/ 7/23
BY : MS
SCALE : NONE
TITLE : COVER PAGE
NUMBER : COVER



ANCHOR BOLT PLAN
NOTE: ALL BASE PLATES @ 100'-0" (UNLESS NOTED)

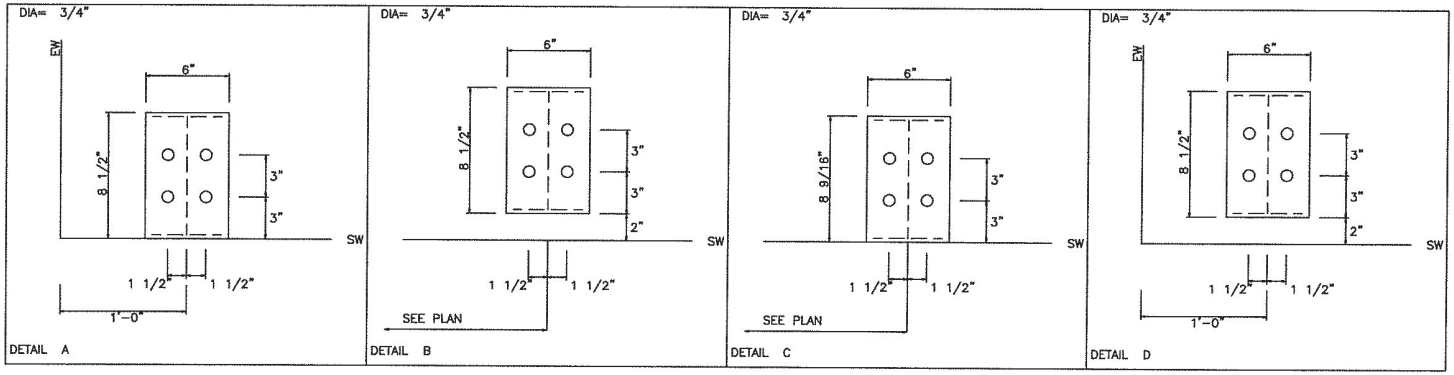
EXISTING BUILDING

GLEN S ASHLEY
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Date: 2023.11.08 14:00:32 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS			
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[2]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[3]	LOCATION: FORT PIERCE, FLORIDA		
[4]	DRAWING NAME: ANCHOR BOLT LAYOUT		SCALE: NONE
	DRAWING NO: PAGE 1	DRAWN BY: MS	CHECKED BY:

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GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER



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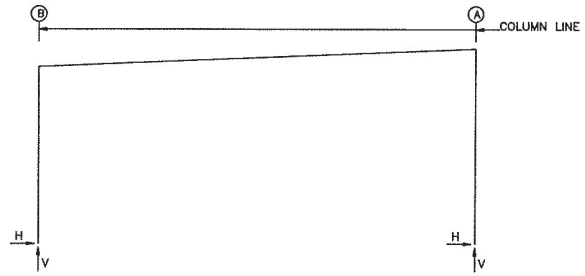
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Date: 2023.11.08 14:00:17 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: ANCHOR BOLT DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 1.1	DRAWN BY: MS	CHECKED BY:

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LICENSE
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STATE OF FLORIDA
PROFESSIONAL ENGINEER

FRAME LINES: 1 2 3 4



RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
1	B	2	1.4	1.7	6	−2.0	−2.0	4	0.750	6.000	8.500	0.375	0.0
		1	1.1	3.6	5	−1.9	−3.5						
1	A	7	1.7	−0.9	1	−1.1	3.6	4	0.750	6.000	8.500	0.375	0.0
		1	−1.1	3.6	9	0.1	−3.1						

RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
2	B	4	2.6	0.2	6	−3.7	−3.9	4	0.750	6.000	8.563	0.375	0.0
		1	1.5	4.7	8	−1.6	−8.6						
2	A	7	3.2	−1.9	3	−1.7	−0.3	4	0.750	6.000	8.500	0.375	0.0
		1	−1.5	4.7	5	−0.3	−5.1						

RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
3	B	4	2.6	0.2	6	−3.7	−3.9	4	0.750	6.000	8.563	0.375	0.0
		1	1.5	4.7	8	−1.6	−8.6						
3	A	7	3.2	−1.9	3	−1.7	−0.3	4	0.750	6.000	8.500	0.375	0.0
		1	−1.5	4.7	5	−0.3	−5.1						

RIGID FRAME: MAXIMUM REACTIONS, ANCHOR BOLTS, & BASE PLATES

FRM LINE	COL LINE	Column_Reactions(k) LOAD Id	HMAX H	V VMAX	LOAD Id	HMIN H	V VMIN	Bolt(IN) QTY	DIA	BASE_PLATE(IN) WIDTH	LENGTH	THICK	ELEV. (in)
4	B	2	1.4	1.7	6	−2.0	−2.0	4	0.750	6.000	8.500	0.375	0.0
		1	1.1	3.6	5	−1.9	−3.5						
4	A	7	1.7	−0.9	1	−1.1	3.6	4	0.750	6.000	8.500	0.375	0.0
		1	−1.1	3.6	9	0.1	−3.1						

NOTES FOR REACTIONS

1. ALL LOADING CONDITIONS ARE EXAMINED AND ONLY MAXIMUM/MINIMUM H OR V AND THE CORRESPONDING H or V ARE REPORTED.
2. POSITIVE REACTIONS ARE AS SHOWN IN THE SKETCH. FOUNDATION LOADS ARE IN OPPOSITE DIRECTIONS.
3. BRACING REACTIONS ARE in THE PLANE OF THE BRACE WITH THE H POINTING AWAY FROM THE BRACED BAY. THE VERTICAL REACTION IS DOWNWARD.
4. BUILDING REACTIONS ARE BASED ON THE FOLLOWING BUILDING DATA:

WIDTH (ft)	= 30.3
LENGTH (ft)	= 63.0
EAVE HEIGHT (ft)	= 12.4/ 13.7
ROOF SLOPE (RISE/12)	= 0.5
DEAD LOAD (psf)	= 2.0
COLLATERAL LOAD (psf)	= 0.0
ROOF LIVE LOAD (psf)	= 20.0
FRAME LIVE LOAD	
Min(psf)	= 12.0
Max(psf)	= 17.6
WIND SPEED (mph)	= 161.0
WIND CODE	= FBC 20 (IBC 18)
EXPOSURE	= B
Closure	= Partially Open
IMPORTANCE WIND	= 1.00
IMPORTANCE SEISMIC	= 1.00
SEISMIC Zone	= A
SEISMIC COEFF (Fa*Ss)	= 0.08

5. LOADING CONDITIONS ARE:
   1 Dead+Collateral+Live
   2 Dead+Collateral+0.75Live+0.45Wind_Right1
   3 Dead+Collateral+0.75Live+0.45Wind_Long1R
   4 Dead+Collateral+0.75Live+0.45Wind_Long2L
   5 0.6Dead+0.6Wind_Left1
   6 0.6Dead+0.6Wind_Left2
   7 0.6Dead+0.6Wind_Right2
   8 0.6Dead+0.6Wind_Long1L
   9 0.6Dead+0.6Wind_Long1R

ANCHOR BOLT SUMMARY

QTY	LOCATE	DIA (in)	TYPE	PROJ. (in)
O 32	FRAME	3/4"	F1554	2.50

BUILDING BRACING REACTIONS

WALL LOC	WALL LINE	COL LINE	± Reactions(k) WIND HORZ	WIND VERT	SEISMIC HORZ	SEISMIC VERT	Panel_Shear (lb/ft) WIND	Seis	Note
L_EW	1								(h)
F_SW	A	Torsional Bracing Used							
R_EW	4								(h)
B_SW	B	2,3	3.0	3.0	0.1	0.1			(b)

(b)Wind bent in bay, base above finish floor
(h)Rigid frame at endwall

REACTIONS for seismic represent shear force, Eh

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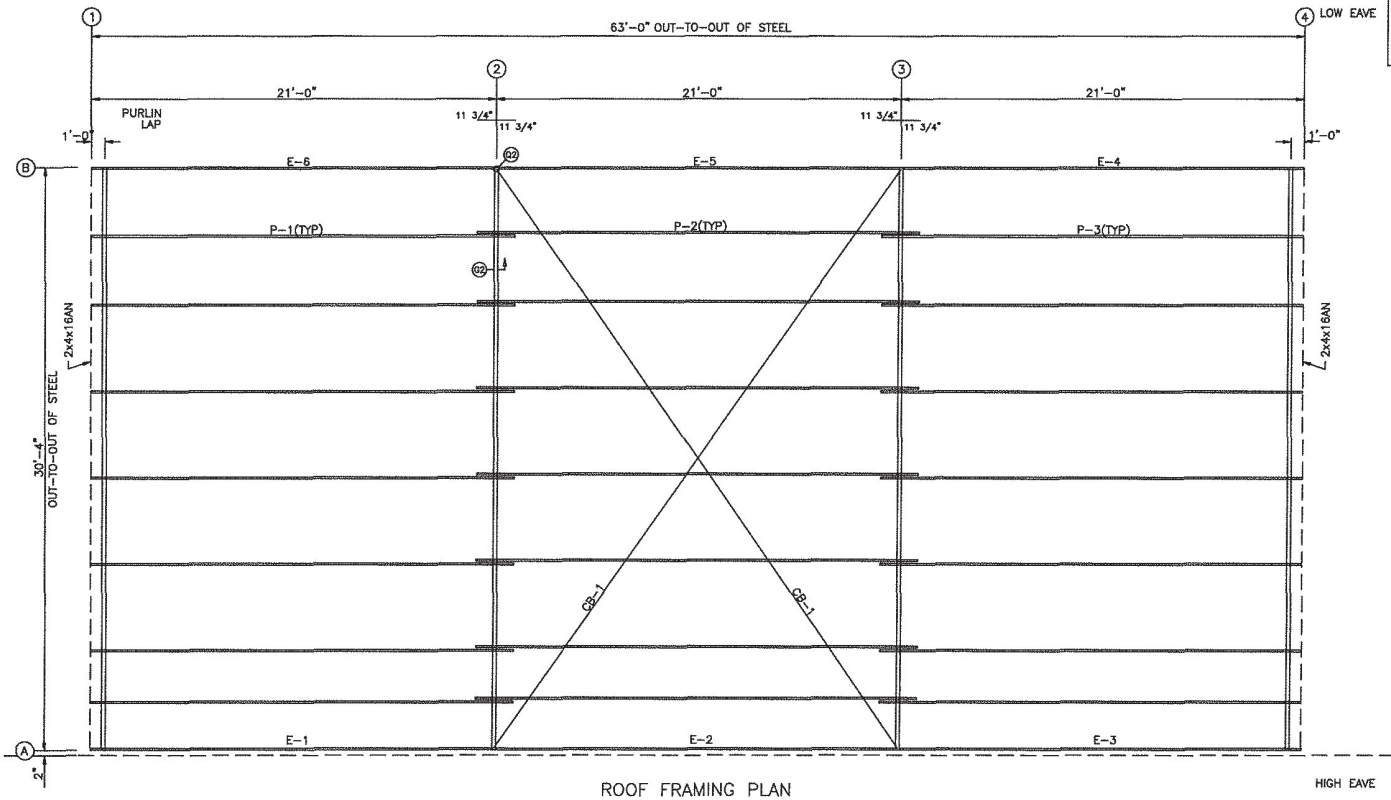
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: ANCHOR BOLT REACTIONS		SCALE: NONE
[4]	DRAWING NO: PAGE 1.2	DRAWN BY: MS	CHECKED BY:

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MEMBER TABLE ROOF PLAN		
MARK	PART	LENGTH
P-1	8x25Z16	21'-11 1/2"
P-2	8x25Z16	22'-11 1/2"
P-3	8x25Z16	21'-11 1/2"
E-1	8ES14@.5	20'-11 1/2"
E-2	8ES14@.5	20'-11 1/2"
E-3	8ES14@.5	20'-11 1/2"
E-4	8ES14@.5	20'-11 1/2"
E-5	8ES14@.5	20'-11 1/2"
E-6	8ES14@.5	20'-11 1/2"
CB-1	1/4 CBL	34'-11 1/16"



ROOF FRAMING PLAN

EXISTING BUILDING

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[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ROOF FRAMING LAYOUT	SCALE: NONE
[4]	DRAWING NO: PAGE 2 / DRAWN BY: MS	CHECKED BY:

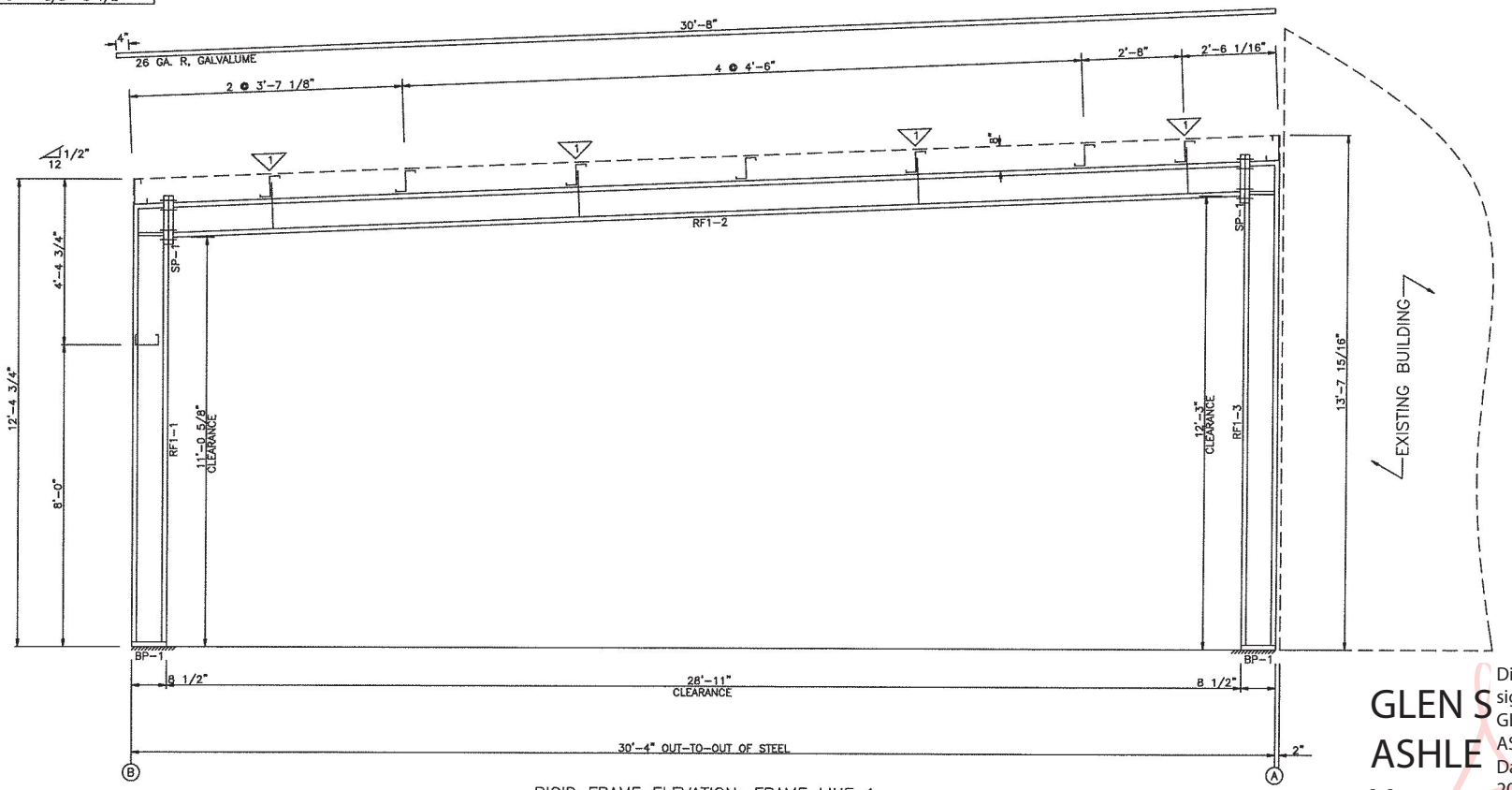
STRUCTURAL STAMP

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SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 1/2"

FLANGE BRACE TABLE FRAME LINE 1			
▽ ID	# SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"



RIGID FRAME ELEVATION: FRAME LINE 1

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF1-1	8.0/ 8.0	0.135	10'-8 3/8"	5 x 1/4" x 11'-8 1/8"	5 x 1/4" x 10'-8 3/8"
RF1-2	8.0/ 8.0	0.188	1'-0 1/8"	5 x 1/4" x 8 1/4"	
	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 1/4" x 20'-0"
RF1-3	8.0/ 8.0	0.135	14'-0 5/8"	5 x 1/4" x 8'-10 5/16"	5 x 1/4" x 8'-10 5/16"
	8.0/ 8.0	0.188	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

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STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION	SCALE: NONE
[4]	DRAWING NO: PAGE 2.1	DRAWN BY: MS / CHECKED BY:

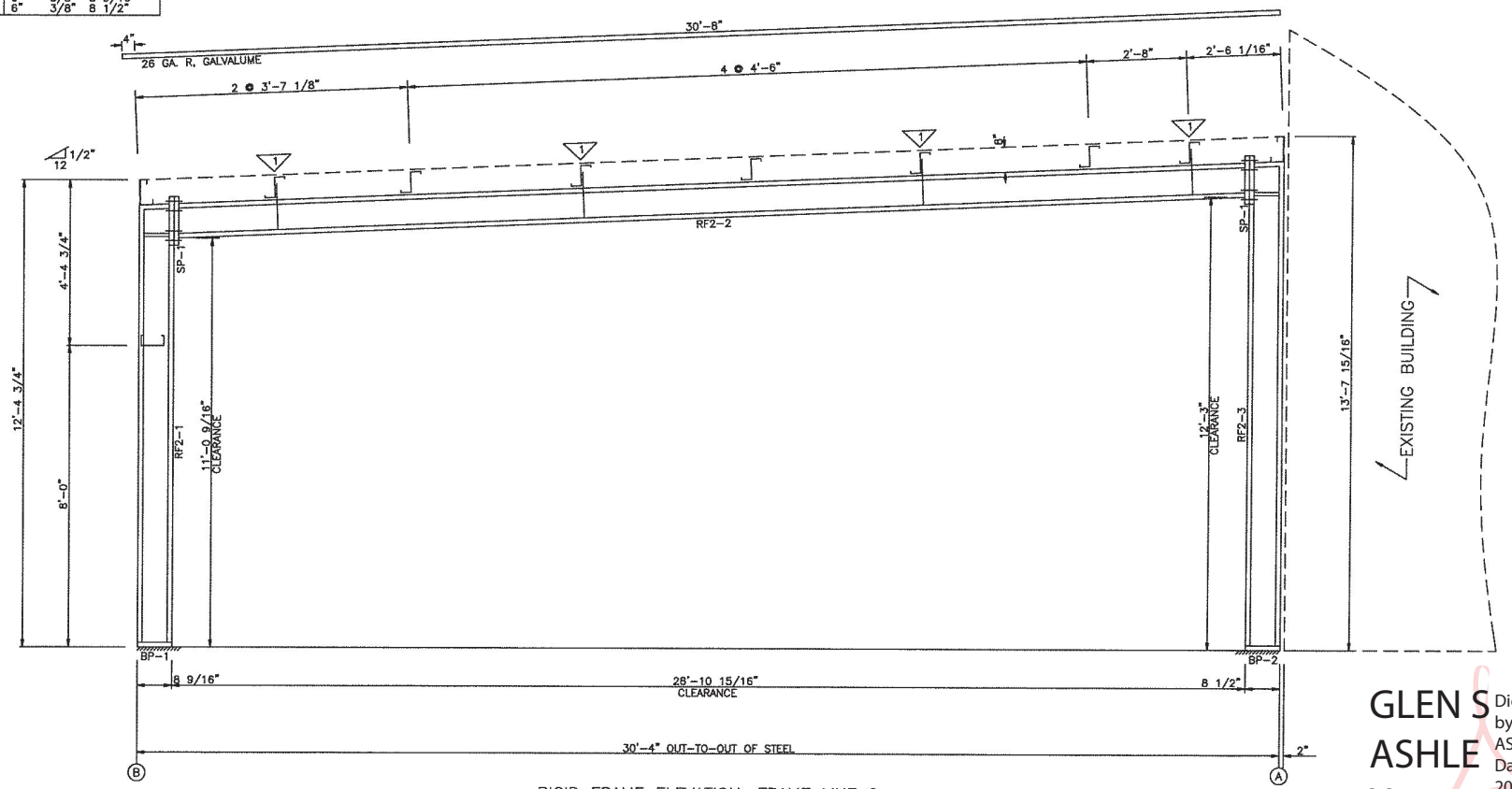
STRUCTURAL STAMP

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SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

FLANGE BRACE TABLE FRAME LINE 2			
∇ ID	SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 9/16"
BP-2	6"	3/8"	8 1/2"



RIGID FRAME ELEVATION: FRAME LINE 2

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	WEB PLATE LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF2-1	8.0/ 8.0	0.135	10'-8 5/16"	5 x 1/4" x 11'-8 1/8"	5 x 5/16" x 10'-8 5/16"
	8.0/ 8.0	0.375	1'-0 1/8"	5 x 1/4" x 8 1/4"	
RF2-2	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 5/16" x 4'-10 7/16"
	8.0/ 8.0	0.135	14'-0 1/8"	5 x 1/4" x 8'-9 13/16"	5 x 1/4" x 20'-0"
					5 x 1/4" x 3'-11 3/8"
RF2-3	8.0/ 8.0	0.313	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

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REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION		SCALE: NONE
[4]	DRAWING NO: PAGE 2.2	DRAWN BY: MS	CHECKED BY:

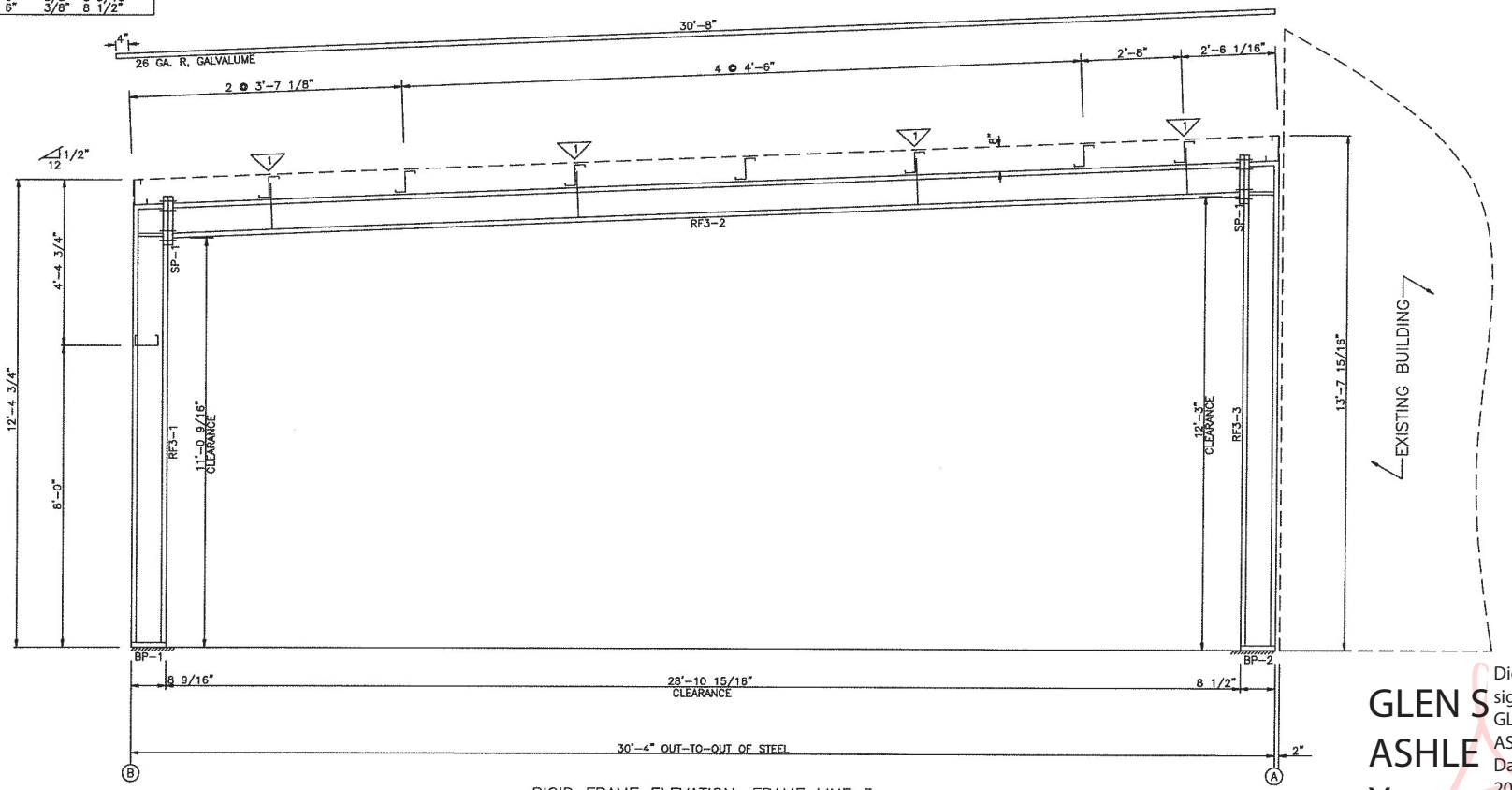
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SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 9/16"
BP-2	6"	3/8"	8 1/2"

FLANGE BRACE TABLE FRAME LINE 3			
▽ ID	# SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"



RIGID FRAME ELEVATION: FRAME LINE 3

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF3-1	8.0/ 8.0	0.135	10'-8 5/16"	5 x 1/4" x 11'-8 1/8"	5 x 5/16" x 10'-8 5/16"
	8.0/ 8.0	0.375	1'-0 1/8"	5 x 1/4" x 8 1/4"	
RF3-2	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 5/16" x 4'-10 7/16"
	8.0/ 8.0	0.135	14'-0 1/8"	5 x 1/4" x 8'-9 13/16"	5 x 1/4" x 20'-0"
					5 x 1/4" x 3'-11 3/8"
RF3-3	8.0/ 8.0	0.313	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION	SCALE: NONE
[4]	DRAWING NO: PAGE 2.3	DRAWN BY: MS / CHECKED BY:

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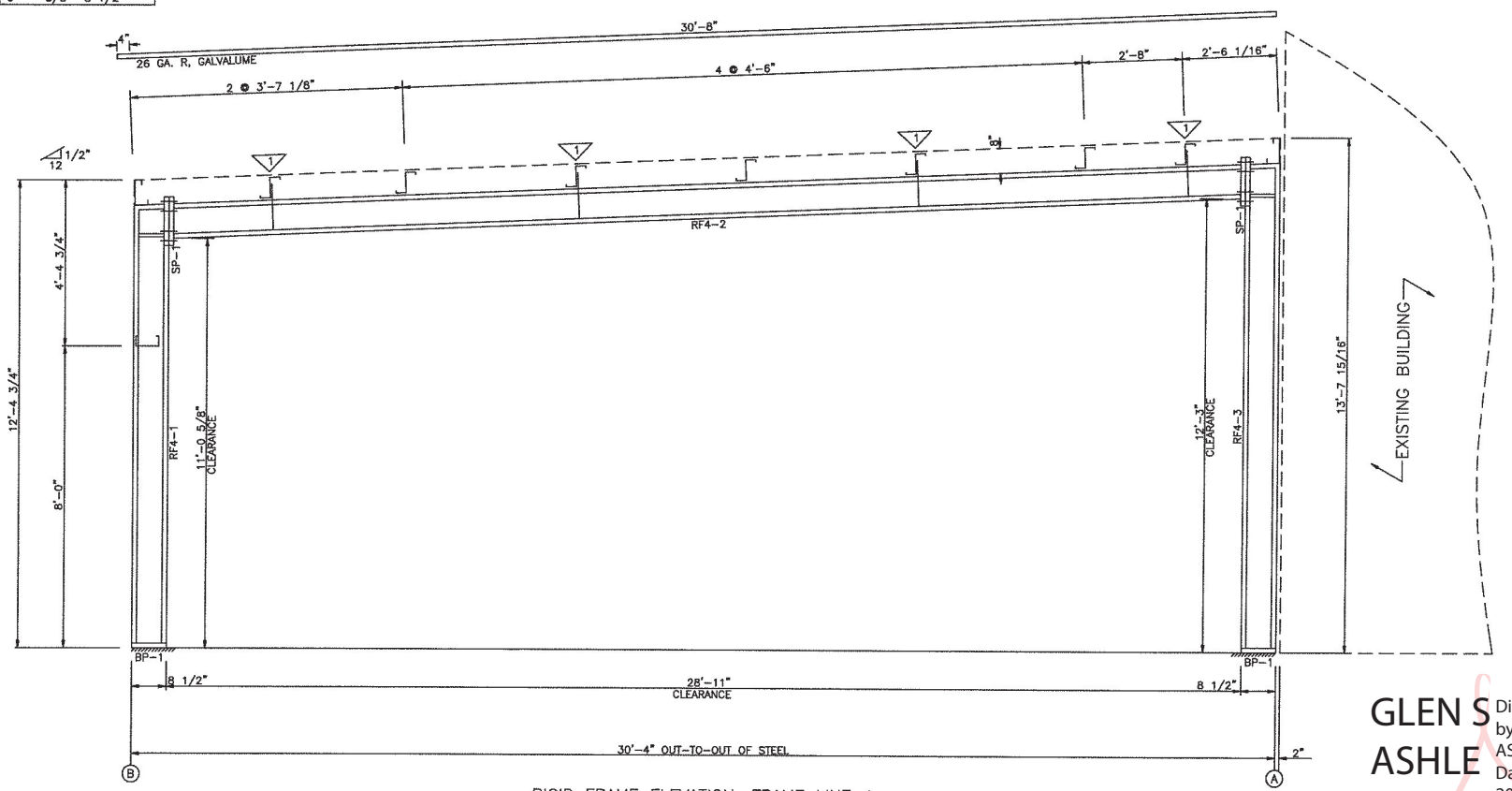
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Date: 2023.11.08 13:59:05 -05'00'

SPLICE BOLT TABLE						
MARK	QTY TOP	BOT	INT	TYPE	DIA	LENGTH
SP-1	4	4	0	A325	5/8"	2 1/2"

BASE PLATE TABLE			
COL MARK	PLATE SIZE WIDTH	THICK	LENGTH
BP-1	6"	3/8"	8 1/2"

FLANGE BRACE TABLE FRAME LINE 4			
∇ ID	# SIDES	MARK	LENGTH
1	1	FB1	2'-3 3/16"



RIGID FRAME ELEVATION: FRAME LINE 4

MEMBER TABLE					
MARK	WEB DEPTH START/END	WEB PLATE THICK	LENGTH	OUTSIDE FLANGE W x THK x LENGTH	INSIDE FLANGE W x THK x LENGTH
RF4-1	8.0/ 8.0	0.135	10'-8 3/8"	5 x 1/4" x 11'-8 1/8"	5 x 1/4" x 10'-8 3/8"
	8.0/ 8.0	0.188	1'-0 1/8"	5 x 1/4" x 8 1/4"	
RF4-2	8.0/ 8.0	0.135	14'-10"	5 x 1/4" x 20'-0"	5 x 1/4" x 20'-0"
	8.0/ 8.0	0.135	14'-0 5/8"	5 x 1/4" x 8'-10 5/16"	5 x 1/4" x 8'-10 5/16"
RF4-3	8.0/ 8.0	0.188	1'-0 1/2"	5 x 1/4" x 8 1/4"	5 x 1/4" x 11'-10 13/16"
	8.0/ 8.0	0.135	11'-10 13/16"	5 x 1/4" x 12'-11 1/4"	

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STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: RIGID FRAME CROSS SECTION	SCALE: NONE
[4]	DRAWING NO: PAGE 2.4	DRAWN BY: MS / CHECKED BY:

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LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

SBS SUPPLIES CABLES CUT TO THE NEAREST FOOT LONGER THAN THE REQUIRED LENGTH. FOLLOW THESE INSTRUCTIONS FOR CABLE INSTALLATION.

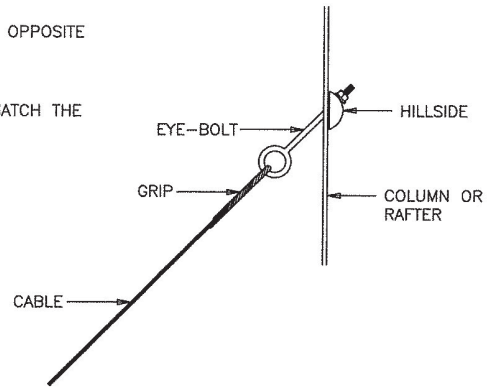
[1] INSTALL ONE END OF THE CABLE FOLLOWING THE INSTRUCTIONS OF THE GRIP MANUFACTURER.

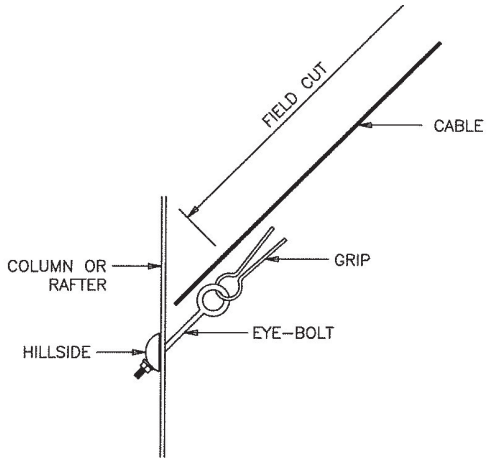
[2] INSTALL THE EYEBOLT AND HILLSIDE AT THE OPPOSITE CABLE END.

[3] HOOK GRIP THROUGH EYEBOLT.

[4] PULL CABLE TIGHT AND MARK LENGTH TO MATCH THE INSTALLATION MARK ON THE GRIP.

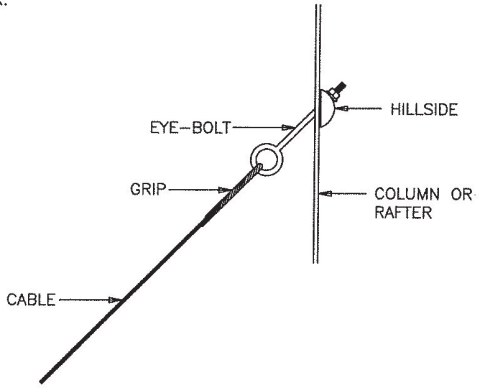
[5] CUT CABLE TO LENGTH.

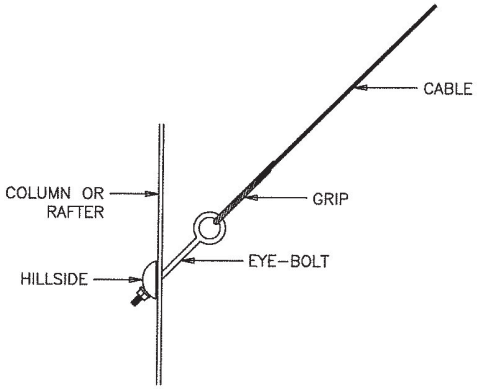




[6] INSTALL CUT END OF THE CABLE FOLLOWING THE INSTRUCTIONS OF THE GRIP MANUFACTURER.

[7] TENSION CABLE AS REQUIRED.





GLEN S ASHLEY

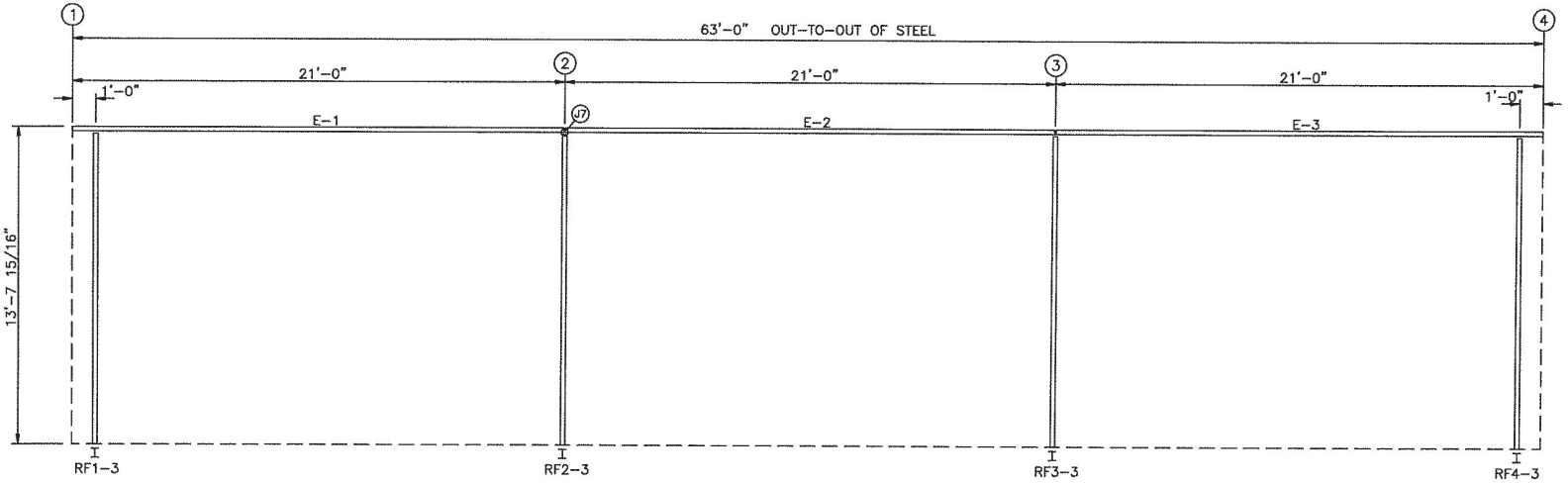
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Date: 2023.11.08 13:58:31 -05'00'

STEEL BUILDING SYSTEMS INC.

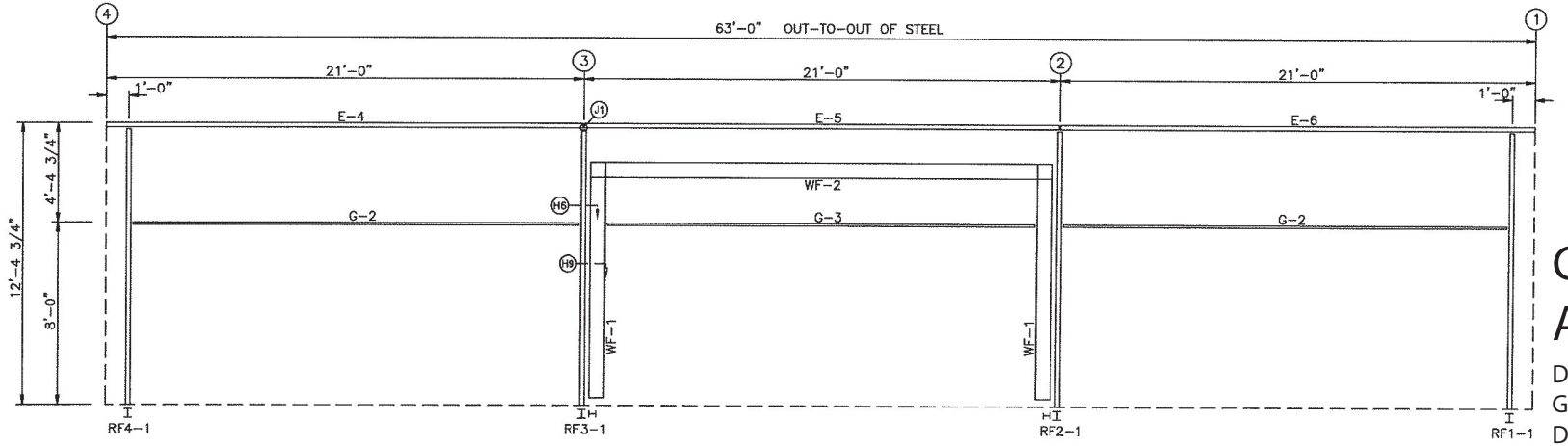
REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23–11–272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: CABLE BRACING DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 2.5	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER



SIDEWALL FRAMING: FRAME LINE A



SIDEWALL FRAMING: FRAME LINE B

BOLT TABLE FRAME LINE A & B				
LOCATION	QUAN	TYPE	DIA	LENGTH
WF-1 – WF-2	8	A325	5/8"	2 1/2"
WF-1 – RF3-1	10	A325	5/8"	2 1/2"
WF-1 – RF2-1	10	A325	5/8"	2 1/2"

MEMBER TABLE FRAME LINE A & B		
MARK	PART	LENGTH
WF-1	B8X11.9	10'-6 3/4"
WF-2	B8X11.9	19'-7 1/2"
E-1	8ES14@.5	20'-11 1/2"
E-2	8ES14@.5	20'-11 1/2"
E-3	8ES14@.5	20'-11 1/2"
E-4	8ES14@.5	20'-11 1/2"
E-5	8ES14@.5	20'-11 1/2"
E-6	8ES14@.5	20'-11 1/2"
G-2	8x25C16	19'-3 1/2"
G-3	8x25C16	19'-7 1/4"

STEEL BUILDING SYSTEMS INC.

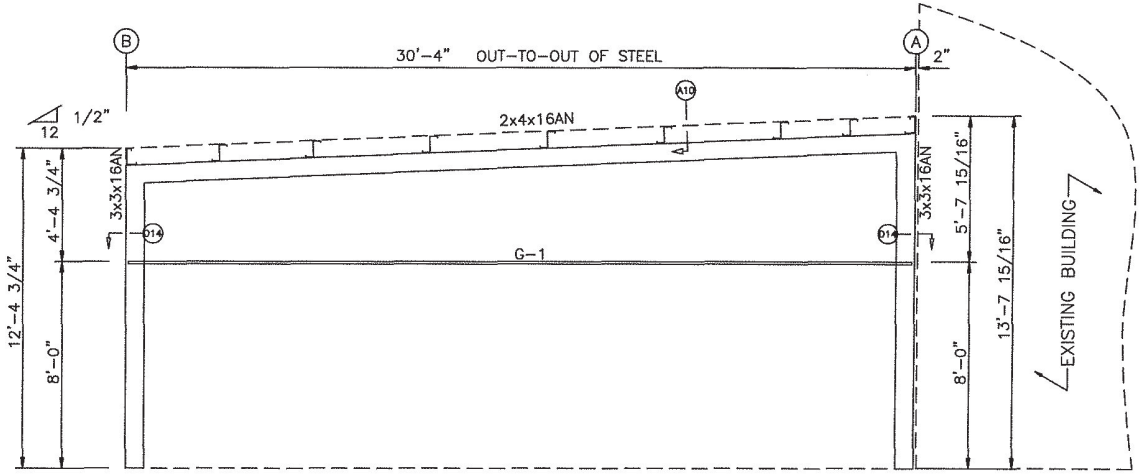
REVISIONS			
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[2]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[3]	LOCATION: FORT PIERCE, FLORIDA		
[4]	DRAWING NAME: SIDEWALL FRAMING LAYOUT		SCALE: NONE
	DRAWING NO: PAGE 3	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER

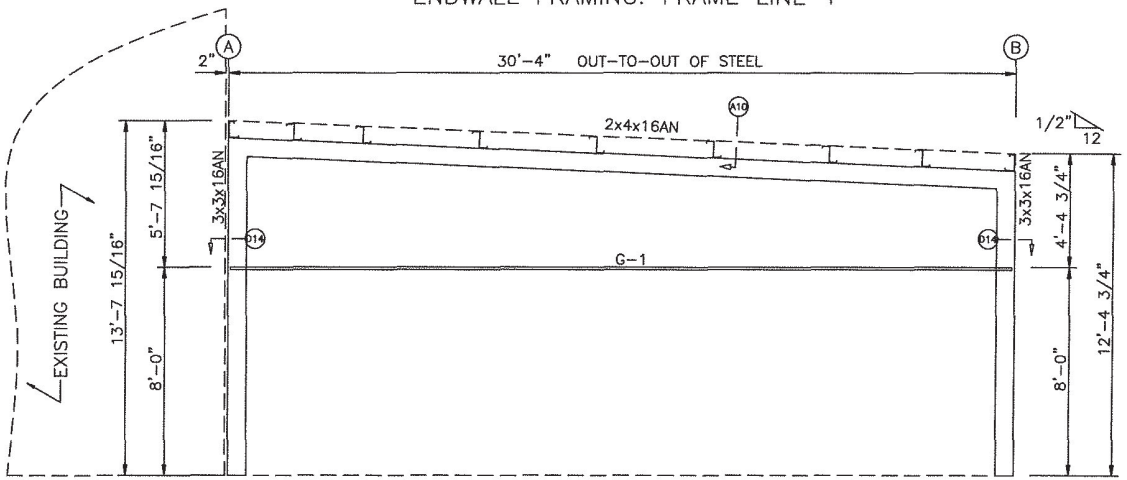
GLEN S ASHLEY

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Date: 2023.11.08 13:58:14 -05'00'



ENDWALL FRAMING: FRAME LINE 1

MEMBER TABLE FRAME LINE 1 & 4		
MARK	PART	LENGTH
G-1	8x25C12	30'-3 1/2"



ENDWALL FRAMING: FRAME LINE 4

GLEN S ASHLEY

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Date: 2023.11.08 13:57:59 -05'00'

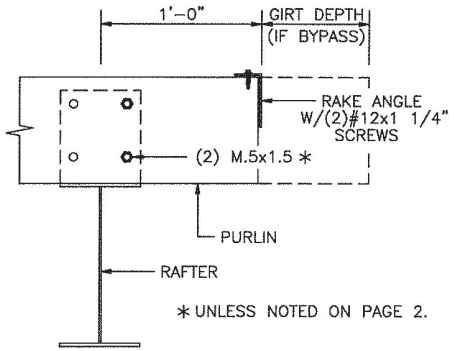
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ENDWALL FRAMING LAYOUT	SCALE: NONE
[4]	DRAWING NO: PAGE 4	DRAWN BY: MS / CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

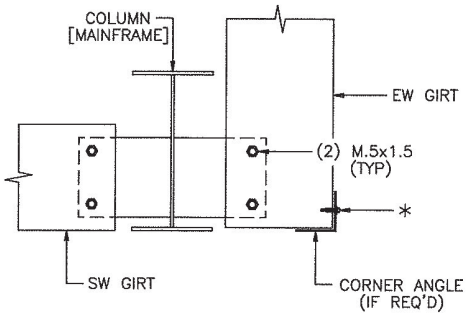
DETAIL A10



* UNLESS NOTED ON PAGE 2.

PURLIN TO ENDWALL RAFTER

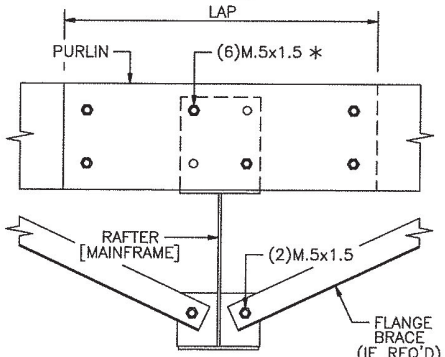
DETAIL D14



*(2)#12x1 1/4" SCREWS

GIRT CONNECTIONS AT EXPANDABLE ENDWALL

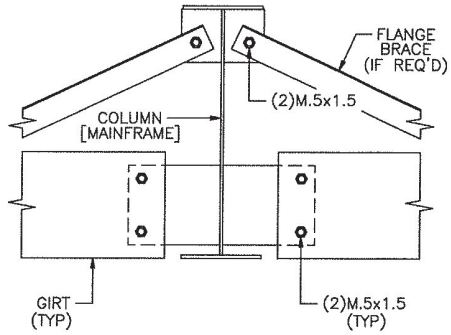
DETAIL G2



* UNLESS NOTED ON PAGE 2.

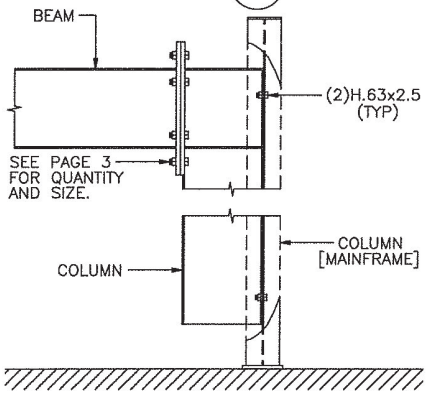
PURLIN TO MAINFRAME RAFTER

DETAIL H6



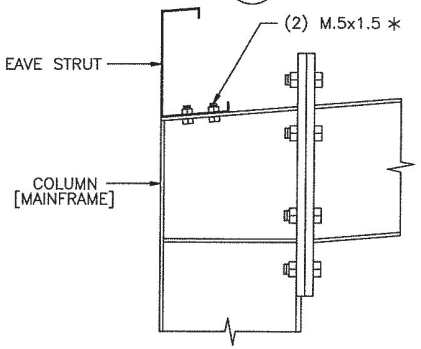
GIRT TO MAINFRAME COLUMN

DETAIL H9



WIND FRAME DETAIL

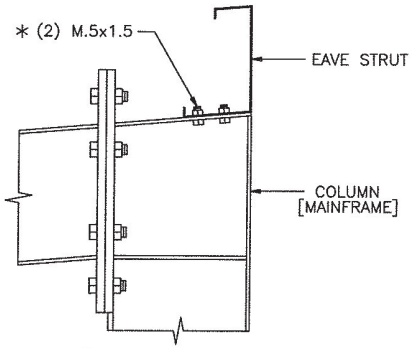
DETAIL J1



* UNLESS NOTED ON PAGE 2.

EAVE STRUT CONNECTION AT MAINFRAME

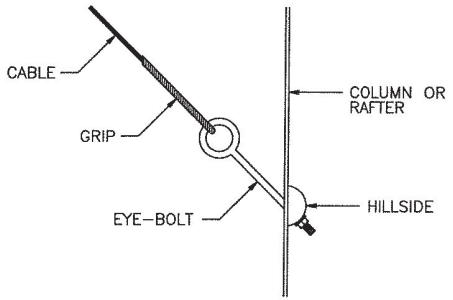
DETAIL J7



* UNLESS NOTED ON PAGE 2.

EAVE STRUT CONNECTION AT MAINFRAME

DETAIL Q2



CABLE INSTALLATION DETAIL

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:57:46 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS		
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[2]	JOB NO: 23-11-272	DATE: 11/ 7/23
[3]	LOCATION: FORT PIERCE, FLORIDA	
[4]	DRAWING NAME: FRAMING DETAILS	SCALE: NONE
	DRAWING NO: PAGE 5	DRAWN BY: MS / CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

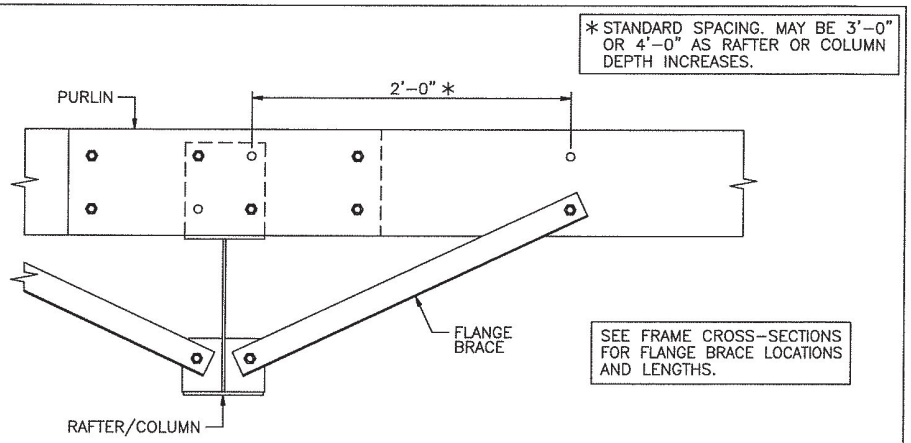
NOTE:

THE PROPER TIGHTENING AND INSPECTION OF ALL FASTENERS IS THE RESPONSIBILTY OF THE ERECTOR. ALL HEAVY STRUCTURAL (A325, A490) BOLTS AND NUTS MUST BE TIGHTENED TO A SNUG-TIGHTENED CONDITION AS SHOWN BELOW. A325 AND A490 BOLTS ARE DESIGNATED BY "SBS" WITH A "H". (ex: H.63x2.0 OR H.75x2.75)

SNUG-TIGHTENED CONDITION:

ALL BOLTED JOINTS WITH A325 TYPE 1 BOLTS ARE SPECIFIED AS SNUG-TIGHTENED JOINTS, UNLESS NOTED OTHERWISE, IN ACCORDANCE WITH THE "SPECIFICATION FOR STRUCTURAL JOINTS USING ASTM A325 OR A490 BOLTS, JUNE 30, 2004." PRETENSIONING METHODS, INCLUDING TURN-OF-NUT AND CALIBRATED WRENCH, ARE NOT REQUIRED UNLESS NOTED OTHERWISE.

THE SNUG-TIGHTENED CONDITION IS DEFINED AS "THE TIGHTNESS THAT IS ATTAINED WITH A FEW IMPACTS OF AN IMPACT WRENCH OR THE FULL EFFORT OF AN IRON-WORKER USING AN ORDINARY SPUD WRENCH TO BRING THE PLIES INTO FIRM CONTACT." FIRM CONTACT IS FURTHER DEFINED AS "THE CONDITION WHEN THE PLANES OF CONTACT BETWEEN TWO PLIES ARE SOLIDLY SEATED AGAINST EACH OTHER, BUT NOT NECESSARILY IN CONTINUOUS CONTACT."



FLANGE BRACE INSTALLATION DETAILS

GLEN S ASHLEY

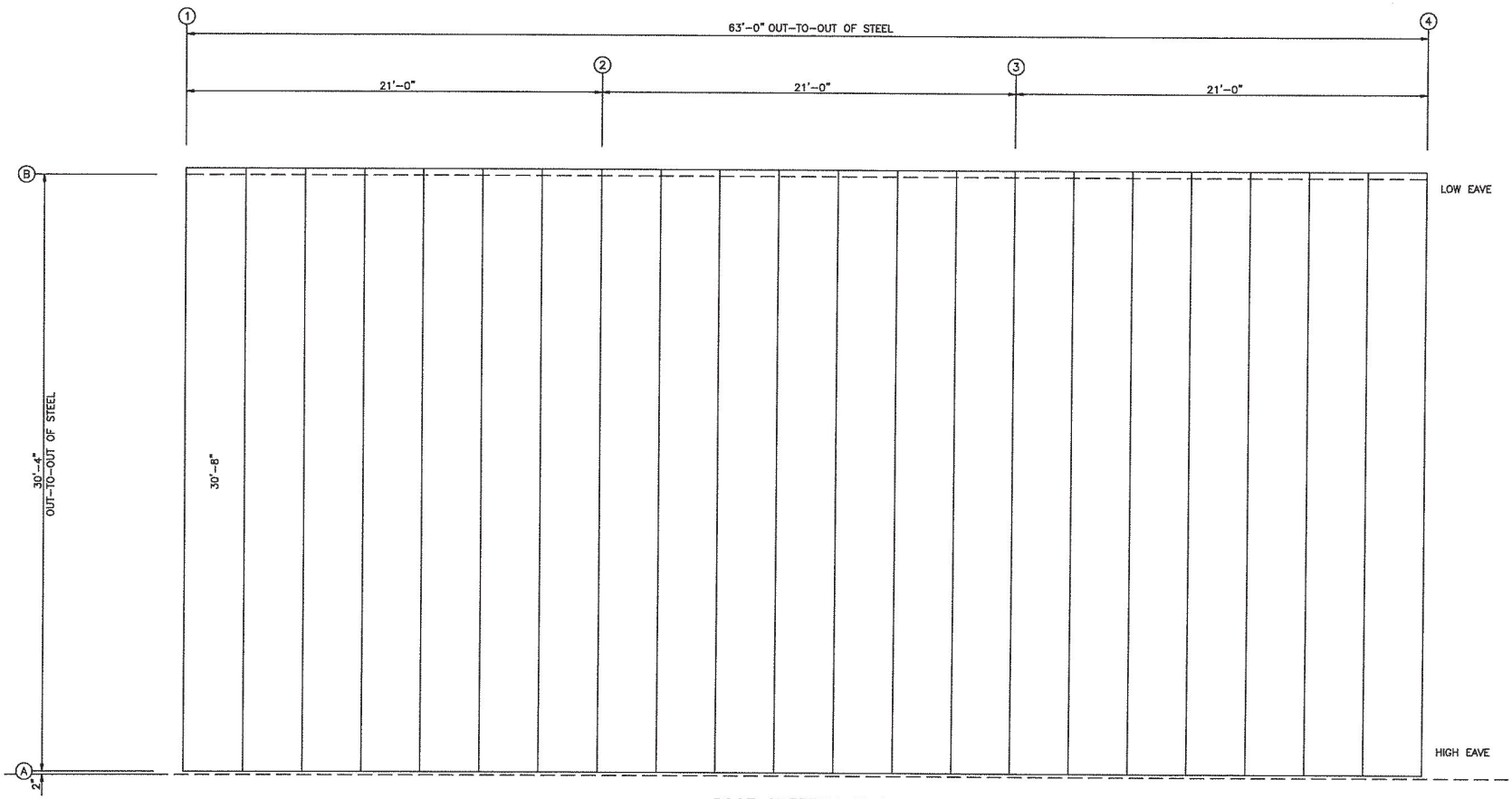
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Date: 2023.11.08 13:57:33 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: FRAMING DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 5.1	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER



ROOF SHEETING PLAN

PANELS: 26 GA. R – GALVALUME

FL#11819.5

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:57:20 -05'00'

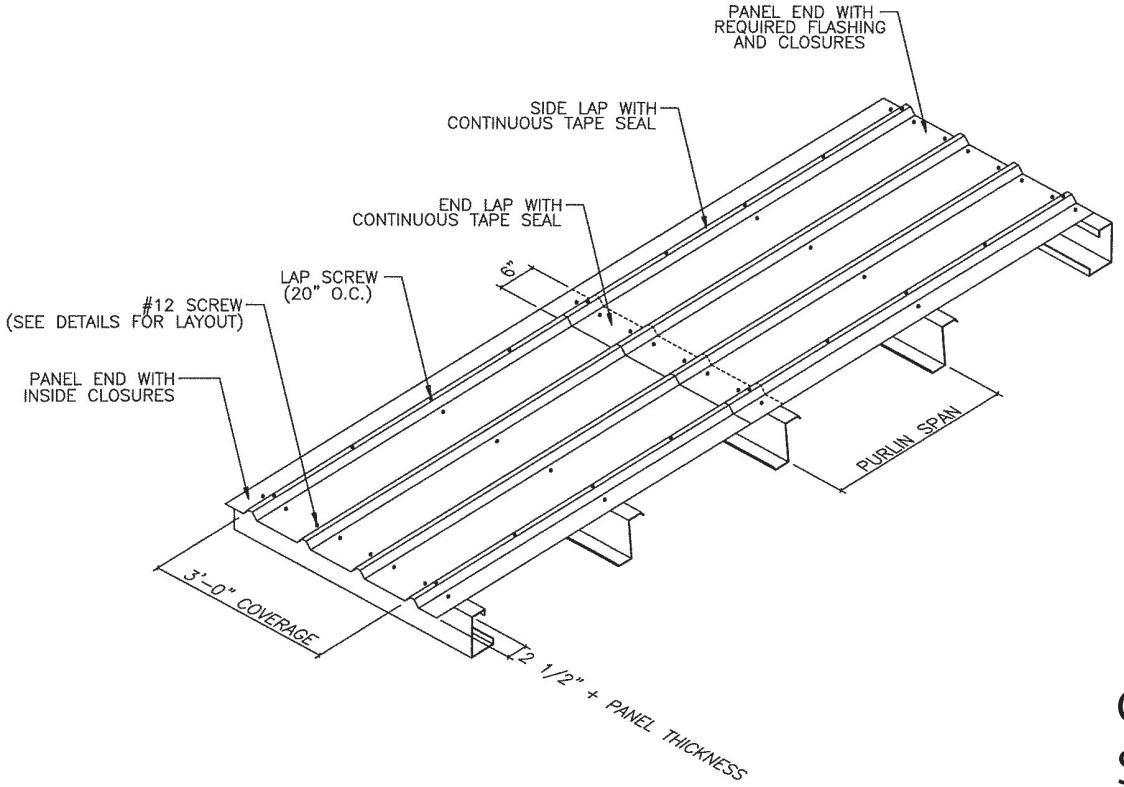
EXISTING BUILDING

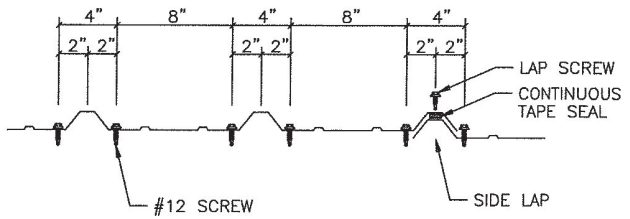
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ROOF PANELS & TRIM	SCALE: NONE
[4]	DRAWING NO: PAGE 6	DRAWN BY: MS / CHECKED BY:

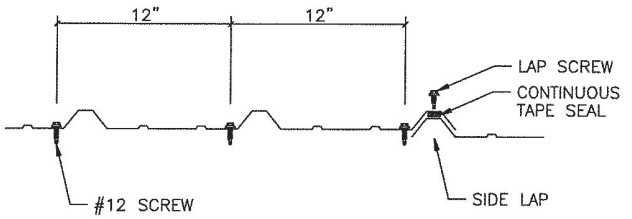
STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER





DETAIL AT PANEL END



DETAIL AT INTERIOR OF PANEL

NOTES:

[1] ALL END LAPS MUST BE A MINIMUM OF 6".

[2] METAL SHAVINGS MUST BE SWEPT FROM THE ROOF EACH DAY DURING ERECTION TO PREVENT SURFACE RUSTING.

[3] TAPE SEAL MUST BE APPLIED WITH NO GAPS OR BREAKS.

[4] #12 SCREWS ARE USED TO ATTACH THE PANEL TO THE PURLINS. #14 LAP SCREWS ARE USED AT THE PANEL–TO–PANEL ATTACHMENTS. ALL FASTENERS ARE SELF–DRILLING.

GLEN S ASHLEY

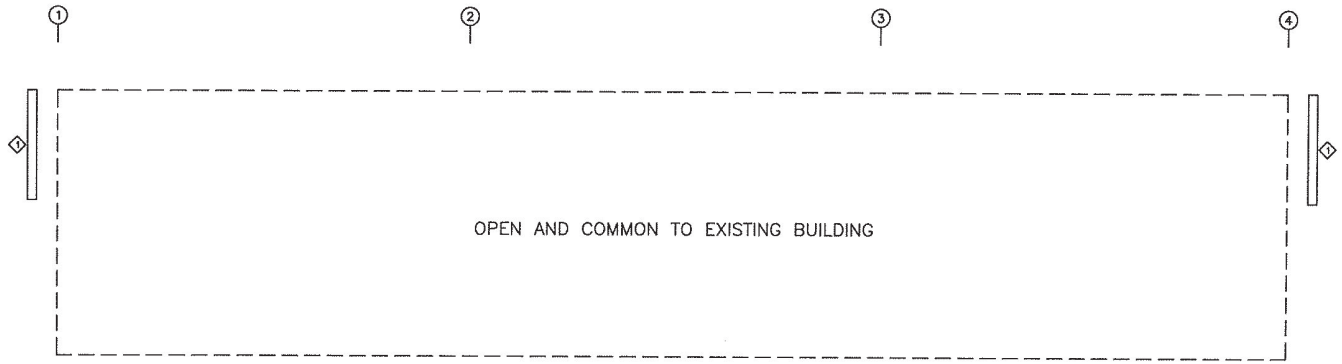
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Date: 2023.11.08 13:57:07 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23–11–272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ROOF PANEL DETAILS	SCALE: NONE
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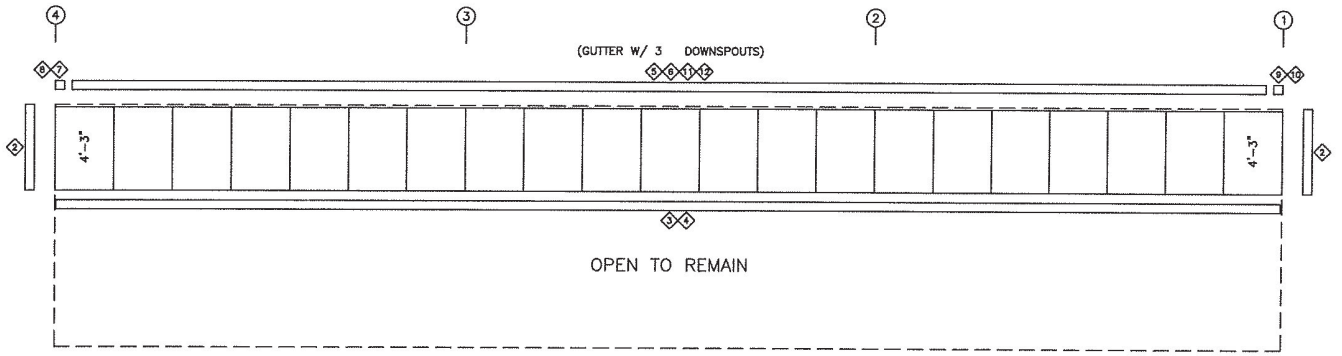
STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER



SIDEWALL SHEETING & TRIM: FRAME LINE A

TRIM TABLE FRAME LINE A & B		
◇ID	PART	LENGTH
1	R JAMB	5'-11"
2	O/S CORN	4'-5"
3	R HEAD	20'-3"
4	R HEAD	3'-0"
5	GUTTER	20'-3"
6	GUTTER	3'-0"
7	GUTEND L	
8	CORBOX L	
9	GUTEND R	
10	CORBOX R	
11	PNL CAP	20'-3"
12	PNL CAP	3'-0"



SIDEWALL SHEETING & TRIM: FRAME LINE B

PANELS: 26 GA. R – LIGHT STONE

FL#11917.5

GLEN S ASHLEY

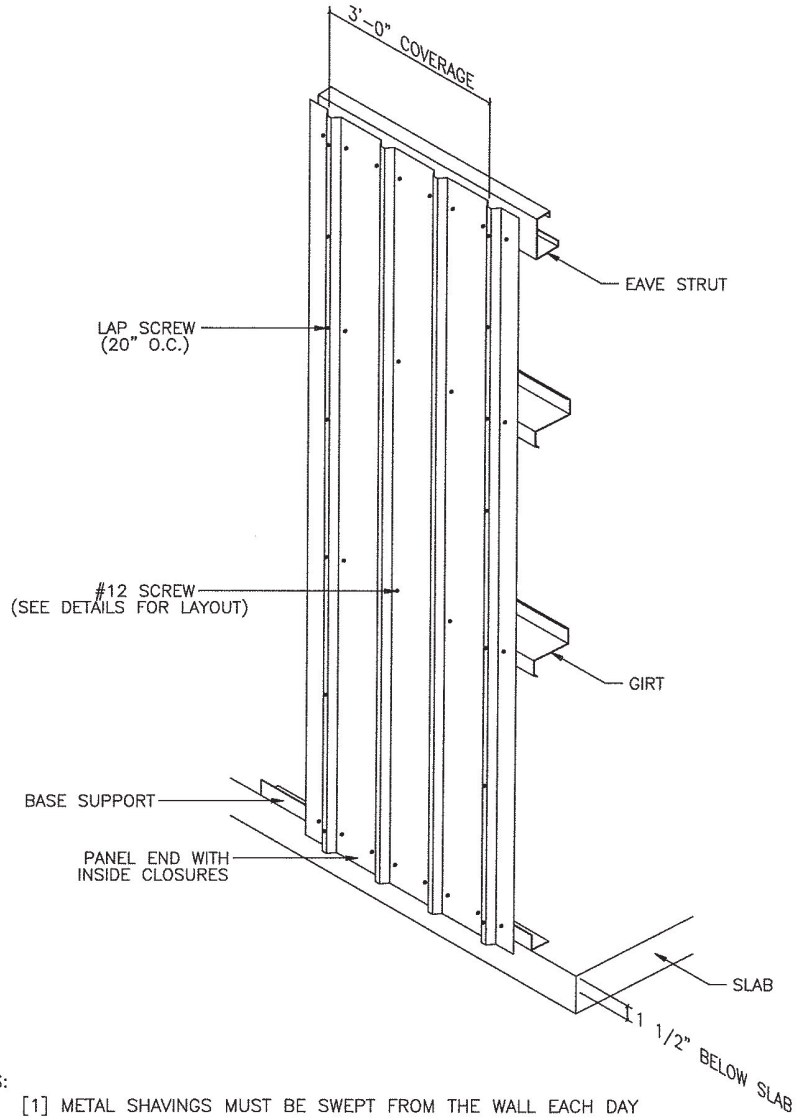
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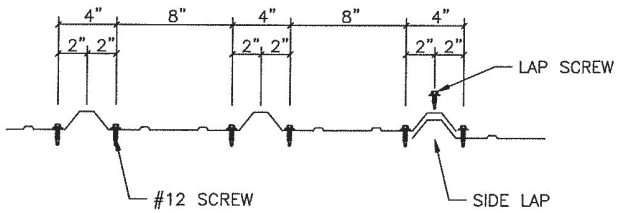
STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: SIDEWALL PANELS & TRIM	SCALE: NONE
[4]	DRAWING NO: PAGE 7	DRAWN BY: MS / CHECKED BY:

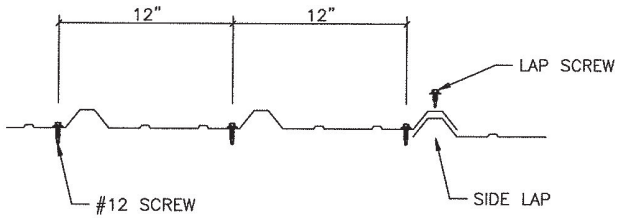
STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER





DETAIL AT PANEL END
DETAIL AT HEADER/SILL
DETAIL AT PARTIAL WALL



DETAIL AT INTERIOR OF PANEL

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:56:35 -05'00'

NOTES:

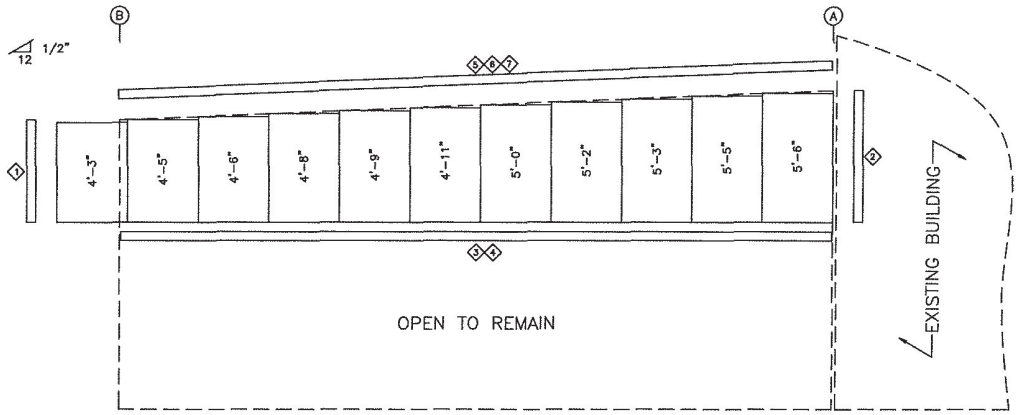
[1] METAL SHAVINGS MUST BE SWEPT FROM THE WALL EACH DAY DURING ERECTION TO PREVENT SURFACE RUSTING.

[2] #12 SCREWS ARE USED TO ATTACH THE PANEL TO THE GIRTS. #14 LAP SCREWS ARE USED AT THE PANEL-TO-PANEL ATTACHMENTS. ALL FASTENERS ARE SELF-DRILLING.

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: SIDEWALL PANEL DETAILS	SCALE: NONE
[4]	DRAWING NO: PAGE 7.1	DRAWN BY: MS / CHECKED BY:

STRUCTURAL STAMP
GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

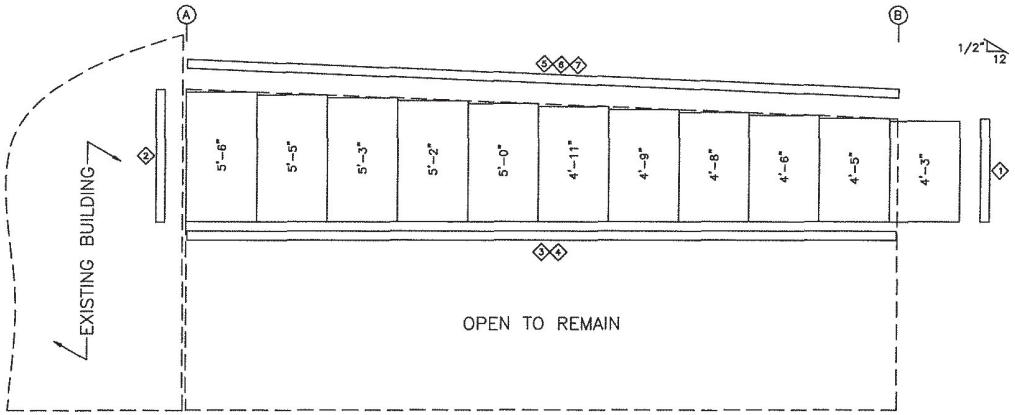


ENDWALL SHEETING & TRIM: FRAME LINE 1

PANELS: 26 GA. R – LIGHT STONE

FL#11917.5

TRIM TABLE FRAME LINE 1 & 4		
◇ID	PART	LENGTH
1	O/S CORN	4'-5"
2	R JAMB	5'-11"
3	R HEAD	20'-3"
4	R HEAD	10'-4"
5	RAKE TRM	20'-3"
6	RAKE TRM	10'-5"
7	RAKE BOX	



ENDWALL SHEETING & TRIM: FRAME LINE 4

PANELS: 26 GA. R – LIGHT STONE

FL#11917.5

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY

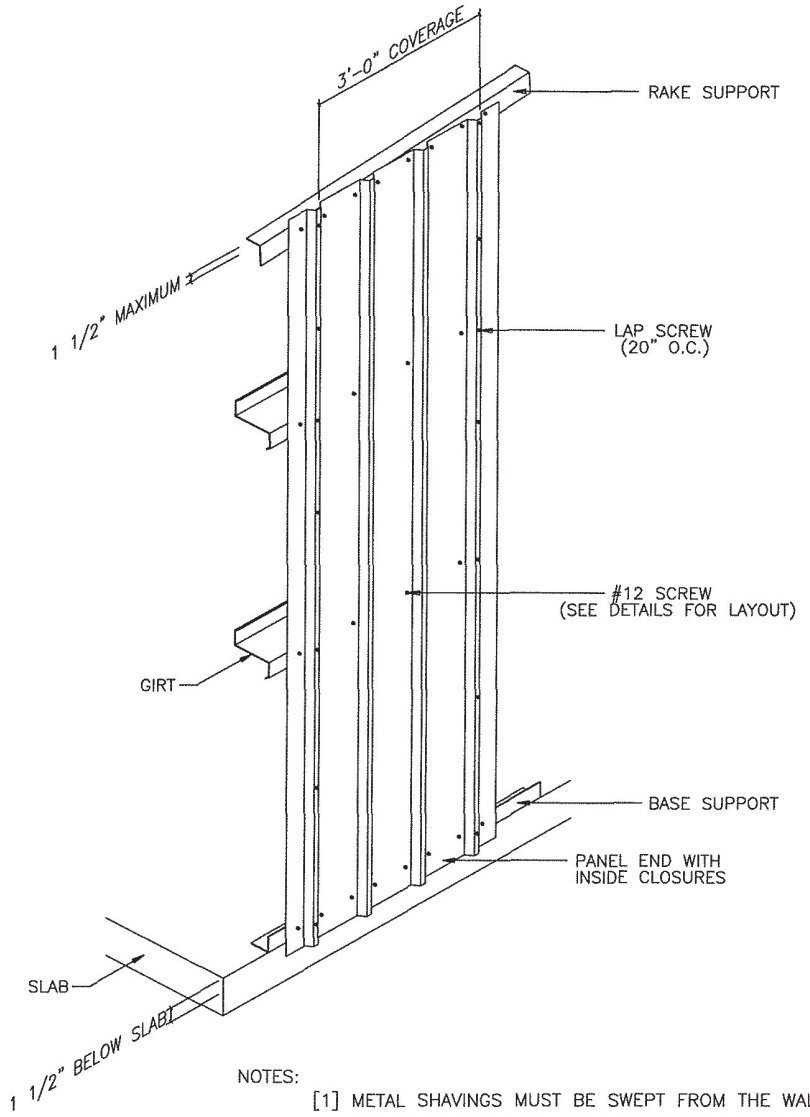
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STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE	
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23
[2]	LOCATION: FORT PIERCE, FLORIDA	
[3]	DRAWING NAME: ENDWALL PANELS & TRIM	SCALE: NONE
[4]	DRAWING NO: PAGE 8	DRAWN BY: MS / CHECKED BY:

STRUCTURAL STAMP

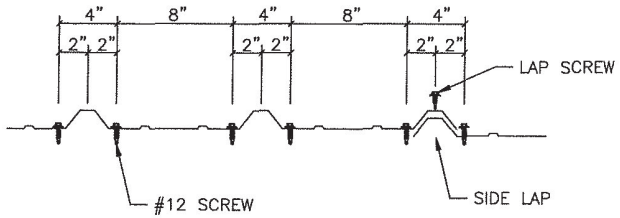
GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER



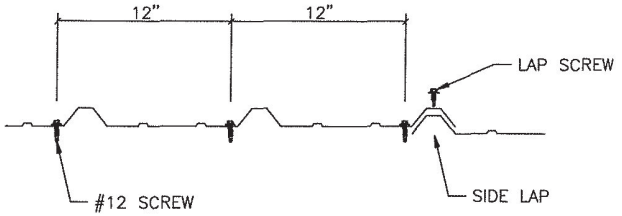
NOTES:

[1] METAL SHAVINGS MUST BE SWEPT FROM THE WALL EACH DAY DURING ERECTION TO PREVENT SURFACE RUSTING.

[2] #12 SCREWS ARE USED TO ATTACH THE PANEL TO THE GIRTS. #14 LAP SCREWS ARE USED AT THE PANEL–TO–PANEL ATTACHMENTS. ALL FASTENERS ARE SELF–DRILLING.



DETAIL AT PANEL END
DETAIL AT HEADER/SILL
DETAIL AT PARTIAL WALL



DETAIL AT INTERIOR OF PANEL

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:56:06 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS			
[1]	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[2]	JOB NO: 23–11–272	DATE: 11/ 7/23	
[3]	LOCATION: FORT PIERCE, FLORIDA		
[4]	DRAWING NAME: ENDWALL PANEL DETAILS		SCALE: NONE
	DRAWING NO: PAGE 8.1	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP
GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

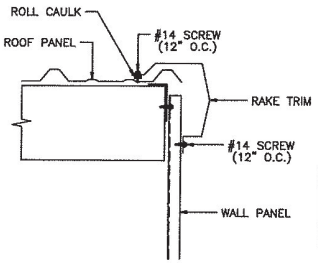
TRIM NOTES:

[1] SEAL TRIM SPLICES WITH TUBE CAULK.

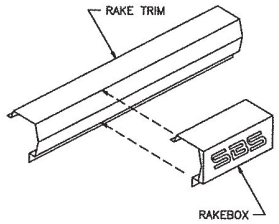
[2] SECURE GUTTER SPLICES AND END PLUGS WITH RIVETS.

[3] SECURE ALL OTHER ROOF TRIM SPLICES WITH TRIM SCREWS UNLESS NOTED OTHERWISE.

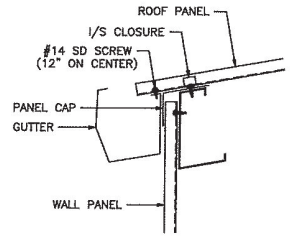
[4] TRIM SCREWS ARE LOCATED 12" ON CENTER UNLESS NOTED OTHERWISE.



RAKE TRIM DETAIL

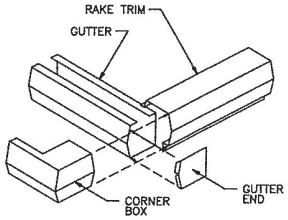


RAKEBOX DETAIL

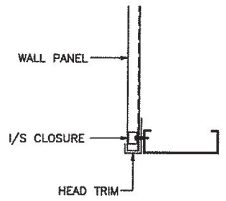


NOTE: INSTALL GUTTER STRAPS 3'0" ON CENTER.

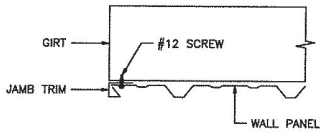
GUTTER DETAIL



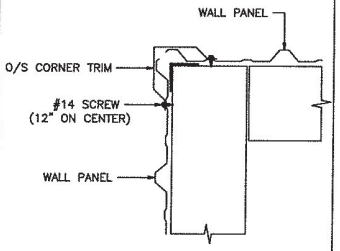
GUTTER END DETAIL



HEAD TRIM DETAIL AT HEADER



JAMB TRIM DETAIL AT GIRT



O/S CORNER DETAIL

GLEN S ASHLEY

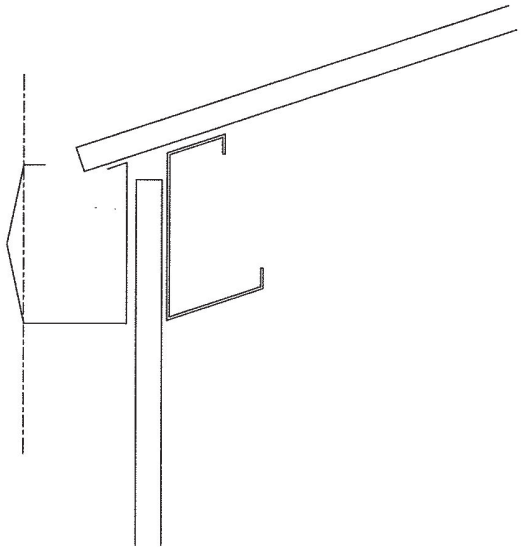
Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:55:50 -05'00'

STEEL BUILDING SYSTEMS INC.

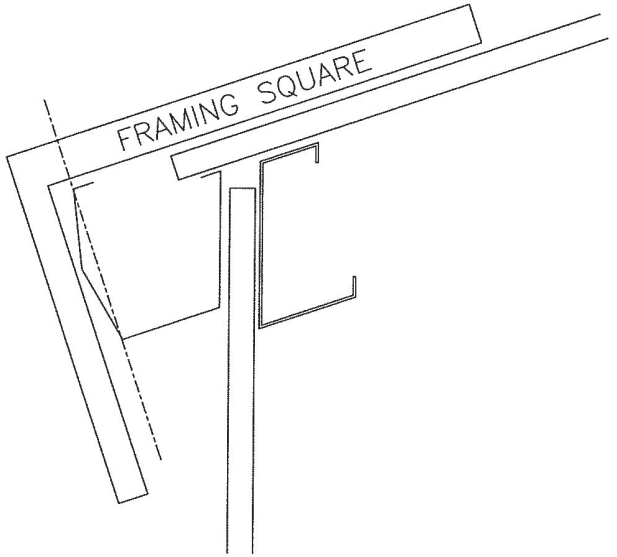
REVISIONS			
	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: TRIM DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 9	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER



DO NOT INSTALL GUTTER WITH OUTSIDE FACE PERPENDICULAR TO THE GROUND.



INSTALL GUTTER WITH OUTSIDE FACE PERPENDICULAR TO THE ROOF.

GLEN S ASHLEY Digitally signed by GLEN S ASHLEY Date: 2023.11.08 13:55:33 -05'00'

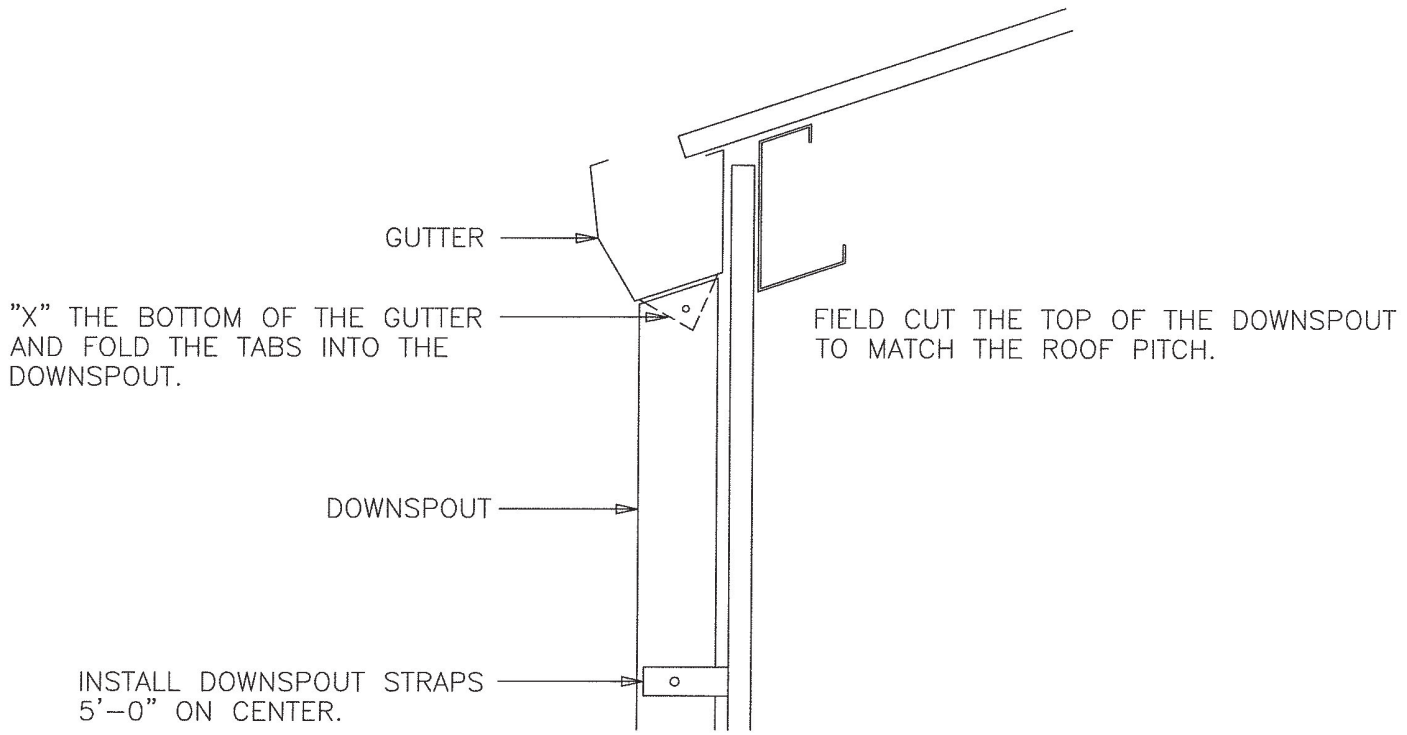
GUTTER INSTALLATION DETAIL

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: GUTTER INSTALL DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 9.1	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY LICENSE No. 62216 STATE OF FLORIDA PROFESSIONAL ENGINEER



DOWNSPOUT INSTALLATION DETAIL

GLEN S ASHLEY

Digitally signed by GLEN S ASHLEY
Date: 2023.11.08 13:54:55 -05'00'

STEEL BUILDING SYSTEMS INC.

REVISIONS	CUSTOMER: FT. PIERCE POLICE ATHLETIC LEAGUE		
[1]	JOB NO: 23-11-272	DATE: 11/ 7/23	
[2]	LOCATION: FORT PIERCE, FLORIDA		
[3]	DRAWING NAME: DOWNSPOUT INSTALL DETAILS		SCALE: NONE
[4]	DRAWING NO: PAGE 9.2	DRAWN BY: MS	CHECKED BY:

STRUCTURAL STAMP

GLEN STUART ASHLEY
LICENSE
No. 62216
STATE OF FLORIDA
PROFESSIONAL ENGINEER

STEEL BUILDING SYSTEMS
COLOR CHART

SIGNATURE® 200
STANDARD COLORS
26- AND 24-GAUGE MATERIAL

Siliconized Polyester
Polar White is a Straight Polyester.
* Also available in 29-gauge
** Minimum quantities and/or extended lead times required for 24-gauge. Please inquire.

HAWAIIAN BLUE** ★ SR .31 SRI 31	CRIMSON RED** ★ SR .32 SRI 33	FERN GREEN** ★ SR .29 SRI 29	BURNISHED SLATE** ★ SR .34 SRI 36
ASH GRAY ★ SR .45 SRI 50	SADDLE TAN ★ SR .47 SRI 53	DESERT SAND ★ SR .42 SRI 47	KOKO BROWN ★ SR .35 SRI 37
CHARCOAL GRAY** ★ SR .38 SRI 41	COBALT BLUE** ★ SR .26 SRI 24	RUSTIC RED ★ SR .37 SRI 39	LIGHT STONE ★ SR .56 SRI 66
POLAR WHITE* ★ SR .58 SRI 68	SOLAR WHITE** ★ SR .71 SRI 86		

SIGNATURE® 300
STANDARD COLORS
26-GAUGE MATERIAL
PBR, PBU, AVP, PBC, PBD
PANELS ONLY

* Also available in 24-gauge
** Minimum quantities and/or extended lead times required for 24-gauge. Please inquire.
† Minimum quantities and/or extended lead times required for all gauges. Please inquire.

MEDIUM BRONZE* ★ SR .29 SRI 28	SNOW WHITE* ★ SR .65 SRI 78	SLATE GRAY** ★ SR .37 SRI 39	ALMOND* ★ SR .63 SRI 75
CLASSIC GREEN** ★ SR .27 SRI 26	BROWNSTONE* ★ SR .47 SRI 53	BRITE RED † ★ SR .49 SRI 55	HARBOR BLUE** ★ SR .28 SRI 27
BONE WHITE** ★ SR .70 SRI 85			

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@steelbuildingsystems · facebook.com/sbsadelga · sbsga.com

DIFRANCESCO CONSTRUCTION INC

Michael DiFrancesco
President
License # CBC1265203

8840 Lonesome Pine Trail
Ft Pierce Fla 34945

Home 772-465-8231
Cell 201-7797
Fax 465-7873

Estimate

November 17, 2023
RE: Ft Pierce Police Athletic League
2203 Orange Avenue
Ft Pierce Fla 34950

DiFrancesco Construction Proposes to build a 1928 Sq Ft shade structure. Said Structure will be built according to Owner supplied plans. All work to be permitted through the City of Ft Pierce.

Total Labor and Materials $65,000

Michael DiFrancesco
DiFrancesco Construction Inc

Fort Pierce Police Athletic League

7 items

Sort application by: Account

Account	Product	Balance	Closed/ Zero Balance	Maturity	Status	Remarks	Enrolled in Package	
Deposit		**68,791.21**						
800125956	Business Ce...	15,849.58			Open		No	No
4137163171	Business Ch...	52,941.63			Open		Yes	No
6014790172	Seacoast Bu...	0.00	11/09/2023		Closed at ...		Yes	No
Cardbase		**0.00**						
480278XXXXXX450	Business Vis...						No	No
480278XXXXXX652	Business Vis...						No	No
480278XXXXXX230	Business Vis...						No	No
Miscellaneous		**0.00**						
905754	Business Int...	0.00			Open		Yes	No

THE SUNRISE CITY
FORT PIERCE
CITY ATTORNEY'S OFFICE Florida

TO:	MIRIAM GARCIA, REDEVELOPMENT SPECIALIST, CITY MANAGER
FROM:	ANDREA H. DUENAS, ASSISTANT CITY ATTORNEY AHD
THROUGH:	SARA HEDGES, CITY ATTORNEY SH
RE:	REVIEW FPRA COMMERCIAL FAÇADE GRANT AGREEMENT FOR 2203 ORANGE AVE.
CAO RLS FILE:	24-45
DATE:	FEBRUARY 20, 2024

I have reviewed the above Request for Legal Services along with the Draft Agreement and other Attachments uploaded to AgendaQuick. I made a few minor changes and corrections to the agreement.

I have uploaded a redline version of the approved agreement along with a clean copy for your convenience.

Please use this as your template for future Commercial Façade Grant Agreements.

If you have any questions about how to proceed, please do not hesitate to contact this office.

FPRA Regular Meeting - 5:05 p.m. **8. a.**

Meeting Date: March 12, 2024

Re: CRA Advisory Committee Recommendations by Chairman Phil Thompson

Submitted For: Nick Mimms, City Manager, City Manager

SUBJECT:

CRA Advisory Committee Recommendations by Chairman Phil Thompson

Attachments

CRA Recommendations

TO: Fort Pierce Redevelopment Agency

FROM: CRA Advisory Committee

RE: CRA Advisory Committee Recommendations

DATE: March 7, 2024

The CRA Advisory Committee would like to recommend the following:

1. Create a process to facilitate the donation of FPRA infill lots to Non-profit organizations for development.
2. Amend the current zoning code to achieve infill development of residential property.
3. Create a subsidized site plan application and permitting process for FPRA infill properties.

The 2023 Florida Statutes (including Special Session C)

274.05 Surplus property.—A governmental unit shall have discretion to classify as surplus any of its property, which property is not otherwise lawfully disposed of, that is obsolete or the continued use of which is uneconomical or inefficient, or which serves no useful function. Within the reasonable exercise of its discretion and having consideration for the best interests of the county or district, the value and condition of property classified as surplus, and the probability of such property's being desired by the prospective bidder or donee to whom offered, the governmental unit may offer surplus property to other governmental units in the county or district for sale or donation or may offer the property to private nonprofit agencies as defined in s. 273.01(3) by sale or donation. If the surplus property is offered for sale and no acceptable bid is received within a reasonable time, the governmental unit shall offer such property to such other governmental units or private nonprofit agencies as determined by the governmental units on the basis of the foregoing criteria. Such offer shall disclose the value and condition of the property. The best bid shall be accepted by the governmental unit offering such surplus property. The cost of transferring the property shall be paid by the governmental unit or the private nonprofit agency purchasing or receiving the donation of the surplus property.

History.—s. 5, ch. 59-163; s. 21, ch. 94-226; s. 6, ch. 96-209; s. 1, ch. 96-236.

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The 2023 Florida Statutes (including Special Session C)

273.01 Definitions.—The following words as used in this act have the meanings set forth in the below subsections, unless a different meaning is required by the context.

(1) "Custodian" means any elected or appointed state officer, board, commission, or authority, and any other person or agency entitled to lawful custody of property owned by the state.

(2) "Property" means all tangible personal property owned by the state.

(3) "Private nonprofit agency" means a nonprofit charitable organization, no part of the net earnings of which inures or may lawfully inure to the benefit of any private shareholder or individual, which has been held to be tax-exempt under the provisions of s. 501 of the Internal Revenue Code of 1954, and which has as its principal mission:

(a) Public health and welfare;

(b) Education;

(c) Environmental restoration and conservation;

(d) Civil and human rights; or

(e) The relief of human suffering and poverty.

History.—s. 1, ch. 57-277; s. 24, ch. 94-226.

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FPRA Regular Meeting - 5:05 p.m. **8. b.**

Meeting Date: March 12, 2024

Re:

SUBJECT:

Update on King's Landing Project by Dale Matteson

Attachments

King's Landing Amended Agreement

FIRST AMENDMENT TO
AMENDED AND RESTATED AGREEMENT
FOR DEVELOPMENT OF KING'S LANDING

THIS FIRST AMENDMENT TO AMENDED AND RESTATED AGREEMENT FOR DEVELOPMENT OF KING'S LANDING (the "Agreement") is made and entered into as of this 21st day of November, 2022, by and between AUDUBON DEVELOPMENT, INC., a Florida corporation ("Audubon"), whose mailing address is P.O. Box 981, Palm Beach, FL 33480, the CITY OF FORT PIERCE, a Florida municipal corporation (hereafter referred to as the "City of Fort Pierce"), whose mailing address is City Hall, 100 North U.S. 1, Fort Pierce, FL 34950 and the FORT PIERCE REDEVELOPMENT AGENCY, a community redevelopment agency established pursuant to Florida Statutes Chapter 163 (the "FPRA") (collectively, the City of Fort Pierce and the FPRA shall be referred to herein as the "City").

W I T N E S S E T H:

WHEREAS, the City and Audubon entered into an agreement dated December 2, 2019 and recorded in Official Records Book 4353, Page 1200, as amended by that certain First Amendment to Agreement for Development of King's Landing, dated February 3, 2020 and recorded in Official Records Book 4382, Page 118, both of the Public Records of St. Lucie County Florida (collectively, the "Original Agreement for Development"); and

WHEREAS, the City and Audubon entered into an Amended and Restated Agreement for Development of King's Landing dated February 8, 2022 and recorded in Official Records Book 4775, Page 2707, of the Public Records of St. Lucie County (the "Amended and Restated Agreement"); and

WHEREAS, the Amended and Restated Agreement supersedes the Original Agreement for Development; and

WHEREAS, Audubon and the City have agreed to amend the Amended and Restated Agreement by extending certain deadlines reflected Section 9, related to the Development Timeline; and

WHEREAS, Audubon and the City have agreed to amend the Amended and Restated Agreement by revising Section 13, related to Tax Increment Financing;

NOW, THEREFORE, the undersigned parties to this Agreement do hereby amend the Amended and Restated Agreement as set forth herein:

1. **Recitals**. The recitals set forth above are incorporated herein by reference and made a part of this Agreement as if fully set forth herein verbatim.

2. **Effective Date.** This Agreement shall become effective immediately upon approval and execution by Audubon, the Fort Pierce City Commission and the FPRA Board, whichever is later.

3. **Development Timeline.** Paragraph 9 of the Amended and Restated Agreement provides that all dates set forth in the Construction Schedule and all Development Deadlines shall be automatically adjusted based upon the actual date of the Closing (i.e. for every day that the Closing was delayed after November 1, 2021, the dates set forth in the Construction Schedule and the Development Deadlines shall also be delayed by one day). The Closing date was April 7, 2022 (157 days after November 1, 2021), therefore all dates set forth in the Construction Schedule and all Development Deadlines were delayed by 157 days. The parties hereto agree that the dates set forth in the Construction Schedule and all Development Deadlines shall be further delayed by the number of days from the Closing date

of April 7, 2022 until the date of final approval of this Agreement by the FPRA Board on November 8, 2022 (an additional 215 days, or 372 days total (157 + 215 = 372)). Therefore, Paragraph 9 of the Amended and Restated Agreement is hereby amended as follows:

a. Phase 1. Audubon shall Commence Construction of Phase 1 no later than September 20, 2023 and shall complete construction of Phase 1 no later than February 5, 2026.

b. Phase 2. Audubon shall submit an application for building permit(s) or DPCR approval for construction of Phase 2 no later than March 18, 2024. Audubon shall Commence Construction of Phase 2 no later than June 16, 2024 and shall complete construction no later than December 2, 2026.

c. Phase 3. Audubon shall submit an application for building permit(s) or DPCR approval for construction of Phase 3 no later than October 4, 2025. Audubon shall Commence Construction of Phase 3 no later than December 3, 2025 and shall complete construction no later than December 2, 2026.

4. **Adjustments to Exhibit "F".** The dates in Exhibit "F" to the Amended and Restated Agreement shall adjust automatically to reflect the dates set forth in Paragraph 3, above.

5. **Economic Development Incentives**. Paragraph 13 of the Amended and Restated Agreement is deleted in its entirety and replaced with the following Paragraph 13:

13. **Tax Increment Financing and Other Incentives**. The FPRA collects certain tax increment revenue ("TIR") from the ad valorem real property taxes paid with respect to property located within the City of Fort Pierce Community Redevelopment Area. Audubon, or the then-owner or owners of the Property as the case may be, shall pay all ad valorem real property taxes, non-ad valorem real property taxes, special assessments, and any other taxes on the Property as they become due and within the year in which they are first due. After confirming that such taxes have been paid with respect a parcel of the Property, FPRA shall rebate to Audubon, or the then-owner of the respective parcel of the Property, TIR received by the FPRA as set forth below.

a. **The Hotel Parcel**. If Audubon or its successor-in-title presents to the City plans for the construction of a hotel of sufficient quality as determined by the City, in the City's reasonable discretion, the City will provide economic incentives specific to the Hotel Parcel, as set forth in **Exhibit "I"**, attached hereto and made a part hereof (the "Incentive Package"). Subject to such prior approval of the hotel plans, the City shall only commit to providing the portion of the Incentive Package which is within the jurisdiction and control of the City, but the City will cooperate with any other governmental agencies to the extent they are providing other portions of the Incentive Package. With respect to the Hotel Parcel, FPRA shall rebate TIR received by FPRA during each of the first ten (10) calendar years (January 1 through December 31) after the issuance of a certificate of occupancy or similar certificate of completion for vertical improvements and the addition of the improved Hotel Parcel to the County tax rolls. The FPRA shall begin to issue such rebates according to a sliding scale, beginning the first year after issuance of the certificate of occupancy or similar certificate of completion and the addition of the improved Hotel Parcel to the County tax rolls. The sliding scale shall be as follows: one hundred percent (100%) for the first five (5) years; then on a decreasing scale of ninety percent (90%), eighty percent (80%), sixty percent (60%), forty percent (40%), and twenty percent (20%) for each successive year. FPRA shall deliver such rebate payments no later than thirty (30) days after FPRA receives from the County Tax Collector the applicable

TIR for the Hotel Parcel. Such rebate payments shall not count toward the $200,000.00 annual limit and $1,000,000.00 five-year cumulative limit set forth in Paragraph 13(b), below.

b. **All Other Parcels**.
No TIR rebate shall be paid with respect to the residential parcels north of Moore's Creek on A.E. Backus Ave. (the "Backus Parcels"). With respect to all other parcels comprising the Property, excluding the Hotel Parcel and the Backus Parcels, FPRA shall rebate fifty percent (50%) of all TIR received by FPRA during each of the first five (5) calendar years (January 1 through December 31), beginning the first year after the issuance of a certificate of occupancy or similar certificate of completion for Phase 2 vertical improvements and the addition of said improved parcel(s) to the County tax rolls. Such rebate payments shall be delivered no later than thirty (30) days after FPRA receives from the County Tax Collector the applicable TIR for each parcel of the Property. Failure of one parcel owner to timely pay property taxes shall not delay the rebate payment of another parcel owner. Such rebate payments shall not exceed two hundred thousand dollars ($200,000.00) per year for the entire Property (excluding the Hotel Parcel and the Backus Parcels), and shall not exceed one million dollars ($1,000,000.00) cumulatively for all five (5) years for the entire Property (excluding the Hotel Parcel and the Backus Parcels). If calculation of the rebates in any given year would result in a total rebate for the entire Property (excluding the Hotel Parcel and the Backus Parcels) in excess of either of the forgoing limitations, then any required reduction in the rebates shall be applied in an equal percentage to all affected parcels. (For example, if the rebates for the entire Property, excluding the Hotel Parcel and the Backus Parcels, would exceed $200,000 in a given year, because one parcel would otherwise be entitled to a $100,000 rebate and another parcel would otherwise be entitled to a $200,000 rebate, then the rebates for both parcels shall be reduced by 33.33%, resulting in a rebate of $66,666.67 for one parcel and $133,333.33 for the other parcel).

c. **Rights and Obligations to Run with the Property**. The rights and obligations set forth in this Paragraph 13 shall run with the Property and shall benefit and be enforceable by successors-in-title to Audubon holding title to any portion of the Property (excluding the Backus Parcels), subject to the provisions of this paragraph. Notwithstanding any covenant or provision to the contrary set forth herein, the right to receive TIR rebate payments set forth in this Paragraph shall benefit and be enforceable only by Audubon, and by any successor developer acquiring Audubon's rights and obligations under this Agreement, provided that Audubon assigns its right to receive TIR rebate payments to such successor developer (with respect to all or part of the Property) pursuant to a written instrument delivered to the FPRA and recorded in the public records of St. Lucie County. (For example, Audubon may assign its right to receive TIR rebates with respect to the Hotel Parcel to a future owner and developer of the Hotel Parcel, while retaining the right to receive TIR rebates with respect to the balance of the Property.) In the event that any part of the Property is subdivided pursuant a subdivision plat or divided into condominium units pursuant to the Florida condominium statutes, Audubon, or any successor developer as set forth above, shall continue to have the right to receive the entire amount of the foregoing TIR rebate payments, unless and until such time as Audubon, or any such successor developer, no longer owns any portion of the Property. The owners of the platted lots or condominium units shall not have any right to receive any portion of the TIR rebate payments unless they are the successor developer of such property having been assigned such right to receive TIR rebate payments as set forth above.

6. **No Further Amendments**. Except as specifically modified and amended hereby, the Amended and Restated Agreement shall remain in full force and effect.

7. **Counterparts**. This Agreement may be executed in any number of identical counterparts each of which shall be deemed to be an original for all purposes but all of which shall constitute one and the same instrument, and a copy of such signature received through telefax or electronic transmission shall bind the party whose signature is so received as if such signature were an original. In making proof of this Agreement, it shall not be necessary to produce or account for more of such counterparts than are required to show that each party hereto executed at least one such counterpart.

IN WITNESS WHEREOF, the parties hereto have caused these presents to be executed as of the day and year first above written.

[SIGNATURES CONTINUE ON FOLLOWING PAGES]

WITNESSES:

"Audubon"

AUDUBON DEVELOPMENT, INC., a Florida corporation

By: _____
Print Name: Dale Matteson
Title: President / CEO

_____
Print Name: Laura A. Kenny

_____
Print Name: Linda M. Briglia

STATE OF FLORIDA
COUNTY OF St. Lucie

The foregoing instrument was acknowledged before me this 8th day of November, 2022, by Dale matteson as President of AUDUBON DEVELOPMENT, INC., a Florida corporation. Said person did not take an oath and (check one) ☐ is personally known to me, ☒ produced a driver's license issued by a state of the United States within the last five (5) years as identification, to wit:

LINDA M. BRIGLIA
Commission # GG 364898
Expires September 1, 2023
Bonded Thru Troy Fain Insurance 800-385-7019

_____
Notary Public, State of Florida
Print Name: Linda M. Briglia
Commission #: GG364898
My Commission Expires: 9/1/23

[SIGNATURES CONTINUE ON FOLLOWING PAGES]

WITNESSES:

Print Name: Tina Rel

Print Name: Brittany Meredith

"City of Fort Pierce":

CITY OF FORT PIERCE, FLORIDA, a Florida municipal corporation

By: Linda Hudson
Linda Hudson, Mayor

APPROVED AS TO FORM AND CORRECTNESS:

By:
Tanya Earley, City Attorney

STATE OF FLORIDA
COUNTY OF St. Lucie

The foregoing instrument was acknowledged before me this 21ST day of November, 2022, by LINDA HUDSON, as MAYOR, of CITY OF FORT PIERCE, a Florida municipal corporation. Said person did not take an oath and (check one) ☒ is personally known to me, ☐ produced a driver's license issued by a state of the United States within the last five (5) years as identification, to wit:

Linda W. Cox
Notary Public, State of Florida
Print Name:
Commission #:
My Commission Expires:

LINDA W. COX
Notary Public
State of Florida
Comm# HH167003
Expires 9/9/2025

[SIGNATURES CONTINUE ON FOLLOWING PAGE]

WITNESSES:

Print Name: Latoya Ransom

Print Name: Brittany Meredith

"FPRA"

FORT PIERCE REDEVELOPMENT AGENCY, a community redevelopment agency established pursuant to Florida Statutes Chapter 163

By: Linda Hudson
Print Name: Linda Hudson
Title: Chairwoman

STATE OF FLORIDA
COUNTY OF St. Lucie

The foregoing instrument was acknowledged before me this 8th day of November, 2022, by Linda Hudson as Chairwoman of FORT PIERCE REDEVELOPMENT AGENCY, a community redevelopment agency established pursuant to Florida Statutes Chapter 163. Said person did not take an oath and (check one) ☒ is personally known to me, ☐ produced a driver's license issued by a state of the United States within the last five (5) years as identification, to wit:

Linda W. Cox
Notary Public, State of Florida
Print Name:
Commission #:
My Commission Expires:

LINDA W. COX
Notary Public
State of Florida
Comm# HH167003
Expires 9/9/2025

St. Lucie EDC

EXHIBIT I

EXECUTIVE COMMITTEE
Robert Barfield, Treasurer, Seacoast Bank
Javier Cisneros, Fort Pierce Utilities Authority
Eric Goldman, HCA Florida Lawnwood Hospital
Chris Fogal, CPA, PA, Chair, Carr, Riggs, Ingram
Azlina Goldstein, Chair-Elect, GL Homes
Rob Lord, Past-Chair
Tim Moore, PhD, Indian River State College
Madhu Sasidhar, MD, MBA, FCCP , Cleveland Clinic Tradition Hospital
Peter Tesch, Economic Development Council
Shrita Walker, Secretary, MIDFLORIDA Credit Union

BOARD OF DIRECTORS
Mike Adams, Adams Ranch
Michael Ansorge, OCULUS Surgical
Nico Apfelbaum, Esq., Apfelbaum Law
Terissa Aronson, SLC Chamber of Commerce
Brian Bauer, CareerSource Research Coast
Russ Blackburn, City of Port St. Lucie
Ian Cotner, AT&T Florida
Peter Crane, Sansone Group
Marshall Critchfield, Florida Power & Light
Lee Dobbins, Esq., Dean Mead/TCMA
Phil Doumar, EDC EXCEL
Rod Kennedy, Engineering Design & Construction
Richard Kolleda, FACHE, Spherion
Leslie Kristof, Keiser University
Tammy Matthew, Bank of America
Nick Mimms, City of Fort Pierce
Neil Morgan, Comcast Business
Brandon Nobile, Remnant Construction
Cara Perry, Florida Atlantic University
Roxanne Peters, SouthState Bank
Jon Prince, PhD, St. Lucie Public Schools
Staci Storms, Broward, Palm Beaches & St. Lucie Realtors
Richard Tambone, Tambone Companies
Howard Tipton, St. Lucie County
Jeremy Wiernasz, PGA Golf Club
Kara Wood, Hi-Tide Boat Lifts
Amber Woods, Treasure Coast Lexus

August 26, 2022

[redacted]

Re: [redacted] Development Business Assistance and Incentive Package for Hotel Project at King's Landing

Dear [redacted]:

On behalf of the Economic Development Council of St. Lucie County (EDC), it is our pleasure to present this letter which contains a comprehensive suite of assistance and incentive programs for the abovementioned project. Along with our partners, the City of Fort Pierce, St. Lucie County and Fort Pierce Utilities Authority (FPUA), we would like to express our very strong desire to have this immensely important economic development project in our community.

As you recall, the EDC commissioned [redacted] last year to perform an Economic Impact Study which measured the estimated direct spending and economic output of a full service, 140 room boutique ([redacted]) hotel in the mixed-used development of King's Landing in Fort Pierce. With annual economic output of $20.8 M and direct spending of $13.3 M, the hotel project generates over 221 jobs and $6.7 M in supporting wages plus generating $2.0 M in state and local taxes.
Hence, the tremendous direct fiscal benefits as well as very significant economic output potentially accruing to Fort Pierce and the County.

It is the EDC's opinion that to attract a high-end hotel project to Fort Pierce there will have to be an overall aggressive public private partnership approach featuring expedited permitting, a business assistance and incentive package and possibly, securing state and federal infrastructure grants to successfully complete this project. This will be a very significant undertaking, using the concerted efforts of the following entities:

- City of Fort Pierce
- St. Lucie County
- Fort Pierce Utilities Authority (FPUA)
- State & Federal Government Agencies
- Audubon Development
- [redacted]
- St. Lucie EDC
- Others

Proposed Business Assistance and Incentive Package:

The King's Landing property, a certified Brownfields site, is located in the City's Community Redevelopment District (CRA) and a Tax Increment Finance (TIF) area. The Fort Pierce Redevelopment Authority (FPRA) collects tax revenue from paid Ad valorem and tangible personal property (TPP) taxes generated in the CRA.

Based on the discussions with our partners in concert with Audubon Development, it is the EDC's recommendation that the following resources be arranged to entice [redacted] to make the appropriate investment on the property. The City of Fort Pierce will pursue a developer's agreement with your company which will prospectively feature the following incentives:

- *TIF Revenue Sharing Arrangement:* FPRA through the developer's agreement will provide a series of rebates over a ten-year period (5 years at 100% and a 5-year sliding scale of 90-80-60-40-20%). Based on the project's annual real property tax revenue generation, the rebate will be up to the assessed value of the hotel's ad valorem and TPP taxes for the city and county portion of tax bill. (Subject to provisions of FPRA's TIF in CRA district). With a very conservative assessed value estimate of $28.0 M, the hotel project would generate annually total ad valorem property and TPP taxes of roughly $730,353.00 with approximately $393,612.00 being the City and County portion. (EDC is using a hypothetical assessed value of hotel facility and fixtures/equipment at $28 M and $43M for demonstration purposes).

- *Impact Fee Mitigation/ Other Fees & Permits Reductions and Credits*: There are roughly $2.784 M in local government impact fees alone for both the hotel project ($723.8K) and King's Landing development. The City plans to credit or waive all City impact fees associated with the hotel project and it is our intent to have St. Lucie County credit their portion of these specific road impact fees pending FPRA approval of the incentive package on or after September 13th.

- *Utilities – Electric, Water/Sewer, Telecommunications Assistance:* Fort Pierce Utilities Authority will eliminate CIC charges as well as certain connection and impact fees relating water and sewer infrastructure. There are other electrical utility and telecommunications items in the form of cost savings. (Waiting for FPUA to confirm)

- *Federal and State Infrastructure Grants:* The City of Fort Pierce has applied to the State of Florida Department of Economic Opportunity's Florida Job Growth Grant Fund program for $2.74 M in road bridge and infrastructure improvements surrounding the King's Landing area. EDC has also suggested further exploration of New Market Tax Credits for the project and utilization of the State's Brownfields Redevelopment Tax Refund program based on the number of new permanent jobs created by the hotel. Details of these programs will be provided in separate correspondence.

- *Expedited Permitting:* The City will implement a formalized expedited permitting program for the project, establish a person responsible for facilitating the process and coordinate with other governmental agencies in the permitting and regulatory functions.

- *Audubon Development Contribution:* Dale Matteson has agreed to donate approximately 1.5 acres of King's Landing property to [redacted] for the development of the hotel. The estimated market value of the property is $1.5 M.

- *Other Financial and Cost Sharing Arrangements:* As indicated by the City staff, they have identified several conceptual cost sharing approaches between the developers and the City which could result in several mutually beneficial arrangements (parking garage, marina, Brightline train station, etc.) These items will be further articulated by the City.

[redacted] understands it must meet certain local government economic development performance standards which may include certain "clawback" provisions, if necessary. This would also include maintaining the intended use for the facility. Many of these standards are based on job creation, capital investment and other relevant factors. As you are aware, the proposed assistance and incentive package presented here is a suggested proposal and must be approved first by both the Fort Pierce City Commission and the St. Lucie County Board of County Commissioners.

The EDC very much appreciates the opportunity to work with you on this critical economic development project. We want you to know the City of Fort Pierce have an unwavering commitment to our community's economic growth including its quality of life and will do everything possible to help create sustainable jobs for our residents. [redacted] proposed hotel is an excellent opportunity for downtown Fort Pierce, and we look forward to making it a reality!

Sincerely,

Pete Tesch
President

Attachments

CC:
Dale Matteson, Audubon Development

FPRA Regular Meeting - 5:05 p.m. **8. c.**

Meeting Date: March 12, 2024

Re: Award RFP 2024-019 for On-Demand Transportation Services and authorize staff to enter negotiations with the highest ranked respondent, BEEFREE, LLC.

Submitted For: Nick Mimms, City Manager, City Manager

SUBJECT:

Award RFP 2024-019 for On-Demand Transportation Services and authorize staff to enter negotiations with the highest ranked respondent, BEEFREE, LLC.

SUMMARY:

The Fort Pierce Redevelopment Agency (FPRA) issued a Request for Proposals (RFP) for On-Demand Transportation Services to enhance ride-share services and transport users within the FPRA Boundaries. RFP 2024-019 was issued on January 17, 2024 and four (4) proposals were received by the deadline of February 7, 2024. Staff is seeking authorization to negotiate a contract with the highest ranked respondent, BEEFREE, LLC. of Miami, Florida for short-distance on-demand electric vehicle services within the FPRA limits, and this will be free to the users.

RECOMMENDATION:

Staff recommends approval of the award for RFP 2024-019 to the highest ranked respondent, BEEFREE, LLC., and authorization for staff to enter negotiations for a period of 90 days.

ALTERNATIVES:

Staff will proceed as directed by the FPRA Board.

RESPONSIBLE STAFF:

Sara Delgado, Redevelopment Assistant

COORDINATED WITH:

Purchasing Division
Evaluation Committee:
- Public Works Director
- Marketing & Communications Manager
- Community Response Deputy Director

Fiscal Impact

Budgeted Y/N: Y

Fiscal Year: 2024

Account: 1049400 534900

OTHER INFORMATION:

This project was identified in the FPRA Project Based Budget presented on July 11, 2023. GOAL 15 .The Fort Pierce Redevelopment Agency shall connect the Redevelopment Area's cultural and artistic Hubs (Downtown, Marina, Fisherman's' Wharf, Beachside District, Lincoln Park and Peacock Arts Districts) to the Waterfront's artistic and cultural amenities.

Attachments

RFP 2024-019

Bid Tabulation

Cummulative Evaluation

Beefree, LLC Proposal

Council on Aging Proposal

HBSS Connect Corp Proposal

River North Transit, LLC Proposal

Presentation

DELIVER TO: **City of Fort Pierce, Purchasing Division** **Room 101** **100 North U.S. #1** **Fort Pierce, FL 34950** **MAIL TO:** **City of Fort Pierce Purchasing Division,** **Room 101** **P.O. Box 1480** **Fort Pierce, FL 34954-1480**	**REQUEST FOR PROPOSALS** **and** **PROPOSER ACKNOWLEDGMENT**
Bid Writer: Gelencia Carter, 772-467- 3102	**RFP No: 2024-019**
Pre-Proposal Conference Date: **N/A**	**RFP Title: ON-DEMAND TRANSPORTATIONSERVICES (REBID)**
Mandatory Pre-Proposal Location: **N/A**	**RFP Opening Location:** **City of Ft. Pierce Purchasing Division** **Room 101** **100 North U.S. #1, 1st Floor** **Ft. Pierce, Florida 34950**
RFP Due Date & Time: **3:00 PM, WEDNESDAY, FEBRUARY 7, 2024**	**If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.**
Proposer Name: --- **Mailing Address:** --- --- ---	***I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.*** **X_____** **Authorized Signature (Manual)**
City, State, Zip Code:	**Typed or Printed Name:**
Type of Entity (Select one): **Corporation _____** **Partnership _____** **Proprietorship _____**	**Title:**
Incorporated in the State of: Year:	**Delivery in _____days, ARO**
Phone Number:	**Payment Terms: Net 30 Days**
Fax Number:	**FEIN or SS Number:**
E-Mail Address:	**Local Business: ___Y ___N MWBE: ___Y ___N**
Bid Security is attached, when required, in the amount of $ _____ **F.O.B. DESTINATION**	**If returning as a "No Bid" state reason:**
THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID	

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SECTION I

GENERAL CONDITIONS, INSTRUCTIONS, AND INFORMATION FOR PROPOSERS

1. GENERAL INFORMATION

These documents constitute the complete set of specification requirements and proposal forms. All proposal sheets and attachments must be executed and submitted in a sealed envelope. **DO NOT INCLUDE MORE THAN ONE PROPOSAL PER ENVELOPE (CLEARLY MARK PROPOSAL AS "ORIGINAL" AND REQUESTED NUMBER OF COPIES AS "COPY" ON EACH SET ENCLOSED).** The face to the envelope shall contain Proposer's name, return address, the date and time of proposal opening, the proposal number and title. Proposals not submitted in accordance with the instructions as outlined in the document will be rejected. By submitting a proposal, the Proposer agrees to be subject to all terms and conditions specified herein. No exceptions to the terms and conditions shall be allowed. Proposers shall submit their proposal complete with all supporting documentation. SUBMITTAL OF A PROPOSAL IN RESPONSE TO REQUEST FOR PROPOSAL CONSTITUTES AN OFFER BY THE PROPOSER. Proposals which do not comply with the requirements may be rejected at the option of the City.

2. DELAYS

The City, at its sole discretion, may delay the scheduled due dates indicated above if it is to the advantage of the City to do so. The City will notify proposers of all changes in scheduled due dates by written addendum.

3. EXECUTION OF PROPOSAL

Proposal must contain a manual signature, in ink, of an authorized representative who has the legal ability to bind the Proposer in contractual obligations in the space provided on Page 1 of Proposal/Proposal Acknowledgment and on the Proposal Response Form. FAILURE TO PROPERLY SIGN THE PROPOSAL SHALL INVALIDATE SAME, AND IT SHALL NOT BE CONSIDERED FOR AN AWARD. Proposals must be typed or legibly printed in ink. All corrections made by the Proposer to any part of the proposal document must be initialed in ink. The original proposal conditions and specifications cannot be changed or altered in any way. Altered proposals will not be considered. Clarification of proposals submitted shall be in letter form, signed by proposers, and attached to the proposal.

4. NO BID

If not submitting a proposal, respond by returning only the Proposer acknowledgment form, marking it "No Bid," and give the reason in the space provided.

5. PROPOSAL OPENING

Shall be public, at the address, date, and time specified on the proposer Acknowledgment form. The proposal time must be and shall be scrupulously observed. Under no circumstances shall proposals be delivered after the time specified to be considered; such proposals will be returned unopened. The City will not be responsible for late deliveries or delayed mail. The time/date stamp clock located in the Purchasing Department shall serve as the official authority to determine the lateness of any proposal. It is the Proposer's sole responsibility to assure that his/her proposal is complete and delivered at the proper time and place of the proposal opening. Proposals, that for any reason are not so delivered, will not be considered. Offers by facsimile, telegram, or telephone are not acceptable. A proposal may NOT be altered by the Proposer after the opening of the proposals. Proposal tabulations will be furnished on the web sites: https://www.demandstar.com

6. TAXES

The City is exempt from Federal Excise and State Sales Taxes on direct purchases of tangible personal property. The City exemption number is on the face of the Purchase Order. If requested, the Purchasing Director will provide an exemption certificate to the awarded Proposer. Vendors or contractors doing business with the City shall not be exempt from paying sales tax to their suppliers for materials to fulfill contractual obligations with the City Tax Exemption Number in securing such materials. This exemption does not apply to purchases of tangible personal property in the performance of contracts for the City.

7. DISCOUNTS

Cash discounts for prompt payment shall not be considered in determining the lowest net cost for bid evaluation purposes.

8. MISTAKES

a. Proposers are expected to examine the specifications, delivery schedule, bid prices, extensions and all instructions pertaining to supplies and services. **FAILURE TO DO SO WILL BE AT PROPOSER'S BIDDER'S RISK.** In the event of extension error(s), the unit price will prevail and the Proposer's total offer will be corrected accordingly.

b. Written amounts shall take precedence over numerical amounts. In the event of addition error(s), the unit price and extension thereof will prevail and the Proposer's total offer will be corrected accordingly. Proposals having erasures or corrections must be initialed in ink by the Proposer.

9. INVOICING AND PAYMENT

Payment for any and all invoice(s) that may arise as a result of a contract or purchase order issued pursuant to this proposal specification shall minimally meet the following conditions to be considered as a valid payment request:

a. A timely submission of a properly certified invoice(s), in strict accordance with the price(s) and delivery elements as stipulated in the contract or purchase order document, and to be submitted to the Finance Department at the address as stipulated on the Purchase Order.

b. All invoices submitted shall consist of an original and one (1) copy; clearly reference the subject contract or purchase order number; provide a sufficient salient description to identify goods or service for which payment is requested; contain date of delivery; bid number, original or legible copy of signed delivery receipt including both a manual signature and printed name of a designated City employee or authorized agent; be clearly marked as "partial", "complete", or "final" invoice. The City will accept partial deliveries unless otherwise specified into contract or purchase order document.

c. The invoice shall contain the Bidder's Federal Employer Identification Number (F.E.I.N.).

10. DELIVERY

Unless actual date is specified (or if specified delivery cannot be met), show number of days required to make delivery after receipt of purchase order or contract in space provided. Delivery time may be a basis for making of award. Delivery shall be during the normal working hours of the user department, Monday through Friday, unless otherwise specified and incorporated into contract or purchase order document. Delivery shall be to the location specified in the bid specifications.

11. ADDITIONAL TERMS AND CONDITIONS

No additional terms and conditions included with the bid response shall be evaluated or considered. Any and all such additional terms and conditions shall have no force and effect and are inapplicable to this bid if submitted either purposely through intent or design, or inadvertently appearing separately in transmittal letters, specifications, literature, price lists or warranties. It is understood and agreed that the general and/or any special conditions in these Proposal Documents are the only conditions applicable to this bid and the Proposal authorized signature on the Bid Form attests to this.

12. INTERPRETATION

All Proposer shall carefully examine the Proposal Documents. Any ambiguities or inconsistencies shall be brought to the attention of the City in writing prior to the opening of Proposal; failure to do so, on the part of the bidder, will constitute an acceptance by the Bidder of any subsequent decision. Any questions concerning the intent, meaning, and interpretation of the Proposal Documents shall be requested in writing, and received by the City at least seven (7) days prior to the Proposal Opening. Inquiries shall be addressed to the attention of the Contact person as indicated on Page 11. No person is authorized to give oral interpretations of, or make oral changes to, the bid. Therefore, oral statements given before the bid opening will not be binding. Any interpretation of or changes to the bid will be made in the form of a written Addendum to the bid and will be furnished to all Bidders. Receipt of all addenda shall be acknowledged by the Bidders by signing and enclosing said addenda with their bid. The City will record its responses

to inquiries and any supplemental instructions in the form of a written addendum. The City will send a written addendum to all Proposers who requested a bid directly from the City Purchasing Department. All proposers should contact the City at least seven (7) calendar days before the bid opening date to ascertain whether any addendums have been issued. Failure to do so could result in rejection of the bid as unresponsive. The City shall not be responsible for providing said addendum to proposers who receive bid packages from other sources.

13. ADDENDUM

Should revisions to the Proposal Documents become necessary, the City will provide a written addendum to all proposers who received a bid package from the City Purchasing Department. Proposer who obtain Proposal Documents from other sources must officially register with the City Purchasing Department in order to be placed on the mailing list for any forthcoming addendum or their official communications. Failure to register as a prospective Bidder may cause your bid to be rejected as non-responsive if you have failed to submit a bid without an addendum acknowledgment for the most current addendum. Previous addenda are deemed received when a subsequent addendum is acknowledged. It is the Bidder's responsibility to contact the City in the event that a previous addendum is not received. Latest addendum shall be signed and returned with the bid as acknowledgment of addendum.

14. DISPUTES

Any Proposer who disputes the bid selection or contract award recommendation shall file such dispute according to the bid protest procedures. These procedures are available upon request from the City.

15. CONFLICT OF INTEREST

All Proposers must disclose with their bid the name of any officer, director, or agent who is also an employee of the City. All Proposers must disclose the name of any City employee who owns, directly or indirectly, an interest of five percent (5%) or more in the Proposer's firm or any of its branches.

16. LEGAL REQUIREMENTS

Proposers are required to comply with all provisions of Federal, State, County and local laws and ordinances, rules and regulations, that are applicable to the items being bid. Lack of knowledge by the bidder shall in no way be a cause for relief from responsibility or constitute a cognizable defense against the legal effect thereof.

17. DRUG-FREE WORK PLACE (DFW)

Preference shall be given to business with Drug-Free Work Place (DFW) Programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the City for the procurement of commodities or contractual services, a bid received from a business that completes the attached DFW form certifying that it is a DFW shall be given preference in the award process.

18. MINORITY/WOMEN OWNED BUSINESS ENTERPRISE (MWBE)

Minority/Women Owned Business Enterprise (MWBE) indicates a business entity which is owned and operated by a minority. In this instance, minority group members are citizens of the United States or lawfully admitted permanent residents who are Black, Hispanics, Women, Native Americans, Asian-Pacific, Asian-Indian, and eligible others. An MWBE wishing to participate in the City procurement process may contact the Purchasing Department for information and assistance.

19. PUBLIC ENTITY CRIMES

No award will be executed with any person or affiliate identified on the Department of Management Services "convicted vendor" list. This list is defined as consisting of persons and affiliates who are disqualified from public contracting and purchasing process because they have been found guilty of a public entity crime. No public entity shall award any contract to, or transact any business in excess of the threshold amount provided in Section 287.017, Florida Statutes for Category Two (currently $10,000.00) with any person or affiliated on the "convicted vendor" list for a period of thirty-six (36) months from the date that person or affiliate was placed on the "convicted vendor" list unless that person or affiliate has been removed from the list pursuant to Section 287.133(3)(f) Florida Statutes.

20. AWARD

As the best interest of the City may require, the right is reserved to make award(s) by individual item, group of items, "All or None", or a combination thereof; with one or more suppliers; to reject any or all proposals or waive any minor irregularity or technicality in bids received, and may, at its sole discretion, request a rebid. Bidders are cautioned to make no assumption until the City has entered into a contract or issued a purchase order.

21. EEO STATEMENT

The City is committed to assuring equal opportunity in the award of contracts, and therefore complies with all laws prohibiting discrimination on the basis of race, color, religion, national origin, age or sex.

22. CONTRACTUAL AGREEMENT

The terms, conditions, and provisions in this Request for Proposal shall be included and incorporated in any final contract or purchase order. The order of precedence will be Proposal Document and response, purchase order or contract, and general law. Any and all legal action necessary to enforce a contract or purchase order will be interpreted according to the laws of Florida. The venue shall be Fort Pierce, Florida.

23. GOVERNMENTAL RESTRICTION

In the event that any governmental restrictions are imposed which would necessitate alteration of the material quality, workmanship or performance of the items offered on this proposal prior to their delivery, it shall be the responsibility of the Proposer to notify the Purchasing Department at once, indicating in his/her letter the specific regulation which required an alteration, including any price adjustments occasioned thereby. The City

reserves the right to accept such alteration or to cancel the contract or purchase order at no further expense to the City.

24. PATENTS AND ROYALTIES

The Proposer, without exemption, shall indemnify and save harmless, the City, its employees and/or any of its Commission/Board from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or item manufactured by the Proposer. Further, if such claim is made, or is pending, the Proposer may, at its option and expense, procure for the City the right to use, replace or modify the item to render it non-infringing. If none of the alternatives are reasonably available, the City agrees to return the article on request to the Proposer and receive reimbursement. If the Proposer used any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood, without exception, that the bid prices shall include all royalties or cost arising from the use of such design, device, or materials in any way involved in the work.

25. ADVERTISING

In submitting a bid, Proposer agrees not to use the results therefrom as a part of any commercial advertising, without the express written approval, by the appropriate level of authority within the City.

26. ASSIGNMENT

Any purchase order or contract issued pursuant to this Request for Proposal and the monies which may become due hereunder are not assignable except with the prior written approval of the City, through the Purchasing Department.

27. COMPLIANCE WITH OCCUPATIONAL SAFETY AND HEALTH

Proposer certifies that all material, equipment, etc., contained in his/her bid meets all applicable O.S.H.A. requirements. Proposer further certifies that, if he/she is the successful Proposer, and the material, equipment, etc., delivered is subsequently found to be defective in applicable O.S.H.A. requirement in effect on the date of delivery, all costs necessary to comply with the requirements shall be borne by the Proposer.

28. FACILITIES

The City reserves the right to inspect the Proposer's facilities at any reasonable time, during normal working hours, with prior notice to determine that Proposer has a bona fide place of business, and is a responsible Proposer

29. REPRESENTATION

A Proposer must have at the time of the proposal opening, a manufacturing plant in operation, or be a fully authorized agent or representative of the product proposal, and capable of producing or providing the items proposal, and so certify upon request.

30. DISQUALIFICATION OF PROPOSER

More than one proposal from an individual, firm, partnership, corporation or association under the same or different names will not be considered. Reasonable grounds for believing that a Proposer is involved in more than one proposal submittal will be cause for rejection of all proposals in which such Proposers are believed to be involved. Any or all proposals will be rejected if there is reason to believe that collusion exists between Proposer's Proposals in which the prices obviously are unbalanced will be subject to rejection.

31. ADJUSTMENTS/CHANGES/DEVIATIONS

No adjustments, changes or deviations shall be accepted on any item unless conditions or specifications of a proposal expressly so provide. Any other adjustments, changes or deviations shall require prior written approval, and shall be binding ONLY if issued by the City's Purchasing Department. The Proposer shall bear sole responsibility for any and all costs of claims arising from any adjustments, changes or deviations not properly executed as required herein.

32. INSURANCE

The awarded Proposer(s) shall maintain insurance coverage reflecting the minimum amounts and conditions specified in the attached specifications or the Special Terms and Conditions. In the event the proposer is a governmental entity or a self-insured organization, different requirements may apply. Misrepresentation of any material fact, whether intentional or not, regarding the Proposer's insurance coverage, policies or capabilities may be grounds for rejection of the proposal and rescission of any ensuing contract.

33. PUBLIC RECORDS

Sealed bids, proposals, or replies received by an agency pursuant to a competitive solicitation are exempt from § 119.07(1) and s. 24(a), Art. I of the State Constitution until such time as the agency provides notice of an intended decision or until 30 days after opening the bids, proposals, or final replies, whichever is earlier.

34. PROPOSER PREPARATION COSTS

Neither the City nor its representatives shall be liable for any expenses incurred in connection with preparation of a response to this Invitation to Proposal. Proposers should prepare their proposals simply and economically, providing all information and prices as required

.

35. COOPERATIVE PURCHASING

Any governmental purchasing authority may participate in this purchase for services and commodities from this successful award.

36. CANCELLATION

This request may be canceled and any response, bid, or proposal may be rejected in whole or in part at any time for good cause when in the best interest of the City and/or the Fort Pierce Redevelopment Agency. Section 2-63(a)(7) of the City Code.

ANY AND ALL SPECIAL TERMS AND CONDITIONS, TECHNICAL REQUIREMENTS, SCOPE OF WORK OR SPECIFICATIONS ATTACHED HERETO WHICH VARY FROM THESE GENERAL CONDITIONS SHALL HAVE PRECEDENCE.

SECTION II

INSURANCE REQUIREMENTS

CONTRACTOR shall, at its own expense, procure and maintain, with insurers listed in the current "Best 's Insurance Guide" as possessing a minimum policyholder's rating of "A-" (Excellent) and a financial category no lower than "VI" ($25,000,000 to $50,000,000 of adjusted policyholder's surplus), the types and amounts of insurance conforming to the minimum requirements set forth herein. CONTRACTOR shall not commence services until the required insurance is in force and evidence of insurance acceptable to FPRA has been provided to and approved by FPRA.

As evidence of compliance with the insurance required herein, CONTRACTOR shall furnish FRPA with (a) a fully completed satisfactory Certificate of insurance (ACORD Form 25 or equivalent) evidencing all coverage required herein, with a copy of the actual notice of cancellation endorsement(s) as issued on the policy(ies), and a copy of the actual additional insured endorsement as issued on the Commercial General

Liability policy, signed by an authorized representative of the insurer(s) verifying inclusion of FPRA, the CITY and their respective officials, officers, and employees as Additional Insureds in the Commercial General Liability coverage; (b) the original of the policy(ies); or (c) other evidence satisfactory to FPRA. Such evidence shall include thirty (30) days' written notice of cancellation to FPRA for all required insurance coverages.

To the extent CONTRACTOR is permitted to and elects to subcontract any of the work performed under this Agreement, CONTRACTOR will require all sub-contractors to provide insurance coverage complying with the requirements set forth herein and will provide FPRA with evidence of such coverage prior to the commencement of the sub-contractor's work.

Until such insurance is no longer required by this Agreement, CONTRACTOR shall provide FPRA with renewal or replacement evidence of insurance promptly, but without lapse in coverage prior to the expiration or termination of such insurance.

Workers' Compensation Insurance

Such insurance shall be no more restrictive than that provided by the Standard Workers' Compensation Policy, as filed for use in Florida by the National Council of Compensation Insurance (NCCI), without restrictive endorsements. In addition to coverage for the Florida Workers' Compensation Act, where appropriate, coverage is to be included for the Federal Employer's Liability Act and any other applicable Federal or State law. The minimum amount of coverage (inclusive of any amount provided by an umbrella or excess policy) shall be:

Part One:	Statutory
Part Two:	$1,000,000 (Each Accident)
	$1,000,000 (Disease- Policy Limit)
	$1,000,000 (Disease- Each Employee)

The policy must be endorsed to waive the insurer's right to subrogation against FPRA and the CITY, and their respective officials, officers and employees in the manner which would

result from the attachment of NCCI's Waiver of Our Right to Recover From Others Endorsement (Advisory Form WC 00 03 13) with FPRA and the CITY, and their respective officials, officers and employees scheduled thereon.

Commercial General Liability Insurance

Such insurance shall be no more restrictive than that provided by the standard Commercial General Liability Form (ISO Form CG 00 01) as filed for use in the State of Florida without any restrictive endorsements other than those required by ISO or the State of Florida or those described below. The coverage may include restrictive endorsements which exclude coverage for liability arising out of:

- Mold, fungus, or bacteria
- Terrorism
- Sexual molestation

FPRA and the CITY, and their respective officials, officers and employees shall be included as an "Additional Insureds" on a form no more restrictive than ISO Form (CG 20 10, Additional Insured- Owners, Lessees, or Contractors). The minimum limits (inclusive of amounts provided by an umbrella or excess policy) shall be:

$1,000,000	General Aggregate
$1,000,000	Products Completed Operations Aggregate
$1,000,00	Each Occurrence

Automobile Liability Insurance

Such insurance shall be no more restrictive than that provided by (Liability Coverage) of the most recent version of the standard Business Auto Policy (ISO Form CA 00 01) without restrictive endorsements, including coverage for liability contractually assumed. The policy shall cover all owned schedule autos of CONTRACTOR. Such insurance shall not be subject to any aggregate limit and the minimum limits (inclusive of any amounts provided by an umbrella or excess policy) shall be:

$1,000,000	Each Occurrence- Bodily Injury and Property Damage Combined

General Conditions

CONTRACTOR and FPRA shall each be responsible for maintaining insurance on their own property. Regardless of whether the CONTRACTOR pw-chases property coverage or not, CONTRACTOR hereby expressly waives and releases any cause of action or right of recovery which CONTRACTOR may have hereafter against FPRA for any loss arising out of loss or damage to the CONTRACTOR's property, about or a part of, the premises whether covered by insurance or not. Neither FPRA nor the City of Fort Pierce shall be responsible in any way for the provision of property insurance covering the property of CONTRACTOR.

The insurance provided by CONTRACTOR shall apply on a primary basis to any insurance or self-insurance maintained by FPRA or the CITY. Any insurance or self-insurance

maintained by FPRA or the CITY shall be excess of, and shall not contribute with, the insurance provided by CONTRACTOR.

Except as otherwise specifically authorized in this Agreement, or for which prior written approval has been obtained hereunder, the insurance maintained by CONTRACTOR shall apply on a first dollar basis with CONTRACTOR paying any deductible or self-insured retention amount. Under limited circumstances, FPRA may permit CONTRACTOR to self-insure, in whole or in part, one or more of the insurance coverages required by this Agreement. All applicable deductibles and self-insured retentions must be disclosed to and approved by FPRA prior to being used to satisfy any of the insurance requirements contained herein. CONTRACTOR shall pay on behalf of FPRA or the CITY, or their respective officials, officers, and employees any deductible or self-insured retention applicable to a claim against FPRA or the CITY, or their respective officials, officers, and employees.

CONTRACTOR's Workers' Compensation insurance policy, Commercial General Liability insurance policy, and Automobile Liability insurance policy provided by CONTRACTOR shall be endorsed to provide FPRA with thirty (30) days' notice of cancellation.

Each insurance policy provided by CONTRACTOR in response to these insurance requirements shall be endorsed to provide that the Insurer waives its rights against FPRA and the CITY and their respective officials, officers, and employees.

Compliance with these insurance requirements shall not limit the liability of CONTRACTOR. Any remedy pro-

vided to FPRA by the insurance provided by CONTRACTOR shall be in addition to and not in lieu of any other remedy (including, but not limited to, as an indemnitee of CONTRACTOR) available to FPRA under this Agreement or otherwise.

Neither approval nor failure to disapprove insurance furnished by CONTRACTOR shall relieve CONTRACTOR from responsibility to provide insurance as required by this Agreement.

Certificates of Insurance must be completed as follows:

1. **Certificate Holder**
   Fort Pierce Redevelopment Agency c/o City of Fort Pierce
   Attention: Risk Manager
   100 N. U.S. Hwy **1**
   Fort Pierce, FL 34954-1480

2. **Additional Insured for General Liability**
   Fort Pierce Redevelopment Agency and the City of Fort Pierce and their respective officials, officers and employees

SECTION III

INSTRUCTIONS TO PROPOSERS

1. RFP OPENING DATE

Proposals are due on or before **3:00PM, Wednesday, February 7, 2024**.

2. SUBMISSIONS OF PROPOSALS

Proposal response may be submitted in hard copy or electronically. Please see below instructions for submitting your proposal response.

HARD COPY SUBMISSIONS

Proposals mailed to 100 N. U.S. Highway 1 via the United States Postal Services (USPS) are delivered to the Post Office, not to the physical address and, therefore, may not meet the requirements of Selection 2 above. To be considered, a Bid must be received and accepted in the Purchasing Division before the Proposal closing date and time.

Delivery Address:	**Mailing Address:**
City of Fort Pierce	**City of Fort Pierce**
Attn: Purchasing Division,	**Attn: Purchasing Division,**
Room 101	**Room 101**
100 North U.S. #1	**P.O. Box 1480**
Fort Pierce, FL 34950	**Fort Pierce, FL 34954-1480**

One (1) original and one (1) USB drive copy of sealed proposals. Qualifications must be submitted in a 3-ring binder. Binder must not be larger than 2" in thickness. Proposal is limited to a maximum of no more than 150 single sided pages. Pages must be numbered to verify quantity. Tab dividers are excluded from the page count.

OPTIONS FOR ELECTRONIC SUBMISSIONS

Are as follows:

- Via Demandstar Website, (www.demandstar.com) Electronic Bid (E-Bid). Instructions are provided in the attachment sections of this document.
- By forwarding your response, pdf format to purchasing@cityoffortpierce.com no later than 3:00PM EST. **If you decide to use this submission option, your entire submission must be submitted electronically. Please do not mail hard-copies.**

Copies of the bid documents are available electronically from the Purchasing Division by e-mail request to purchasing@cityoffortpierce.com or on the website of Demandstar.com (www.demandstar.com) and the web site of the City of Fort Pierce (http://www.cityoffortpierce.com/187/Purchasing).

Any proposals received after the designated time and date listed above will be returned unopened.

All proposals and qualifications will be publicly opened at the time and place specified. In

accordance with Section 2-63(2)d of the City of Fort Pierce Code, no proposals shall be handled so as to permit disclosure of the identity of any offeror or the contents of any proposal to competing offerors during the process of negotiation. A register of proposals shall be prepared containing the name of each offeror, the number of modifications received, if any, and a description sufficient to identify the item offered. **The register of proposals shall be open for public [viewing] only after contract award."**

3. INQUIRIES/QUESTIONS

3.1 All inquiries will be in a written format and addressed to the City Manager's Office with a copy to the Purchasing Division:

TO
Sara Delgado
Redevelopment Assistant
City of Fort Pierce
P.O. Box 1480
Fort Pierce, FL 34954
sadelgado@cityoffortpierce.com

COPY
Gelencia Carter
Purchasing Manager
City of Fort Pierce
P.O. Box 1480
Fort Pierce, FL 34954
purchasing@cityoffortpierce.com

4. TERMS OF CONTRACT

The Vendors selected may perform services for City projects on the rotating basis as funds become available for said projects, for a period of three (3) years. This agreement may be renewed up to two (2) additional one (1) – year periods on terms and conditions which are mutually acceptable to the parties.

5. MINORITY PARTICIPATION AND OUTREACH PROGRAM

Describe your firm's program and/or policies in regard to minority and non-discrimination, including the firm's history of Minority and Women Owned Business Enterprise (M/WBE) participation. Include a strategy for promoting minority participation in this project and a realistic goal for participation. List references of Owners, M/WBE firms or consultants who can speak to your firm's utilization of M/WBE on previous projects.

6. CERTIFICATE OF INSURANCE

In order to do business with the City of Fort Pierce, you must provide proof of insurance to include general liability, workers compensation, and automobile insurance with proposal submittal. If awarded, insurance must comply with the Required Limits of Insurance as indicated in Section II of the specifications.

7. PERMITS AND LICENSES

a. Contractor shall obtain, pay for, and post on site all permits and licenses necessary to complete this project.
b. Contractor and subcontractors must have current licenses required by the State of Florida and the City of Fort Pierce.
c. All materials and methods of construction related to work performed on this project must comply with all appropriate specifications, code requirements, ordinances and laws of the City of Fort Pierce, the State of Florida, and the Federal Government, and contractor will permit reasonable inspection of all work by authorized inspectors.

8. BUSINESS TAX RECEIPT (OCCUPATIONAL LICENSE)

Provide a valid Business Tax Receipt (Occupational License) from your jurisdiction with your proposal submittal.

9. W-9 TAXPAYER IDENTIFICATION NUMBER AND CERTIFICATION FORM

The Proposer will be required to return a completed W-9 Taxpayer Identification Form with their proposal submittal. **see Section VI - Required Forms**.

10. REFERENCE CHECK FORM

Please provide a detailed list of reference showing your expertise and experience in providing the services requested. A minimum of three (3) references are required for this Bid. Please complete the three Reference Check forms and submit with Bid package. References should include project description, contact names, addresses, phone, and email.

11. PROPOSAL PREPARATION COST

The cost to prepare the proposal in its entirety shall be the full responsibility of the proposer.

12. RESERVED RIGHTS

12.1. The CITY reserves the right to accept or reject any or all submittals, in whole or in part, for any reason whatsoever, to waive minor irregularities and technicalities, and to request resubmission. Also, the CITY reserves the right to accept all or any part of the submittal and to increase or decrease quantities to meet additional or reduced requirements of the CITY. Any sole response received by the submission date may or may not be rejected by the CITY depending on available competition and current needs of the CITY.

12.2. To be **responsive**, a proposer shall submit qualifications which conforms in all material respects to the requirements set forth in the RFQ. To be a **responsible** proposer, the proposer shall have the capability in all respects to perform fully the contract requirements, and the tenacity, perseverance, experience, integrity, reliability, capacity, facilities, equipment, and credit which will assure good faith performance. Also, the CITY reserves the right to make such investigation, as it deems necessary to determine the ability of any proposer to deliver the goods or service requested. This information may be obtained from the proposer or any credible source. All information request will be done through the Purchasing Division. Such information may include, but shall not be limited to: current financial statements, verification of availability of equipment and personnel, and past performance records.

12.3. The City may disqualify a proposer from being awarded a City contract if the Purchasing Manager determines after an investigation that the proposer is “not responsible,” based on a poor performance record with the City, a lack of adequate equipment and personnel, insufficient financial wherewithal, or other factors that indicate the bidder is not capable of performing the contract.

12.4. Unless otherwise stated in this RFQ specification, any contracts resulting from this RFQ are non-exclusive. The CITY reserves the right, in its sole opinion, to purchase goods or services listed in this RFQ through the State of Florida Contracts, cooperatives, other current government contracts, and non-profit contracts as provided in the City of Fort Pierce Procurement Code. The CITY reserves the rights to solicit separate requirements that are a portion of a larger contract as a whole. Additionally, at the City's sole option, additional contracts may be entered into as a result of such situations as unusual volumes, time/delivery requirements, special requirements, other brands, lease, project specific requirements, or similar situations.

12.5. If any contract awarded as a result of this RFQ is terminated, the CITY reserves the right to go to the next lowest **responsive** proposer with the balance of the contract, unless otherwise stated in the RFQ specification.

13. APPLICABLE LAWS

Proposers must be authorized to transact business in the State of Florida. Copy of the Registration Certificate and information should be submitted with proposal but is not required. Registration must be completed before a contract can be signed. Applicable provisions of all federal, state, county and local laws and of all ordinances, rules and regulations shall govern development submittal and evaluation of all proposals received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a proposal response hereto and the City of Fort Pierce, by and through its officers, employees and authorized representatives, or any other person, natural or otherwise and lack of knowledge by any proposer shall not constitute a cognizable defense against the legal effect thereof. This includes revisions or as amended thereof. Any involvement with the City of Fort Pierce shall be in accordance with but not limited to:

13.1. City of Fort Pierce Ordinances

13..2. Pursuant to Florida Statutes Section 119.071, Public Records, General exemptions from inspection or copying of public records, sealed proposals received by the CITY.

13.3. It shall be the responsibility of the proposer to assure compliance with all other federal, state, county, or city codes, rules, regulations or other requirements, as each may apply.

Pursuant to this solicitation are exempt from s. 119.07(1) and s. 24(a), Art. I. of the Florida Constitution, until such time as the agency provides notice of a decision or intended decision pursuant to s. 119.071(2) or within 30 days after proposal opening, whichever is earlier.

14. INVOICING

All invoices must contain the Purchase Order number, required identification information, and reflect the Contract prices, terms, and conditions. Invoices containing deviations or omissions will be returned to the consultant for correction and resubmission. Consultants shall not perform any service or provide products until they have been issued an approved Purchase Order.

15. E-VERIFY

Consultants: Shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Consultant during the term of the contract; and shall expressly require any subcontractors performing work or providing services pursuant to the state contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term.

16. TIE BREAKERS

16.1. The Evaluation Committee may choose to resolve a tie using the criteria below or require additional materials or interviews as the Committee so determines.

16.2. In the event of any tie (in the ranking criteria) the following may take effect:

a. If there is a tie (two or more firms have the same number of 1st place rankings), then the firms that has the highest number of 1st place and 2nd place rankings shall be the first ranked firm. This method shall be used for all ties.

b. If there is a tie (two or more firms) having the same number of 1st and 2nd place rankings the following will take effect:

16.2.1 Preference must be given to vendors submitting a certification with their proposal certifying they have a drug-free workplace in accordance with Section 287.087, Florida Statutes. This requirement affects all public entities of the State and becomes effective January 1, 1991. The special condition is as follows:15.6 Preference shall be given to businesses with drug-free workplace programs. Whenever two or more proposals which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a proposal received from a business that certifies that is has implemented a drug- free workplace program shall be given preference in the award process. Established procedures for processing tie proposals will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

16.3. Inform employees about the dangers of drug abuse in the workplace, the business policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

16.4. Impose a sanction on, or require the satisfactory participation in a drug abuse assist and/or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

16.5. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

16.6. In the event of any tie between consultants that have a Drug Free Workplace program in place in accordance with Section 287.087, Florida State Statutes, a coin toss will determine who shall be awarded the contract or receive the first opportunity to negotiate, as applicable.

17. CONSULTANT'S AUTHORIZED SIGNATURE.

The proposal shall be signed by an official authorized to bind the consultant in a contractual agreement. The consultant shall provide the following information: Name, address, and telephone number, and email address of the individual(s) with authority to negotiate and contractually bind the consultant. It is also necessary that the name of a contact individual be given who can respond to questions generated during the evaluation process.

18. ADDENDUM

Should revisions to the Proposal Documents become necessary, the City will provide a written addendum to all proposers who received a proposal package from the City's Purchasing Department. Proposers who obtain Proposal Documents from other sources must officially register with the City's Purchasing Department in order to be placed on the mailing list for any forthcoming addendum or their official communications. Failure to register as a prospective Proposer may cause your proposal to be rejected as non-responsive if you have failed to submit a proposal with an addendum acknowledgment for the most current addendum. Previous addenda are deemed received when a subsequent addendum is acknowledged. It is the Proposer's responsibility to contact the City in the event that a previous addendum is not received. Latest addendum shall be signed and returned with the proposal as acknowledgment of addendum.

SECTION IV

STATEMENT OF WORK

1. PROJECT OVERVIEW

The Fort Pierce Redevelopment Agency (FPRA), a dependent special district of the City of Fort Pierce, Florida, is seeking proposals from qualified firms for on-demand transportation services ("On-Demand Services") to enhance ride share services and transport users within the FPRA Boundaries. This Program will include short-distance on-demand electric vehicle services within the FPRA limits, and this will be free to the users. Service shall be in full accordance with the specifications, terms and conditions contained in this Request for Proposal (RFP).

The Fort Pierce Redevelopment Agency launched a one-year pilot program for on-demand transportation services in February 2023 in accordance with our FPRA Plan Goal To connect the Redevelopment Areas cultural and artistic hubs (Downtown, Marina, Fisherman's Wharf, Beachside District, Lincoln Park and Peacock Arts Districts) to the Waterfront's artistic and cultural amenities. Providing mobility options will impact economic development by supporting local businesses, reducing costs, attracting tourism and foster innovation within the city. The program started with four (4) 100% electric vehicles and as of September 2023, the program has provided over 9,000 passengers with over 5,500 rides.

In May 2023, the FPRA and St. Lucie County collaborated to submit an FDOT grant application with the objective to increase service days and hours, as well as service zones. The grant was awarded to the County, which will help fund this program for up to 3 years.

Through this RFP, the FPRA intends to select one company to implement, maintain, operate, and market the on-demand micro transit service. Final terms of the contract, fees and operating requirements will be determined through the contract negotiation process.

2. SCOPE OF SERVICES

I. VEHICLES

The Vendor will provide a mobile-based, on-demand transportation service utilizing Electric Vehicles (EV). Vehicle capacity shall be a minimum of four (4) individuals at any given time.

One (1) vehicle shall be wheelchair accessible. Wheelchair accessible vehicles shall be equipped to allow for the safe loading, securing, and travel of passengers who use wheelchairs based on the vehicle's wheelchair capacity and in compliance with the specifications and regulations set forth by the Federal Transit Administration (FTA) for wheelchair accessible vehicles. The wheelchair accessible vehicles will be either lift or ramp equipped to accommodate wheelchairs and shall have a manual backup to its lift system as required by the ADA. The lift shall incorporate an emergency method of deploying, lowering to ground level with a lift occupant, and raising and stowing the empty lift if the power to the lift fails.

All vehicles, including wheelchair accessible vehicles, must meet all safety and mechanical standards established by Federal, State, County, and local law, rules, or regulations. Wheelchair accessible vehicles shall be equipped to allow for the safe loading, securing, and travel of passengers who use wheelchairs based on the vehicle's wheelchair capacity and in compliance with the specifications and regulations set forth by the FTA for wheelchair accessible vehicles.

a. Contractor vehicles shall be properly licensed and authorized to legally operate on the public streets and rights-of-way in the State of Florida.
b. Vehicle maintenance must be performed by the contractor.
c. Vehicles shall be aesthetically suitable for a neighborhood shuttle.
d. Vehicles shall be equipped with equipment/hardware to collect ridership data and with GPS units for vehicle location.

II. OPERATION & SERVICE TIMES

The service will operate seven (7) days a week, unless modified by staff. The Vehicles will be dedicated exclusively to serving individuals within the FPRA limits. All rides shall either commence or terminate within the boundaries of the Service Area described in Exhibit "A." The Vendor will be responsible for recommending the service times and service boundaries which will be approved by FPRA staff.

III. PERFORMANCE & REPORTING

Beginning with the second month of the term of the Agreement and continuing for each month of the term thereafter, the Vendor will provide FPRA staff with an online accessible dashboard to review the monthly performance analysis showing data and analytics related to ridership and operations of the vehicles for the preceding month(s) to be able to view at any time. The Vendor will provide monthly reports with each monthly invoice starting the second month of the term. At a minimum and in addition to any other reporting requirements required by the Agreement, the monthly report shall include data, segregated by on-demand and circulator services, relating to:

a. Total boardings per month
b. Average weekday boardings (i.e., the number of boardings on a specific route on typical weekday)
e. Number of completed rides
f. Average journey time
g. Average distance per ride
h. Average utilization (passengers per vehicle hour)
i. Ridership
j. Vehicle miles driven
k. Vehicle hours driven
l. Cancellation rate
m. Average wait time
n. Average percentage of on-time pick up requests
o. Average percentage of requested rides completed
p. Top pick-up and drop-off locations

IV. RIDE REQUEST

The Vendor shall provide a mobile app platform that may include, but are not limited to:

a. Live Tracking: the users can locate their rides
b. Ride Management: the users can cancel, modify the ride per their requirement
c. Customer-facing application available for download in the Apple and Android stores
d. User-friendly interface experience
e. Ratings and Reviews

Users without access to a smartphone should be able to call a toll-free number or flag a vehicle down if they see one passing by.

V. VEHICLES STANDARDS

The vehicles used to provide service must comply with all applicable local, State, and Federal Codes, safety standards or laws and comply with or exceed manufacturer's safety and mechanical standards for the vehicle and model used in the provision of services under this contract.

a. The Vendor shall develop a brand and logo suitable for multilingual users and campaigns that build upon, and integrates with, the City of Fort Pierce and FPRA existing brand, subject to city design standards and approval.
b. All vehicles and equipment on the vehicles shall be maintained in full operational condition at all times according to the manufacturer's recommendations.
c. All vehicles provided must have an exterior free of grime, oil, or other substances and free from cracks, breaks, dents and damaged paint that noticeably detract from the overall appearance of the vehicle.
d. All vehicles shall be clean in the interior and free from torn floor coverings, damaged or broken seats, and protruding sharp edges. The seats shall be padded and comfortable.

Vehicle Operators (Driver) Standards: The vehicles operators must have a valid Florida Driver's license and shall comply with the following standards:

a. Drivers shall be trained in all operational procedures relating to the operation, including thorough knowledge of the service area street network.
b. Drivers shall be trained in defensive driving and vehicle handling. Drivers shall be trained to provide transportation to elderly and disabled individuals.
c. Drivers shall assist passengers confined to wheelchairs in boarding and tie-downs.
d. The drivers shall be available and on time daily to ensure consistent and reliable service.
e. The Vendor shall provide adequate customer service training to its employees (drivers/customer personnel) and will demonstrate to staff that drivers/customer personnel operating the vehicles have attended and successfully completed customer service trainings.
f. Drivers shall be dressed and groomed appropriately.
g. Drivers are required to have a thorough knowledge of traffic regulations.
h. Drivers shall demonstrate excellent customer service, sensitivity, courtesy, professionalism, high ethical standards, helpfulness, and safe driving habits.

Standard Operating Procedures: The vendor shall provide written procedures for the operation of the services. Any changes after the award must be approved by staff in advance. These standard operating procedures shall include, but not be limited to, the following:

a. A list of names and phone numbers of contact persons who can make operating decisions
b. Accident review procedures and operator corrective processes
c. Description of operator training including customer service training
d. Procedures for vehicle operation and driver scheduling, scheduling during peak and non-peak times, and dispatching vehicles
e. Procedures for the handling of public and internal comments and complaints
f. Disciplinary procedures for operator misconduct
g. Supervision processes to respond to service problems, monitor performance schedules and procedures.

3. EVALUATION CRITERIA/SCORING

Pursuant to with the Consultant's Competitive Negotiation Act (CCNA), Florida Statutes Section 287.055, et seq., and the policies and procedures of the City of Fort Pierce, the City is soliciting Statements of Qualifications for evaluation and ranking for determination and selection of a consultant to provide professional services. The City will convene a selection committee comprised of three (3) or more City staff members each of whom will independently evaluate and rank the submittals in comparison to each of the selection criteria outline herein. The successful proposers will be selected based upon the total cumulative scores of the selection committee. If following review and initial evaluation of the submittals, the review committee deems it necessary, a short list of firms may be invited to make presentations for final evaluation, with the selection of the successful firm being based on the committee's ranking of the presentations.

3.1 EVALUATION CRITERIA

An Evaluation Committee will review and evaluate submittals. Submittals will be evaluated on the following criteria:

Category Title	Category Description	Points
Tab 1 Letter of Submittal	Includes introduction, company qualifications, company information, references, and cost	**40**
Tab 2 Management Plan	Team Structure, Standard operating procedures, timeline, marketing strategy and Customer Service complaints plan	**20**
Tab 3 Technical Plan	Vehicle standards, hours of operation, data dashboard and mobile app	**20**
Program Plan	Ability to Meet Project overview (FPRA Plan & Economic Development Impact)	**20**

TOTAL	**100**

EVALUATION METHODOLOGY

A Selection/Negotiation Committee (SNC) shall be responsible for short-listing the most qualified firms. The Selection Committee may also, at its sole discretion, request additional or clarifying information from any responder. The Selection Committee may expressly request such information to remedy any incomplete response but will not be obligated to do so. Failure to provide the information could result in the rejection of the responder's proposal. The occurrence or absence of such a request shall not be cause for objection by any responder. Proprietary information from competing responders shall not be disclosed to the public or to competitors prior to any award subject to Public Records Law, Chapter 119, Florida Statutes.

For project specific RFQ's, staff reserves the right to negotiate an agreement with the selected firms individually based upon ranking to reach an agreement; for continuing services type agreements, the SNC reserves the right to negotiate concurrently with selected firms, whereby one or multiple firms will then be recommended to the City Commission for award.

The City reserves the right to award single or multiple contracts if it is deemed to be in the best interest of the City. The City also reserves the right to reject any and all qualifications proposals. With all factors considered, awards will be made to respondent(s) whose qualifications are deemed, in the sole discretion of the City to best serve the public interest of the City.

The City may act only through the City Commission. The proposer may not rely on any representations by the City other than as approved by official action of the City Commission. **The Submittal Package (or sections thereof) of the successful respondent(s) may be incorporated in any Contract that ensues.**

4. INTERVIEWS / ORAL PRESENTATIONS

An invitation to interview may be extended to Respondents based on Evaluation Committee review of the written submittals. The Evaluation Committee reserves the right to adjust scoring based on additional information and/or clarifications provided during interviews. The Evaluation Committee may determine scoring criteria for the interviews following evaluation of written submittals. The City reserves all rights to begin contract negotiations without conducting interviews.

5. REJECTION CRITERIA

Submittals shall be rejected as non-responsive if any of the following criteria exist (this list is not all-inclusive):

- Not all questions, instructions, and forms in the Qualification package have been properly completed;
- The RFP response is found to have concealed or contained false and/or misleading information;
- The City did not receive the RFP package prior to the submittal deadline;
- Your firm is not licensed with the Florida Secretary of State to do business in Florida. You must submit a State of Florida Certificate of Status for your firm;

- All forms included with the application were not signed and/or submitted;
- The Qualification package signature page is not properly executed; and/or
- Completed Project Specific Reference forms are not returned with proposal.

SECTION V

INSTRUCTIONS FOR PREPARING PROPOSALS

The City deems certain documentation and information important in the determination of responsiveness and for the purpose of evaluating proposals. Proposals should seek to avoid information in excess of that requested, must be concise, and must specifically address the issues of this RFP. The City prefers that proposals be no more than 150 pages in one complete pdf document. The proposals should be organized, divided, and indexed into the sections indicated herein. These are not inclusive of all the information that may be necessary to properly evaluate the proposal and meet the requirements of the scope of work and/or specifications. Additional documents and information should be provided as deemed appropriate by the respondent in the proposal to specific requirements stated herein or through the RFP.

PROPOSAL PACKAGE

The complete proposal shall contain the following information and shall be submitted in the order shown below. Please address each section in your proposal submission and divide each section of your proposal, with identifying tabs.

TAB 1: LETTER OF SUBMITTAL

1. **Cover Letter:** An overall introduction to the proposal is required, including a brief company history to include number of years in business, business location, statement of the Proposer's understanding of the needs of the FPRA and a brief narrative highlighting the firm's proposal and why it is a desirable business partner for the FPRA.
2. **Summary of Qualifications:** The Proposer should provide a concise statement describing experience as an operator or subcontractor in the following areas:
    - Experience with shared micromobility program marketing and community engagement, including experience with targeted marketing to groups underrepresented among shared micromobility users.
    - Experience sustainably funding shared micromobility operations, including details on past financing strategies and outcomes.
    - Experience that demonstrates stable and sustained operation of shared micromobility equipment, notably (if applicable) equipment proposed by the Proposer in this Proposal.
    - Technical experience successfully operating large urban shared micromobility programs.
3. **References:** At least three (3) references, preferably for work assignments that are similar in type, scope, size and/or value to the work sought by this RFP and within the last five (5) years. Do not include current City of Fort Pierce staff as references.
4. **Pricing plan:** Proposers should base their price proposal on a monthly payment schedule, include a sample invoice. Proposers are encouraged to supplement their price proposal with a narrative and to identify if different payment structures, such as quarterly, annually, or lump sum could result in discounted pricing. The proposer may also provide quotes for two options.

TAB 2: MANAGEMENT PLAN & EXPERIENCE

1. The Management Plan have a concise management plan that includes the following:

    a. **Team Structure**: Provide a description of the proposed project team structure to be used during the course of the Program. Provide an organizational chart of the Firm indicating lines of authority for personnel involved in performance of this potential Agreement and relationships of this staff to other programs or functions of the Firm. Include who within the Firm will have prime responsibility and final authority for the day-to-day management of the firm's shared mobility fleet.

    b. **Standard Operating Procedures**: The proposer's plan for providing training to assure a fully trained workforce by the contract start date.

    c. Timeline: A chart that identifies the timeline of the program launch date, various activities/deliverables associated with the components of your plan, start and end dates, status, critical dependencies, and the easily recognizable milestones during the life of the plan.

    d. **Marketing Strategy**

    e. **Customer Service**: the proposer's plan to address customer service.

TAB 3: TECHNICAL PROPOSAL

1. The Technical Proposal shall contain a comprehensive description of services with special attention to the scope of services outlined in this solicitation. This proposal should convey the firm's understanding of FPRA's expectations for the shared micromobility program. Proposals should include responses to the following:

    a. Vehicles - Include the images of the electrical vehicles that will be provided and include the wheelchair accessible vehicle.
    b. Hours of operation – list typical micromobility vehicle deployment time, and the typical hours your micromobility vehicles will be on the road based on operating seven (7) days.
    c. Data Dashboard – Describe the "data dashboard" you will make available to FPRA staff, include screenshots, and describe what data will be included and the format of the data.
    d. Mobile App – Describe the mobile app platform that will be made available to users to request rides, explain how user friendly and other alternatives for requesting rides, include screenshots.

SECTION VI
REQUIRED FORMS

SUMMARY OF REQUIRED FORMS

Form No. 1 – Drug Free Workplace Certification (1 page)
The form may be use as part of a tiebreaker for tie scores. If your company does not have a Drug Free Workplace Program, you must mark this form N/A and return it with you RFQ package. If your company has a Program, sign and return the form.

Form No. 2 – Non-Collusive Form (1 page)
Each proposer shall execute an affidavit, in the form provided by the City, to the effect that he/she has not colluded with any other person, firm or corporation in regard to any proposal submitted. Such affidavit shall be attached to the proposal form.

Form No. 3 – Public Entity Crimes (2 pages)
A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public
entity in excess of the threshold amount provided in Section 287.017 of CATEGORY TWO for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

Form No. 4 – Scrutinized Companies Certification (1 page)
Section 287.135, Florida Statutes, prohibits agencies from contracting with companies, for goods or services over $1,000,000, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are created pursuant to section 215.473, Florida Statutes. At the time a company submits a bid or proposal for a contract or before the company enters into or renews a contract with an agency or governmental entity for goods or services of $1 million or more, the company must certify that the company is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

Form No. 6 – References
As per Tab No. 2, page 24

Form No. 7 – W-9 Taxpayer Identification Number
This form shall be complete and returned with your submittal.

DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that _____ does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employees community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

_____
Proposer's Signature

_____
Date

NON-COLLUSION AFFIDAVIT
FOR PRIME BIDDER

STATE OF_____

COUNTY OF _____

_____, being first duly sworn, deposes and says:

That he is _____
(a partner or officer of the firm, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the City of Fort Pierce, of the County of St. Lucie, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

_____
(Firm Name)

By: _____

Title:_____

Subscribed and sworn to before me this _____

day of , _____2024.

_____
Notary Public

My Commission expires: (Seal)

_____

PUBLIC ENTITY CRIMES AFFIDAVIT
SWORN STATEMENT UNDER SECTION 287.133(3)(a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted by City of Fort Pierce
(Print name of the public entity).

by_____
(Print individual's name and title)

for_____

whose business address is _____

(If applicable) its Federal Employer Identification Number (FEIN) is_____

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: On the attached sheet). Required as per the IRS Form W-9.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in paragraph 287.133(1)(a), Florida Statutes, means:
   a. A predecessor or successor of a person convicted of a public entity crime: or

   b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima tacie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(c), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(Please indicate which statement applies.)**

_____ Neither the entity submitted this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July I,1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearing and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (**Attach a copy of the final order**)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDEN I1F1ED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 F THE CALENDAR YEAR IN WHICH IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FWRIDA STATUTES, FOR CATEGORY TWO OR ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

_____
(Signature)

_____
(Date)

STATE OF _____

COUNTY OF_____

PERSONALLY APPEARED BEFORE ME, the undersigned authority_____
(Name of individual signing)

Who, after first being sworn by me, affixed his/her signature in the space provided above on this

day_____ of _____ , 20____.

_____
(NOTARY PUBLIC)

My Commission Expires: _____

CERTIFICTION REGARDING SCRUTINZED COMPANIES LISTS

Respondent Name:_____

Respondent's Authorized Representative Name and Title: _____

_____

Address:_____

City: _____ State: _____ Zip: _____

Phone Number: _____ Respondent FEIN:_____

Email Address: _____

Section 287.135, Florida Statutes prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of any amount if, at the time of contracting or renewal, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel. Section 287.135, Florida Statutes, also prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of $1,000,000 or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector Lists which were created pursuant to s. 215.473, Florida Statutes.

Certification:

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List. I further certify that the company is not engaged in a boycott of Israel. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

REFERENCES

RFP NO. 2024-019
ON DEMAND TRANSPORTATION SERVICES

Contact Person & Title	
Email Address	
Phone No.	
Company Name	
Mailing Address	
City, State, Zip	
Type of commercial work contracted	
Contact Person & Title	
Email Address	
Phone No.	
Company Name	
Mailing Address	
City, State, Zip	
Type of commercial work contracted	
Contact Person & Title	
Email Address	
Phone No.	
Company Name	
Mailing Address	
City, State, Zip	
Type of commercial work contracted	

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ Date ▶

General Instructions

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

Purpose of Form

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

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

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

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

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

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

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

- The U.S. owner of a disregarded entity and not the entity,

CITY OF FORT PIERCE CHECKLIST

This checklist is provided to assist each Proposer in the preparation of their bid response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline, it is the responsibility of each Proposer to read and comply with the Request for Qualifications in its entirety.

Check "Yes" or "No" to each of the following:

	YES	NO
Is Request for Qualifications cover page (page 1) completed, signed and attached?		
Include proof of proper insurance as stated in bid documents.		
Are all of the Required forms complete and included?		
Is each Addendum (when issued) signed and included?		
Have you checked your proposal for proper organization, tabs are correct?		
Are you in compliance with the page limitations?		
Hard Copy Submissions. Confirmation of one (1) original and one (1) copy on USB Drive.		
Did you submit your proposal electronically?		
Have you made sure your corporate address matches your Sunbiz information ?		
Are you registered on Demandstar to received addendums		
Have all areas of the RFQ forms and related documents been signed off by and authorized agent of the company and / or witnessed / notarized where applicable?		

PLEASE SIGN AND RETURN WITH BID_____

THE SUNRISE CITY
FORT PIERCE
Florida
PURCHASING DEPARTMENT

CITY OF FORT PIERCE
TABULATION OF BIDS

BID ON:	**ON-DEMAND TRANSPORTATION SERVICES (REBID)**
RFP NUMBER:	**2024-019**
DATE:	**2/7/2024**
RECOMMENDED AWARD:	**Pending**

RESPONSE
4 of 11 = 36.36%
0 "No Bids"
Total = 36.36% %

"Offers from the vendors listed herein are the only offers received timely as of the above opening date and time. All other offers submitted in response to this solicitation, if any, are hereby rejected as late."

VENDOR
Beefree, LLC. (DBA) Freebee *Miami, FL*
Council on Aging of St. Lucie, Inc. *Fort Pierce, FL*
HBSS Connect Corp. *Lowell, MA*
River North Transit LLC *New York, NY*

PLEASE NOTE: COMMISSION MEETINGS ARE HELD THE FIRST AND THIRD MONDAY OF EVERY MONTH. CHECK THE CITY'S WEBSITE, https://www.cityoffortpierce.com/223/Agendas- Minutes or CALL THE PURCHASING DIVISION, (772) 467-3102, WEDNESDAY PRIOR TO THE MEETINGS FOR RECOMMENDATION OF AWARD.

CUMULATIVE EVALUATION MATRIX
RFP NO. 2024-019 - ON DEMAND TRANSPORTATION SERVICES

02/22/2024

RESPONDENTS	Evaluator #1	Evaluator #2	Evaluator #3	TOTAL
Beefree, LLC dba Frebee Miami, FL	95	95	100	**290**
Council on Aging of St. Lucie, Inc Port St. Lucie, FL	75	98	85	258
HBSS Connect Corp. Lowell, MA	70	90	85	245
River North Transit, LLC New York, NY	90	90	91	271

CRITERIA	Points
Letter of Submittal: Includes introduction, company qualifications, company information, references and cost**.**	**40**
Management Plan: Team Structure, Standard operating procedures, timeline, marketing strategy and Customer Service complaints plan	**20**
Technical Plan: Vehicles standards, hours of operation, data dashboard and mobile app	**20**
Program Plan: Ability to Meet Project overview (FPRA Plan & Economic Development Impact)	**20**
Total Points	**100**

DELIVER TO: City of Fort Pierce, Purchasing Division Room 101 100 North U.S. #1 Fort Pierce, FL 34950 **MAIL TO:** City of Fort Pierce Purchasing Division, Room 101 P.O. Box 1480 Fort Pierce, FL 34954-1480	**REQUEST FOR PROPOSALS** **and** **PROPOSER ACKNOWLEDGMENT**
Bid Writer: Gelencia Carter, 772-467- 3102	**RFP No:** 2024-019
Pre-Proposal Conference Date: N/A	**RFP Title:** ON-DEMAND TRANSPORTATION SERVICES
Mandatory Pre-Proposal Location: N/A	**RFP Opening Location:** City of Ft. Pierce Purchasing Division Room 101 100 North U.S. #1, 1st Floor Ft. Pierce, Florida 34950
RFP Due Date & Time: 3:00 PM, WEDNESDAY, FEBRUARY 7, 2024	If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.
Proposer Name: Beefree, LLC. (DBA) Freebee **Mailing Address:** 371 NE 61st St.	*I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.* X _____ **Authorized Signature (Manual)**
City, State, Zip Code: Miami, FL, 33137	**Typed or Printed Name:** Jason Spiegel
Type of Entity (Select one): **Corporation** LLC **Partnership** **Proprietorship**	**Title:** CEO
Incorporated in the State of: FL **Year:** 2012	**Delivery in** _____ **days, ARO**
Phone Number: 215.370.5699	**Payment Terms:** Net 30 Days
Fax Number:	**FEIN or SS Number:** 454659887
E-Mail Address: Jason@ridefreebee.com	**Local Business:** X Y ___N **MWBE:** ___Y X N
Bid Security is attached, when required, in the amount of $ _____ **F.O.B. DESTINATION**	**If returning as a "No Bid" state reason:**
THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID	

Freebee

FREE. ON-DEMAND. 100% ELECTRIC TRANSPORTATION.

+

FORT PIERCE
FLORIDA





RFP No: 2024-019, ON-DEMAND TRANSPORTATION SERVICES

Name of Firm

- Freebee

Mailing Address

- 373 NE 61st St Miami Fl, 33137

Primary Point of Contact

- Jason Spiegel
- Jason@ridefreebee.com

Telephone Number

- 215.370.5699



February 7, 2024

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Tab 1

Letter of Submittal

Section 1 - Cover Letter

Dear City of Fort Pierce Leadership and Staff,

At Beefree, LLC. (DBA) Freebee, we are thrilled to present our proposal in response to the City of Fort Pierce's RFP No: 2024-019 for On-Demand Transportation Services. Having operated our Freebee Fort Pierce microtransit program since February 2023, we are excited about the opportunity to continue and enhance our top-tier services for the residents, businesses, and visitors of Fort Pierce.

Understanding of the Scope of Work:

Our in-depth understanding of the scope of work outlined in the RFP positions us uniquely to address the specific needs of the City of Fort Pierce. The Fort Pierce Redevelopment Agency's (FPRA) goals and objectives, as detailed in the RFP, align seamlessly with our commitment to operational excellence, inclusivity, sustainability, and economic empowerment.

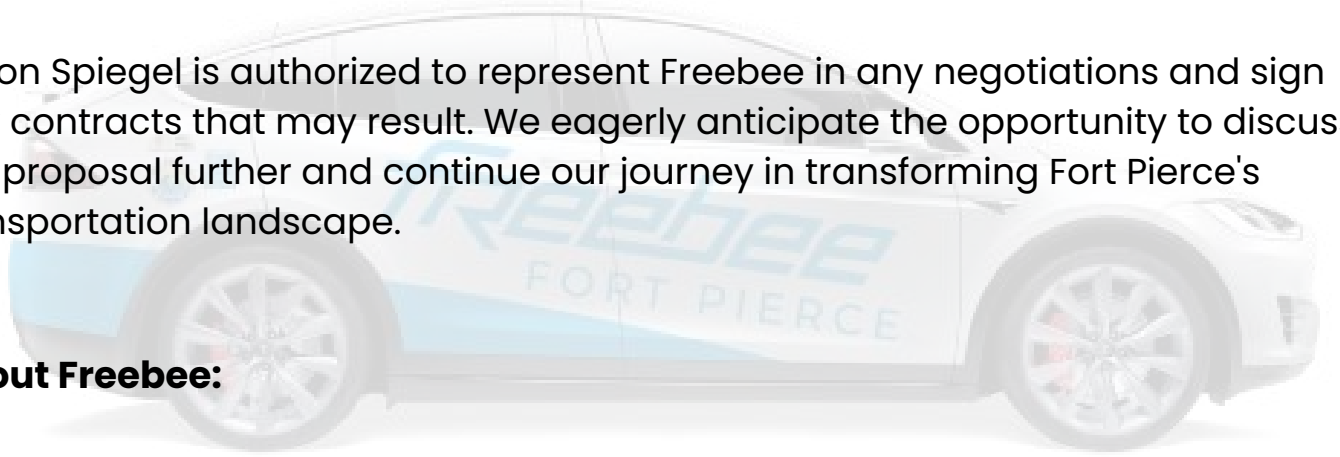
Our recent success in Fort Pierce is a testament to our commitment to operational excellence and understanding the unique needs of the community. With over 7,000 passengers served in just a few months and an impressive 98.4% customer satisfaction rate, our microtransit program has become a preferred and enjoyable mode of transportation for Fort Pierce residents.

Section 1 - Cover Letter

Our Proposal Highlights:

- **Operational Success:** The Freebee Fort Pierce program has demonstrated operational efficiency, popularity, and an outstanding customer satisfaction rate, setting a new benchmark for transportation excellence.
- **Inclusivity, Sustainability, and Economic Empowerment:** Our focus on inclusivity, sustainability, and economic empowerment has contributed to a cleaner and more environmentally healthy Fort Pierce. Through strategic partnerships with local businesses, our innovative Freebee app has driven customers directly to their doors, boosting the local economy.
- **Future Expansion:** With the recent award of the FDOT grant, our proposal outlines plans to expand service coverage, extend operational hours, and broaden the service zone, enhancing accessibility and convenience for a broader demographic.
- **Alignment with RFP Goals:** Our comprehensive plan aligns seamlessly with the goals outlined in this RFP, ensuring a smooth expansion of services.

Jason Spiegel is authorized to represent Freebee in any negotiations and sign any contracts that may result. We eagerly anticipate the opportunity to discuss our proposal further and continue our journey in transforming Fort Pierce's transportation landscape.



About Freebee:

Freebee's primary mission is to provide a unique platform that helps to transform the way people experience their communities by inspiring local mobility and seamlessly connecting them with their destination by way of our climate-forward vehicles.

Section 1 - Cover Letter

Freebee is a top transportation service company that has gained recognition as an industry leader in transportation solutions. With a focus on innovative solutions, Freebee has been recognized with numerous awards, including the Complete Streets Champion for Safe Streets, the Key of the City of Miami, and the Key to Miami-Dade County. Additionally, Freebee has been honored with the Miami Beach Chamber Better Beach Gold Award, the Chamber South Innovation and Technology Award, and the Coral Gables Chamber Diamond Award for an outstanding technology company. Freebee has demonstrated its expertise and knowledge in transit by being instrumental in assisting the Regional Transportation Planning Organization in the implementation of the SMART demonstration plan, and it remains a core operator of its evolution. With our track record of success starting in 2012, which has never discontinued service with any partner, Freebee continues to set the standard for excellence in micro-transit, and we are poised to remain a key player in the transportation industry for years to come.

We look forward in continuing to service the City of Fort Pierce, FPRA, and community.

Sincerely,



Jason Spiegel
Managing Partner
Freebee

Section 2 - Summary of Qualifications

With over a decade of experience as an on-demand micro-transit provider, Freebee has established itself as a dominant force in the region. Since its inception in 2012, Freebee has remained dedicated to providing safe, reliable, and convenient transportation solutions to all riders. The team's steadfast dedication to customer satisfaction has positioned Freebee as the preferred choice for a plethora of residents and visitors to the communities we serve. Over the years, Freebee has seen a steadily and consistently increasing ridership across a diverse range of service areas and focuses; its innovative approach to transit has become a game-changer in the way people travel. This growth is primarily attributed to the team's dedication to offering direct door-to-door connectivity, improved punctuality, enhanced customer service, increased accessibility, safety, reliability, and convenience. Assisting in communicating the value to all passengers is in part due to the company's marketing and outreach strategies that have proven to be effective in attracting new rider demographics. Freebee's comprehensive transfer literacy strategy has effectively encouraged passengers to switch from single-occupancy vehicles to more inclusive and safer transit options that are branded in sync with the community partners' goals. Freebee's extensive experience as a transit provider in the South Florida area has rendered it the go-to choice for countless riders. Through its continued endeavors to expand first/last mile connectivity services, adapt services to meet demand, and enhance accessibility for riders, Freebee is poised to sustain its growth and enhance its services for the foreseeable future.

Section 2 - Summary of Qualifications

Experience with shared micromobility program marketing and community engagement

Freebee's success in shared micro-mobility program marketing emphasizes our commitment to community connections. Through strategic partnerships and hands-on outreach, we've tailored programs to address specific needs, collaborating with local leaders for a truly resonant impact. To share an example, The community of Florida City is unique in many ways relative to the majority of Miami-Dade County. The city is not a very dense community with sprawling neighborhoods and high-speed roads disconnecting many essential services from their residents. Socioeconomically, Florida City is also home to many of Miami-Dade's underestimated residents whose economic potential to participate in the city's non-basic income is further aggravated and made less accessible due to the very isolation and sprawl keeping them from those essential services like hospitals, education, and grocery stores. This disconnect with essential services became a foundational purpose of the Freebee program in Florida City and set into motion the outreach strategies. But first, Freebee, in partnership with the City of Florida City, put together a plan to repair the historically disconnected community by quite literally connecting residents to the essential services they need to become active in their community and local economy. The unique geofence of the Florida City program was designed with this goal in mind, expanding beyond the municipal bounds of the City to include a grocery store, a mass transit stop, a hospital, and a community college.

Section 2 - Summary of Qualifications

Once the goals were established, the Freebee team began the grass-roots style outreach required to meet people where they are. Freebee staff participated in community events to share what the new entirely free service is, which is not as easy as one might assume. Many people are naturally evasive to marketing that appears to be selling something, yet as some residents begin to realize that the service is free, their appreciation and spread of the Freebee service through word of mouth in their communities becomes the most powerful method of marketing. To initiate this dissemination of information, Freebee staff participated in various community events ranging from churches to festivals, job markets, and programming within assisted living facilities. Incrementally, one rider at a time, Freebee, and the City of Florida City are helping many residents exercise their right to self-determination by helping them get to where they need to be. It is within this program in Florida City that Freebee has been able to proudly participate in one of the county's most altruistic and economically stimulating success stories.

Another effective strategy is the dedication the Freebee outreach team has to engage potential users directly by riding public transit routes and gaining insights into unique community needs. The launch of the Cypress Creek Tri-rail station service included the engagement of Freebee outreach staff riding along with passengers on the Tri-rail and being visible and active on the Cypress Creek platform for passengers who were already using the service. By engaging with existing users, the Freebee team was able to more strategically comprehend the needs, demographics, and uses of the existing transit system. In reverse, the users of the Tri-rail learned about the completely free Freebee service and adapted their commuting habits while also sharing the program benefits with their networks. In addition to outreach, another essential factor to mention is the physical appearance of the Freebee vehicles.

Section 2 - Summary of Qualifications

Due to the appearance of the vehicles mimicking the existing Tri-rail branding, commuters were more easily able to recognize the service and its purpose. The cohesive and cooperative branding helped to reduce any perceived risk on what Freebee was and its relationship with Tri-rail. Additionally, another perceived risk with transferring from one mode of transit to another is the cost; many potential commuters will avoid a program like Freebee simply because they do not know the costs associated with the ride and assume the costs reflect that of a taxi or independent consecrator. This perception leads potential residents to resort to methods they are already familiar with, like a TNC, even if the cost per ride is unsustainably high. By maintaining a fully free and accessible service, the Freebee program with the Cypress Creek Tri-rail station mitigates any loss of ridership due to the perceived risk of cost.

In conclusion, Participation in local events ensures our well-branded vehicles become familiar, fostering brand recognition and enhancing transfer literacy. Freebee's commitment to accessible and convenient transportation is reinforced through solid brand visibility and targeted marketing to underrepresented groups. Freebee's approach combines strategic partnerships, hands-on outreach, enhanced transit relationships, community event participation, strong brand visibility, and targeted efforts toward underrepresented groups. Our success in Florida City is a testament to these strategies, ready to be brought to the City of Fort Pierce.

Experience sustainably funding shared micromobility operations

Freebee has a proven track record of sustainably funding shared micromobility operations by employing effective financing strategies tailored to the unique needs of each community we serve. Our commitment extends beyond mere service provision, evident in our success in securing grants, advertising revenue, and implementing cost-saving measures.

Section 2 - Summary of Qualifications

In our dedicated service to the Islamorada community, Freebee played a pivotal role in working with staff to secure a substantial $254,000 grant for the Village. Additionally, Freebee partnered with the City of Miami Beach to secure a CARES Act grant focused on providing accommodations for the elderly. These accomplishments underscore our unwavering commitment to investing in and supporting local communities, showcasing our ability to go beyond traditional vendor roles. Leveraging our relationship with FDOT and industry expertise, we've assisted numerous municipal partners in securing similar grants, contributing to the financial sustainability of their services.

Beyond our direct operations, Freebee actively assists other projects in securing grants for shared micromobility initiatives. Our strong relationship with the FDOT, paired with our experience and success in navigating the grant application process, has allowed us to share valuable insights, ensuring that other communities can access funding opportunities and establish sustainable micromobility programs.

Retaining costs is another strategy. Freebee has successfully cultivated long-term relationships with key vendors to secure favorable terms and conditions, going beyond transactional agreements. These partnerships enable us to negotiate better pricing, resulting in substantial cost savings directly passed on to our municipal partners.

Leveraging our strong vendor relationships, Freebee adopts a proactive approach to consolidate purchases in bulk, obtaining volume discounts on goods and services. This contributes to significant cost reductions in the overall operation of shared micromobility programs.

Section 2 - Summary of Qualifications

Our financing strategies prioritize efficient resource allocation, ensuring funds are judiciously utilized to enhance the quality of service delivery. This involves continuous evaluation of operational needs and cost-effective solutions to maximize the impact of available resources. Moreover, our strategic location near Miami Gardens, Hialeah, and North Miami Beach facilitates swift access to additional vehicles, resources, and personnel, including driving staff. This geographical advantage enhances our operational flexibility and responsiveness, contributing to a more efficient and effective service for Opa-Locka and its surrounding communities.

The long history Freebee has working with some of the world's biggest commercial brands has also helped to mitigate costs to the service. By partnering with major brands for advertising alongside Freebee and with the approval of the partnering municipality, the cost of the Freebee service per ride has the potential to decrease dramatically relative to the area.

In conclusion, Freebee's experience in sustainably funding shared micromobility operations is characterized by successful grant acquisition, active assistance to other projects in grant applications, strategic vendor relationships, cost-saving measures through bulk purchases, and efficient resource allocation. We are confident that our comprehensive approach aligns seamlessly with the City of Fort Pierce's goals, ensuring the establishment and sustainability of a vibrant and efficient micromobility program.

Experience that demonstrates stable and sustained operation of shared micromobility equipment

Freebee brings a robust history of operating shared micromobility equipment with stability and dedication. Our commitment is clear – to provide reliable, enjoyable, and convenient transit options for riders while simplifying the transportation landscape for cities.

Section 2 - Summary of Qualifications

In tandem with this commitment, Freebee has not experienced a contract cancellation. Our unwavering commitment to meeting and exceeding contractual expectations with mitigated service interruption has resulted in the sustained operation of all contracts throughout Freebee's existence.

We showcase our proactive approach by consistently expanding service areas, meeting the evolving needs of the communities we serve. The stability of our services is evident in the continuous operation and growth of each service area, reflecting the trust placed in Freebee by municipalities.

One strength Freebee has that sets the company apart from many others, is our dominance as a service provider in Florida. This scale of operation Freebee maintains includes a fleet of over 200 vehicles on standby and ready for activation. This extensive fleet is strategically positioned to fill in for any incidents or malfunctions, effectively mitigating, if not preventing, any potential loss in service hours. This redundancy measure underscores our commitment to maintaining service reliability.

In summary, Freebee's experience underscores a history of stability, sustained operation, and a commitment to exceeding contractual expectations. Our track record, coupled with the ability to deploy standby vehicles for service continuity, positions us as a trusted and dependable partner for the City of Fort Pierce's shared micromobility initiatives.

Technical experience successfully operating large urban shared micromobility programs.

Freebee has a demonstrated track record of technical expertise in successfully operating large urban shared micromobility programs. Evident in our impactful initiatives include Aventura, Virginia Beach, and our collaboration with Florida International University (FIU).

Section 2 - Summary of Qualifications

In Aventura, our on-demand, door-to-door first and last-mile transit service has operated successfully within the southern end of the city. Operating seven days a week from 7 am to 11 pm, the service aims to replace the underutilized fixed-route shuttle service in certain areas. Since its launch, the popularity of the service has surged among residents, workers, and visitors. The fleet has expanded from two to ten vehicles, funded by the City of Aventura, CITT, and a portion subsidized through advertising. Freebee's involvement also played a crucial role in fostering funding support from FDOT and CITT.

In Virginia Beach, Freebee manages an annual contract cost of $1.2 million, covering a 4.5-square-mile area with a population of 459,470 residents. The scope of this service is 100% electric, on-demand transportation service, showcasing our ability to handle large-scale urban operations.

Our collaboration with Florida International University, serving a student population of over 60,000, stands out as the most successful microtransit service for a campus in the country.

Freebee's success is evident across diverse communities, from the popular beaches of Virginia Beach to the walkable city corridor of Coral Gables, and the rural and suburban ranges of Florida City. Our technical expertise and proven success in operating large urban shared micromobility programs position us as a reliable and effective partner for similar initiatives, including those in the City of Fort Pierce, where the success is only beginning.

Section 3 - References

City of Aventura
Contact Person: Ron Wasson - City Manager
Telephone: 305-466-8910
Email: rwasson@cityofaventura.com
Scope: 100% Electric, On-Demand Transportation
Contract Dates: February 2021 - Current

City of Miami Beach
Contact Person: Mikhail Ryabov
Firm: City of Miami Beach
Telephone: 305-873-9444
Email: MikhailRyabov@miamibeachfl.gov
Scope: 100% Electric, On-Demand Transportation
Contract Dates: June 2018 – Current

Village of Key Biscayne
Contact Person: Dr. Roland Samimy
Chief Resilience and Sustainability Officer
Telephone: 305-365-8908
Email: rsamimy@keybiscayne.fl.gov
Scope: 100% Electric, On-Demand Transportation
Contract Dates: December 2016 – Current

South Florida Regional Transportation Authority (Tri-Rail)
Contact Person: Jessica Vargas
Telephone: 954-232-1561
Email: vargasj@sfrta.fl.gov
Scope: First/Last Mile to/from Tri-Rail Cypress Creek Station
Contract Dates: June 2022 - Current

City of St Pete Beach
Contact Person: Alaina Grundy
Telephone: 727-363-9256
Email: agrundy@stpetebeach.org
Scope: 100% Electric, On-Demand Transportation
Contract Dates: December 2018 - Current

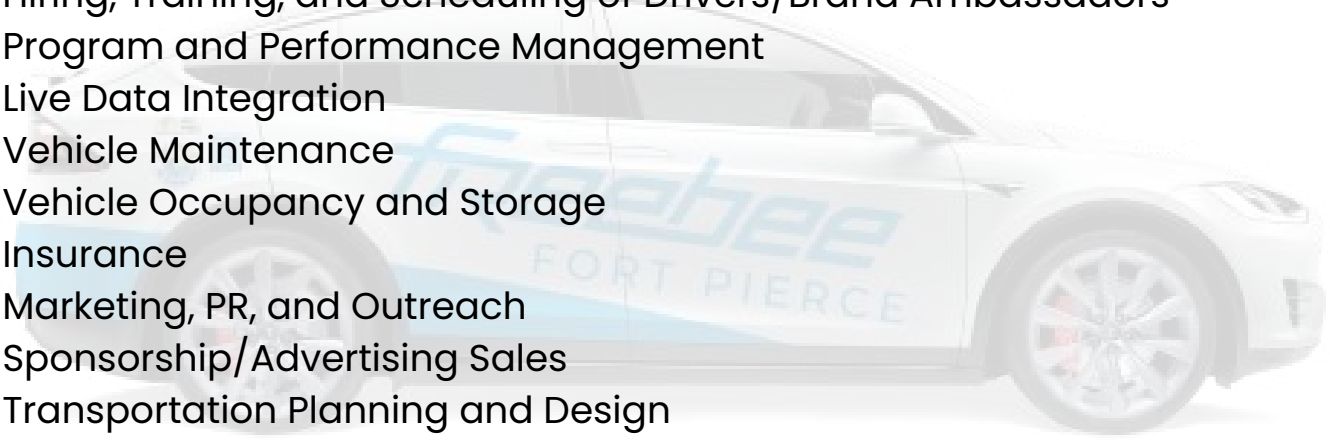
Section 4 - Pricing

The price outlined in our fee proposal includes ALL costs associated with our services. This price also includes for providing qualified personnel on an hourly basis if ever needed from the City. We DO NOT charge extra for any of our services; planning, technology, data analysis, economic development, etc. If contacted by the City of Fort Pierce, Freebee provides all its resources at no additional cost.

Freebee's pricing structure is very straightforward as we strive to provide a turnkey operation with high execution.

Fee includes:

- Drivers - Paid living wage and provided Health Care Insurance
- Vehicles
- Charging Stations and Vehicle Electricity
- App Development, Maintenance, and Licensing
- Hiring, Training, and Scheduling of Drivers/Brand Ambassadors
- Program and Performance Management
- Live Data Integration
- Vehicle Maintenance
- Vehicle Occupancy and Storage
- Insurance
- Marketing, PR, and Outreach
- Sponsorship/Advertising Sales
- Transportation Planning and Design
- Miscellaneous Supplies (Cleaning, etc)



Section 4 - Pricing

Costs:
Costs for the increased service amount to $520,000 annually:

Option 1

- $260,000 allocated by Fort Pierce
- $260,000 granted by FDOT
- **$520,000 Total**
  *All advertising will be split 50/50 between Freebee and Fort Pierce

Option 2

- $220,000 allocated by Fort Pierce
- $260,000 granted by FDOT
- **$480,000 Total**
  *Freebee to provide $40,000 up front discount and will keep 100% of advertising Revenue

Section 4 - Pricing

Beefree LLC d/b/a Freebee
371 NE 61st St
Miami, FL 33137
+1 3053309450
payables@ridefreebee.com

INVOICE

BILL TO
Fort Pierce Redevelopment Agency
100 North US 1
Fort Pierce, FL 34950

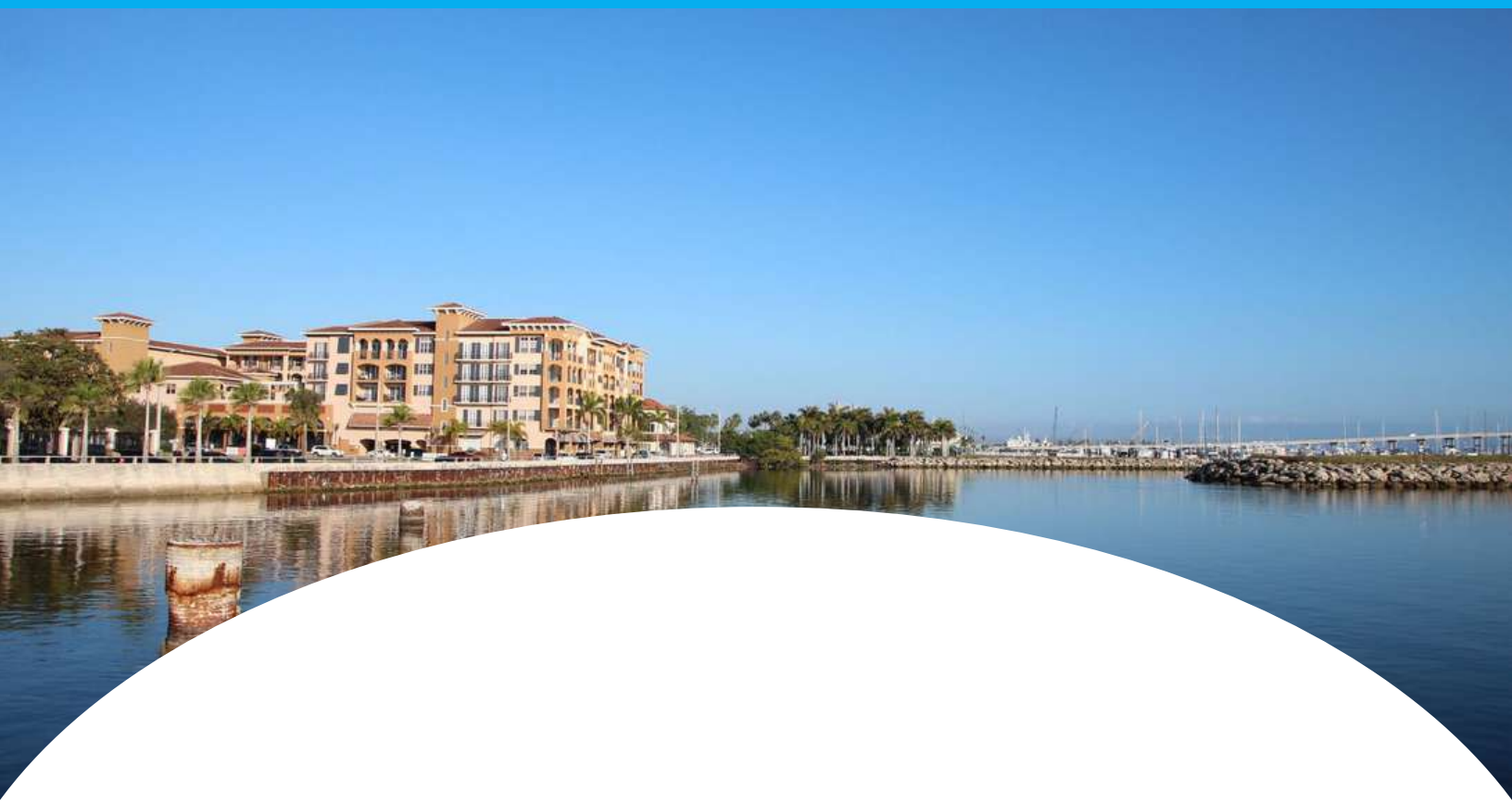
SHIP TO
Fort Pierce Redevelopment Agency
100 North US 1
Fort Pierce, FL 34950

INVOICE # 54476
DATE 02/06/2024
DUE DATE 03/01/2024
TERMS Due on receipt

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
02/01/2024	Freebee	Option 1: Freebee Transportation Service Month 1	1	43,333.33	43,333.33
02/01/2024	Freebee	Option 2: Freebee Transportation Service Month 1	1	40,000.00	40,000.00

BALANCE DUE **$83,333.33**





Tab 2

Management Plan & Experience

Section 1 - Management Plan

At Freebee, our commitment to the City of Fort Pierce goes beyond transportation; we aim to continue growing as a stakeholder and integral part of the community. This commitment is reflected in our comprehensive team structure.

A. Team Structure

Our in-house team, meticulously selected and trained, is geared to provide direct administration and ensure the success of our program. Here's a breakdown of key roles specific to the City:

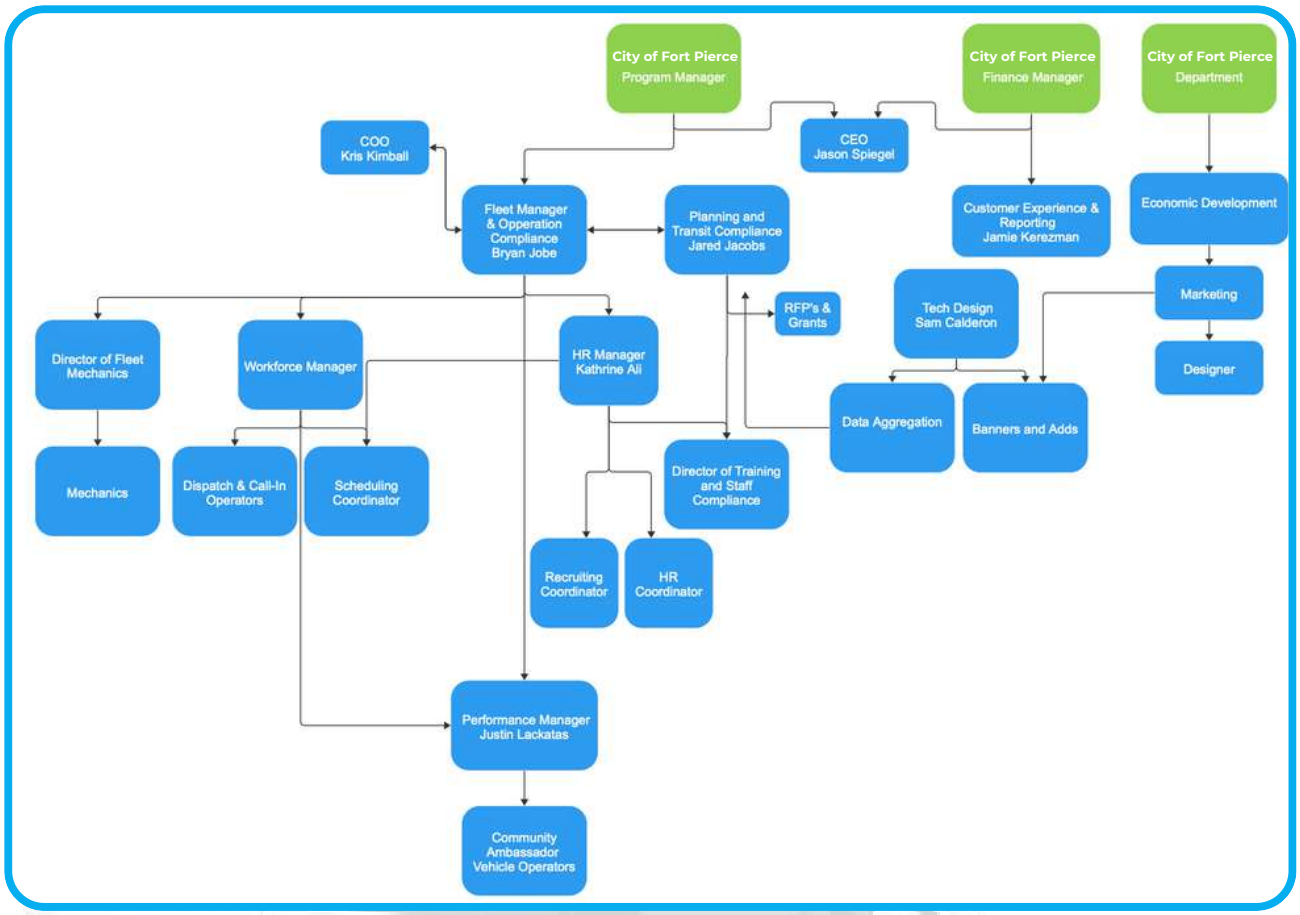
- **Performance Territory Manager:** Tasked with overseeing the day-to-day operation in the City, ensuring overall customer satisfaction and constant improvement of performance metrics. This manager will dedicate 10 hours a week to the City, ensuring a hands-on and personalized approach to service.
- **Team Leaders:** Serving as managers in training, these individuals play a crucial role in logistics and support for drivers. Team Leaders will be present for 40 hours a week in the City, providing a consistent and reliable local presence.
- **Economic Development Manager:** Focused on connecting service users with local businesses, this role aims to increase foot traffic to establishments in the City. The Economic Development Manager or designated team members will spend an average of 4 hours a week in the City, fostering community engagement.
- **Customer Service/Dispatch Center:** Providing support, product assistance, and dispatch services for ride requests via the call-in number, ensuring immediate and personalized assistance for City residents.
- **Designer + Print + Production:** Our in-house creative team, including designers and videographers, will work to create effective outreach programs designed specifically for the City, contributing to a 100% success rate in increasing ridership.
- **Marketing/PR:** This team is dedicated to generating awareness about the service and continuing to drive ridership through targeted campaigns tailored to the unique needs of the City.

A. Team Structure

- **Freebee Planner:** Collaborating with municipal staff, community stakeholders, and Freebee management, the Freebee Planner maximizes the economic, equitable, and climate impacts while enhancing ridership specifically in the City.
- **Data Analyst:** Designing, creating, and monitoring custom data reports specific to the City to guide decision-making and improve operational efficiencies.
- **Policy Officer and Chief Compliance & Safety Officer:** Ensuring compliance with all relevant laws, regulations, and policies related to transportation in the City, these roles are dedicated to maintaining the highest standards of safety, ethics, and legal adherence.
- **Finance Reporting Officer:** Producing financial reports specifically for the City, including balance sheets, income statements, and cash flow statements, ensuring accuracy and compliance with accounting standards.
- **Quality Assurance Manager:** Monitoring performance metrics in the City to ensure that quality standards are met, covering on-time performance, customer satisfaction, and safety statistics.

Our team structure is meticulously crafted to meet the unique needs of the City of Fort Pierce, with dedicated staff ensuring personalized, efficient, and community-centric services.

A. Team Structure



Freebee's Leadership and Management Team: Focused on the City's Success

At Freebee, our senior management team boasts extensive experience in the transportation industry, specializing in turnkey execution and technology development. This team is not just nationally recognized; it comprises experts dedicated to providing adaptable, reliable, equitable, climate-forward, and enjoyable transportation services tailored for any community. Our structure of maintaining an in-house team for all vital operational roles is pivotal to the overall success of our program, ensuring a cohesive and community-centric approach.

A. Team Structure

Meet the Leaders Steering the City of Fort Pierce Service:

Jason Spiegel - Co-Founder and Managing Partner:

As a visionary leader, Jason plays a critical role in driving Freebee's business and transportation strategies. Recognized as an emerging leader in the transportation industry, Jason's commitment to innovation and sustainable growth aligns with the City's goals. His accolades include a nomination for the prestigious 2019 Complete Streets 'Champion Award' and recognition in Miami Today's esteemed "Best Of" in Transportation Leadership.

Jason Spiegel is the final authority for all major decisions throughout the entire Freebee fleet.

- Role in City Project: General Manager - 100%

Chris Walker - Operations Manager:

Chris is a beacon of operational ingenuity, embodying Freebee's ethos of community building. With a focus on optimizing processes and fostering social infrastructure, Chris's leadership transcends efficiency. His approach involves personal engagement with community ambassadors, cultivating deep connections within the City.

Chris Walker reserves the primary responsibility and final authority for the day-to-day management of the City of Fort Pierces Freebee shared mobility fleet.

- Role in City Project: Performance Territory Operations Manager - 100%

A. Team Structure

Jared Jacobs, AICP - Transportation & Climate Planner:

A multi-spectrum director, Jared brings expertise in safety compliance, transportation, and climate planning, community engagement, ADA compliance, and equity into our approach and company culture. His wide perspective, coupled with accreditations in various domains, ensures a holistic approach to Freebees' impact on the communities we serve. Jared's heavy involvement in local boards reflects his commitment to community well-being.

- Role in City Project: Transportation & Climate Planner - 75%, Policy Officer/Safety and Training - 25%

Jamie Kerezman - Quality Assurance Manager:

With 25 years of experience in customer service, banking, and finance, Jamie is the main point of contact for municipal partners. Her role spans customer feedback, invoicing, bookkeeping, and more, ensuring satisfaction and continuous improvement in exceptional service.

- Role in City Project: Quality Assurance Manager - 75%, Finance Reporting Officer - 25%

Bryan Jobe - Vice President of Fleet Service and Safety:

Bryan, with his safety-first mentality, has been instrumental in Freebee's growth and transition. Pioneering the fully electric fleet, Bryan brings invaluable insights into EV operations. His strategic mindset and people-first approach position Freebee as an industry leader.

- Role in City Project: Performance Territory Operations Manager - 50%, Chief Compliance & Safety Officer - 50%

A. Team Structure

Samuel Calderon - VP of Development:

Samuel is the driving force behind Freebee's innovative technology infrastructure. His expertise in complex projects and commitment to staying abreast of the latest technologies ensures Freebee's position at the forefront of the industry.

- Role in City Project: Technology Development - 100%

Kathrine Ali - Director of Human Resources:

Kathrine's leadership in human resources is pivotal to Freebee's growth. Managing a team focused on recruiting, training, and compliance, she ensures employees receive unwavering support. Kathrine is an advocate for community involvement and has introduced initiatives to recognize employee performance.

- Role in City Project: Human Resources - 75%, Safety & Training - 25%

This dedicated leadership team is committed to ensuring the success of Freebee's transportation services in the City of Fort Pierce, combining expertise, community engagement, and innovative solutions.

Management Continuity and Succession Planning:

To mitigate service disruptions, Freebee ensures continuity within its management team. Any changes will be subject to prior approval from the client, maintaining stability and adherence to service commitments.

A. Team Structure

Community Ambassador

At Freebee, we recognize that the cornerstone of exceptional customer service lies in the role of our Freebee Community Ambassadors. Our drivers are not merely individuals behind the wheel; they are the embodiment of the City's dedication to its residents. A "Freebee Ambassador" is not just a driver but a representative of the community, a crucial pillar of its City infrastructure.

We take great care in selecting and training our Freebee Community Ambassadors, ensuring they not only meet but exceed expectations. Remarkably, our Ambassadors have garnered perfect 5-star reviews over 98% of the time, underscoring their commitment to excellence. Emphasizing the importance of local hires, we believe that locals, rooted in their hometowns, contribute as much knowledge to us as we do to them.

Our Ambassadors undergo comprehensive education about the community's history and its myriad offerings. Additionally, we provide them with a directory of local businesses through our mobile app, fostering a deeper understanding of the local culinary and business landscape. Freebee Ambassadors are more than drivers; they are equipped with the knowledge of a seasoned tour guide and the helpfulness of a mobile concierge.

In every journey, Freebee Ambassadors aim to elevate the rider experience, making each trip not just a commute but a personalized exploration of the community's richness.

A. Team Structure

Ambassador Uniform



B. Standard Operating Procedures

At Freebee, our unwavering commitment to safety, exceptional customer service, and community representation shapes our meticulous hiring strategy, training programs, and retention initiatives. Recognizing that our drivers play a crucial role as ambassadors of our company and vital contributors to community well-being, we prioritize hiring locally to ensure a deep understanding of the City of Fort Pierce.

Hiring Requirements for the City of Fort Pierce:

All Freebee drivers and managers in Fort Pierce are recruited as W-2 employees with benefits, emphasizing our dedication to the local workforce. This approach not only enriches the rider experience by providing valuable insights into the local landscape but also contributes to the economic development of Fort Pierce by investing in the talents and skills of its residents.

Our hiring criteria include:

- Minimum age of 23
- Valid FL driver's license
- A minimum of two (2) years of driving history
- Excellent overall driving record
- Successful completion of FDOT pre-employment drug screening and medical exam
- Clean background check
- Energetic and outgoing personality
- Effective time management and punctuality
- Excellent written and verbal communication skills
- Bilingual proficiency preferred

By prioritizing local hiring, we ensure that our team members are not only well-qualified but also intimately familiar with the City of Fort Pierce. This commitment not only enhances the quality of our service but also reinforces our dedication to fostering a strong connection with the community.

B. Standard Operating Procedures

Retention Strategy in the City of Fort Pierce:

Freebee values its employees and offers various tracks for professional development and growth. The "Team Leader" program empowers employees to take on managerial roles within their service area, fostering career progression. We recognize and reward achievements through promotions, wellness checks, an Employee Assistance Program (EAP), and engaging activities like seasonal raffles, contests, and employee acknowledgments.

Our commitment to constant feedback and gamification ensures an engaging and dynamic work environment, making Freebee a workplace where employees thrive and contribute to the success of our micro-transit service in the City of Fort Pierce.

Driver Training:

Freebee drivers and management must have a combination of good driving skills, the ability to deal with the unexpected, such as diagnosing vehicle issues and responding to emergencies, a knack for customer service and knowledge of relevant laws, such as capacity limits and compliance requirements related to the Americans with Disabilities Act.

Freebee's training program provides drivers the skills they need to excel in these areas as well as specific driving training. This type of work requires the drivers to stay alert and employ extreme care to ensure the safety of passengers and the general public.

The Freebee new Driver/Community Ambassador training combines classroom education, hands- on equipment training, and behind-the-wheel training. A typical new hire Driver training takes approximately two (2) weeks to complete.

B. Standard Operating Procedures

Retention Strategy in the City of Fort Pierce:

Freebee values its employees and offers various tracks for professional development and growth. The "Team Leader" program empowers employees to take on managerial roles within their service area, fostering career progression. We recognize and reward achievements through promotions, wellness checks, an Employee Assistance Program (EAP), and engaging activities like seasonal raffles, contests, and employee acknowledgments.

Our commitment to constant feedback and gamification ensures an engaging and dynamic work environment, making Freebee a workplace where employees thrive and contribute to the success of our micro-transit service in the City of Fort Pierce.

Defensive Driving Precautions and Standards:

Our drivers undergo comprehensive training in defensive driving tailored to meet Florida's specific requirements. This training encompasses essential skills such as hazard identification, rapid response techniques, adherence to proper speed limits, and safe passing maneuvers. In alignment with Florida regulations, our drivers are equipped with the necessary licenses, including CDLs (Commercial Driver's Licenses) when applicable, as part of our rigorous hiring process.

As part of our safety plan, post-accident protocols include mandatory drug and alcohol testing to ensure compliance with Florida's stringent regulations. Additionally, our safety measures extend to regular evaluations and updates to keep our drivers abreast of any changes in local traffic laws or safety standards. This proactive approach ensures the continued competence and safety of our drivers on Florida roads.

B. Standard Operating Procedures

Accessibility and the American Disabilities Act:

Freebee strives to go above and beyond compliance into comfortably accessible for all commuters. To maintain an equivalent level of service for all people, Wheelchair Accessible Vehicle (WAV) service will be achieved by programming the centralized dispatch platform to automatically prioritize ride requests that request additional accommodations for the WAV over standard ride requests. The standard ride requests will be serviced by the Tesla vehicles allowing the vans to focus on any accessibility or high-volume needs.

Freebee is aware of the growing need to serve a rapidly growing population of people who demand the ability to age in place and is prepared to work with their community to satisfy those commitments. Freebee is confident due to years of experience working in areas with a large elderly population and in areas where users may need special accommodations. Freebee has even been a partnered recipient of the Cares Act grant that focused on providing accommodations to a city's elderly population.

Training is an important tool for ensuring compliance with ADA requirements and can be very helpful to Freebee personnel. Freebee drivers are trained to provide assistance getting in and out of vehicles from curb to curb, and we are committed to promoting unity and integrity amongst all community members through equitable transportation and consistent quality of service. Prior to the operation of all Freebee vehicles, all Freebee employees must complete and pass the "Disability Etiquette for Transit Operators" course, paratransit training, as well as the "Securement" Lessons provided by the developer of the securement devices in all the Freebee vehicles. Freebee employees will also be required to complete a custom "Freebee XL Wheelchair Lift Operation" course in addition to in-person training for a review of etiquette on restraint and lift operations prior to operating a Freebee vehicle.

B. Standard Operating Procedures

For those who do not have a smartphone, are unable to use a smartphone, or choose not to use the app, a Freebee call-center number for dispatch is available. The Freebee dispatch serves as a full-service call center alternative to the use of an app. The call-in option will be available during service hours for trip requests, lost and found, and other customer service items in both English and Spanish as well as through text (TTY).

Quality Assurance and Safety Measures: Freebee places paramount importance on safety and quality assurance. The Freebee Quality Assurance Plan, rooted in the Safety Systems Program Plan, outlines rigorous quality control measures and procedures to meet safety and service standards.

Key Components of the Quality Assurance Plan:

- **Quality Objectives:**
  - Ensure passenger and driver safety.
  - Provide reliable and on-time service.
  - Deliver excellent customer service.
  - Maintain clean and well-maintained vehicles.
  - Continuously improve service quality based on feedback.
- **Quality Control Measures:**
  - Background checks and training for qualified drivers.
  - Regular vehicle maintenance schedules to prevent breakdowns.
  - Monitoring and tracking of service performance for improvement.
  - Ongoing customer service training for drivers and support staff.
- **Quality Assurance Procedures:**
  - Regular audits and inspections to ensure compliance with safety standards.
  - Monitoring key performance indicators for improvement.
  - Conducting training and refresher courses for staff.

B. Standard Operating Procedures

- **Quality Assurance Maintenance Procedures:**
  - Daily Preventative Maintenance checks through the Freebee app.
  - Quarterly Performance Maintenance checks by trained staff.
  - Transparent logging of all maintenance, incident, and mechanical activities.

Freebee is committed to providing transportation services with a high standard of system safety, meeting industry standards, and complying with state and federal requirements. Safety goals include identifying unsafe conditions, controlling skids, avoiding collisions, and maintaining proper speed and distance control.

C. Timeline

Freebee, currently operating four days a week in Fort Pierce, is strategically positioned to enhance its service to seven days a week, facilitated by recent grant funding. This expansion signifies not just a quantitative increase but a qualitative enhancement of services, particularly through the Freebee smartphone app, the primary channel for ride requests. Complementing the app, a call dispatch system will continue to be offered, ensuring accessibility for users who prefer or require an alternative to digital booking. The integration of this grant will extend operational days and scale up service hours, solidifying Freebee's position as a reliable and innovative on-demand transportation leader in Fort Pierce.

By recruiting and onboarding additional driver employees, our goal is to launch the expanded program 45-60 days sooner than any other vendor. This accelerated timeline provides 45-60 days of additional cost savings from the grant, emphasizing efficiency and resource optimization.

Local Expertise for Seamless Integration:
Fort Pierce's unique workforce culture requires careful onboarding and significant trust and social capital for successful local staff retention. Freebee's deep integration and familiarity with Fort Pierce's culture and community eliminate potential hurdles unknown to external vendors unfamiliar with the area. Our established presence and solid local connections ensure the effective management of unique challenges, ensuring smooth integration and retention of staff in line with the community's specific needs and ethos.

Operational Changes for Expansion:
Freebee's operational framework in Fort Pierce is robust and well-established, requiring only two critical changes for effective expansion: the hiring of new drivers to fulfill the new expanded hours and collaboration with the tech team to expand the service area. A significant investment of skilled and professional hours has already been committed to laying a solid foundation.

C. Timeline

This investment, coupled with comprehensive data and a professional workforce, positions Freebee to integrate proposed expansions smoothly with minimal operational upheaval.
To accommodate the expansion to seven days a week, Freebee will focus on hiring new drivers to cover the extended service hours:

Technology Setup:
Duration: 1 week
The technology infrastructure is pivotal for the successful operation of the Freebee microtransit service. This phase focuses on establishing a robust technological framework, including the enhancements and service area development of the Freebee smartphone app, vital for ride requests. Additionally, the setup encompasses backend systems for vehicle tracking and dispatch, along with the integration of reporting, processing, and customer support functionalities to ensure a seamless user experience. This comprehensive technology foundation is essential for the service's reliability and efficiency.

Staff Training:
Duration: 4 weeks
Extensive staff training is paramount to ensuring the Freebee service operates flawlessly. The training curriculum covers in-depth familiarization with the technology platform, including how to utilize the smartphone app and backend systems effectively. Moreover, it encompasses customer service protocols, safety procedures, and operational best practices, preparing the team to meet the service's high standards and to handle any situations that arise with professionalism.

C. Timeline

This hiring process is part of a broader effort to enhance service availability and responsiveness, leveraging the recent grant funding. The collaboration between the hiring team and the tech team is crucial for expanding the service area, ensuring that the technological and human resource aspects of the service scale up cohesively. This strategic approach aims to expedite the program's launch, capitalizing on the grant's benefits and reinforcing Freebee's commitment to providing an innovative on-demand transportation solution in Fort Pierce.



D. Marketing Strategy

At Freebee, our approach to marketing transcends the traditional, weaving seamlessly into the fabric of the City of Fort Pierces. Our marketing model is a direct outcome of our commitment to enhance the local economy through community engagement, placing small businesses, guests, and residents at the forefront. Freebee's strategy ensures that earned dollars circulate within the community, fostering economic resilience and reducing the reliance on external delivery services.

Community Engagement and Economic Resilience:
Freebee forges partnerships with local businesses, offering them free advertising on the "Ride Freebee" mobile app. Each business can provide exclusive deals to our riders, driving foot traffic back to their establishments. This symbiotic relationship promotes local businesses, creating a ripple effect that extends to public services, events, and rapid transit connectivity.

Strategic Marketing Techniques:

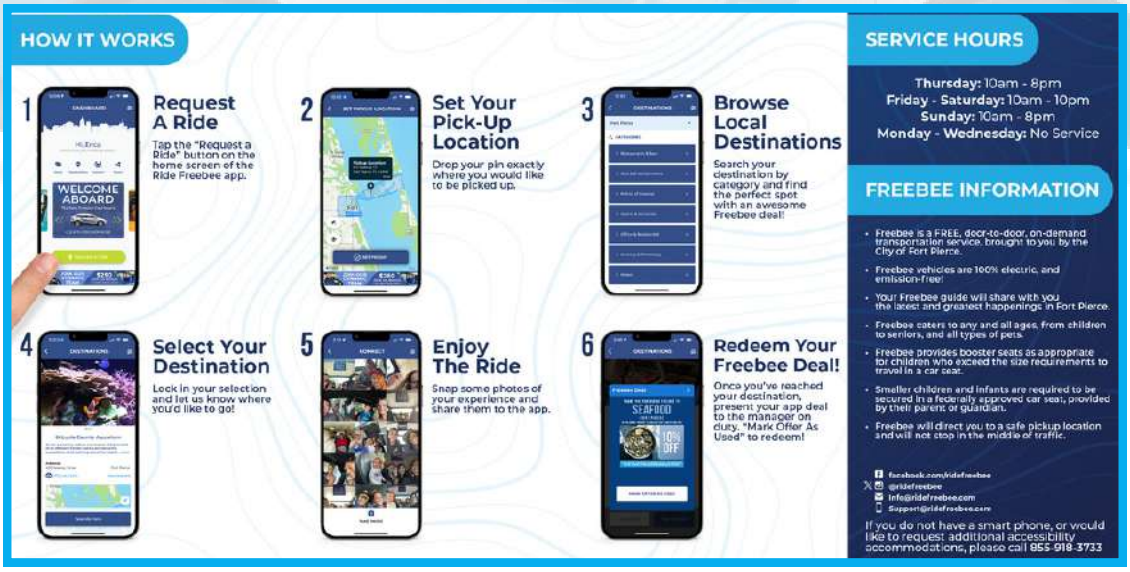
- **Press Releases:** Communicating project launches and milestones.
- **In-Person Community Engagement:** Meetings with local hotels, businesses, offices, and residential buildings to educate and engage residents and professionals.
- **Co-Branded Brochures:** Distribution to high-traffic locations, offering comprehensive service details and app usage guidance.
- **Community Ambassadors:** Dedicated personnel educating commuters about the new service.
- **Social Media Campaigns:** Geographically targeted campaigns reaching potential riders.
- **Word of Mouth:** Leveraging existing community relationships as a powerful marketing tool.

D. Marketing Strategy









D. Marketing Strategy

Economic Impact and Cultural Behavior Change:

Freebee serves as an economic resiliency tool, redirecting dollars spent within the community back into local businesses. This model stimulates economic growth, with an estimated compounding effect of multiplying every local dollar spent by three.

By offering reliable, fun, safe, convenient, and flexible transportation, Freebee catalyzes cultural behavior change. This not only fosters denser multi-family opportunities but also increases residential and commercial occupancy rates. It addresses challenges like the demand for street-level parking, promoting a shift towards more sustainable and accessible modes of transport.

Elevating Economic Mobility and Civic Engagement:

Accessible transportation options enhance residents' access to job opportunities, education, and essential services, contributing to increased economic mobility. By lowering overall trip costs and improving connectivity, citizens can meet their needs more effectively. This heightened access fosters productivity, civic engagement, and self-determination.

In summary, Freebee's strategy extends beyond transportation – it's a catalyst for economic resilience, cultural change, and community empowerment. Together with the City of Fort Pierces, we create a dynamic and sustainable ecosystem that benefits businesses, residents, and the entire community.

E. Customer Service

In Fort Pierce, Freebee's commitment to customer service transcends the ordinary, reflecting our status not just as a transportation provider but as an essential community partner deeply invested in the well-being of residents and visitors. Our approach to customer service is a testament to this community-centric ethos, aiming not only to facilitate journeys but also to build enduring relationships within Fort Pierce. By actively engaging with and understanding the local community, our customer service extends beyond mere transactions, embodying a spirit of care, connection, and commitment to the communal fabric of Fort Pierce.

Complaints Handling:

Freebee in Fort Pierce is dedicated to delivering an exceptional level of customer service, particularly when addressing complaints. Our response system operates with speed and precision, ensuring that every complaint receives attention within an impressive 24-hour window, with most passengers receiving a response in under an hour. Our approach to complaints is meticulous, conducting comprehensive investigations into each issue, regardless of scale. After a detailed analysis, we implement tailored coaching or disciplinary actions as necessary. However, our commitment doesn't conclude with issue resolution; we proactively maintain ongoing communication with customers, passionately encouraging them to continue their journey with our service.

This unwavering pursuit of excellence in customer service not only resolves issues effectively but also reinforces our dedication to enhancing the customer experience with every interaction. In Fort Pierce, Freebee stands as a committed steward and active participant in the local community, ensuring that our customer service is not just a transactional process but a genuine embodiment of care and connection.



Tab 3

Technical Proposal

Section 1 - Technical Proposal

Freebee is proud to bring our commitment to reducing our carbon footprint directly to the heart of the the City of Fort Pierce. Our climate-friendly vehicles embody our dedication to a cleaner and greener environment. Beyond just eliminating carbon emissions, our all-electric fleet is a key ally in cutting operating costs and minimizing air and noise pollution for the residents of Fort Pierce.

A. Vehicles

Understanding the unique road conditions and projected ridership in the City, we recommend a mix of 4 vehicles for the on-demand service. Each vehicle is equipped with advanced GPS and video monitoring, complemented by a custom Internet of Things (IoT) module for safety, reporting, and compliance with all necessary notifications. Safety is a top priority, and our vehicles are pet-friendly, welcoming all animals that pose no threat to the safety of passengers or vehicle operation.

Our commitment to the City of Fort Pierce goes beyond just providing a mode of transportation. Our vehicles are fully licensed and authorized to operate legally on public streets and right-of-way, ensuring that the community can enjoy safe and reliable transportation services. As we strive to deepen our relationship with the City, Freebee remains dedicated to creating a transportation solution that not only meets but exceeds the unique needs and expectations of City of Fort Pierce residents.

A. Vehicles

Tesla

The Tesla is one of the safest SUVs ever built and provides a unique experience for anyone who steps foot within the vehicle. This all-electric luxury SUV uses "Falcon-Wing Doors" for easy passenger access and an interior with spacious seating with the largest all-glass panoramic windshield in production. The vehicle is rated highly for safety with a 5 out of 5 by the National Highway and Traffic Safety Administration (NHTSA). Tesla's powertrain is the best in class and delivers unparalleled performance in all weather conditions. The Model X will allow for top operating capacity, with a battery range of over 250+ miles and the ability to recharge 50% of the battery within only 15 minutes.

- Falcon Wing Doors
- Long Range Battery: 250+ mile range
- Charging: 250kw max
- Interactive iPad and 17" In-Car Touch Screen
- 5 Passenger capacity
- Low, easy access into the vehicle
- 3 pt safety belts
- Integrated Backup Camera
- LED Headlights
- LED brake lights and signals
- Self-cancelling turn signals
- Custom passenger-facing digital signage screen



A. Vehicles

Fully ADA Dodge Caravan

With the fully accessible Caravan, every passenger will find their needs met with the same high standard of service they are entitled to expect. The Freebee Caravan is carefully crafted and fully aligned with ADA standards and surpassing the FMTS compliance criteria set by the National Mobility Equipment Dealers Association (NMEDA).

- 4 ambulatory passenger seats
- Low easy access for wheelchair accommodations
- Oxygen tank holder
- WC-18 wheelchair restraints & adjustable shoulder/lap belt
- Restraints for Walkers and Canes
- Fire Extinguisher
- Spill kits
- First Aid Kit
- Safety triangles



B. Hours of Operations

Based on a year's worth of data collection and valuable feedback from our current passengers, we have strategically devised the following schedule to maximize ridership and cater to the diverse needs of various passenger demographics.

- **Monday - Wednesday: 8am - 6pm**
- **Thursday - 8am - 8pm**
- **Friday - 8am - 10pm**
- **Saturday - 10am - 10pm**
- **Sunday - 10am - 8pm**

Each vehicle will operate for a total of 70 hours per week within the hours of operation accounting for driver meal times, etc.

C. Data Dashboard

Freebee has developed a state-of-the-art tool that serves as the cornerstone of our operational strategy, providing an efficient and easy-to-use platform for real-time monitoring and decision-making.

This tool known as the "Freebee Dashboard" offers a comprehensive overview of various operational aspects, including fleet status, driver performance, route efficiency, and passenger feedback. By consolidating all these elements in one intuitive interface, management staff can quickly identify and address any operational challenges, optimize routes, and allocate resources more effectively. This proactive approach to management in tandem with our expertise, training, and industry experiences is essential in maintaining the high quality of service that the community expects and deserves from Freebee.

This platform is the nerve center where all data and operational insights are continuously fed and updated in real-time.

- **Real-Time Tracking:** Our transparent Freebee dashboard tracks the real-time location and movement of all vehicles, optimizing dispatch and resource allocation for a more responsive service.
- **Vehicle Health Monitoring:** Sensors keep a close eye on vehicle health, from engine performance to tire pressure and electric fuel levels, ensuring timely maintenance and reducing the risk of breakdowns.
- **Energy Efficiency:** By monitoring and optimizing energy consumption, we aim to make better use of the battery, extending its range and reducing costs.
- **Traffic Data Analysis:** We analyze traffic data to provide drivers with alternative routes, avoiding congestion and ensuring timely arrivals, especially important in the unique layout of the City.
- **Enhanced Safety:** IoT technology monitors driving patterns, ensuring safe operation. It also serves as a reminder and warning system for drivers, promoting safe practices such as avoiding rough stops and distractions.

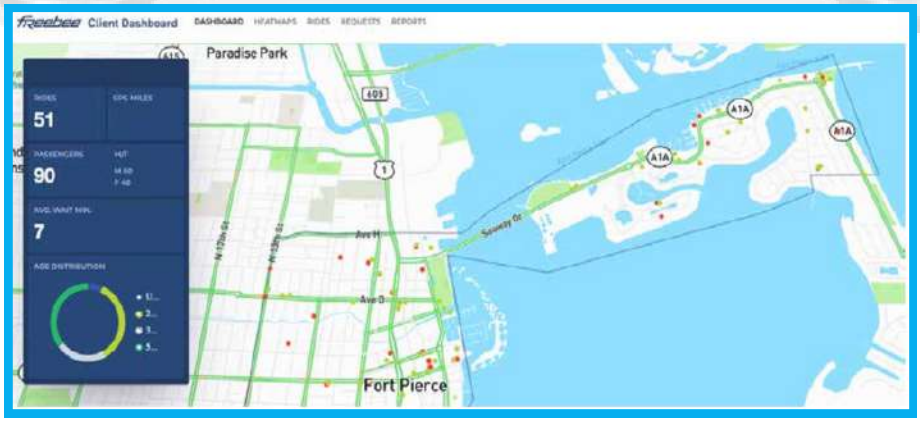
C. Data Dashboard

- **Climate Control:** Sensors keep an eye on and control the interior climate of our vehicles, ensuring a comfortable ride for all passengers, considering the City's weather conditions.
- **Lost & Found Tracking:** Items left on board are easily logged and tracked, helping reunite passengers with their belongings—a practical solution for a close-knit community.
- **Emergency Response and Driver Safety:** In emergencies, the IoT system can alert the central dashboard, which can take swift actions, including contacting emergency services—prioritizing safety for the community.

By integrating IoT technology into our fleet, Freebee is not just providing transportation but creating a service designed to meet the specific demands of the City. This means safer, more efficient, and more responsive transportation for everyone.

Reporting

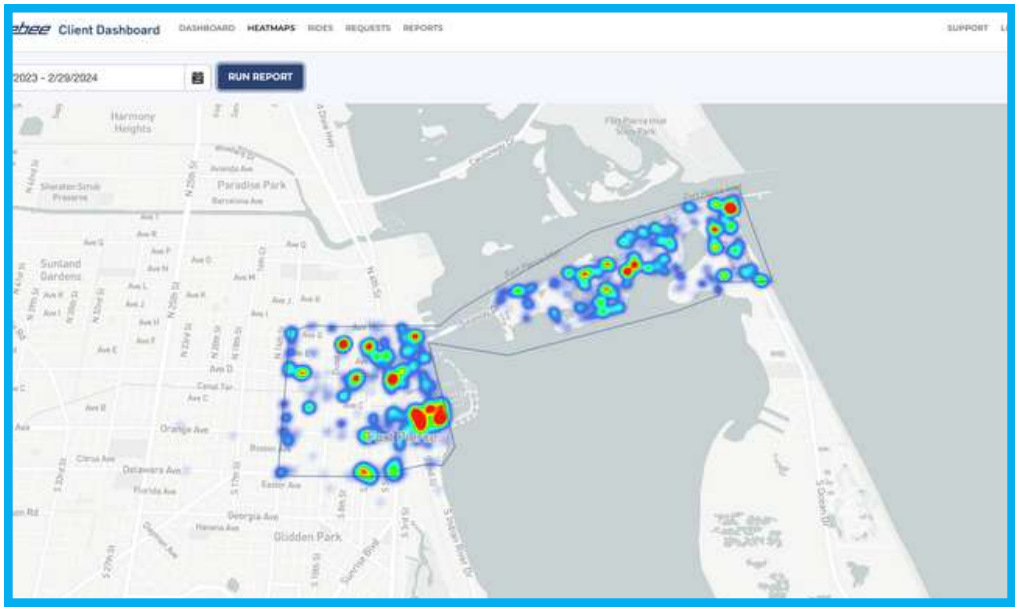
Freebee understands that effective communication and transparency are vital for a thriving partnership with the City. We provide our partners with user-friendly reports, including easy-to-analyze graphs, heat maps, and downloadable Excel charts. Our operations and dispatch team is always available, ensuring continuous monitoring of service success.



C. Data Dashboard

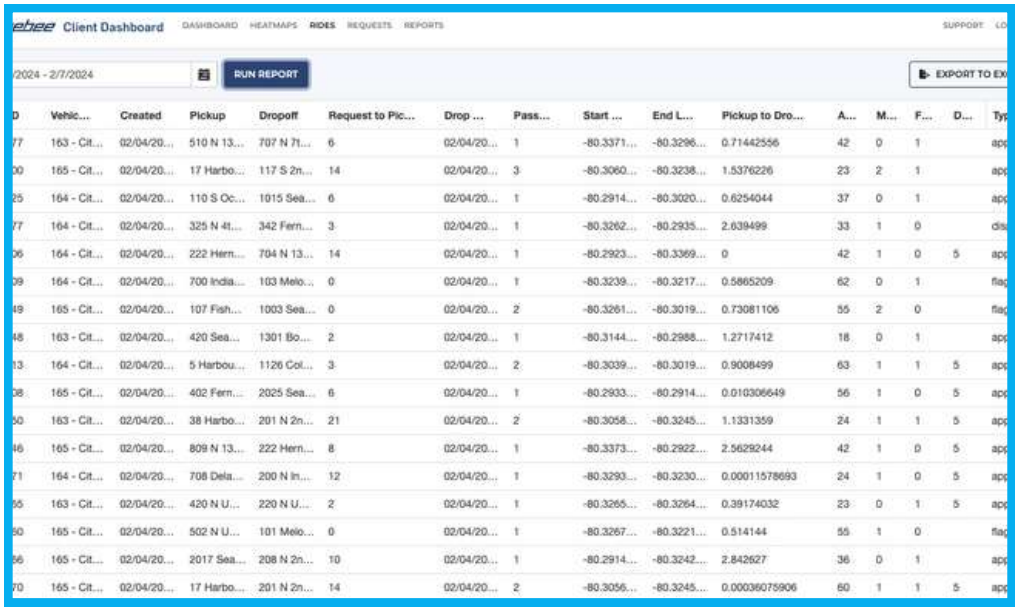
Heatmaps:

Within this tab, an intricate display unfolds, revealing all pickup and drop-off hotspots within a customizable date range. This feature provides a visually intuitive representation, offering valuable insights into user behavior and service utilization patterns.



Rides:

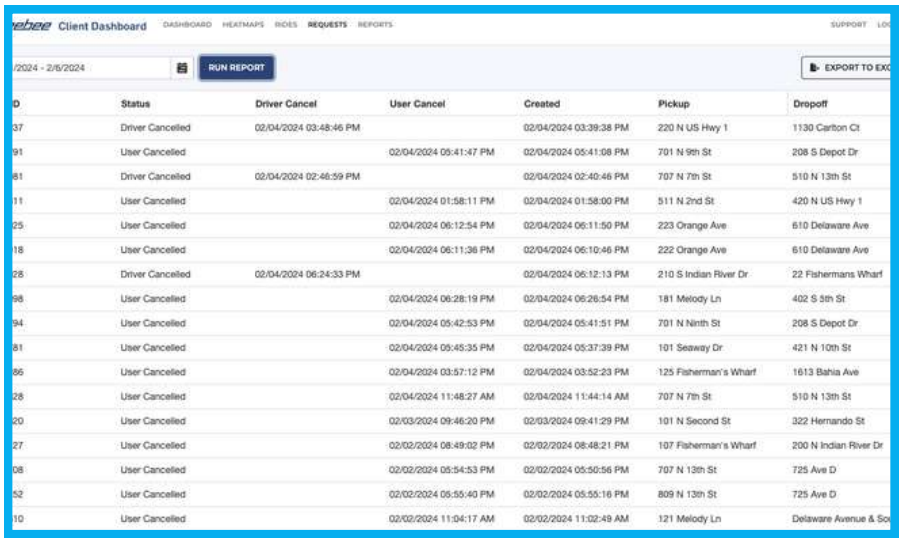
Within the rides tab, a comprehensive history of every completed ride request is meticulously detailed for any chosen date range. This granular data, rich in information for each ride, can be seamlessly exported to Excel, facilitating streamlined reporting and analysis.



C. Data Dashboard

Requests:

The requests tab offers a deep dive into detailed data for any ride that was requested but not completed, providing valuable insights into the dynamics of incomplete ride requests. Additionally, this information is exportable to Excel, ensuring flexibility and ease in further analysis.

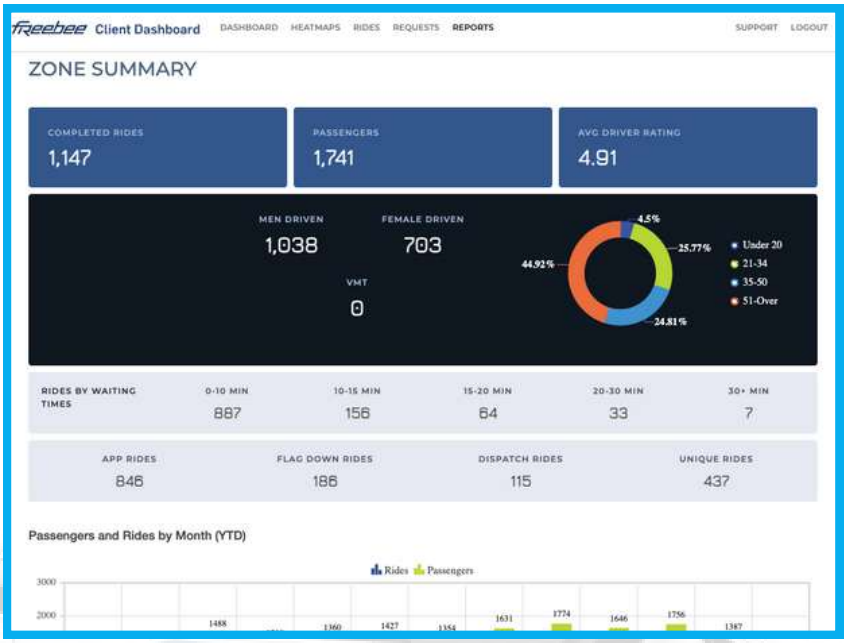


D	Status	Driver Cancel	User Cancel	Created	Pickup	Dropoff
37	Driver Cancelled	02/04/2024 03:48:46 PM		02/04/2024 03:39:38 PM	220 N US Hwy 1	1130 Carlton Ct
91	User Cancelled		02/04/2024 05:41:47 PM	02/04/2024 05:41:08 PM	701 N 9th St	208 S Depot Dr
81	Driver Cancelled	02/04/2024 02:46:59 PM		02/04/2024 02:40:46 PM	707 N 7th St	510 N 13th St
11	User Cancelled		02/04/2024 01:58:11 PM	02/04/2024 01:58:00 PM	511 N 2nd St	420 N US Hwy 1
25	User Cancelled		02/04/2024 06:12:54 PM	02/04/2024 06:11:50 PM	223 Orange Ave	610 Delaware Ave
18	User Cancelled		02/04/2024 06:11:36 PM	02/04/2024 06:10:46 PM	222 Orange Ave	610 Delaware Ave
28	Driver Cancelled	02/04/2024 06:24:33 PM		02/04/2024 06:12:13 PM	210 S Indian River Dr	22 Fishermans Wharf
98	User Cancelled		02/04/2024 06:28:19 PM	02/04/2024 06:26:54 PM	181 Melody Ln	402 S 5th St
94	User Cancelled		02/04/2024 05:42:53 PM	02/04/2024 05:41:51 PM	701 N Ninth St	208 S Depot Dr
61	User Cancelled		02/04/2024 09:45:35 PM	02/04/2024 05:37:39 PM	101 Seaway Dr	421 N 10th St
56	User Cancelled		02/04/2024 03:57:12 PM	02/04/2024 03:52:23 PM	125 Fisherman's Wharf	1613 Bahia Ave
28	User Cancelled		02/04/2024 11:48:27 AM	02/04/2024 11:44:14 AM	707 N 7th St	510 N 13th St
20	User Cancelled		02/03/2024 09:46:20 PM	02/03/2024 09:41:29 PM	101 N Second St	322 Hernando St
27	User Cancelled		02/02/2024 08:49:02 PM	02/02/2024 08:48:21 PM	107 Fisherman's Wharf	200 N Indian River Dr
08	User Cancelled		02/02/2024 05:54:53 PM	02/02/2024 05:50:56 PM	707 N 13th St	725 Ave D
52	User Cancelled		02/02/2024 05:55:40 PM	02/02/2024 05:55:16 PM	809 N 13th St	725 Ave D
10	User Cancelled		02/02/2024 11:04:17 AM	02/02/2024 11:02:49 AM	121 Melody Ln	Delaware Avenue & So

C. Data Dashboard

Reports:

Within the reports tab unfolds a visually appealing and comprehensive presentation of all high-level Key Performance Indicators (KPIs) for any designated date range. This report mirrors the detailed monthly reporting provided to Fort Pierce, offering a sophisticated and user-friendly analysis of the essential metrics.



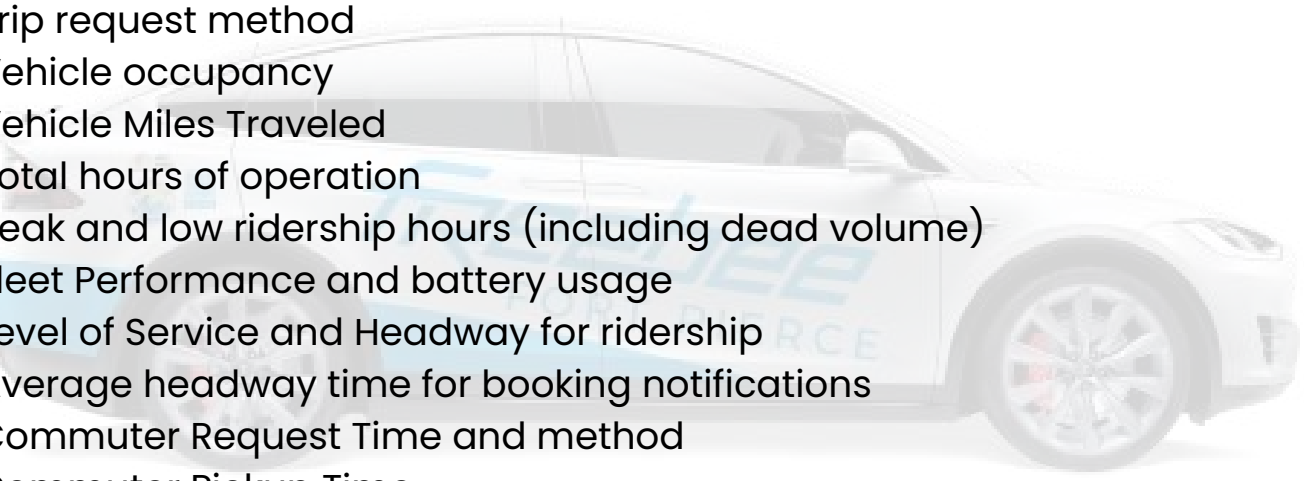
A trained Freebee staff member will be available during designated hours to support the staff with technical needs. Freebee vehicle operators and support staff respond almost instantaneously to ride requests, ensuring there's always available capacity to book a trip. In case of vehicle issues, we have appropriate and timely responses in place to prevent operational failures.Our commitment is not just to transportation but to fostering a partnership that aligns seamlessly with the unique needs and values of Islamorada.

C. Data Dashboard

- We prioritize privacy, assuring that personally identifiable information is not shared. Our Safety Systems Program plan is robust, safeguarding the identities of all users. This commitment extends to both internal management and tracking, as well as external partnerships. No one within or outside the company can link a user's profile with the data collected and shared.

In collaboration with the City, Freebee will craft a custom dashboard for real-time performance metrics display. Daily, weekly, and/or monthly reports will go beyond standard requirements, offering insights into:

- Completed ridership
- Demographic information
- Origin & Destination information as a heat map
- Trip durations
- Trip request method
- Vehicle occupancy
- Vehicle Miles Traveled
- Total hours of operation
- Peak and low ridership hours (including dead volume)
- Fleet Performance and battery usage
- Level of Service and Headway for ridership
- Average headway time for booking notifications
- Commuter Request Time and method
- Commuter Pickup Time
- Missed Opportunities
- Estimated Scope 1 greenhouse gas prevention per passenger and in aggregate
- Average Operator Rating



C. Data Dashboard

- Number of new mobile application users
- Cost per ride
- WAV ridership data and their headway
- Accommodation request
- Customer Service ratings
- Personal cars replaced by “choice” riders (both through algorithm and survey)
- Customer complaints, incidents, requests, and accommodations
- Operational (Performance) Maintenance logs, Repairs, accidents, Vehicle service interruptions, and citations.
- Operational issues due to technological failures
- The Freebee app can not accept a request for rides outside of the designated service area, yet we can collect GPS data on the attempted requests upon request.

A trained Freebee staff member will be available during designated hours to support the City staff with technical needs. We pride ourselves on providing timely service with an average wait time well below fifteen (15) minutes. Freebee vehicle operators and support staff respond almost instantaneously to ride requests, ensuring there's always available capacity to book a trip. In case of vehicle issues, we have appropriate and timely responses in place to prevent operational failures.

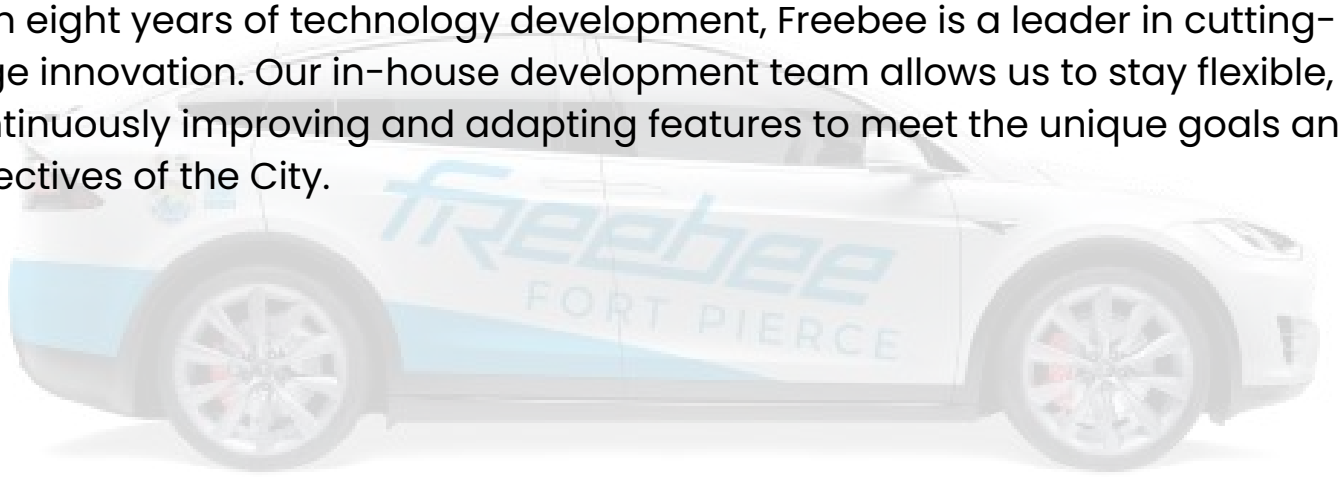
Our commitment is not just to transportation but to fostering a partnership that aligns seamlessly with the unique needs and values of the City of Fort Pierce.

D. Ride Freebee Mobile App

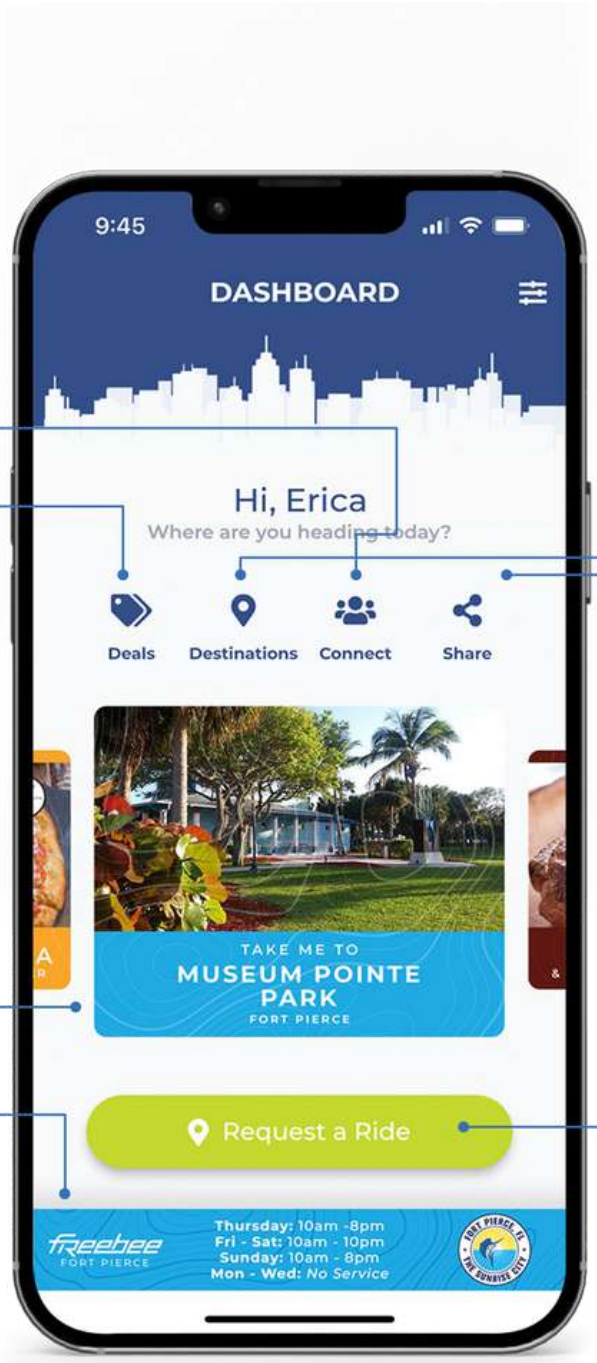
The Ride Freebee mobile application is more than just a way to get around, it's a tool designed to seamlessly connect all people within the City of Fort Pierce with professional community ambassador drivers, making transportation fun, quick, and efficient. The Freebee app, with its user-friendly design and functionality, sets the gold standard in the transportation industry. is more than simply another app, it is an easy and fun-to-use portal into the rhythm and vibe of what is and will happen within the City of Fort Pierce.

Available on both the Apple Store and Google Play Store, the Ride Freebee app accommodates all the City, ensuring accessibility for both iPhone and Android users. With just a few clicks, passengers can connect with a driver instantly, no dispatch is needed. Our platform complies with WCAG standards, catering to all commuters, and a dispatch call-in number is available for those less tech-savvy residents.

With eight years of technology development, Freebee is a leader in cutting-edge innovation. Our in-house development team allows us to stay flexible, continuously improving and adapting features to meet the unique goals and objectives of the City.



D. Ride Freebee Mobile App



Connect
Take some photos of your experience and share them on the app

Deals
Find exclusive deals and discounts at all of your favorite local Fort Pierce hotspots!

Take Me To
Freebee's featured destination on the mobile app home screen

Banner
Advertisement or live tracker with the ability to link out to a third party website

Places To Bee
Search your destination by category and find the perfect Fort Pierce spot with an awesome deal!

Share Freebee
Love riding Freebee? Make sure to share with all of your friends!

Request A Pickup
Select this button when requesting a ride!

D. Ride Freebee Mobile App

01



REQUEST A PICKUP
Request a ride with the click of a button.

02



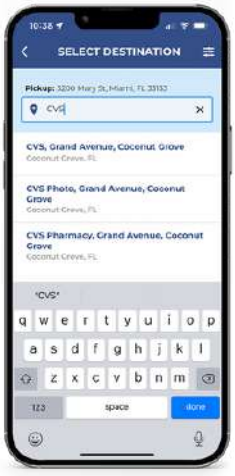
SET PICKUP LOCATION
Drop your pin where you'd like to be pickup up.

D. Ride Freebee Mobile App

03



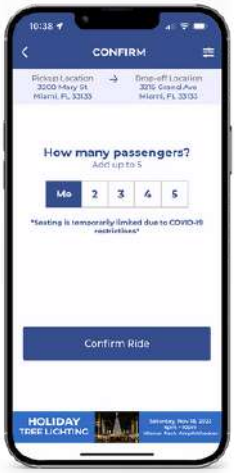
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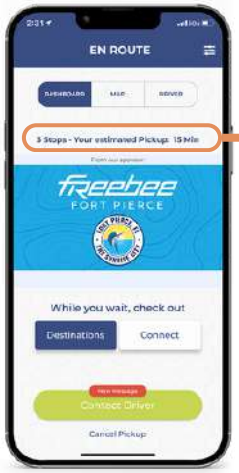
SELECT DESTINATION

Search your destination by category or manually enter the address you'd like to visit.

05

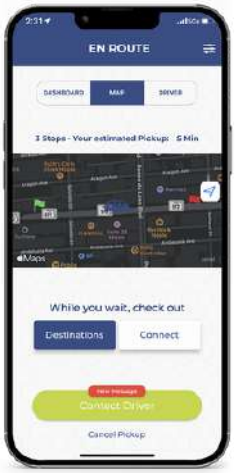


06



ETA Display

07

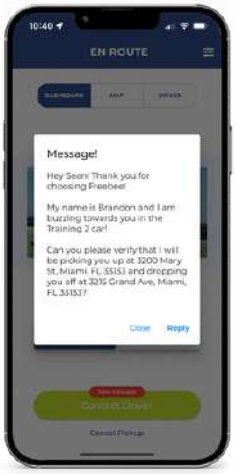


SEND TO DRIVER

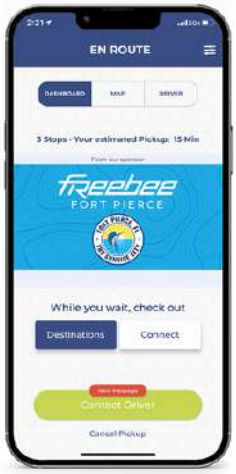
Choose the amount of passengers riding with you and click "Send to Driver". Your ride will automatically be paired with a driver and ETA will be displayed.

D. Ride Freebee Mobile App

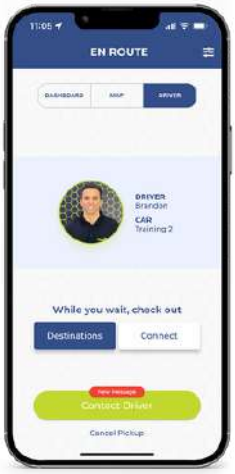
08



09



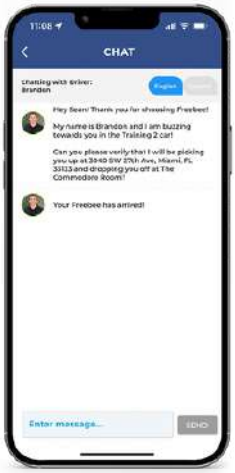
10



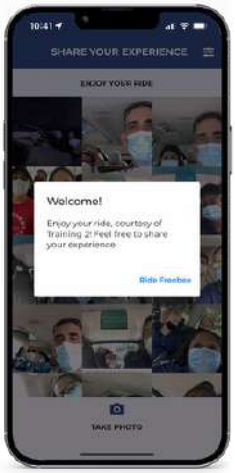
BUZZING TOWARDS YOU

When waiting for your driver, you are able to track the vehicle live as it moves towards you. You can also view the profile of your driver and stay in touch with them along way.

11



12



YOUR FREEBEE HAS ARRIVED

Once your Freebee arrives, you'll receive a notification that your driver is outside. Your driver will then greet you and welcome you to Freebee!

D. Ride Freebee Mobile App

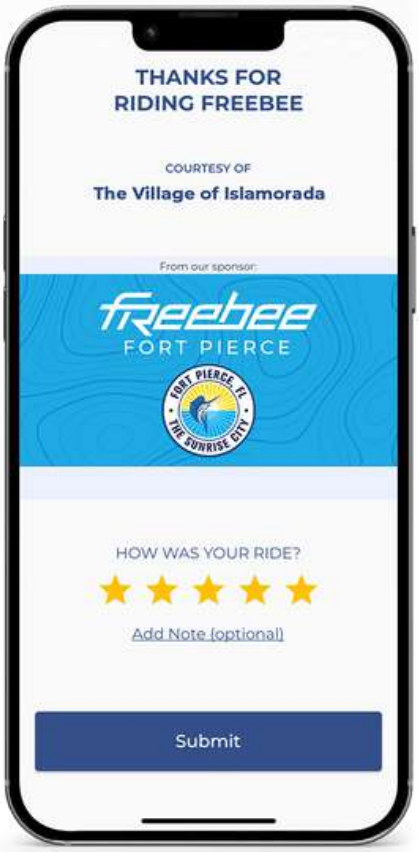
13



THE HIVE

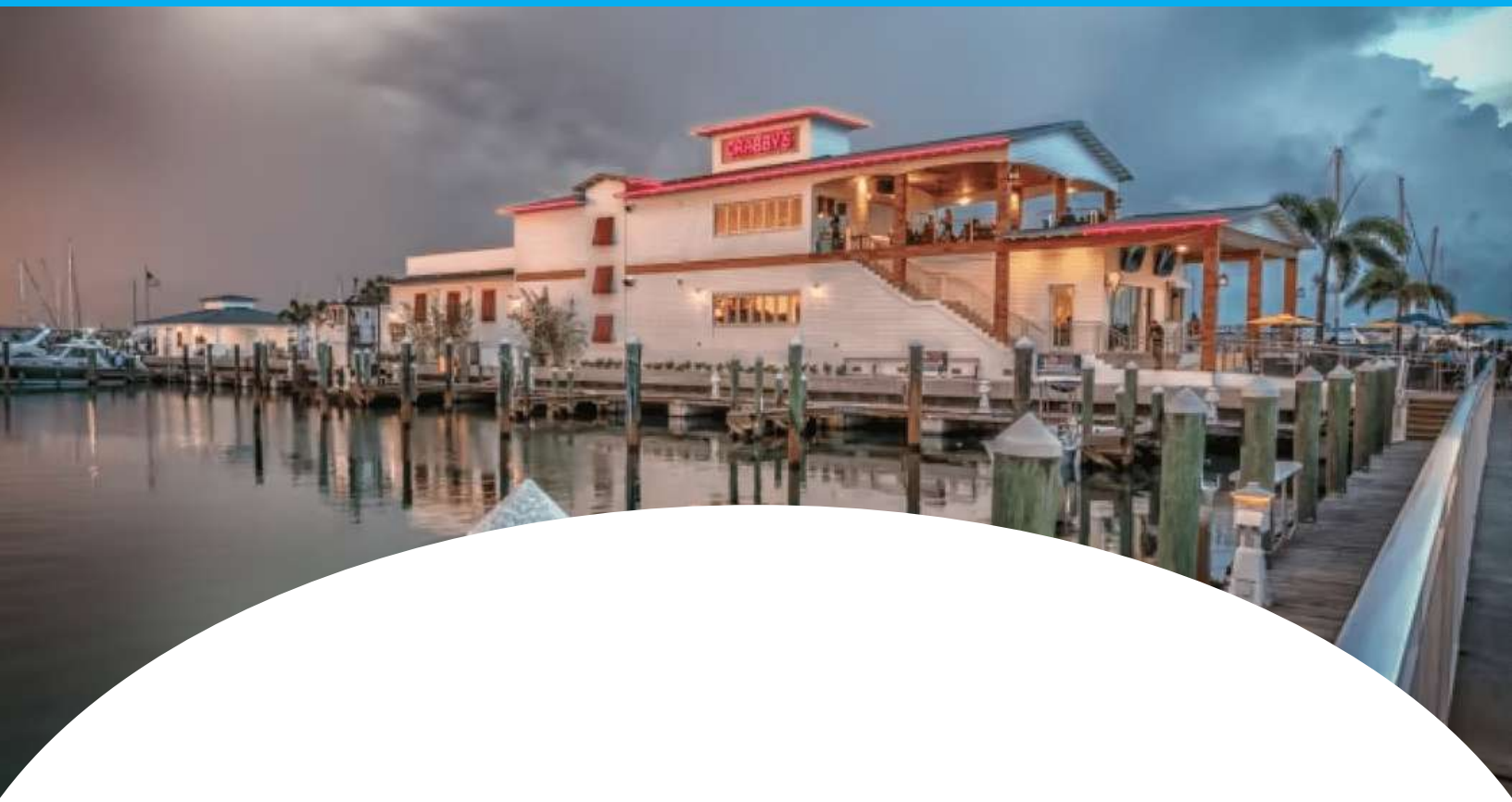
Take some photos of your experience and share them to “The Hive”

14



THANK YOU w/ RATING

At the end of each ride, we always ask for passengers feedback in the way of a star rating system to make sure we deliver a first-class experience!



Program Plan



ABILITY TO MEET PROJECT OVERVIEW

Freebee is uniquely positioned to exceed the expectations of the Fort Pierce Redevelopment Authority (FPRA) by leveraging our extensive experience in providing high-quality, on- demand transportation services. Our proficiency in operating electric vehicle fleets aligns perfectly with the FPRA's vision for sustainable, short-distance transport within its boundaries. Our track record, highlighted by our successful handling of over 9,000 passengers and delivering 5,500 rides with the city of Fort Pierce during the pilot phase, demonstrates our capability and commitment to enhancing urban mobility.

Our approach is not just about connecting areas; it's about enriching the cultural, economic, and social fabric of Fort Pierce. By collaborating with local businesses and cultural hubs, we aim to create a service that not only facilitates movement but also supports economic growth, fosters tourism, and encourages innovation.

Additionally, our experience in working alongside government agencies and securing grants, like the recent FDOT grant, positions us to effectively expand service days, hours, and zones in line with FPRA's goals. Freebee's commitment to operational excellence, community engagement, and sustainable practices makes us the ideal partner to implement, maintain, operate, and market this transformative on-demand microtransit service for the FPRA.

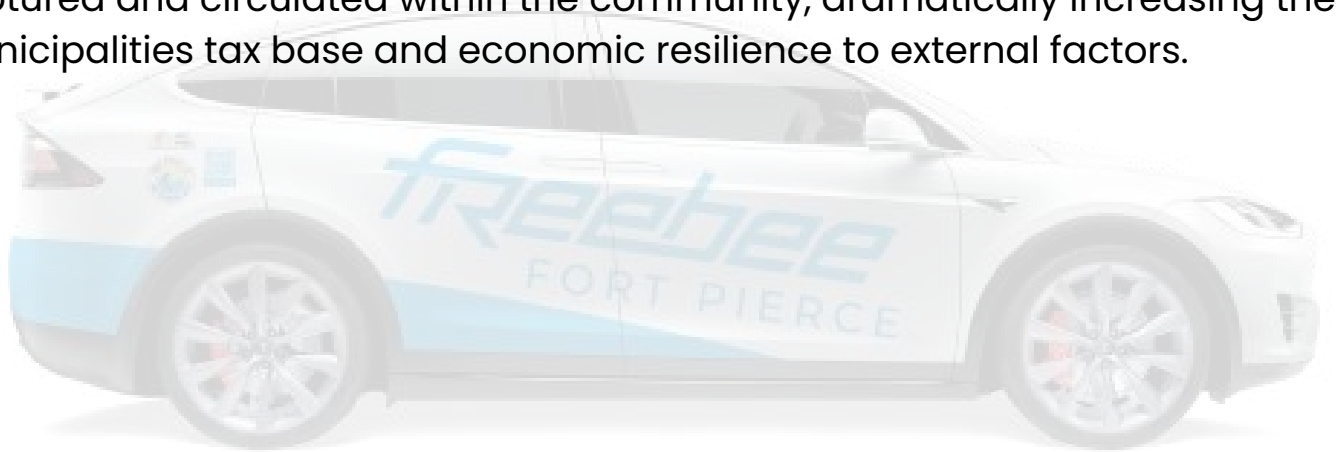
ECONOMIC DEVELOPMENT IMPACT

The most powerful marketing tool Freebee utilizes to market the service and increase ridership is the technique of utilizing the existing Social Capital of the community. Freebee does this by serving as an Economic Resiliency tool for local businesses. Freebees' model naturally helps keep dollars earned with the community to stay in the community by physically increasing foot traffic through their doors and mitigating the habit of ordering delivery from a city over. This internal circulation of economic growth within the municipality boundaries has an estimated compounding effect of multiplying every dollar spent locally by three.

Freebee achieves this technique by utilizing Social Capital by developing partnerships with all the local businesses in the area and providing them with free advertising through the "RideFreebee" mobile app. Each business has the capability to offer our riders exclusive deals and discounts on the platform, which in turn, helps to physically drive traffic back to their locations again. This promotion is free to all local businesses and communicated that it is provided courtesy of the FPRA The Freebee platform provides the same value in promoting public services like parks, farmers' markets, special events like ribbon cuttings, the library, health services, and rapid transit connectivity. This strategy in turn provides a compounding effect by utilizing the marketing influence of all partnering local businesses to promote the Freebee service and increase ridership.

ECONOMIC DEVELOPMENT IMPACT

Freebees strategy and reliability are also instrumental in supporting the cultural behavior change required to increase more dense multi-family opportunities along with residential and commercial occupancy rates while assisting in the mitigation of the loss of economic potential due to a demand for street-level parking. Providing residents with reliable, fun, safe, convenient, and flexible transportation options often increases the availability of job opportunities, educational resources, and other essential services that may otherwise be inaccessible due to the prohibitive cost of automobile ownership or the lack of public transit access. By eliminating or lowering the overall trip cost for commuters and by increasing access and connectivity to existing transit, employment, and amenities, citizens can better meet their needs. This increase in access to essential services enables citizens to become more productive, involved, and civically engaged in their communities while improving their self-determination and economic mobility. The more economic mobility for residents, the higher the rate of non-basic income is captured and circulated within the community, dramatically increasing the municipalities tax base and economic resilience to external factors.



ABILITY TO MEET SCOPE OF WORK SERVICES

Freebee is poised to fulfill the Fort Pierce Redevelopment Authority's requirements for on- demand transportation services with a fleet of Electric Vehicles. All vehicles will comply with federal, state, county, and local safety and mechanical standards and will be maintained by our team to ensure aesthetic suitability for neighborhood shuttle service. Additionally, each vehicle will be equipped with hardware for data collection and GPS tracking. We're ready to operate seven days a week, with service times and boundaries recommended by us and approved by FPRA staff. Our commitment extends to providing an online dashboard for FPRA staff to review monthly performance analytics, including detailed ridership and operation data. Furthermore, we will offer a user-friendly mobile app platform for ride management, featuring live tracking, ride modification options, and availability on both Apple and Android stores, ensuring an efficient and inclusive service for the FPRA community.



Required Forms

Drug Free Workplace Certification

DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that Beefree, LLC. (DBA) Freebee does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employees community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

Proposer's Signature

02/04/2024
Date

Drug Free Workplace RFP No. 2024-019

Non-Collusive Form

NON-COLLUSION AFFIDAVIT FOR PRIME BIDDER

STATE OF Florida

COUNTY OF Miami-Dade

Jason Spiegel, being first duly sworn, deposes and says:

That he is Beefree LLC
(a partner or officer of the firm, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the City of Fort Pierce, of the County of St. Lucie, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Beefree LLC
(Firm Name)

By: Jason Spiegel

Title: Managing Partner

Subscribed and sworn to before me this 6th day of, February 2024.

Notary Public

JAMIE LEE KEREZMAN
Notary Public - State of Florida
Commission # HH 479658
My Comm. Expires Jan 10, 2028
Bonded through National Notary Assn.

My Commission expires: (Seal)

January 10, 2028

Non-Collusion Affidavit RFP No. 2024-019

Public Entity Crimes

PUBLIC ENTITY CRIMES AFFIDAVIT
SWORN STATEMENT UNDER SECTION 287.133(3)(a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted by City of Fort Pierce
(Print name of the public entity).
by Jason Spiegel - CEO
(Print individual's name and title)
for Beefree, LLC. (DBA) Freebee
whose business address is 371 NE 61st St. Miami, FL 33137

(If applicable) its Federal Employer Identification Number (FEIN) is 454659887

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: On the attached sheet). Required as per the IRS Form W-9.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in paragraph 287.133(1)(a), Florida Statutes, means:
   a. A predecessor or successor of a person convicted of a public entity crime: or

   b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima tacie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

Public Crime Entities RFP No. 2024-019

Public Entity Crimes

5. I understand that a "person" as defined in Paragraph 287.133(1)(c), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(Please indicate which statement applies.)**

x _____ Neither the entity submitted this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July I,1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearing and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (**Attach a copy of the final order**)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDEN I1F1ED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 F THE CALENDAR YEAR IN WHICH IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FWRIDA STATUTES, FOR CATEGORY TWO OR ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

_____
(Signature)

02/04/2024
_____
(Date)

Public Crime Entities RFP No. 2024-019

Public Entity Crimes

STATE OF Florida

COUNTY OF Miami Dade

PERSONALLY APPEARED BEFORE ME, the undersigned authority Jason Spiegel
(Name of individual signing)

Who, after first being sworn by me, affixed his/her signature in the space provided above on this 6th day 6 of February, 2024

(NOTARY PUBLIC)

My Commission Expires: January 10, 2028

JAMIE LEE KEREZMAN
Notary Public - State of Florida
Commission # HH 479658
My Comm. Expires Jan 10, 2028
Bonded through National Notary Assn.

Public Entity Crimes RFQ No. 2024-019

Scrutinized Companies Certification

CERTIFICTION REGARDING SCRUTINZED COMPANIES LISTS

Respondent Name: Beefree, LLC. (DBA) Freebee

Respondent's Authorized Representative Name and Title: Jason Spiegel - CEO

Address: 371 NE 61st St.

City: Miami State: FL Zip: 33137

Phone Number: 215.370.5699 Respondent FEIN: 454659887

Email Address: Jason@ridefreebee.com

Section 287.135, Florida Statutes prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of any amount if, at the time of contracting or renewal, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel. Section 287.135, Florida Statutes, also prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of $1,000,000 or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector Lists which were created pursuant to s. 215.473, Florida Statutes.

Certification:

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List. I further certify that the company is not engaged in a boycott of Israel. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

Certification Regarding Scrutinized Companies RFP No. 2024-019

References

THE SUNRISE CITY
FORT PIERCE
Florida
PURCHASING DEPARTMENT

REFERENCES

RFP NO. 2024-019
ON DEMAND TRANSPORTATION SERVICES

Contact Person & Title	Ron Wasson - City Manager
Email Address	rwasson@cityofaventura.com
Phone No.	305-466-8910
Company Name	City of Aventura
Mailing Address	19200 W Country Club Drive
City, State, Zip	Aventura, FL 33180
Type of commercial work contracted	100% Electric, On-Demand Transportation
Contact Person & Title	Dr. Roland Samimy Chief Resilience and Sustainability Officer
Email Address	rsamimy@keybiscayne.fl.gov
Phone No.	305-365-8908
Company Name	Village of Key Biscayne
Mailing Address	8 Crandon Blvd,
City, State, Zip	Key Biscayne, FL 33149
Type of commercial work contracted	100% Electric, On-Demand Transportation
Contact Person & Title	Jessica Vargas - Transportation Planner
Email Address	vargasj@sfrta.fl.gov
Phone No.	954-232-1561
Company Name	South Florida Regional Transportation Authority (Tri-Rail)
Mailing Address	801 NW 33rd St
City, State, Zip	Pompano Beach, FL 33064
Type of commercial work contracted	100% Electric, On-Demand Transportation

References RFP No. 2024-019

W-9 Taxpayer Identification Number

Form **W-9** (Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.

Name (as shown on your income tax return) 1

Business name, if different from above Beefree LLC

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☒ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.) 371 NE 61st St

Requester's name and address (optional)

City, state, and ZIP code Miami, FL 33137

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number 45 : 4659887

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ Date ▶ 2/6/24

General Instructions

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

Purpose of Form

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

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

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

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

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

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

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

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

- The U.S. owner of a disregarded entity and not the entity,

Cat. No. 10231X Form **W-9** (Rev. 10-2007)

W-9 RFP No. 2024-019

Addendum 1

CITY OF FORT PIERCE CHECKLIST

This checklist is provided to assist each Proposer in the preparation of their bid response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline, it is the responsibility of each Proposer to read and comply with the Request for Qualifications in its entirety.

Check "Yes" or "No" to each of the following:

	YES	NO
Is Request for Qualifications cover page (page 1) completed, signed and attached?	X	
Include proof of proper insurance as stated in bid documents.	X	
Are all of the Required forms complete and included?	X	
Is each Addendum (when issued) signed and included?	X	
Have you checked your proposal for proper organization, tabs are correct?	X	
Are you in compliance with the page limitations?	X	
Hard Copy Submissions. Confirmation of one (1) original and one (1) copy on USB Drive.		
Did you submit your proposal electronically?	X	
Have you made sure your corporate address matches your Sunbiz information ?	X	
Are you registered on Demandstar to received addendums	X	
Have all areas of the RFQ forms and related documents been signed off by and authorized agent of the company and / or witnessed / notarized where applicable?	X	

PLEASE SIGN AND RETURN WITH BID _____

Checklist RFQ No. 2024-019

Certificate of Insurance

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 03/28/2023

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

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

PRODUCER	**CONTACT NAME:** Joyce Corp
NEA Insurance Group, LLC	**PHONE (A/C, No, Ext):** (305) 221-2400 **FAX (A/C, No):** (305) 221-2411
8700 W. Flagler St., Suite 401	**E-MAIL ADDRESS:** jcorp@avante-nea.com
Miami FL 33174	**INSURER(S) AFFORDING COVERAGE** / **NAIC #**
INSURED	**INSURER A :** Zurich American Insurance Company 16535
Beefree Holdings Inc: Beefree LLC Dba Freebee 371 NE 61st St Miami, FL 33137	**INSURER B :**
	INSURER C :
	INSURER D :
	INSURER E :
	INSURER F :

COVERAGES **CERTIFICATE NUMBER:** CL2332809046 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:			GLO375996200	03/27/2023	01/01/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 2,000,000 $ 300,000 $ 5,000 $ 2,000,000 $ 4,000,000 $ 4,000,000
A	AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY			BAP375996300	03/27/2023	01/01/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) PIP	$ 1,000,000 $ $ $ $ 10,000
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N ☐ If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC375996100	03/27/2023	01/01/2024	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000

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

Certificate holder is included as additional insured on a primary and non-contributory basis. Waiver of subrogation is included.
30 day notice of cancellation included on all policies. 10 day notice of cancellation for non-payment.

CERTIFICATE HOLDER

Fort Pierce Redevelopment Agency c/o City of Fort Pierce
Attn: Risk Manager
100 N. U.S. Hwy 1
Fort Pierce FL 34954-1480

CANCELLATION

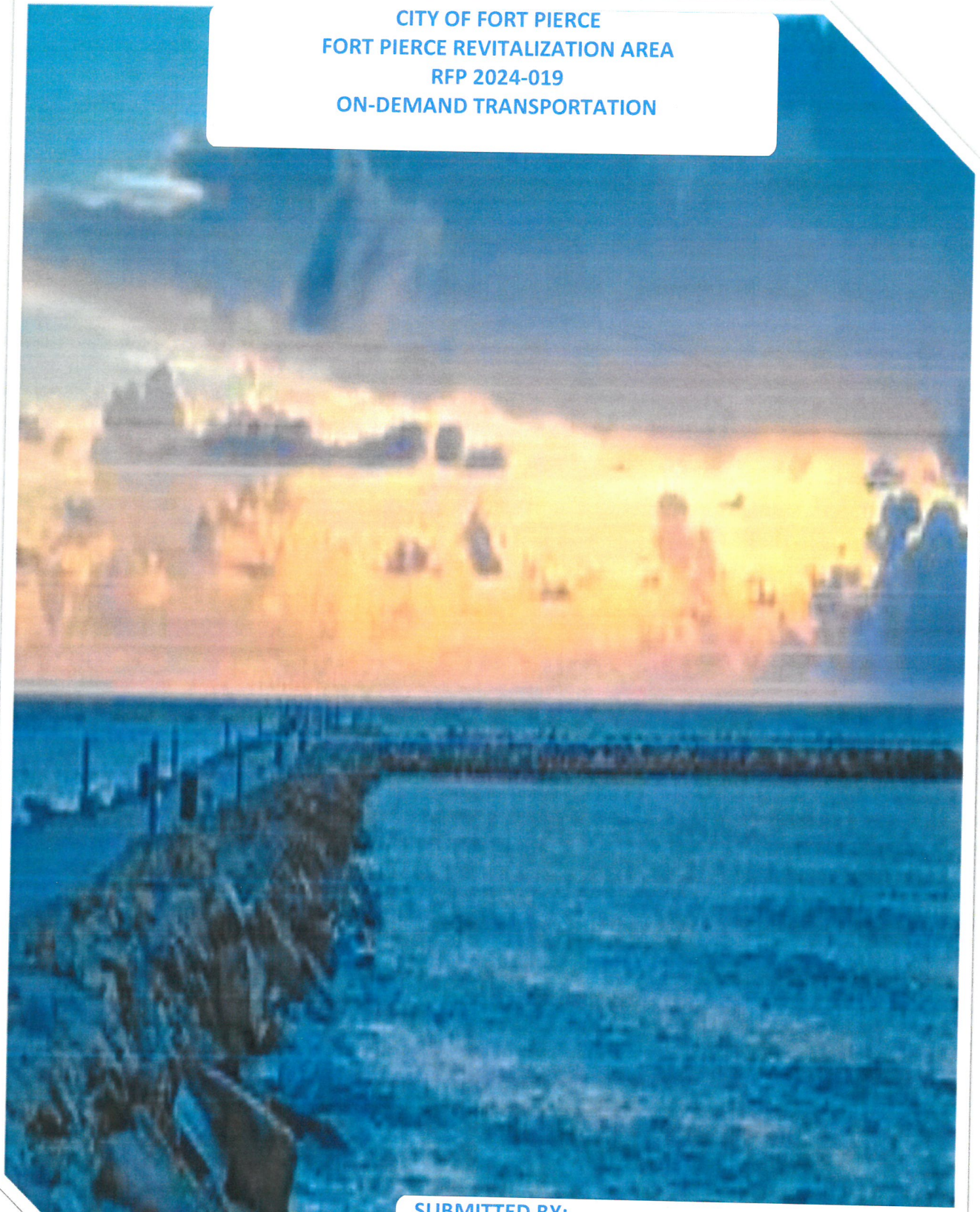
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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CITY OF FORT PIERCE
FORT PIERCE REVITALIZATION AREA
RFP 2024-019
ON-DEMAND TRANSPORTATION



SUBMITTED BY:

COUNCIL ON AGING OF ST. LUCIE, INC.
1505 ORANGE AVENUE
FORT PIERCE, FL 34950

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Letter of Introduction

Company Qualifications and Information

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Cost Proposal

Sample of Invoice

COUNCIL ON AGING OF ST. LUCIE, INC.

1505 ORANGE AVENUE • FT. PIERCE, FL 34950 • PHONE (772) 465-5220 • (772) 465-3929
2501 SW BAYSHORE BLVD. • PORT ST. LUCIE, FL 34984 • OFFICE: 772-336-8608 • FAX: 772-336-3314

February 2, 2024

City of Fort Pierce
Purchasing Division
100 North U.S. Hwy 1, 1st Floor, Room 101
Fort Pierce, FL 34950

Re: RFP 2024-019 On-Demand Transportation Services Letter of Submittal

To the City of Fort Pierce,

Council on Aging of St. Lucie, Inc. (COASL) is proud to submit our Proposal for **RFP 2024-019 On-Demand Transportation Services**.

Our Agency has been serving the needs of the senior citizens of St. Lucie County for 50 years, and through our transportation program, we have been instrumental in the development of the transit system in St. Lucie County. For more than 30 years, we were the contracted provider for the County's transit system. COASL has operated its transportation division, Community Transit, from its Fort Pierce location for more than two decades.

As a local business operation, COASL is familiar with the Fort Pierce Redevelopment Area (FPRA), and we support the initiatives involved in the *Four Point Action Plan* that serves as the foundation for the FPRA. The fourth point of the action plan is ***Connect,*** and it is through connecting the residents to the area that the first three points can continue to foster the redevelopment in the area. For our part, our role as a transportation provider, is to ensure that the residents have access to transportation in the area.

COASL has read the FPRA Redevelopment Plan, and we have thoroughly read the RFP and its Scope of Services as it relates to the Redevelopment Plan. In the event that we are the successful bidder to provide ***on-demand transportation*** for the FPRA, we are committed to compliance with the terms and conditions as set forth in the Request for Proposals, and to work diligently with the City of Fort Pierce toward the goals and objectives of the on-demand transportation project.

As the President/CEO of the organization, I am authorized to represent the organization in any negotiations and to execute any required contracts. My contact information is:

Darrell Drummond, President/CEO
Council on Aging of St. Lucie, Inc.
1505 Orange Avenue
Fort Pierce, FL 34950
772-345-8215
DDrummond@coasl.com

Our single point of contact for the RFP process:

Robert Driscoll, Transit Director/VP
Council on Aging of St. Lucie, Inc./Community Transit
1505 Orange Avenue
Fort Pierce, FL 34950
772-345-8228
RDriscoll@coasl.com

COASL is not-for-profit corporation, incorporated under the laws of the State of Florida in 1973. As indicated above, I am authorized to serve as the organization's representative in contract negotiations and execution. The agency has served the City of Fort Pierce, and the County as a whole, for 50 years, and our mission is to seek, develop, coordinate and administer home and community based programs and services for senior persons of St. Lucie County and adjoining areas. As it relates to this RFP, our mission will be to provide on-demand transportation in the FPRA to all eligible citizens in accordance with the terms of the Agreement with the City of Fort Pierce. We believe that, as a local business operation, we have the best interests of the residents as our primary objective.

The management and staff of Council on Aging of St. Lucie, Inc. appreciate the opportunity as a local business organization to be considered for this project as outlined in RFP#2024-019, and we look forward to the review process.

Sincerely,

Darrell Drummond, President/CEO

COMPANY QUALIFICATIONS, BACKGROUND, & INFORMATION



Council on Aging of St. Lucie, Inc. (COASL) is a nonprofit organization incorporated in 1973. COASL's mission is to provide assistance in delaying premature placement of seniors into long term care facilities. COASL's By-laws were amended in 1991, expanding its mission to encompass transportation for all ages and should there be a need, to provide assistance beyond the St. Lucie County boundaries. As part of the change in By-Laws, COASL agreed to seek funding to enhance transportation capability for residents and visitors of St. Lucie County.

Community Transit (CT), a division of COASL, was created to provide para-transit and fixed route transportation service for all residents and visitors of St. Lucie County. For 30 years, CT was contracted by St. Lucie County (SLC) to provide transit, consulting and grant services. CT operates within St. Lucie County utilizing one (1) central facility located at 1505 Orange Avenue, Fort Pierce. As a result, CT is able to schedule, dispatch and deliver timely service throughout the County within its operating hours of 7:00 A.M. through 5:00 P.M., Monday through Friday, except COASL's holidays.

CT's primary focus is to provide transportation solutions for the residents and visitors of St. Lucie County. In the past, this has included the following services: Fixed route transportation, complementary ADA service, Title IIIB, Transportation Disadvantaged, Rural, Medicaid, Regional, and Contracted transportation. CT also provides community service transportation for special events. Community Transit operates presently operates a fleet of 15 vehicles, and has managed a fleet of nearly 70 vehicles when we were the County's contracted provider.

Community Transit believes that innovation is a key element in the implementation of efficient service, with that goal in mind CT is always looking for the next trends in technology and has implemented either on a pilot test mode or permanently the following technological improvements:

Automatic Vehicle Locators (AVL).
Wi-Fi on selected routes and on the intermodal facility.
Electronic scheduling software (Route Match)
Electronic employee management software (Kronos)
8 camera monitoring system on every bus (Angle Track)
Verizon Push-to-Talk Communication

As a partner with our vendors, CT creates meaningful relations with multiple local organizations in the form of community service by providing transportation to many local events and special occasions, efficiently and on time. These relationships strengthen our reach within the community and are exemplified by the numerous letters of local support received from our partners,

Community Transit is also heavily involved with FPTA (Florida Public Transportation Association) in order to keep up to date with the latest trends and technologies affecting the transit industry state and nationwide. CT's participation in the creation of the Purchasing Consortium for Heavy Duty Buses and the TRIPPS program for the purchase of Para-Transit vehicles, has provided input from the small agencies perspective to influence how the state purchasing is structured to benefit agencies big and small. These connections and interactions with peers from around the State provide CT with a firsthand insight on emerging technologies and their applications to our particular area of operation and geographical needs.

Our experience as the contracted Transit provider for St. Lucie County was in several modes:

Fixed Route System:

A service along specific routes with scheduled arrival times at predetermined bus stop areas. Seven routes (8) are operated by Community Transit.
These routes are connected to each other. Three (3) routes serve the Fort Pierce area, three (3) routes serve the Port St. Lucie area, with one route serving as the main connector between the cities of Fort Pierce and Port Saint Lucie, Route 1 and Route 7 are regional and offer connections to Martin County and Indian River County. An Express route between Fort Pierce and Port St. Lucie began in 2020.

Demand Response:

An origin to destination system where passenger trips are generated by calls from passengers or their agent at least twenty four (24) hours in advance to the Transit Reservationists, who then schedule a vehicle to pick up the passenger. Reservations are accepted up to two weeks in advance. The demand response system is used for several programs based upon an individual's eligibility. The demand response system services all of St. Lucie County.

The following are the programs of the demand response system services:

- ADA system for individuals who cannot access the fixed routeservice due to some disability.
- The Transportation Disadvantaged Program for individuals who are seniors, disabled, or low income individuals that have no other means of transportation nor can afford to pay for private transportation.

The Rural Transportation program is for individuals who live outside the urbanized area, or live in a rural area.

The Hybrid Service is for individuals who qualify for the fixed route system but live more than a ¼ mile walking distance from a fixed route. The demand response system will take them to the nearest fixed route stop.

MICRO-TRANSIT

In 2019, we implemented the first area for the County's microtransit pilot program, which featured the Becker Road to Port St. Lucie Blvd., and the Tradition area. We operated three (3)

minivans in the area. TransLoc was the mobile app provider. COASL worked closely with the County's Transit staff and TransLoc in the implementation and launch of the program. As the contracted provider for the County, our contact was the Transit Manager (now titled the Transit Director. The present Transit Director is Adolfo Covelli, and his contact information is: Telephone 772-462-1798 Email Covellia@stlucieco.org .

Our role in this project was discontinued when COASL was not the successful bidder in the RFP process for the County's Transportation Services in 2020.

COASL's long term commitment to providing transportation services to the residents and visitors of St. Lucie County is one of our primary qualifications. We have a unique perspective on the transportation needs within the Community.

Throughout our tenure as the County's transit provider, we gained the experience in the development and implementation of the modes of transportation. Branding and logo development of the system was an important part of our planning. Mr. Drummond's role on the St. Lucie County Transportation Planning Organization, since its inception, enabled COASL to be a key stakeholder as the transit system grew.

COASL has prepared the grant applications for the funding needs of the transit system, including Section 5307 grants, Section 5309 grants, Section 5310 grants, Section 5311 grants, Section 5339 grants, FDOT Block Grants, FDOT Service Development grants, Transportation Disadvantaged funding, and Commission for the Transportation Disadvantaged Innovative grants.

The microtransit pilot program is a shared mobility program which was slowly expanded as the demand for the service grew, through marketing efforts and public knowledge. COASL's transportation role within the community enables us to manage this Project efficiently and in an effective manner.

Community Transit has been the County's designated transportation provider for disaster evacuation for special needs residents registered with the Emergency Operations Center. As such, transportation has been provided in conjunction with emergency organizations as needed on an immediate response basis. Community Transit provided service for the four (4) hurricanes that impacted St. Lucie County in the last twenty (20) years.

Community Transit provides transportation services in accordance with the provisions of Chapter 341 and 427, Florida Statutes, and Rule 41-2 Florida Administrative Code. Community Transit meets all of the requirements of the American with Disabilities

Act.. CT has a highly trained professional staff dedicated to the successful operation of this efficient and cost effective system.

New employees are required at a minimum a high school diploma, a level two (2) criminal background check and pre-employment substance abuse testing. Safety sensitive employees are part of a random pool for substance abuse testing. All new employees are trained at a minimum in customer service, diversity training, communication skills and emergency evacuation procedures.

Community Transit is an Equal Opportunity Employer with a federally approved Affirmative Action Plan. Community Transit complies with all federal, state and local laws regarding drug, safety, and insurance. Council on Aging's Substance Free Workplace Policy Guide has been certified by the state of Florida and complies with the Federal Transit's Administrations 49 CFR Part 655 & Part 40; F.S. 440.101-121 and Administrative Rules 38F-9.001 through 38F-9.014 of the Department of Labor and Employment Security. Community Transit's System Safety Program Plan, as required by Florida Rule 41-2, Florida Statue Chapter 341.061 and 14.90 F.A.C., has received commendations by FOOT. At the request of COASL's Board of Directors, insurance coverage exceeds the minimum requirements.

Community Transit complies with Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular FTA C 4702.lB and Equal Employment Opportunity Program Guidelines for Grant Recipients Circular UMTA C4704.1. Bid requests and preparation of proposals are made in accordance with Disadvantaged Business Enterprise regulations Department of Transportation Federal Register Rule 49 CFR Part 26. Community Transit's administrative personnel contributed input to the approved State of Florida's Unified Certification Program that is currently in place.

As part of the services provided by COASL, all grant writing and monitoring of transportation grants are accomplished by Community Transit. This includes preparation of Section 5307, 5309, 5310, 5311 Service Development and Transit Corridor grants. Grants are tracked and invoiced with proper documentation and record keeping, preparations of all quarterly reports are submitted in a timely and accurate fashion. The preparation and submittal of an annual National Transit Database Report (NTD) to the Federal Transit Administration (FTA), the reporting of the Annual Operational Report (AOR) to the local Community Transportation Coordinator (CTC), and the successful reviews of the FTA triennial review, Florida Department of Transportation (FDOT) annual and biennial monitoring and the Commission of Transportation Disadvantaged (CTD) biennial review is provided to the County by CT.

In May of 2002, the US Census re-designated the Fort Pierce Urbanized Area to a new Transportation Management Area (TMA) called the Port St. Lucie Urbanized Area creating a population of over 200,000. The Federal Transit Administration (FTA) adopted this new TMA. As a result the Section 5307 Federal Grant, the primary source of funding for transportation operations at that time, could no longer be used for operations. Darrell J. Drummond, President/CEO of COASL, traveled to Washington, D.C. to discuss with legislators the immediate impact the newly created TMA had on transportation. *As* a result of Mr. Drummond's successful efforts, a one year extension of operational flexibility was granted to Section 5307 Grantees who fell under the same circumstances. This extension allowed for Local Governments to establish a mechanism that would fund transportation in the future. With the continual efforts of Mr. Drummond's participation in the 100 Bus Coalition, the flexibility to use 5307 funds for operations under SAFTEA-LU continued. The current legislation, MAP-21, continued the flexibility as of the result of the efforts of the 100 Bus Coalition for systems that had under 100 peak fixed route buses.

In the economic downturn of the economy, when property values fell significantly and transit systems were trying to survive by cutting services drastically, CT was able to sustain the system with a small service cut (closing 1 hour during lunch) during a non-peak time. This service cut was only implemented for 9 months and full service was put back into place.

Over the three decades of service to St. Lucie County, Community Transit has been able to put programs into place as a result of committees formed by CT. As an organization Community Transit helped establish a committee that groups together transit providers from Indian River, Martin and St. Lucie counties and the Workforce Development Board. As a result of that committee the Employment Transportation program evolved to supply after hour employment transportation service to individuals meeting the 125% of poverty level. From that same committee, the US 1 regional route was created with FDOT's assistance. This committee evolved into the Treasure Coast Transit Meeting where not only the providers, but the Counties, the MPOs and South Florida Commuter Service all get together on a quarterly basis to discuss transit coordination. Presently, the committee is working on continuing the connection with Indian River and St. Lucie County.

CT participates in all transit related studies and reviews. Transit is represented on the Transportation Planning Organization (TPO), Treasure Coast Transportation Committee (TCTC), 100 Bus Coalition, Technical Advisory Committee (TAC) to the TPO, the Local Coordinating Board (LCB), the Transit Development Plan Committee, the Transportation Disadvantaged Service Plan Committee and Transportation Coordination Network (TCN).

CT has an excellent working relationship with the City of Port St. Lucie Planning and Engineering departments, the City of Fort Pierce Planning departments, the Transportation Planning Organization and the South Florida Commuter Services on various transit projects.

Saint Lucie County applied for and was awarded a Grant to provide free of charge transportation for residents of Saint Lucie. This temporary program had the objective of creating public awareness of the public transportation system. The implementation and success of the program is another example of the capacity CT has to plan and implement new programs for the benefit of the public. The implementation of the fare free program has generated a substantial increase in ridership. The success of this program led the County to continue its fare free program

Council on Aging of St. Lucie, Inc. is overseen by Darrell J. Drummond, President/CEO. Mr. Drummond has an extensive background in government and private enterprise. Mr. Drummond's long-term experience and extensive knowledge in the area of management and comprehensive planning. In addition, Mr. Drummond has a long term relationship with the local business community and the state and local governmental bodies. Mr. Drummond served on the County's Technical Advisory Committee for the Transportation Planning Organization (TPO) for six (6) years prior to serving as a voting member of the TPO for the last thirty (30) years. The TPO is the governing body for all surface transportation planning decisions for the County and reviews all transit elements for compliance with comprehensive plans and development. Mr. Drummond is the longest standing member of this organization.

Our Management Team is discussed in further detail in "Tab 2- Management Plan". As evidenced by our history, our experience, and our commitment to the needs of the residents that utilize our services, Community Transit is uniquely qualified to oversee the operation and advancement of the On-Demand Transportation program for the Fort Pierce Redevelopment Area.

EXPERIENCE

Community Transit provides transportation services in accordance with the provisions of Chapter 341 and 427, Florida Statutes, and Rule 41-2 Florida Administrative Code. Community Transit meets all of the requirements of the Americans with Disabilities Act.

Community Transit is an Equal Opportunity Employer with a closely monitored Affirmative Action Plan. Community Transit complies with Title VI Dependent Guidelines for Federal Transit Administration Recipients Circular FTA C 4702.1A and Equal Employment Opportunity

Program Guidelines for Grant Recipients Circular UMTA C4704.1. Bid requests and preparation of proposals are made in accordance with Disadvantaged Business Enterprise regulations in accordance with Department of Transportation Federal Register Rule 49 CFR Part 26. Community Transit's administrative personnel contributed input to the approved State of Florida's Unified Certification Program.

Community Transit complies with all federal, state and local laws regarding drug, safety, insurance and disadvantaged business enterprise. Council on Aging's Substance Free Workplace Policy Guide has been certified by the state of Florida and complies with the Federal Transit's Administrations 49 CFR Part 655 & Part 40; F.S. 440.101-121 and Administrative Rules 38F-9.001 through 38F-9.014 of the Department of Labor and Employment Security. In 2007, the Federal Transit Administration performed a Drug and Alcohol Compliance review with excellent results. FTA laid the work of COASL in ensuring public safety in this program. Community Transit's System Safety Program Plan, as required by Florida Rule 41-2, Florida Statue Chapter 341.061 and 14.90 F.A.C., has received commendations by FDOT. In its last Bus Transit System Safety and Security Review by the Florida Department of Transportation, Community Transit received compliments on how its transit system and maintenance program are properly run. At the request of COASL's Board of Directors (attached in Section 8), insurance coverage exceeds the minimum requirements (attached in Section 3).

The following comprehensive policies and procedures, developed, adopted and implemented by Community Transit, are available for review upon request.

System Safety Program Plan (highlighted in Tab 2 Management Plan- Standard Operating Procedures.
Community Transit Safety Certification
COASL Personnel Policies and Procedures
COASL Substance Free Workplace Policy Guide
COASL ADA Plan
COASL Title VI Plan
COASL DBE Plan

As a not-for-profit corporation in the State of Florida, COASL does not qualify to be certified in the MBWE program. Thus it is important to note that our management team and our Board of Directors are comprised of both women and minorities.

COASL complies with all FTA and FDOT requirements, and is a Drug-Free Workplace.

REFERENCES

(1) Adolfo Covelli, Transit Director
St. Lucie Board of County Commissioners
2300 Virginia Avenue
Fort Pierce, FL 34982
772-462-1798
covellia@stlucieco.org

(2) Chris Stephenson, Director of Transportation
Senior Resource Association, Inc.
4385 43rd Avenue
Vero Beach, FL 32967
772-469-3151
cstephenson@sramail.org

(3) Terissa Aronson, President/CEO
St. Lucie Chamber of Commerce
2580 Rhode Island Avenue
Fort Pierce, FL 34947
772-595-9999 ext. 314
director@stluciechamber.orf

PRICING PLAN

Our pricing plan for the On-Demand Transportation project is based upon the service hours, defined as the hours the vehicle is available for use for this project. Based upon the proposed hours of operation for four (4) vehicles, the annual service hours would be approximately 15,392.

Year 1	$39.75/service hour
Year 2	$41.69/service hour
Year 3	$43.72/service hour
Year 4	$45.86/service hour
Year 5	$48.10/service hour

The City of Fort Pierce/FPRA will be invoiced each month for the service provided in the prior month; Terms Net 30 days. A sample invoice is included in this section.

COASL will offer a 2.5% discount for quarterly billing in advance.

COUNCIL on AGING of ST. LUCIE, INC.
1505 ORANGE AVENUE
FORT PIERCE, FL 34950
772-464-7433
FEIN 59-1474012

MM/DD/YYYY

INVOICE #_____

Billed To:
City of Fort Pierce- Finance Department
100 North US #1
Fort Pierce, FL 3950
(invoice to be sent as directed in Purchase Order0

SAMPLE INVOICE

SERVICES PROVIDED	# Hrs	RATE	AMOUNT
On Demand Transportation			
Purchase Order # _____			
(FPRA Brand) Vehicle 1	320.00	$39.75	$12,720.00
(FPRA Brand) Vehicle 2	315.00	$39.75	$12,521.25
(FPRA Brand) Vehicle 3	320.00	$39.75	$12,720.00
(FPRA Brand) Vehicle 4	312.50	$39.75	$12,421.88
Service MM/DD/YYYY to MM/DD/YYYY			
Contact Information: Robert Driscoll, Transit Director/VP 772-345-8228 or 772-579-9799 (cellphone)			
PLEASE REMIT IMMEDIATELY. THANK YOU.			
13			
		Total	$50,383.13

Tab 2 Management Plan



Team Structure

Standard Operating Procedures

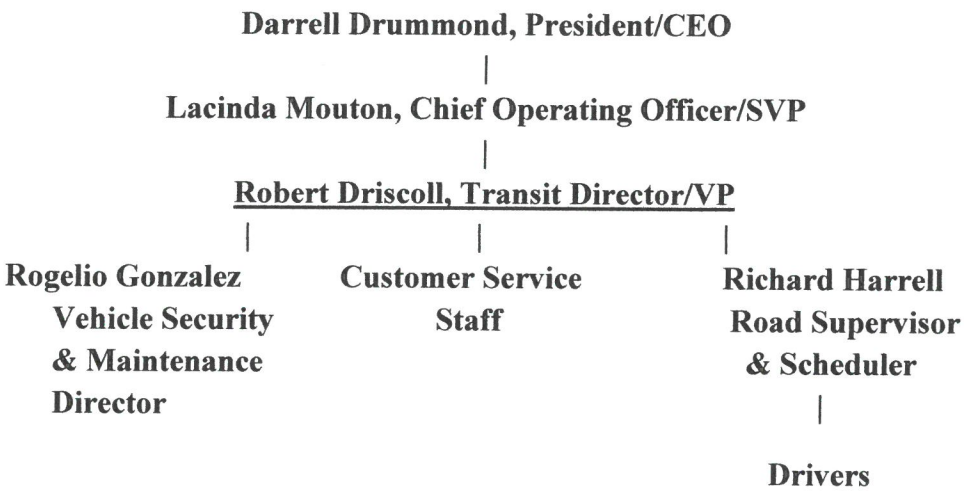
Timeline

Marketing Strategy

Customer Service Complaints Plan

Management Team Structure

COASL's Organization Chart as is relates to this Project:



COASL's Organizational Chart for the entire Agency is included in the Appendix.

Darrell Drummond is the President/CEO of Council on Aging of St. Lucie, Inc. The agency provides senior programs for elders within the County, with approximately 50 employees. He oversees an annual budget of $6.1 million. Mr. Drummond is a graduate of the University of Florida with a Bachelor of Science degree in Business Administration. He has worked with COASL for twenty-eight (28) years, during which time he has overseen the development of the Transit system for St. Lucie County. He is the Past President of the Community Care for the Elderly Coalition of Florida and St. Lucie County Chamber of Commerce. In addition to serving on the Fort Pierce Utilities Authority Board for ten years, Mr. Drummond served as a City Commissioner for the City of Fort Pierce for ten years. Gov. Jeb Bush appointed him to the serve on the Committee for a Sustainable Treasure Coast, representing seniors and transportation. He has served on the St. Lucie County Transportation Planning Organization continuously for 35 years.

Lacinda Mouton is the Chief Operating Officer for COASL. Having joined the agency in 2010, she oversees all aspects of the organization's finance, including the development and management of budgets and preparations of financial statements. In her role as COO, Lacinda oversees the daily operations of the agency's programs, including Meals on Wheels and Community Transit. With a Bachelor of Science in Accounting from Florida Metropolitan University and a MBA in Accounting from Everest University, she has over 15 years of accounting in the private, public, and nonprofit sectors. Most recently, she has served as a volunteer for United Way's Citizen Review Panels for SLC BOCC Funding.

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Robert Driscoll is the Transit Director for COASL's Community Transit. Robert has more than 35 years of experience in transportation logistics. Since joining COASL 7 years ago, he has overseen the management of the transit accounting and budget process, transit planning, and grant management. Robert holds a Bachelor of Business Administration from Florida Atlantic University, a MBA in Organization Management from New York Institute of Technology, and a law degree from Nova Southeastern Shepard Broad Law School. He presently sits on the St. Lucie County TPO's Technical Advisory Committee, St. Lucie County TPO's Local Coordinating Board, and as an alternate for the TPO Board. As the Transit Director, Robert will have the primary responsibility for the day-to-day management and operation of this Project.

Rogelio Gonzalez has been with COASL for twenty-nine (29) years, and presently serves as our Vehicle Maintenance and Security Director. He attended Stetson University. In this role, Roje is responsible for all aspects of the fleet's maintenance and the training of all drivers. He is the responsible for administering the Drug Free Workplace testing, accident investigations, and for assisting in our compliance reporting for the 5310 Grant program, the annual National Transit Database report, and the Annual Operating report for the Commission for the Transportation Disadvantaged. Roje provides support in the daily operations. During his time with COASL, Roje has served on numerous committees and boards, including the LCB, TAC, LMS, EOC, and the Chamber of Commerce. As a resident of St. Lucie County for more than 50 years, he is a member of St. Mark's Catholic Church, was a swimming coach for the Special Olympics, and is the President of the Fort Pierce Sportfishing Club.

Richard Harrell is the Road Supervisor and Scheduler. Richard oversees the drivers and their daily assignments. Prior to joining COASL, Richard's career has included heavy duty equipment operations, including major dredging projects in St. Lucie County, South Florida, and the Bahamas. Richard began at COASL as a driver, working his way to Evening Road Supervisor, and then his present role.

COASL's Customer Service staff and Drivers are thoroughly trained in accordance with our System Safety Program Plan (SSPP) and Standard Operating Procedures. Most of our staff has a minimum of 10 years of service with COASL.

At the time of the execution of an Agreement between City of Fort Pierce and Council on Aging of St. Lucie, Inc., a contact list will be provided for operational questions and concerns. The list will include office telephone numbers, mobile phone numbers, and emails.

TRAINING PLAN

COASL trains its drivers in accordance with the requirements and standards of the Federal Transit Administration and the Florida Department of Transportation.

In conjunction with HR, Rogelio Gonzalez, as the Director of Vehicle Security and Maintenance, is responsible for the training of the drivers,. All drivers will be trained in the following areas:

Accident & Incident Training

ADA Training

Assault Awareness Training

Civil Rights Training

Curbing Transit Operator Distracted Driver Training

Disability Awareness Training

Hazardous Awareness Training

Hurricane Preparedness Training

Passenger Assistance Training

Physical & Mental Awareness Training

Security Training

SSPP Training

Substance Abuse Awareness Training

Universal Precautions & Infectious Disease Training

Wheelchair Awareness Training

Drivers will be trained in the operation of the vehicle dispatch system and in communication management.

Drivers will be trained in the operation of electric vehicles.

Our drivers will be properly uniformed and groomed, in compliance with the RFP requirements.

A full outline of our safety policies and procedures can be found in the attached *Standard Operating Procedures,* which are a part of our System Safety Program Plan (SSPP).

STANDARD OPERATING PROCEDURES

The policies and procedures that are contained herein are a part of ***System Safety Program Plan (SSPP)*** for the Council on Aging of St. Lucie, Inc. The SSPP is updated and reviewed as a part of FDOT's Triennial Review process.

TOTAL QUALITY SERVICE PROGRAM (TQS)

Building Quality Service The quality process is a never ending journey as Council on Aging of St. Lucie, Inc/ Community Transit strives to fulfill even more demanding and expanding passenger needs and deal with decreased funding, tougher competition, and changing technology. The goal of Community Transit is to help all employees understand the basic concepts of quality service in a transit system, how it relates to the overall transportation operation, and to identify their individual role in building quality service.

Training Keeping up with passengers' expectations involves a continuous evaluation of the skills of employees. To ensure a Total Quality Service program, a comprehensive training program in quality service of employee roles, problems, and successes is scheduled throughout the year with emphasis placed on knowledge of the transportation operation, knowledge of the operation's service, understanding the passenger, identifying the needs of the passenger, and sensitivity training.

Knowledge of the Transportation Operation Each Community Transit employee is trained and expected to know how the transportation system works so that passengers can be guided to the appropriate staff member who can meet their needs. When delivering a service, passenger satisfaction is the ultimate goal.

Knowledge of the Operation's Service All Community Transit employees' are expected to be fully knowledgeable of the services, fare, rules, account codes, times, routes, and schedules provided.

Understanding the Passenger Customer relations is an important part of the operation. Satisfied passengers are crucial to the success of the transportation operation. Total Quality Service is learned - not inherited, and employees are trained to recognize that every passenger needs to be treated in a courteous and respectful manner. Management staff of Community Transit must not only set objectives, but participate actively in the quality improvement process.

Identifying the Needs of the Passenger The best approach is to prevent problems before they arise, rather than fixing them afterwards. Community Transit's training strategy is to ensure the team member is well-trained in operations, how the total system functions, and focus on the needs of transit users to prevent potential problems.

Example of what our passengers need:

Timely Service
Receive Help or Assistance
Feel Important
Be Recognized
Feel Comfortable

Sensitivity Training Every transportation operation team member must be aware of and be sensitive to the needs of passengers. All Community Transit employees, are required to attend training on this subject to ensure that their attitudes are appropriate for dealing with the passengers.

.

PERSONNEL POLICIES AND PROCEDURES

COASL personnel policies and procedures are distributed to all staff at time of hire. Should there be updates or changes to the policies and procedures, staff receives a copy at the time of the approved change.

SUBSTANCE-FREE WORKPLACE POLICY AND PROGRAM

COASL's Substance Abuse Policy is distributed to all transit staff annually. Staff signs off that they received the policy and it is filed with Human Resources. COASL provides an annual 60 minute Drug Abuse Awareness training as a requirement of Section 655.14(b)(1) for covered employees. Also, Training for Supervisors in Reasonable Suspicion Determination as required 49 CFR Part 655.14 (b)(2).

PRE-EMPLOYMENT/MEDICAL EXAMINATIONS/RANDOM/ACCIDENT TESTING PROGRAM

An applicant for a driver's position is required at the time of submitting the application of employment to submit a copy of his/her driver's license (CDL with a "P" endorsement), as well as a current MVR. MVR's are required every six months thereafter.

All applications for employment being considered for hire will have references verified.

All applicants will be required to take a substance abuse test with a verified result prior to hiring. Any candidate with verified positive results will be denied employment. Level 2 criminal background checks will also be required.

As a condition of employment, all Drivers will be required to pass a FDOT (FMCSA form MCSA-5875) physical examination; a chiropractor is NOT permitted to complete the form for Public-Sector Bus Drivers. A copy of the physical exam will be placed in each Driver's personnel file. Every two years or less if required by a physician, an FDOT (FMCSA form MCSA-5875) physical exam will be required and a chiropractor is NOT permitted to complete the form. In addition a four hour Basic Driver Improvement course sponsored by the Sunshine Safety Council, Inc. must be completed to meet the pre-employment requirements.

All safety-sensitive employees will be subject to random drug and alcohol testing. At least twenty-five percent of those employees will be subject to drug testing each year, and at least ten percent of those employees will be subject to alcohol testing each year.

All safety-sensitive employees involved in certain mass transit accidents will be tested for the presence of drugs and alcohol. These accidents include those which involve a death, bodily injury resulting in immediate medical treatment away from the scene of the accident, or disabling damage to one or more vehicles as the result of the accident requiring the vehicle(s) to be transported away from the scene by a tow truck or other vehicle. For all other accidents, COASL reserves the right to require drug and alcohol testing at the discretion of the Transit Director or President/CEO under company authority.

TRAINING/REPORTING/ DOCUMENTATION

Upon hire, the driver/reservationist is introduced to all components of the system through attendance at an orientation session. In-depth details of operations and maintenance are thoroughly outlined and a copy of the System Safety Program Plan Guide is provided to each employee. New employees are introduced to safety procedures, equipment, and preventive maintenance practices. Appropriate training of transit staff assures safe and professional delivery of service. Community Transit employees are among the most well-trained in the transit industry.

In addition to required pre-service training, staff is required to attend two hours of monthly in-service classroom training to meet the guidelines of the SSPP. In-service training subjects are documented on a signed training sheet. Open discussion is a major part of the monthly training sessions, the monthly training includes but is not limited to:

- Bus transit system safety and operational policies and procedures
- Operational bus and equipment inspections
- Bus equipment familiarization
- Basic operations and maneuvering
- Specific instructions to the bus driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards
- Boarding and alighting passengers
- Handling of emergencies and security threats
- Security & threat awareness
- Driving conditions

Employees are encouraged to come up with ideas and suggestions for preventing accidents and minimizing hazards with which they are familiar. A suggestion box is also available at the main office to receive suggestions from Community Transit's employees at any time.

All employees are repeatedly instructed on the safe and proper operation of company vehicles and equipment, Universal Precautions Procedures, Passenger Assistance, Disability Awareness, Wheelchair Awareness and Securement, Substance Abuse Awareness, Physical and Mental Awareness, Security, and Accident/Incident procedures.

Throughout the Driver's employment, various supervisors will observe and evaluate driving skills and general performance as a Community Transit Driver. Driver monitoring is an on-going activity.

INSUBORDINATION

No industry in the private or public sector can operate efficiently without management and supervision of policies, rules, and regulations, Failure of any employee to comply with or respond to orders or instructions constitutes insubordination. Insubordination encompasses, but is not limited to, verbal actions, ignoring orders, hand motions, etc. Refer to COASL's Personnel Policies for other examples of insubordination and the ramifications of such.

APPEARANCE STANDARDS

Professional appearance must be maintained at all times while wearing the Community Transit uniform. Uniforms shall not be worn for any other purpose, or at any other time, except to and from work, and on the job. When in uniform, Drivers/Reservationists/Dispatchers/Road Supervisors are not to be engaged in unauthorized activities, or seen at inappropriate locations, including but not limited to, taverns and liquor stores. Community Transit Drivers/Reservationists/Dispatchers/Road Supervisors are issued regulation uniforms by an authorized vendor. At the discretion of the Transit Director, Drivers/Reservationists/Dispatchers/Road Supervisors may not be allowed to work if uniform standards are not maintained.

1. Shirts - Short sleeve polo shirts provided by an authorized vendor. Shirt tails are to be worn inside the trousers. Shirts need to be worn as intended.

2. Trouser - Trousers provided by an authorized vendor; may be short or long. All pants with belt loops must be worn with black or brown belt. Culottes or skirts (below knee-length) in navy blue is also acceptable.

3. Shoes - Must tie or buckle on; no slip-ons, backless shoes, sandals, flip-flops or thongs. Socks are required.

4. Jackets are acceptable.

5. Sweatshirts of any kind are not permitted.

6. No perfume or aftershave. (Passengers may be sensitive or become nauseous.)

7. All employees are required to wear proper underclothing.

8. Photo identification issued by Community Transit must be worn face up on the shirt pocket or around the neck. Identification must be visible and readable.

9. Hair, sideburns, mustaches, and beards must be clean, combed, and neatly trimmed.

10. The wearing of headbands or scarves is prohibited.

Appearance standards are necessary to ensure that all employees maintain the highest appearance level representing Council on Aging of St. Lucie, Inc./Community Transit.

DRESS FOR NON-UNIFORMED TRANSIT PERSONNEL

Consistent with the professional image portrayed by our uniformed Drivers, Reservationists, Dispatchers and Road Supervisors all non-uniformed operations personnel (Administration and Mangers) will report for duty in appropriate business attire.

OPERATIONAL REQUIREMENTS

1. Buses, vans, and vehicles shall be equipped in compliance with applicable Federal Motor Vehicle Safety Standards (Title 49 CFR Part 571) and the State of Florida Uniform Traffic Control Laws (Chapter 316, Florida Statutes).

2. Buses, vans and vehicles shall be operated by the Driver in compliance with applicable traffic regulation, ordinances and laws.

3. Customers will be treated in a professional, courteous and friendly manner at all times by Transit staff.

4. All Transit staff must wear and properly display the identification badge assigned to them.

5. Reservationists will receive and input trip reservations into the computer. Reservationists will assure that the information in the master file is correct and the time and destination of the reservation is entered correctly. Reservationists will accept trip reservations up to two weeks in advance.

6. The scheduler will schedule the next day's trips to the driver's runs.

7. A valid Florida CDL with a "P" endorsement license must be in the Driver's possession at all times while in uniform or transporting for Community Transit. Drivers will hold a CDL of Class B or above, appropriate for the vehicle classification they are required to drive. Driver's must also carry their FDOT (FMCSA form) Physical card. Human Resource Department shall have a copy of the Driver's valid license and FDOT physical in their personnel file. Several of our vehicles can be operated by drivers with a Class "E" license. However, they are still required to meet the DOT medical requirements.

8. Drivers cannot drive more than 12 hours in a 24-hour period or drive after having been on duty for 16 hours in a 24 hours period. A driver will not be permitted to drive again until a minimum of 8 consecutive hours of off-duty have been fulfilled.

9. A driver cannot drive more than 72 hours in any period of 7 consecutive calendar days. A driver shall be required to have 24 hours off duty before returning to duty.

10. A driver is permitted to drive more than the regulated hours under a disaster, security threat, accident or emergency.

11. Drivers cannot drive if his/her ability is impaired /by fatigue, illness, or medication, making it unsafe for the driver to continue to drive.

12. A daily pre-trip inspection of the Driver's assigned vehicle will be performed by the Driver prior to starting their run. Any defects must be written on the pre-trip form and reported to the supervisor. If the supervisor determines the bus is unsafe to operate, the bus will be taken off the road and a new bus assigned. Pretrips will be completed properly and turned in at the end of the Driver's shift.

13. Pre-trips will be reviewed by the Transit Vehicle Maintenance Director and repaired/maintained accordingly. Pre-trips will be kept on file for 3 months.

14. All emergency exit doors must be operable and unlocked during passenger operations.

15. Any Driver operating a Community Transit vehicle must be secured by a seatbelt while driving the vehicle.

16. Demand Response passengers must be secured by a seat belt while in transit. Before departing, Drivers are to check to make sure passengers are secure. Should a passenger refuse to secure their seatbelt or be secured, the Driver is to call Dispatch for instructions.

17. All demand response passengers under the age of five or under forty-five pounds must be secured in a child restraint system (car seat) while in transit.

18. All Transit staff must be friendly, professional and courteous in dealing with passengers. Staff is to safely assist and be sensitive to the special needs of each of their passengers.

19. Drivers must demonstrate ability to operate lift devices and securement systems properly.

20. No passengers shall be allowed to stand in a demand response bus while in transit.

21. Passengers shall not be permitted in the stepwells or occupy an area forward of the standing line while the vehicle is in motion.

22. Demand Response Drivers will not put their vehicle in motion when passengers are still standing.

23. Vehicles shall not be left unattended in an unsafe condition with passengers aboard; nor shall drivers leave their vehicle unattended for more than 15 minutes. The parking brake device must be properly set at any time the bus is left unattended.

24. Vehicles should never be refueled in a closed building. The fueling of vehicles, when passengers are on board, shall be reduced to the absolute minimum and permission must be granted by the Supervisor.

25. Some transit vehicles require DEF fluid. Drivers shall fill up the vehicle's DEF tank according to the instructions given by their supervisor.

26. Drivers shall display the proper reflective lights and warning devices upon being disabled on the highway. Do not leave your vehicle unless instructed by the Supervisor or Management.

27. To ensure adequate transportation service to the community throughout the normal workday, lunch breaks for Demand Response Drivers are scheduled at random at the discretion of the Dispatcher. The lunch break is defined as a specific (assigned by the Dispatcher) period of time in which the vehicle is removed from availability of productive service. Drivers may use the company vehicle for lunch as long as they stay within a three (3) mile radius of the area where the Driver last performed service. Lunch breaks are not intended to shorten the work day and may not be taken in lieu of working a full day. The dispatcher and drivers are mutually responsible for identifying the appropriate time slot.

28. Drivers must stop at all railroad crossings and open their doors to verify that a train is not coming.

29. At the end of the Driver's shift, he/she will clean their vehicles, log off of the MDT and properly secure the vehicle.

30. To maximize personnel for the purpose of ensuring that the telephones are answered expeditiously all support personnel will "stagger" their lunch breaks.

31. A Bus with any passenger door in the open position will not be operated with passengers on board.

32. The passenger doors will not be opened until the bus is stopped.

33. A bus with any inoperable passenger door will not be operated with passengers aboard, except to move a bus to a safe location.

34. During darkness, interior lighting and lighting in step wells on buses shall be sufficient for passengers to enter and exit safely.

WIRELESS COMMUNICATION PLAN

RADIO COMMUNICATIONS:

Council on Aging of St. Lucie Inc. Wireless Communications Policy

"Wireless communication device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers). "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes. "Use of a wireless communication device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; to execute a computational function, or to perform any other function that is not necessary for the health or safety of the person and that entails the risk of distracting the employee from a safety-critical task. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

Council on Aging of St. Lucie Inc. requires all drivers to fully comply with the following wireless communication policies –

Policies on the use of a personal wireless communication device:

- **The use of a personal wireless communication device is prohibited while the transit vehicle is in motion.**
- All personal wireless communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
- In an emergency, if a driver is unable to use the radio (e.g., driver is separated from the vehicle due to a need to evacuate, or the radio is inoperable because it is beyond the radio coverage area, or other malfunction), a personal cellular phone may be used to contact the agency. In such situation the driver must park the vehicle in a safe place off the road and call the direct line to the dispatcher.
- Drivers are not permitted to use any wireless communication device issued by the bus transit system while the transit vehicle is in motion except brief radio communications with the dispatcher. If the driver must use the radio for a long duration, he/she must stop the vehicle in a safe place off the road.
- The use of a wireless communication device is prohibited while loading or unloading a wheelchair patron or while conducting any other safety related duty that require the driver's undivided attention. If wireless communication is necessary, the driver will use a company issued wireless communication device before or upon completion of the safety related task.
- Employees are permitted to use wireless communication devices issued by the bus transit system in the following situations, but the transit vehicle MUST not be in motion -
    - A driver needing to communicate with the dispatcher and vise-versa.
    - A driver requesting medical or emergency assistance.
    - A driver reporting an illegal activity, a traffic accident, a road hazard, or a safety or security threat.

Council on Aging of St. Lucie Inc. requires all employees to follow the radio operating procedures included within this policy. In addition, Council on Aging of St. Lucie, Inc. has developed a driver educational training and testing program on the proper use of a wireless communications device while in the performance of safety related duties and hazards associated with driving and utilizing these devices.

All employees who utilize Community Transit vehicles and support staff must have knowledge of the two-way radio system, procedures, and "10" code.

1. Stay in contact with the Dispatcher/Road Supervisor via the two-way radio. Always get an acknowledgment.

2. Perform a radio check at the start of your shift.

3. Use your radio to report trouble or delays.

4. Consider that passengers can also hear your radio conversation.

5. If your radio fails, contact the Dispatcher/Road Supervisor by telephone.

6. **Do not** use the radio for personal business or unnecessary conversation.

7. **Do not** discuss controversial issues over the radio.

8. **Do not** transmit any obscene, indecent, or profane language by radio.

9. **Do not** argue with the Dispatcher/Road Supervisor over the radio.

10. Passengers are not permitted to use the radio.

11. Abuse or misuse of the communications network will result in disciplinary action.

12. Vehicle two-way radios are never to be turned off or the volume turned down at any time during normal operations.

13. The Dispatcher/Road Supervisor will have overall responsibility for the radio network in his/her respective zone.

ROUTE MATCH MOBILE:

All employees who utilize Community Transit vehicles will have knowledge of how to use the tablets installed in the vehicles to retrieve their manifests, receive and send text messages to dispatch/Road Supervisor and to use the navigation system if necessary. The following is the tablet procedures:

1. At the start of the driver's shift, the driver will log into the tablet by entering the user ID and PIN provided by dispatch. The user ID and PIN will be the same. The driver will enter the vehicle's odometer reading and verify it is correct. The driver will than tap Login. The driver will manually perform the pretrip on the vehicle.

2. The driver's manifest will load automatically. The driver will select Start Route before leaving the garage, tap perform, tap execute and check the odometer reading matches the vehicle, update if necessary. Tap send to start the route and return to the manifest.

3. If the driver has a run on the manifest they will select run, tap perform, tap execute, check the odometer reading matches the vehicle and update if necessary. Tap send to start the run and return to the manifest.

4. When picking up a customer, tap arrive and tap execute. The stop text turns red indicating that the driver has arrived and the stop if ready for departure.

5. When the customer is on board, tap Depart or No Show. The departure item is auto-selected. **Note:** If you select No Show for a pickup, it cancels and clears the trip's drop off. 2. If No Show, select a reason.

6. If Depart, tap Execute, select a payment type, and tap Select. To collect a fare at the dropoff, tap Defer.

7. Fill out the Departure Data Screen. Follow the prompts. Tap send.

8. After you have processed all of the pickups and drop-offs for the run, select the stop run item, tap perform, tap execute, check the odometer reading matches the vehicle and update if necessary. Tap send.

9. To end a route, select stop route, tap perform, tap execute and tap next. Only end a route if you are at the garage.

10. To log out of RMMobile, tap the info tab. A menu appears, tap exit. This will log you out of the application.

11. The driver will use the tablet only when the vehicle is not in motion.

12. Drivers are not to login prior to their assigned shift unless authorized by a Supervisor.

MUSIC RADIOS:

1. Music radios, other than two-way radios, must not be on at any time passengers are on board.

2. Drivers may listen to music radios as long as passengers are not on board the bus.

PERSONAL ELECTRONIC EQUIPMENT:
In general, drivers are not permitted to use personal cellular phones during their shifts, except during scheduled breaks. In an emergency, if an employee is unable to use the radio (e.g. he is separated from the vehicle due to a need to evacuate or the radio is inoperable due to lack of coverage or other malfunction), a personal cellular phone may be used to contact the agency. The direct line to the dispatcher should be used for this purpose.

At no time may a driver use the cell phone while driving the vehicle. All personal wireless communication devices must be turned off with any earpieces removed from the driver's ear while in the bus.

TRAINING:

Drivers will be trained on the proper use of two way radios, AVL system and music radios. A training will also be conducted indicating the hazards associated with the use of personal electronic equipment, particularly cell phones.

SCHEDULING OF DRIVERS/RESERVATIONISTS/CUSTOMER SERVICE REPS

Normal business operation of COASL Community Transit is 7:00 a.m. to 6:00 p.m.. Community Transit employees are required to be flexible in start times and finish times in order to give maximum coverage of services to the community.

The supervisor will schedule Community Transit employee's start and finish times. All scheduling must have final approval of the Transit Director.

Should available funding levels or agency service agreements decline, resulting in a reduction of program service hours, layoffs, or shorter work shift, schedules will be assigned based on productivity, the past work history of each employee, and compliance with COASL's Personnel Policies.

LEAVE FROM WORK

1. Reporting to work on time is essential to a transit system that functions under a time schedule and necessitates timeliness. Due to the fact that each individual is responsible for the daily delivery of a pre-coordinated schedule, an unscheduled absentee results in a negative impact on other's duties, the general public, and on all pre-scheduled delivery of service. Therefore, it is essential for employees to use prudence to avoid sick time and tardiness.

2. All employees who are ill and unable to report for work must notify their immediate supervisor at least one hour prior to their report time. If this is not done the absence will be charged to leave without pay. Messages left on answering machines, text messages and emails are not sufficient notice. Upon the employee's immediate return, the employee is required to submit to their supervisor a leave request for approval. If an employee is out for 3 days or more, a physician's certificate, stating the reason of illness, and giving clearance to

return to work is required. A physician's certificate may be required at the discretion of the President/CEO or Human Resource Director for less than 3 days sick. Should an employee call out sick prior to or immediately following a holiday, the employee must submit a doctor's note for the day(s) of absence in order to get paid for the holiday.

3. Any preplanned medical appointments must receive approval from the supervisor, Transit Road Operations Director and the Transit Director via a leave request form prior to the appointment.

4. The period in which vacation may be taken and the number of employees who may request vacation at the same time will be determined by the supervisor, Transit Road Operations Director and the Transit Director to ensure adequate manpower is available to service the transit needs of the community. A leave request must be submitted and approved by the supervisor, Transit Road Operations Director and Transit Director prior to taking any vacation. Vacation of one week or more must be scheduled at least two (2) weeks in advance and approved by the supervisor, Transit Road Operations Director and Transit Director.

ATTENDANCE

Employment is a matter of mutual agreement between each employee and Council on Aging of St. Lucie, Inc.. Regular and prompt attendance is required of all employees to insure that Community Transit can maintain its high quality of service.

If an employee knows in advance that it will be necessary to be absent from work, prior written approval (leave request form) is required and approved by the employee's supervisor, Transit Road Operations Director and Transit Director.

KNOWLEDGE OF ROUTES. SCHEDULES AND ST. LUCIE COUNTY DEMOGRAPICS

1. All Transit staff are expected to be familiar with the street system of the areas that we service. If a Driver is assigned a route other than the one he/she presently has, he/she is responsible for learning the route before he/she drives it.

2. All Drivers are expected to have full knowledge of the Treasure Coast road system.

3. The Dispatcher/Road Supervisor, under direction of the Transit Road Operations Director, will have full charge of route assignments.

DRIVER'S RESPONSIBILITIES

1. A valid Florida CDL with a "P" endorsement license and your FDOT (FMCSA form) physical card must be in your possession at all times while in uniform or transporting for

Community Transit. A driver will not be permitted to drive a Community Transit vehicle if his/her license is suspended, cancelled or revoked or if their FDOT physical has expired.

2. Any Driver receiving a traffic violation, notice of license suspension, cancellation, revocation or arrested must report such action to his/her supervisor immediately.

3. Drivers must obey all Florida Traffic regulations, ordinances and laws.

4. All property issued to the individual employee for the performance of his/her duties shall remain the property of COASL and shall be surrendered upon request or replaced by the employee in the event of damage or loss. Loss of or damage to any COASL property must be immediately reported by the employee to his/her supervisor.

5. Photo identification must be displayed properly at all times.

6. All Drivers must carry a watch that keeps accurate time and is of such size that is easily readable.

7. All uniforms must be clean, neatly pressed, and in good repair.

8. All Drivers must take the vehicle that is assigned to him/her by the Dispatcher/Road Supervisor.

9. Driver must be familiar with the 10-code for communication on the two way radio.

10. Each Driver must check the vehicle radio by calling into base at the start of their shift. Driver's must identify if their fuel cards/keys, vehicle registration, insurance cards and FDOT letter are in the vehicle.

11. At the start of their assigned shift, Drivers must login and arrive their MDT. Drivers are not to login prior to their assigned shift unless authorized by a Supervisor. When leaving the parking area, Drivers must perform the MDT. During their route, Drivers must arrive and perform accurately the information required on the MDT for that day. Upon ending their shift, Drivers must log out of the MDT.

12. Each Driver will perform a pre-trip inspection on their assigned vehicle, daily, prior to operation to ascertain that all parts are in good condition and safe working order.

13. If any defect or malfunction is noted during the pre-trip inspection, the driver must notify the Dispatcher/Road Supervisor immediately and write down on the pre-trip. The Dispatcher/Road Supervisor will instruct the Driver on how to handle the defect or malfunction.

14. All pre-trip reports must be turned in daily and checked by the Transit Vehicle Maintenance and Security Director.

15. Drivers must be friendly, professional and courteous in dealing with passengers. Drivers must safely assist and be sensitive to the special needs of each of their passengers.

16. Demand Response Drivers must be sure passengers are safely inside the ground-floor threshold of their homes or the ground-floor lobby of their destinations.

17. Drivers must provide the community with the very best on-time transportation possible.

18. Drivers must observe schedules and time points and follow logical sequences for pick-up and drop-off of passengers.

19. Drivers must inform every passenger boarding the vehicle of the required fare if applicable.

20. Demand Response Drivers must be aware that passengers have scheduled times to arrive at their destinations and must depart on time. Not adhering to time schedules reflects poorly on you as a driver and Community Transit. Listed below are a few examples of schedule violations:

    a. Unnecessarily leaving the parking area late.
    b. Unnecessary or unauthorized layovers at passengers' homes and drop-off points.
    c. Failure to arrange your route properly before leaving the parking area.
    d. Not advising Dispatcher when experiencing a delay that might cause tardy pick-up/drop-off times.
    e. Failure to report vehicle defects before leaving parking area that could result in vehicle or equipment breakdown while on your route, i.e. running out of gas.

21. Unauthorized deviation or detouring from an assigned route is prohibited except when directed by the Dispatcher/Road Supervisor or Management. Drivers are to provide transportation to and from passenger appointments/stops and are not permitted to make passenger requested stops unless authorized

22. When a Driver falls behind schedule to the extent that the route service will be disrupted, the Driver must notify the Dispatcher/Road Supervisor for instructions and state the reason for such delay.

23. All Drivers must pay particular attention when pulling onto any road shoulder to ensure the ground is hard enough to support the weight of the vehicle.

24. Driver's must know the maximum height clearance required by the assigned vehicle to insure safe passage through specific over- hang structures.

25. **DRIVERS SHOULD TAKE CARE NOT TO PUT THEMSELVES IN A POSITION WHERE BACKING THE VEHICLE BECOMES NECESSARY.** However, when the occasion arises, a Driver will back a vehicle only with the aid of a

transit supervisor, a police officer, or another Community Transit employee, unless otherwise instructed to do so by the Dispatcher/Road Supervisor.

26. After transporting passengers to scheduled appointments, Demand Response Drivers will inform the Dispatcher, of availability and request further instructions.

27. Notify the Dispatcher/Road Supervisor when you exit the vehicle for any reason and upon returning to the vehicle. Permission to leave the vehicle must be granted by the Dispatcher/Road Supervisor.

28. Notify the Dispatcher/Road Supervisor immediately of any emergencies or incidents and fill out and submit the appropriate forms before the end of the day.

29. Vehicles shall not be left unattended for a period longer than five minutes with passengers aboard.

30. Demand Response Drivers must report to Dispatch and indicate on the tablet any cancellations or no shows.

31. Demand Response Drivers must complete the top of their manifests, put in their fuel and submit by the end of the day.

32. Drivers must properly fuel their assigned vehicles for transport for the next day.

33. All Drivers are responsible for the interior cleaning of the vehicle to which they are assigned. Sweeping, interior window cleaning, wiping down the sides of the bus, and trash removal from vehicle and deposited in a proper trash receptacle should be completed daily.

03-18 TIME CARDS

Time records of hours worked are the source material for payment by Council on Aging of St. Lucie, Inc. for work performed by all non exempt employees. Each employee is responsible for the time evaluation of their own individual time card. Times are maintained on the Kronos Time Management System, and all employees will be assigned login information.

Time Clock Employees:

Recording of any time on another employee's time card, or falsifying or altering any time card shall be cause for disciplinary action up to and including termination.

1. Clock-in at daily report time.

2. Clock-out and in for lunch.

3. Clock-out at the end of your assigned shift.

4. Should you need to leave for part of the day with Supervisor's authorization, you will need to clock-out than clock-in when you return.

5. Employees are not to clock in prior to their assigned shift or clock out later than their shift unless authorized by a supervisor.

Drivers:

1. Radio check in at the beginning of your shift. Login in to your tablet and arrive. Mark the tablet time on your timesheet the time you began your shift.
2. Radio your supervisor when you are taking lunch and indicate on tablet. Mark the tablet time on your timesheet the beginning of your lunch.
3. Radio your supervisor when you return from lunch and indicate on the tablet. Mark the tablet time on your timesheet the end of your lunch.
4. Should you need to leave for part of the day with Supervisor's authorization, you will need to mark-out in Other column on your timesheet when you leave and mark-in in Other column when you return on your timesheet.
5. The radio check, tablet login and timesheet should reflect the same times.
6. Demand Response Drivers will keep their timesheet for their records. If the tablet fails, the Supervisor will request the Driver's timesheet.
7. Timesheet must be handed in Thursday, after your shift is over.
8. Finance will create a timesheet for the Driver's signature based on the tablet time the Driver inputted.
9. Drivers are not to log in prior to their assigned shift or log out later than their assigned shift, unless authorized by a supervisor.

All Employees:

1. Verify your hours and submit your timecard/sheet.

2. It is your responsibility to assure that all leave requests have been submitted and approved by the supervisor at the time you are signing your timecard/sheet.

3. Personnel will be paid only for those hours reported on the timecard/sheet.

4. Supervisor's must approve missing entries or changes to the timecard/sheet.

5. Your time card and leave requests are official records of Council on Aging of St. Lucie, Inc and as such are the property of Council on Aging of St. Lucie Inc.

PASSENGER RELATIONS

Passenger relations can be extremely difficult and trying at times. Using appropriate passenger relation skills will definitely make your job much easier.

The Driver/Reservationist is the front-line representative of Community Transit; you are the person who meets and greets the passengers. Your daily conduct may have either a positive or a negative effect on the riding public's perception of transportation. In order to achieve our goals, Drivers/Reservationists should always display professionalism while carrying out their daily duties, as well as in reacting to unusual situations that require special care.

Passengers interpret moods and negative attitudes as acts of rudeness or discourtesy. Try to avoid any act that may be regarded as rudeness or discourtesy. If a Driver has a passenger who is being argumentative, politely advise him/her to call the transit office for a solution to his/her problem. If a Reservationist encounters an unruly passenger, put that passenger on hold and refer them to another reservationist. If the passenger continues with his/her inappropriate behavior, refer him/her to the Transit Road Operations Director. All Transit personnel must conduct themselves in a professional manner. Never involve yourself in any gossip, off-color conversation, or jokes. Confidentiality must be maintained at all times.

1. Disputes With Passengers: Avoid disputes, no matter what the provocation. In a tense situation, your first statement will influence the attitude of the passenger. Make it as cheerful and courteous as possible.

2. Disputes Between Passengers: If disputes between passengers arise, try to solve the problem as diplomatically as possible during the initial stages. If the problem persists, pull the vehicle to a stop in a safe area and call the Dispatcher/Road Supervisor for assistance. Drivers are not to attempt to enforce rules.

3. Intoxicated Passengers: Visually intoxicated passengers' are prohibited from boarding the vehicle. Patience and good judgment in dealing with them is most important - contact the Dispatcher/Road Supervisor, who will lend, or send, assistance.

4. Complaints: If a passenger brings a complaint to you, refer him/her to the Transit Road Operations Director. If the passenger asks you to identify yourself, show him/her your photo identification badge.

5. Smoking: Smoking is prohibited on Community Transit vehicles and inside facilities. If a passenger smokes while on your vehicle, remind him/her politely of the law. If he/she continues to smoke, call the Dispatcher/Road Supervisor for assistance.

6. Eating and Drinking: Passengers are not allowed to consume food or beverages on the Vehicle.

7. Conversation: While the vehicle is in motion, Drivers should confine conversations to answering questions, giving directions, and extending professional courtesies.

8. Demand Response Family Members or Personal Friends: Family members or personal friends are not allowed to ride in the vehicle unless they are listed on the daily manifest and transported to a specific Destination. Reservationists need to verify at the time of accepting the reservation if any family members will be traveling with the passenger especially children.

9. All passengers must be listed by name on the demand response daily manifest or add-on sheet of each Driver. You may not provide transportation to anyone without obtaining permission from the Dispatcher.

10. Information: Drivers should carry an adequate supply of Transit brochures and distribute them upon request. If the passenger should need additional information, politely suggest that he/she call the Transit office.

SAFETY MANAGEMENT PLAN

ON-GOING SAFETY PROGRAM/RESPONSIBILITY/RULES

Community Transit management's function is to promote and support safe practices throughout the department.

Community Transit management will analyze, develop, and implement safe practice policies and procedures for the transit department operation and ensure personnel functions involve developing and supporting sound, safe standards for employee hiring, training, and performance evaluation.

1. Internal Procedures: financially protect the agency against accidental losses; protect the safety of employees, passengers, and the general public; effect maximum control of losses; operate the internal safety program with maximum efficiency and effectiveness; and assign high priority to safety training expenses in the budget process.

2. Identify, Analyze, and Measure Specific Risks, Hazards, and Perils.

3. Make a Decision to: avoid or drop an element of service that creates burdensome exposure to loss; reduce the number of opportunities for a given risk to occur and control by reducing the frequency and severity of accident occurrence.

4. Develop and Implement Foresight and Hindsight Techniques: evaluate the personnel, hardware, software and operation of the system. Foresight Techniques: employee selection, testing, training, and evaluation; vehicle design; preventive maintenance; facility safety; and routing and scheduling. Hindsight Techniques: accident investigation safety and accident review (determine the cause); determine likelihood of occurrence; evaluate accidents, incidents, and failures; compare to hazards; and monitor for unexpected results.

Accident Negligence Safe driving is no accident. All accidents are caused by some degree of negligence on the part of one or both drivers. An accident can be prevented by the employment of defensive driving in which the driver, has been trained and repeatedly instructed.

Vehicle Negligence Due to the extreme importance of having a vehicle perform at its peak

capacity in efficiency, cleanliness, and safety, Community Transit places a great responsibility for the proper care of the vehicle on the Driver. All Drivers will be instructed on the proper operation and function of all vehicles. Consequently, any negligence demonstrated in any manner will be cause for disciplinary action.

Reckless Driving Community Transit Drivers are expected to obey all Florida traffic laws. It shall be the responsibility of the Driver to devote full attention to the safe, smooth, and efficient operation of the equipment and to avoid discomfort or inconvenience to the passengers. Any Driver who operates an assigned vehicle in any manner other than a safe, normal manner shall be considered reckless and subject to disciplinary action up to and including termination.

Other Related Neglects of Duty While the intent of this manual is to be of an informative nature, it by no means can be construed to contain or cover every conceivable situation that may arise on the property, vehicle, or related areas of service. **It does, however, imply that any omitted or unmentioned situation that is not in the best interest of COASL, other employees, or the general public shall be considered a violation and subject to disciplinary action up to and including termination.**

04-02 WHEELCHAIR BOARDING AND RESTRAINT SYSTEM

All public and private transit drivers must transport all persons using wheelchairs or other mobility aids in common use (ADA Sections 37.165 and 37.167).

1. Dealing with wheelchair passengers:
    a. Respect the chair .
    b. Offer assistance.
    c. Talk directly to the person using the wheelchair, not to a third party.
    d. Be courteous and sensitive; do not embarrass a passenger or cause him/her to lose his/her dignity.

1. Demand Response wheelchair boarding from home or building to vehicle:
    a. Again, talk to the person using the wheelchair.
    b. Provide assistance from just inside the threshold of the passenger's home.
    c. There should be no reason for a Community Transit Driver to enter a passenger's home.

2. Demand Response wheelchair boarding from vehicle to facility, building, or destination:
    a. Provide assistance from the Community Transit vehicle to the reception area, lobby, or first floor of the building or facility.
    b. Drivers must not physically lift the wheelchair with the passenger occupying the chair.
    c. If the destination is not equipped with an accessible wheelchair ramp, notify Dispatch for instructions.

The Americans with Disabilities Act of 1990 (ADA) sets guidelines for accessibility to buildings and facilities by individuals with disabilities. All areas of public buildings and facilities are required to be accessible.

Community Transit will transport all wheelchair passengers if their wheelchairs fit on the lift and the passenger and wheelchair does not exceed the weight limit of the lift.

ADA 3.5 Definition Accessible Route: a continuous unobstructed path connecting all accessible elements and spaces of a building or facility. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, or ramps.

WHEELCHAIR LIFT OPERATION
ADA Sections 37.165 and 37.167

1. Drivers must know how to operate accessibility equipment.

2. Drivers must park the vehicle to be accessible for lift usage.

3. Vehicle wheelchair lift MUST be facing the curb.

4. Wheelchair lifts should be deployed on level ground.

5. Drivers must arrange the wheelchair with the passenger on the lift, secure all wheelchair brakes, and operate the lift. The wheelchair should be facing away from the vehicle on the lift to distribute the weight on the lift properly.

6. When the lift is in the raised position level to the bus floor, the wheelchair may be rolled into the vehicle.

7. Drivers are responsible for securing the wheelchair with passenger at securement tie-downs located within the vehicle so that movement of the wheelchair is not possible while the vehicle is in motion.

8. Wheelchair passengers shall be secured by restraining belts including lap belt and shoulder harness. Drivers shall assure that wheelchair passengers are properly secured in the appropriate securement system whenever the vehicle is in motion.

9. In the event a wheelchair cannot be secured or restrained, the Driver will recommend to the passenger to transfer to a seat if this is possible. Should the passenger be unable or unwilling to transfer to a seat, the Driver will explain to the passenger the safety concerns of transporting the wheelchair and passenger unsecured. A wheelchair passenger on the demand response bus must be secured or they cannot ride. If the passenger on the fixed route bus still wants the transportation, the Driver will transport the wheelchair and passenger unsecured.

10. In the event of inclement weather and with the approval of the Transit Director, the Dispatcher/Road Supervisor will notify the Driver that the lift is not deemed safe to operate.

11. Drivers are not permitted to ride the wheelchair lift with Standees unless the Driver feels that by the Standee riding alone, it may cause an unsafe environment for the Standee.

AMERICANS WITH DISABILITIES MANAGEMENT SAFETY SERVICE PROVISION

Community Transit management will determine and develop what training elements staff needs to comply with the Americans with Disabilities Act as it relates to the provision of transit service. Objectives include:

1. Identifying the services requirements for passengers with disabilities.
2. Developing strategies to share this information with staff.
3. Explaining the ADA transportation requirements to transit staff.
4. Determining transit staff training needs.

This SSPP describes the functions and responsibilities that shall be implemented and maintained to achieve a high level of employee and public safety at the Community Transit division of Council on Aging of St. Lucie, Inc. The SSPP shall be a means of improving communications, documentation, and coordination within the entire system and to reduce injuries, property damage, and delays in service. The SSPP shall apply to all areas of Community Transit's policies and procedures.

Community Transit's management will implement and maintain a preventive maintenance program.

1. An SSPP has been developed in accordance with Rule Chapter 14.90, and is updated annually.

2. Safety inspections are performed annually on all equipment pursuant to Rule Chapter 14.90. Community Transit shall suspend system operation, or any portion thereof, that poses an immediate danger to public safety.

ADA TRANSIT PERSONNEL TRAINING

The following training program is designed by Community Transit to help each employee learn about the duties, responsibilities, and attitudes necessary for employees in our system:

1. Include ADA rules in Driver orientation;
2. Operation of lift device and securement system;
3. Operation of Florida Relay System;
4. Lift maintenance and reporting procedure;
5. Interaction with people with various disabilities;
6. Passenger assistance;
7. ADA transportation requirements;
8. Disability attitudinal awareness.

Community Transit's vehicles are accessible to passengers with disabilities. Each vehicle is equipped with a wheelchair lift, slip-resistant floors, handrails throughout and illuminated steps and doorways. Community Transit also uses the Florida Relay System for hearing-impaired callers.

PUBLIC/CLIENT SAFETY AND CARE

The System Safety Program Plan will be reviewed annually and updated as needed. Each supervisor will be responsible for his/her area of day-to-day safe activities. Community Transit's SSPP will concern people (employees, passengers contractors, and others), property, and system function. The SSPP will consist of, but not be limited to, the following issues:

1. **Safety:** the freedom from danger;
2. **Hazard:** any real or potential condition that can cause injury or death or damage to (or loss of) equipment or property;
3. **Unsafe Conditions or Acts:** any condition or act which endangers human life or property;
4. **Accident:** an unforeseen event or occurrence which results in injury or damage.

Americans with Disabilities Act As the public transit provider for St. Lucie County, Community Transit is required to comply with the Americans with Disabilities Act of 1990 in the provision of transportation services. *Service: Sections 37.165 and 37.167* All public and private transit operators must transport all persons using wheelchairs or other mobility aids in common use. *Personnel Training: Section 37.173* All public and private transit operators of fixed-route and demand-responsive transit systems must provide training to every employee who is involved in service delivery to persons with disabilities. Training must be to proficiency, and appropriate to employee duties, so that they assist and treat passengers with disabilities in a respectful and courteous manner. Example: Drivers must demonstrate ability to operate lift devices and securement systems properly. *Lift Maintenance: Section 37.163* All public transit operators or their contractors must have a program for regular and frequent checks of lifts. Accessible equipment installed on buses shall meet the requirements set forth in Title 49 Code of Federal Regulations, Transportation for Individuals with Disabilities, Part 38, Subpart A and Subpart B.

Customer Service and Care Everyone involved in a transit system is responsible for quality service. Likewise, everyone employed by Community Transit is expected to be committed and involved in the improvement process. Management of Community Transit is committed to providing quality customer service from the moment the telephone call is answered to primary issues of service, such as on time-performance, safety, vehicle and uniform cleanliness, passenger assistance, recognition of special needs, responsiveness, quality controls, cost efficiency, and building a team of well-trained system reservation representatives, who are agency, community, and service oriented. These representatives will be trained to:

1. Create a better understanding of the meaning of customer service;
2. Discover how words can make the difference between a satisfied passenger and unsatisfied passenger;

3. Establish the difference between empathy, the acknowledgment of another person's state, and sympathy, the identification with another person's emotions;
4. Satisfy upset passengers;
5. Develop standards of customer service, for example: length of time to process a trip reservation, number of times the phone rings before it is answered, and number of call transfers to answer a customer's question;
6. Provide quality customer service;
7. Build an effective customer retention program.

PASSENGER ASSISTANCE
:

1. Drivers will assist passengers ground floor, door-to-door when requested.

2. Driver Assistance Door-to-Door: The Driver will assist all passengers needing assistance from the threshold of their homes to a secured seating position on the vehicle. There should be no reason for a Community Transit Driver to use an elevator or enter an extended hallway or home.

3. Assisting Passengers: Some passengers may need assistance in boarding or disembarking. Drivers should offer their assistance to any passenger who appears to be in need of help.

4. Wheelchair Assistance: The Driver will assist passengers with wheelchairs from just inside the threshold of the passenger's home to the reception area, lobby, or first floor of the destination.

5. Drivers are not allowed to lift wheelchairs with occupants. Passenger homes and destination facilities must have a wheelchair ramp.

6. Parcels: Drivers may need to assist passengers with parcels on occasion. Drivers are not permitted to lift parcels that weigh more than ten (10) pounds. Assistance is just to the passenger's residence threshold. Drivers are not permitted to enter the passenger's residence. Unmentioned items should be evaluated prior to boarding, and the Driver must use good judgment in determining what is reasonable.

1. Community Transit permits individuals with disabilities who do not use wheelchairs, including standees, to use a vehicle's wheelchair lift or ramp to enter the vehicle. (ADA Sections 37.165 and 37.167).

2. Service animals are permitted to accompany individuals with disabilities in Community Transit vehicles. (ADA Sections 37.165 and 37.167). Only dogs are considered service

animals. If it is not event to you that the dog is a service animal you may only ask the disabled individual these two questions:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

3. Passengers are permitted to travel with respirators or portable oxygen devices. (ADA Sections 37.165 and 37.167).

4. Drivers must secure the wheelchair or other mobility aid in common use. (ADA Sections 37.165 and 37.167).

5. Passengers using wheelchairs or other mobility aids in common use must use securement positions. Community Transit will not transport a passenger using a wheelchair if the wheelchair or other mobility aid has to be parked in the aisle or if it obstructs the passage of others. (ADA Sections 37.165 and 37.167)

MANAGEMENT'S SAFETY TESTS AND OBJECTIVES

Safety must be a top priority concern of all Community Transit employees. Each employee's health and safety, as well as the health and safety of each of our customers, is of the utmost importance to Community Transit.

The overall goal of Community Transit is to provide transportation services in a safe, reliable manner and to give guidance in the application of operating, technical, and management techniques and principles to the safety aspects of transportation to reduce hazards and the costs associated with hazards to the lowest level possible.

1. The objectives for attaining the safest operating conditions and environments include, but are not limited to:
   a. direct the development of the SSPP;
   b. require daily pre-trip written bus safety inspections by all drivers;
   c. identify unsafe conditions;
   d. estimate the cost to eliminate or control hazards;
   e. estimate losses as a result of the hazard;
   f. determine or estimate the cost savings or benefits as a result of eliminating or controlling the hazards;
   g. establish driver training and testing to safely operate each available type of vehicle;
   h. establish driver training for operation of special equipment;
   i. establish a substance-free workplace.

2. These objectives shall be applied to an overall commitment to safety as documented in this SSPP.

3. The entire department will be involved in promoting a safe operating environment by dissemination of safety information and in the decision-making process of safety issues.

4. Recordkeeping information will be overseen, which will support by documentation that Community Transit is in compliance with all federal, state, and local statutes and rules.

5. The use of good common sense will be an important safety rule for staff to follow.

EMERGENCY/CONTINGENCY PLANS

St. Lucie County is subject to a variety of hazards. Possible hazards that may occur are listed below:

- **VANDALISM/GRAFFITI**
- **THEFT/BURGLARIES**
- **ASSAULT/WORKPLACE VIOLENCE**
- **DISRUPTIVE BEHAVIOR**
- **TRESPASSING**
- **FLOODS**
- **WINDSTORMS/HURRICANES**
- **TORNADOES**
- **THUNDERSTORMS**
- **WILDFIRE**
- **TERRORISM**
- **ACTS OF EXTREME VIOLENCE**
- **HOSTAGE SITUATION**
- **RIOT**
- **NATIONAL EMERGENCY**
- **WEAPONS OF MASS DESTRUCTION**
- **HAZARDOUS MATERIALS ACCIDENTS**
- **RADIOLOGICAL EMERGENCIES**
- **NATURAL GAS/PETROLEUM**
- **ELECTRICAL TRANSMISSION POWER**
- **SHORTAGES/OUTAGES**
- **ENERGY/FOOD SHORTAGES**
- **WATER SHORTAGES**
- **EVACUATIONS THROUGH SERVICE AREA**

Under normal circumstances, Community Transit has the capability to react effectively to property crimes and other minor day-to-day issues by using internal personnel and local law enforcement agencies. It is assumed that outside assistance will be available for most security events. Community Transit will be called on to support responses to specific major, community-wide emergencies. These are detailed in the St. Lucie County Emergency Response Plan and are limited to the following:

- Fare-free transport of St. Lucie County's registered special needs individuals to special needs shelters in the case of a hurricane, and the activation of the St. Lucie County Emergency Response Plan.
- Loan of Community Transit's vehicles to St. Lucie County Fire Department upon request during a major emergency.

ACCIDENT/INCIDENT ACTIONS AND REPORTING

Accident and Incident Reporting Procedures for Drivers The following information provides a standard procedure for addressing and responding to an accident or incident involving any passenger or vehicle belonging to Community Transit. A motor vehicle traffic accident is any damage to property or personal injury caused by the motion of the Community Transit vehicle or another vehicle. An incident is an unusual occurrence that does not fall under the definition of an accident, that may threaten the safety and well being of the driver, passengers and/or agency.

Due to the high degree of risk associated with public conveyance vehicles, it is absolutely imperative that Drivers protect themselves and COASL by conscientiously reporting any accident or incident in or around the Community Transit vehicle or facility. It is also equally important to obtain some corroboration in observation, presence, or witnesses from all available passengers or persons near the vehicle. Drivers should not take it upon themselves to judge the nature or seriousness of accidents/incidents. Failure to report any such situation will result in disciplinary action up to and including termination.

THE FOLLOWING PROCEDURES APPLY TO **ALL DRIVERS** FOR ALL ACCIDENTS/INCIDENTS WITH OR WITHOUT PASSENGERS ON BOARD:

1. STAY CALM.

2. Secure the bus in a safe manner by shutting it down and activating four way flashers. If safe, set out reflective triangles. Notify the Dispatcher/Road Supervisor of the nature of the accident/incident and the location. The Dispatcher/Road Supervisor will notify the proper authorities.

3. Establish passenger safety first. Check the degree of injuries to passengers and occupants of any other vehicles and notify the Dispatcher/Road Supervisor. Trained medical personnel will be dispatched to the location.

4. Be extremely courteous: never ask "Are you hurt?", rather say, "Are you all right?", or "Can I help you?"

5. Radio for a supervisor to come to the accident site to assist.

6. Aid the injured, but do not move seriously injured passengers. Make the person as comfortable as possible and let experienced medical aid take charge.

7. Evacuate the vehicle if necessary.

8. Do not move the vehicle unless instructed by police or management.

9. Once you have responded to the accident by following the procedures described above, it will be necessary to obtain certain information to protect Community Transit. While waiting for the police to arrive, obtain the names of all passengers and get names, addresses and phone numbers of other people who may have seen the accident. Gather all information necessary for a detailed accident report. Be courteous! If there are no injuries and passengers do not require medical attention, have these passengers sign a medical waiver form.

10. Obtain and exchange insurance information.

11. Cooperate with the Transit supervisor and police at the scene, and do not leave until released.

12. Depending on the severity of the accident, the Driver may be required to undergo drug and alcohol testing.

13. Do not talk to anyone about the accident except police or Transit supervisors.

14. Do not blame others or take the blame for the accident.

15. Answer questions asked by officials, but do not volunteer any information.

16. Do not make any statements to the press or to bystanders.

17. Any Driver contacted by a representative from any insurance company must refer the insurance company to the Transit Vehicle Maintenance & Security Director.

18. A detailed report must be submitted within twenty-four hours of the accident/incident. The accident/incident report is an official COASL document. It must be completed as accurately and thoroughly as possible by the Driver involved. The Driver's signature confirms agreement with the entire contents.

19. Failure to disclose all information accurately and completely may result in disciplinary action up to and including termination.

Accident Procedures for Radio Dispatchers/Road Supervisor When notified of an accident/incident involving a Community Transit Driver and/or vehicle, the Dispatcher/Road Supervisor will immediately notify the Transit Road Operations Director, the Transit Vehicle Maintenance and Security Director who will notify the Human Resource Director and the Transit Director who will notify the President/CEO.

THE FOLLOWING PROCEDURES APPLY TO ALL ACCIDENTS/INCIDENTS WITH OR WITHOUT PASSENGERS ON BOARD:

1. Clear the air for emergency procedures (10-100) by informing all non-involved Drivers to stay off the radio until advised by the Dispatcher/Road Supervisor to resume normal radio communication. Direct all non-involved Drivers to relay their messages by telephone (10-45). Put support staff on alert to handle incoming telephone calls.

2. Obtain accident/incident details from the Driver, including the exact location, number of passengers on board, and number and extent of injuries.

3. Call 911 for police and, if needed, an ambulance.

4. Maintain radio contact with the Driver until the situation is resolved.

5. Instruct the Driver to ask passengers if they require medical assistance. If not, direct the driver to have the passengers sign a medical waiver form.

6. If appropriate, dispatch another vehicle and Driver to transport non-injured passengers.

7. If appropriate, instruct support staff to contact passengers' homes or family to notify them of the accident and possible delay.

8. If needed, dispatch appropriate towing company to the location.

9. The Dispatcher/Road Supervisor must remain at his/her station until the accident/incident situation has been adequately responded to and all immediate issues or problems have been resolved. The Dispatcher/Road Supervisor may be relieved by a supervisor who may assume control of the situation.

10. Once the situation is under control, the Dispatcher/Road Supervisor will issue a radio announcement that Drivers may resume normal radio transmissions.

Accident Procedures for Accident/Incident Investigator - When notified of an accident/incident involving any passenger or Transit vehicle, the following steps should be taken:

1. Proceed to the accident/incident location with a camera in possession and a complete set of forms.

2. Assist the Driver with securing the safety of all passengers and take measures to prevent another accident.

3. If an ambulance was called, advise the Dispatcher/Road Supervisor of the hospital assigned.

4. Assist the Driver in gathering information and completing necessary reports.

5. Take a complete set of accident/incident scene pictures, including all vehicles and the

surrounding area.

6. Do not make any statements to the press or bystanders.

7. Get names, addresses and phone numbers of any witnesses to the accident/incident.

8. Record any other information that might be needed for a later investigation.

9. Pull the camera video from the bus.

10. Once the scene, passengers and vehicle are secure, transport the Driver to the drug/alcohol testing facility, if required by the Transit Director or President/CEO.

11. Complete a detailed accident/incident report by the end of the working day. Detailed accident/incident reports are the official source material for risk management of Council on Aging of St. Lucie Inc. and as such is the property of Council on Aging of St. Lucie, Inc.

Accident/Incident Investigation

In the event of a fatality, the Transit Director or the President/CEO shall notify the Florida Department of Transportation (FDOT) or the Federal Transit Administration (FTA) (depending on the vehicle funding) and St. Lucie County's Community Services' Transit Coordinator by the end of regular working hours or on the next regular working day following the occurrence. A written copy of the accident investigation report shall be submitted to FDOT or FTA within 30 days after the accident occurs. If a person dies within 30 days after an accident, the Transit Director or President/CEO, within 24 hours after the death, shall give written notice of the death to FDOT or FTA.

All staff that are involved in an accident or incident (driver, reservationist, supervisor or management) are required within twenty-four (24) hours to provide a report of their part in the accident or incident. All evidence, reports, evidence, pictures and bus camera footage or building camera footage shall be given to management for their review.

Upon review, management will make a determination of whether the accident or incident was preventable or non-preventable. If it is determined that the accident or incident was non-preventable, all reports and camera footage are filed with Human Resource, Transit and, the insurance company, if applicable. All documentation shall be saved at least 5 years from the date of the accident.

If the incident/accident is determined to be preventable, measures will implemented to prevent another occurrence (training, necessary equipment, etc.). All reports and footage are on file with Human Resource, Transit and the insurance company, if applicable. All documentation shall be saved at least 5 years from the date of the accident.

EQUIPMENT FAILURE/ROAD BREAKDOWN PROCEDURES

In the event that a vehicle breaks down, the Driver must first establish passenger safety. If possible, move the vehicle to a safe location and display the proper reflective lights and warning devices. As soon as possible, the Driver must radio the Dispatcher/Road Supervisor and report the symptoms and nature of the breakdown in as detailed a manner as possible. The Dispatcher/Road Supervisor will notify the Transit Vehicle Maintenance and Security Director, who will assess the situation and take the necessary measures required to rectify the situation. If necessary, a spare vehicle will be dispatched to the location. The passengers are required to remain in the vehicle until transferred to another vehicle unless it presents a danger to the health of the passengers. The passengers should not leave without the Driver's assistance. Once the vehicle is repaired or replaced, the Driver may proceed with the route in progress.

BUS FIRES

ENGINE FIRES

Sixteen (16) of our demand response buses are equipped with a Fogmaker System. These systems are inspected every 6 months by Fire Equipment Services and will dispense automatically.

ALL BUS FIRES EXCEPT ENGINE FIRES

Fire extinguishers are located in the front of the bus to the right of the driver. Fire extinguishers are inspected weekly and recertify when necessary (every 6 months) or repaired by Fire Equipment Company. Only use fire extinguishers for fires that are not engine fires.

Drivers can and should perform several basic steps that can assist in the prevention of fires:

- When performing the daily vehicle pre-trip inspection, thoroughly check electrical, fuel and exhaust systems.
- Verify that fire extinguishers are on board, properly secured and charged.
- During the day, check tires, wheels and body for signs of excessive heat.
- Follow correct safety procedures for fueling, braking and other activities that can lead to a fire.
- Monitor instruments and gauges often for signs of overheating.
- Use mirrors to look for signs of smoke from tires or the vehicle.

The four (4) main signs the driver should look for should a fire occur:

- Burning odor
- Smoke
- Flames
- Visual or audible warning devices

Should a fire occur:

- Stay calm
- Assess the situation.
- Obtain Help
- Pull the vehicle off the road to a safe, open area, away from buildings, trees, brush, other vehicles, or anything that might catch fire.
- Leave enough room to evacuate the vehicle.
- Shift the vehicle into Park or Neutral as applicable.
- Set the parking brake.
- Shut off the engine and the master electrical switch.
- Open all doors and leave the interior lights on if needed for evacuation.
- Reassure and assist passengers
- Evacuate all passengers.
- Protect people then property
- Secure the scene
- Position reflectors, unless it is unsafe to do so or your passengers require your assistance or attention.
- Put out the fire with your fire extinguisher, only if it is safe to do so
- Gather information

Smoke inhalation causes more deaths than fire, so if the operator is unable to control the fire wait for emergency personnel. Equipment can be replaced, **LIVES CANNOT!**

Vehicle Fire Investigation Procedures:

All fires will be investigated by the state. The investigator will obtain the fire department's investigation report which will be incorporated into the incident investigation. The results of the third party contractor will be shared will all affected personnel. The investigator will review all documentation and develop an action plan to address the fault of the fire. This may change inspections, policies or needs to be brought to the attention of the vehicle manufacturer.

EMERGENCY /HURRICANE/DISASTER PREPAREDNESS

Something remarkable happens when a disaster strikes a community. No matter how horrible the devastation, the road to recovery starts immediately - with people working together. Whether it's a natural disaster like a hurricane, or a nuclear accident, the force of a community working together can usually overcome the effects of any emergency.

COASL and Community Transit work closely with the St. Lucie County Department of Emergency Management to plan for large-scale evacuations of transit-dependent citizens of St. Lucie County. With adequate planning, such evacuations can be completed in an orderly and safe manner.

All COASL employees, including Community Transit, are expected to get involved and respond to help YOUR community. This evacuation plan is vital to the well-being of thousands of County residents and COASL will be ready to do its part when called upon.

ACTIVITIES and MILESTONE PLAN CHART

ACTIVITY	DESCRIPTION/MILESTONE	TARGET TIMEFRAME	RESPONSIBILITY
RFP Submission	RFP 2024-019 Due	February 7, 2024	Darrell Drummond; Robert Driscoll
Award of Contract		City of Ft. Pierce Decision	City of Fort Pierce; FPRA
Contract Negotiation	Execution of Agreement with City of Ft. Pierce/ FPRA	Within 30 days of Award	Darrell Drummond City of Ft. Pierce
Order Vehicles & Software Update		Within 15 days of Execution of Agreement	Darrell Drummond Lacinda Mouton Robert Driscoll
Hire Drivers	Onboard Drivers	Within 15 days of Execution of Agreement	HR Department
Driver Training			Rogelio Gonzalez
Logo and Branding	Work with City/FPRA to develop logo and branding	Begin within 2 weeks of Agreement	COASL Management
Commencement of Service		June 2024	Robert Driscoll
First Invoicing	First Invoice	End of 1st Month of Service	Robert Driscoll & COASL Finance Staff
Reporting	Review of Reports for FPRA	During 2nd Month of Service	Robert Driscoll & City of Ft Pierce/FPRA Staff
Performance Review and Updates	Review of Performance, Goals, Objectives; Updates; Time period to be agreed upon at time of Execution of Agreement	Quarterly, Seminannually, Annually	Robert Driscoll, COASL Staff & City of Ft Pierce/FPRA Staff

RISK ANALYSIS FOR TRANSITION and STARTUP

Issue: At this time, wheelchair accessible minivans that are completely electric vehicles (EV) are not available in the marketplace.

Resolution: There are several models available in a hybrid-format that would enable the Agency to meet the intent of this project with regard to the carbon footprint in the area.

Issue: One of the issues that may arise in the Transition and Startup of the On-Demand Transportation service will be the procurement of the Electric Vehicles (EV). Given the supply chain issues and the recent United Auto Workers' strike against the Big 3 car manufacturers, delivery times may be impacted.

Resolution: In the event that all of the EV's are not in place by the startup date, COASL can supplement the operation with the use of its ADA-compliant minivans, on an "as-needed" basis. Knowing that the goal of this project is to utilize EV's as a climate initiative, use of these vehicles should be a last resort option.

Issue: The deployment of Mobile App for this project, from past experience, may take more time than the startup date.

Resolution: Customers would be able to call in to our Call Center to request a ride, and the drivers would be able to handle "flag down" trips.

MARKETING STRATEGY

Fort Pierce is known as the "Sunrise City". No one can deny the beauty as the sun rises or sets, and illuminates the City's downtown area or Jetty Park. Fort Pierce has a strong history, and in planning a marketing strategy for the On-Demand Transportation project should highlight the great aspects of the FPRA area:

- Peacock Arts District
- Sunrise Theater
- Lincoln Theater
- A.E. Backus Museum
- Port of Fort Pierce Revitalization
- Celebrating literary giant Zora Neale Hurston
- "The Florida Highwaymen" – the "Last Great American Art Movement of the 20th Century.
- Jetty Park
- Preservation of History, such as Old St. Anastasia
- Derecktor Shipyards
- Moore's Creek
- Revitalization and Redevelopment of HD King Power Plant site
- Fisherman's Wharf
- Old City Hall
- The contributions of the Edwin Binney family to Fort Pierce

With City of Fort Pierce making a "full-court press" to bring a Brightline stop to the Sunrise city, the future growth and development of the Treasure Coast International Airport, and the redevelopment of the Port of Fort Pierce, the FPRA area is poised to be a strong and vibrant focal point on Florida's Treasure Coast.

In developing a marketing strategy for the On-Demand Transportation in the FPRA area, COASL would begin by immediately working with FPRA and City of Fort Pierce to develop the

branding for this project. Utilizing the list above of the treasures of Fort Pierce, branding will be the first, and very important, aspect of marketing.



The branding should include the treasures listed above in all of the marketing, including the branding of the vehicles. It should also include the EV aspect of the project, and how that helps to meet the City's objectives with regard to the climate. With branding in place, COASL, in conjunction with FPRA and City staff, will develop marketing materials, such as flyers and brochures. The use of social media will be important, using platforms like X, Facebook, and Instagram. The vehicles would have signage to reflect the branding. There is no greater marketing tool than the actual visual of the service in action.

Other marketing efforts would include:

Hometown News

TC Palm Newspaper

LaVoz Newspaper

Additional marketing targets would include attending local community meetings to disseminate materials regarding the program.

CUSTOMER SERVICE COMPLAINTS PLAN

Customer Service is Priority #1 at all phases of the customer's interaction with COASL.

It is our goal to provide efficient, professional service to all of our clients, and to do so without any complaints.

COASL is proud of the fact that we do not have any Title VI complaints.

When the vehicles for the FPRA's On-Demand Transportation project are set up for service, there will be signage in the vehicle with contact information for compliments or complaints. Robert Driscoll, as the Transit Director, can be reached for complaints at 772-345-8228 or email RDriscoll@coasl.com.

Our policy and procedure for handling complaints are handled in accordance with the policies and procedures outlined in our Title VI Policy. (A copy will be supplied upon request). The following is take from our Title VI Policy, as updated in 2023:

Incoming calls to our Call Center are recorded for quality assurance, and our schedulers are trained to assist the customer with their trip. Assistance will be provided for customers who have technical issues or difficulties with utilizing the mobile app.

Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by **COUNCIL on AGING of ST. LUCIE, INC.** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaints can also be submitted by phone, email, or online. **COUNCIL on AGING of ST. LUCIE, INC.** investigates complaints received no more than 180 days after the alleged incident. **COUNCIL on AGING of ST. LUCIE, INC.** will only process complaints that are complete. To be considered complete, complainants must, at a minimum, include their name, contact information, date of alleged incident, and a description of the incident.

Once the complaint is received, **COUNCIL on AGING of ST. LUCIE, INC.** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

COUNCIL on AGING of ST. LUCIE, INC. has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, **COUNCIL on AGING of ST. LUCIE, INC.** may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, **COUNCIL on AGING of ST. LUCIE, INC.** can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedures and forms will be made available to the public on **COUNCIL on AGING of ST. LUCIE, INC.'s** website www.coasl.com. The forms are also available in other formats upon request.

Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	

Section II:		
Are you filing this complaint on your own behalf?	Yes*	No
*If you answered "yes" to this question, go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party: _____		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

[ ] Race [ ] Color [ ] National Origin [ ] Age

[ ] Disability [ ] Family or Religious Status [ ] Other (explain) _____

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

_____

_____

Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No

Section V
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No If yes, check all that apply: [ ] Federal Agency: _____ [ ] Federal Court _____ [ ] State Agency _____ [ ] State Court _____ [ ] Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

_____ _____

Signature Date

Please submit this form in person at the address below, or mail this form to:

Robert Driscoll, Transit Director, Title VI Liaison
Council on Aging of St. Lucie, Inc.
1505 Orange Avenue
Fort Pierce, FL 34950

Tab 3 Technical Plan



Vehicle Standards

Hours of Operation

Data Dashboard

Mobile App

VEHICLE STANDARDS

The purpose of this project is to provide transportation, free of charge to the passengers, with the boundaries of the Fort Pierce Redevelopment Area as the focal point. The use of electric vehicles (EV) within this area satisfies the Justice 40 criteria to provide clean climate initiatives to disadvantaged areas. Federal, state, and local governments have adopted measures to ensure environmental justice, and this project works toward those goals of limiting our carbon footprint.

This service will provide economic viability in the redevelopment area, and provides one of the facets of the FPRA's plan- ***to CONNECT*** the businesses and the residents of the FPRA to foster the redevelopment initiative.

To operate this project, and meet the goals and objectives of the FPRA, COASL will operate a fleet of four (4) EV's. One EV will be an ADA-compliant, wheelchair accessible minivan, and the other three (3) EV's are will be Ford Mustang Mach-e vehicles (or comparable make & models based upon availability). It is important to note that with regard to wheelchair accessible minivans, most of the manufacturers are marketing hybrid minivans, instead minivans that are EV. For example, the Chrysler Pacifica has been available as a hybrid since 2016, but will not be made available as an EV for several more years. (Reference: https://topelectricsuv.com/featured/upcoming-electric-mpv-models/)

The vehicles to be utilized for this Project will include:

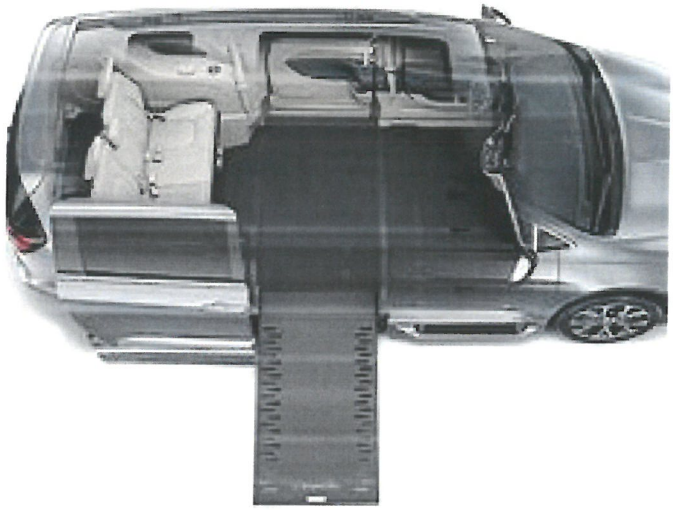
Three (3) ***Ford Mustang Mach e*** Electric Vehicles, with the capacity for four (4) passengers. (Ford Specifications are included in this section)





One (1) ***Chrysler Pacifica Hybrid*** or ***Toyota Sienna Hybrid*** ADA Compliant Wheelchair Minivan.









Our present fleet utilized Braun Ability lift and ramp equipment, which would be used for this Project as well.

The following equipment will be included in each vehicle:

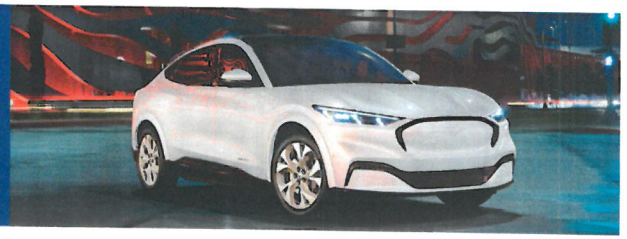
- AVL Tracking System
- Tablets for Vehicle Trips
- Cameras
- Wheelchair straps and Tie Downs for ADA Compliant Wheelchair accessible minivan
- Safety Equipment: Flares, triangles

The vehicles in our present fleet are maintained in accordance with the guidelines of the Federal Transit Administration (FTA) and Florida Department of Transportation (FDOT). The maintenance schedules, policies, and procedures are contained in our Vehicle Maintenance Plan. (A copy is available upon request for your review)

Whereas the vehicles to be utilized for this project are electric vehicles, our Vehicle Maintenance Plan will be updated to include the EV's, and they will be maintained and serviced in accordance with the manufacture's recommended schedule and the guidelines and requirements of the FTA and FDOT.

2022 FORD MUSTANG MACH-E

TECHNICAL SPECIFICATIONS



MODEL	Select	Premium	California Route 1	GT and GT Performance Edition	Mach-E Ice White Edition (Premium Model only)
Batteries & Range[1]: SR (standard range battery) ER (extended range battery) Usable Capacity kWh	(SR) RWD (70 kWh): EPA-Estimated Range 247 miles Standard Range (SR) eAWD (70 kWh): EPA-Estimated Range 224 miles	(SR) RWD (70 kWh): EPA-Estimated Range 247 miles (SR) eAWD (70 kWh): EPA-Estimated Range 224 miles (ER) RWD (91 kWh): EPA-Estimated Range 303 miles (ER) eAWD (91 kWh): EPA-Estimated Range 277 miles	(ER) RWD (91 kWh): EPA-Estimated Range: 314 (ER) eAWD (91 kWh): EPA-Estimated Range: 312	(ER) eAWD (91 kWh): - GT EPA-Estimated Range 270 miles - GT Performance Edition EPA-Estimated Range 260 miles	(SR) RWD (70 kWh): EPA-Estimated Range 247 miles (SR) eAWD (70 kWh): EPA-Estimated Range 224 miles (ER) RWD (91 kWh): EPA-Estimated Range 303 miles (ER) eAWD (91 kWh): EPA-Estimated Range 277 miles
Performance 0-60 mph[2]	SR RWD: 0-60 in 5.8 seconds SR eAWD: 0-60 in 5.2 seconds	SR RWD: 0-60 in 5.8 seconds SR eAWD: 0-60 in 5.2 seconds ER RWD: 0-60 in 6.1 seconds ER eAWD: 0-60 in 4.8 seconds	ER RWD: 0-60 in 6.1 seconds ER eAWD: 0-60 in 4.8 seconds	GT: 0-60 in 3.8 seconds GT Performance Edition: 0-60 in 3.5 seconds	SR RWD: 0-60 in 5.8 seconds SR eAWD: 0-60 in 5.2 seconds ER RWD: 0-60 in 6.1 seconds ER eAWD: 0-60 in 4.8 seconds
Wheels	18" Carbonized Gray-Painted Aluminum (std) 19" Shadow Silver-Painted Aluminum with High Gloss Black-Painted Aero Cover (opt)	19" Machined-face Aluminum with High Gloss Black-Painted pockets (std)	18" High Gloss Black-Painted Aluminum with Low Gloss Black Aero Cover (std)	- 20" Machined-Face Aluminum with High Gloss Black-Painted Pockets and Aero Cover (std) - 20" Machined-Face Aluminum Wheels with EbonyHigh Gloss Ebony Black-Painted Pockets Wheels (opt)	19" Machined-Face Aluminum Wheels with Oxford White-Painted pockets (std)
Peak Power [HP/kW][3]	SR RWD & eAWD 266 HP/198 kW	SR RWD & eAWD 266 HP/198 kW ER RWD 290 HP/216 kW ER eAWD 346 HP/258 kW	ER RWD 290 HP/216 kW ER eAWD 346 HP/258kW	GT & GTPE: 480 HP/358 kW	SR RWD & eAWD 266 HP/198 kW ER RWD 290 HP/216 kW ER eAWD 346 HP/258 kW
Peak Torque	SR RWD 317 lb.-ft. SR eAWD 428 lb.-ft.	SR/ER RWD 317 lb.-ft. SR/ER eAWD 428 lb.-ft.	ER RWD 317 lb.-ft. ER eAWD 428 lb.-ft.	GT: 600 lb.-ft GTPE: 634 lb.-ft	SR/ER RWD 317 lb.-ft. SR/ER eAWD 428 lb.-ft.
Powertrain	RWD or eAWD	RWD or eAWD	RWD or eAWD	eAWD	RWD or eAWD
Seating	5	5	5	5	5
Exterior Features	LED Signature Lights and Sequential Rear Turn Signals, LED Reflector Headlights with Auto High Beam, Side-door E-Latch, Body Color Painted Sideview Mirror Caps	LED Projector Headlamps with Auto High Beam, Power Liftgate, Panoramic Fixed-Glass Roof, Pony Projection Lamps, Black-Painted Sideview Mirror Caps	Unique Exterior Design Elements – CAI Badging, Panoramic Fixed-Glass Roof, Pony Projection Lamps, Black-Painted Sideview Mirror Caps, Wheellip Moldings	Unique Exterior Design Elements - GT badging, Red Painted Brake Calipers, Power Liftgate, Pony Projection Lamps, Black-Painted Sideview Mirror Caps, Black-Painted Roof	Premium content plus: – Star White Metallic Tri-Coat Paint – Star White Metallic Tri-Coat Exterior Sideview Mirror Caps – Star White-Painted Wheellip Moldings – Unique Oxford White Front Door Badging – Unique Oxford White Pony Badges (front/rear)
Interior Features	Wireless Phone Charging Pad, Open cockpit and console design, Three (3) Selectable Drive Modes and One Pedal Driving Mode, SiriusXM Radio with 360L, Rotary gear shift dial, 10.2" digital cluster screen, Frunk and Cargo area adjustable load floor with storage underneath	Unique Interior Design Elements – Ambient Lighting (Multi Colored), Heated first row seats & steering wheel, Memory Driver seats/mirror, Power folding mirrors, B&O Sound System by Bang & Olufsen with 10-Speakers	Memory Driver Seat/Mirror, Power Folding Mirrors, Cargo Area Cover, Open cockpit and console design, Three (3) Selectable Drive Modes and One Pedal Driving Mode, SiriusXM Radio with 360L, Rotary gear shift dial, 10.2" digital cluster screen, Frunk and Cargo area adjustable load floor with storage underneath, heated front row seats and heated steering wheel	Multi-Color Ambient Lighting, Front Door Scuff Plates with Metal Inserts with Pony Graphic and GT Lettering, Aluminum Applique Instrument Panel GT: Sport Style Seats with ActiveX™ Seating Material with Miko® Insert and Copper Metallic Stitching GTPE: Ford Performance Front Seats with Performance Gray ActiveX Seating Material with Unique Miko Perforated Reflective Insert and Metallic Stitch	Premium content plus: – Gloss White Instrument Panel Applique – Light Space Gray Door Armrests – Light Space Gray Dual Center Armrest – Light Space Gray Perforated ActiveX(TM) Seating Material – Steering Wheel – White Pony Emblem
Connected Vehicle	FordPass Connect,™ SYNC® 4A with Built-in Connected Navigation, Phone as a Key (PaaK), 10.2" Digital Cluster and 15.5" Touchscreen	FordPass Connect,™ SYNC® 4A with Built-in Connected Navigation, Phone as a Key (PaaK), 10.2" Digital Cluster and 15.5" Touchscreen	FordPass Connect,™ SYNC® 4A with Built-in Connected Navigation, Phone as a Key (PaaK), 10.2" Digital Cluster and 15.5" Touchscreen	FordPass Connect,™ SYNC® 4A with Built-in Connected Navigation, Phone as a Key (PaaK), 10.2" Digital Cluster and 15.5" Touchscreen	FordPass Connect,™ SYNC® 4A with Built-in Connected Navigation, Phone as a Key (PaaK), 10.2" Digital Cluster and 15.5" Touchscreen
DAT	Ford Co-Pilot360™ 2.0: Reverse Brake Assist, Rear Parking Sensors, Post-Impact Braking, BLIS (Blind Spot Information System) with Cross Traffic Alert, Pre-Collision Assist with AEB, Lane Keeping System with Blind Spot Assist and Road Edge Detection, Rear Camera, Auto High Beams Ford Co-Pilot360™ Assist 2.0: Intelligent Adaptive Cruise Control with Stop & Go, Lane Centering Assist and Speed Sign Recognition. Evasive Steering Assist. Built-in Connected Navigation Ford Co-Pilot360™ Active 2.0 Package - Active Park Assist 2.0 - BlueCruise (hands-free driving) Included in the optional Comfort/Technology Package	360-Degree Camera with Split View and Front Washer Ford Co-Pilot360™ Active 2.0 Package - Active Park Assist 2.0 - BlueCruise (hands-free driving) Ford Co-Pilot360™ 2.0: Reverse Brake Assist, Reverse Sensing System, Post-Impact Braking, BLIS (Blind Spot Information System) with Cross Traffic Alert, Pre-Collision Assist with AEB, Lane Keeping System with Blind Spot Assist and Road Edge Detection, Rear Camera, Auto High Beams Ford Co-Pilot360™ Assist 2.0: Intelligent Adaptive Cruise Control with Stop & Go, Lane Centering Assist and Speed Sign Recognition. Evasive Steering Assist. Built-in Connected Navigation	360-Degree Camera with Split View and Front Washer Ford Co-Pilot360™ Active 2.0 Package - Active Park Assist 2.0. - BlueCruise (hands-free driving) Ford Co-Pilot360™ 2.0: Reverse Brake Assist, Rear Parking Sensors, Post-Impact Braking, BLIS (Blind Spot Information System) with Cross Traffic Alert, Pre-Collision Assist with AEB, Lane Keeping System with Blind Spot Assist and Road Edge Detection, Rear Camera, Auto High Beams Ford Co-Pilot360™ Assist 2.0: Intelligent Adaptive Cruise Control with Stop & Go, Lane Centering Assist and Speed Sign Recognition. Evasive Steering Assist. Built-in Connected Navigation	Ford Co-Pilot360™ 2.0: Reverse Brake Assist, Rear Parking Sensors, Post-Impact Braking, BLIS (Blind Spot Information System) with Cross Traffic Alert, Pre-Collision Assist with AEB, Lane Keeping System with Blind Spot Assist and Road Edge Detection, Rear Camera, Auto High Beams Ford Co-Pilot360™ Assist 2.0: Intelligent Adaptive Cruise Control with Stop & Go, Lane Centering Assist and Speed Sign Recognition. Evasive Steering Assist. Built-in Connected Navigation (Optional) Ford Co-Pilot360™ Active 2.0 Package: 360-Degree Camera with Split View and Front Washer - Active Park Assist 2.0 - BlueCruise (hands-free driving)	360-Degree Camera with Split View and Front Washer Ford Co-Pilot360™ Active 2.0 Package - Active Park Assist 2.0 - BlueCruise (hands-free driving) Ford Co-Pilot360™ 2.0: Reverse Brake Assist, Reverse Sensing System, Post-Impact Braking, BLIS (Blind Spot Information System) with Cross Traffic Alert, Pre-Collision Assist with AEB, Lane Keeping System with Blind Spot Assist and Road Edge Detection, Rear Camera, Auto High Beams Ford Co-Pilot360™ Assist 2.0: Intelligent Adaptive Cruise Control with Stop & Go, Lane Centering Assist and Speed Sign Recognition. Evasive Steering Assist. Built-in Connected Navigation

Based on full charge. Actual range varies with conditions such as external environment, vehicle use, vehicle maintenance, lithium ion battery age and state of health. [2]Ford test data based on typical industry methodology using 1-ft rollout. Your results may vary. [3]Calculated via peak performance of the electric motor(s) at peak battery power. Horsepower and torque are independent attributes and may not be achieved simultaneously. [4]BlueCruise is a hands-free highway driving feature.

	Select	Premium	California Route 1	GT and GT Performance Edition	Premium Ice White Appearance Package
Charging Solutions[5]	Ford Mobile Power Cord - Up to 115kW DC Fast Charge Capability - Switchable cord end to allow customer charge functionality with 120V(NEMA 5-15) up to 15 Amps or 240V (NEMA 14-50) up to 32 Amps - Access to Ford BlueOval™ Charge Network	Ford Mobile Power Cord - Up to 150kW DC Fast Charge Capability - Switchable cord end to allow customer charge functionality with 120V(NEMA 5-15) up to 15 Amps or 240V (NEMA 14-50) up to 32 Amps - Access to Ford BlueOval™ Charge Network	Ford Mobile Power Cord - Up to 150kW DC Fast Charge Capability - Switchable cord end to allow customer charge functionality with 120V(NEMA 5-15) up to 15 Amps or 240V (NEMA 14-50) up to 32 Amps - Access to Ford BlueOval™ Charge Network	Ford Mobile Power Cord - Up to 150kW DC Fast Charge Capability - Switchable cord end to allow customer charge functionality with 120V(NEMA 5-15) up to 15 Amps or 240V (NEMA 14-50) up to 32 Amps - Access to Ford BlueOval™ Charge Network	Ford Mobile Power Cord - Up to 150kW DC Fast Charge Capability - Switchable cord end to allow customer charge functionality with 120V(NEMA 5-15) up to 15 Amps or 240V (NEMA 14-50) up to 32 Amps - Access to Ford BlueOval™ Charge Network
Cargo Space[6]	Cargo Space (Behind Rear Seat): 29.7 cu. ft./822 liters Cargo Space (Behind First Row): 59.7 cu. ft./1689 liters Frunk: 4.7 cu. ft./139.5 liters	Cargo Space (Behind Rear Seat): 29.7 cu. ft./822 liters, Cargo Space (Behind First Row): 59.7 cu. ft./1689 liters, Frunk: 4.7 cu. ft./139.5 liters	Cargo Space (Behind Rear Seat): 29.7 cu. ft./822 liters, Cargo Space (Behind First Row): 59.7 cu. ft./1689 liters, Frunk: 4.7 cu. ft./139.5 liters	Extended battery: Cargo Space (Behind Rear Seat): 26.6 cu. ft./822 liters, GT: Cargo Space (Behind First Row): 54.7 cu. ft./1689 liters, Frunk: 4.7 cu. ft./139.5 liters GTPE: Cargo Space (Behind First Row): 59.5 cu. ft/1685 liters	Cargo Space (Behind Rear Seat): 29.7 cu. ft./822 liters, Cargo Space (Behind First Row): 59.7 cu. ft./1689 liters, Frunk: 4.7 cu. ft./139.5 liters
Safety & Security	AdvanceTrac,® Advanced Security Pack: Includes SecuriLock® Passive Anti-Theft System (PATS) and Inclination/Intrusion Sensors, Airbags: Driver and Front Row Passenger Dual-Stage, Airbags: Driver Knee, Airbags: Side Airbags/Air Curtains (1st/2nd Row), Auto-Dimming Rearview Mirror, Center High-Mounted Stop Lamp (CHMSL), Door Locks: Autolock/Autounlock, Door Locks: Child-Safety Rear, Electronic Stability Control, Electronic Traction Control, Headlamps: Courtesy Delay, Headlamps: Wiper-Activated, Head Restraints: Two-Way Manually Adjustable Driver and Front-Passenger, Head Restraints: Two-Way Manually Adjustable Second Row (Center Head Restraint only; Outboard are fixed position), Hooks: Cargo Tie-Down – Two (2), Individual Tire Pressure Monitoring System (iTPMS), LATCH (Lower Anchors and Tether Anchors for Children) on Rear Outboard Seat Positions, Mirrors, Sideview: Heated Power Glass, LED Turn Signals, MyKey® Gen 2, Rear-Window Defroster and Washer, Safety Belts: Three-Point Safety Belts on all (5) Seating Positions, Front Row Height Adjustable, Safety Belts: Front and Second Row – Belt-Minder® (Safety Belt Reminder), Audible Vehicle Alert System (Alerts Pedestrians)				
CHASSIS/SUSPENSION					
Body	Unitized mixed metal/composite	Unitized mixed metal/composite	Unitized mixed metal/composite	Unitized mixed metal/composite	Unitized mixed metal/composite
Front suspension	Independent Macpherson strut with hollow stabilizer bar	Independent Macpherson strut with hollow stabilizer bar	Independent Macpherson strut with hollow stabilizer bar	Independent Macpherson strut with hollow stabilizer bar	Independent Macpherson strut with hollow stabilizer bar
Rear suspension	Independent multilink with hollow stabilizer bar	Independent multilink with hollow stabilizer bar	Independent multilink with hollow stabilizer bar	Independent multilink with hollow stabilizer bar	Independent multilink with hollow stabilizer bar
STEERING					
Type	Electric assist	Electric assist	Electric assist	Electric assist	Electric assist
Steering ratio	14.6	14.6	14.6	14.6	14.6
BRAKES					
Front Rotor (mm)/Caliper	Ventilated disc 362mm/4 piston fixed	Ventilated disc 362mm/4 piston fixed	Ventilated disc 362mm/4 piston fixed	GT: Ventilated disc 362mm/4 piston fixed GTPE: 385mm/4 piston fixed	Ventilated disc 362mm/4 piston fixed
Rear Rotor (mm)/Caliper	Solid disc 316mm/1 piston sliding	Solid disc 316mm/1 piston sliding	Solid disc 316mm/1 piston sliding	Solid disc 316mm/1 piston sliding	Solid disc 316mm/1 piston sliding
BATTERY SYSTEM					
Cells	(SR) 288 Li Ion cells	(ER) 376 Li Ion cells (SR) 288 Li Ion cells	(ER) 376 Li Ion cells	(ER) 376 Li Ion cells	(ER) 376 Li Ion cells (SR) 288 Li Ion cells
Usable Capacity (kWh)	SR: 70	SR/ER: 70/91	ER: 91	ER: 91	SR/ER: 70/91
Base Vehicle Warranty	3 years/36,000 bumper to bumper warranty	3 years/36,000 bumper to bumper warranty	3 years/36,000 bumper to bumper warranty	3 years/36,000 bumper to bumper warranty	3 years/36,000 bumper to bumper warranty
Warranty	Electric Unique Components 8 years/ 100,000 warranty[7]	Electric Unique Components 8 years/ 100,000 warranty[7]	Electric Unique Components 8 years/ 100,000 warranty[7]	Electric Unique Components 8 years/ 100,000 warranty[7]	Electric Unique Components 8 years/ 100,000 warranty[7]

[5]Range and charge time based on manufacturer computer engineering simulations and EPA-estimated range calculation methodology. The charging rate decreases as battery reaches full capacity. Your results may vary based on peak charging times and battery state of charge. Actual vehicle range varies with conditions such as external environment, vehicle use, vehicle maintenance, lithium-ion battery and state of health. [6] Cargo and load capacity limited by weight and weight distribution. Cargo capacity based on load floor in the lowest position. [7]Your battery is covered for 8 years or 100,000 miles, whichever comes first, retaining a minimum of 70% of its original capacity over that period.

	Select	Premium	California Route 1	GT and GT Performance Edition	Premium Ice White Appearance Package
EXTERIOR DIMENSIONS (inches unless otherwise noted)					
Wheelbase	117.5	117.5	117.5	117.5	–
Overall length	185.6	185.6	185.6	186.7	–
Overall width	74.1	74.1	74.1	74.1	–
Overall height	64	64	63.5	63.5	–
Track width, front	63.5	63.5	63.5	63.5	–
Track width, rear	63.4	63.4	63.4	63.4	–
Ride height	5.8	5.8	5.8	GT: 5.2 GTPE: 5.1	–
Turn circle	38.1 ft.	38.1 ft.	38.1 ft.	39.7 ft.	–
Curb weight: Standard Range RWD	4,318 lbs.	4,318 lbs.	–	GT: 4,962 lbs. GTPE: 4,989 lbs.	–
Curb weight: Standard Range AWD	4,498 lbs.	4,498 lbs.	–	–	–
Curb weight: Extended Range RWD	–	4,647 lbs.	4,647 lbs.	–	–
Curb weight: Extended Range AWD	–	4,838 lbs.	–	–	–
INTERIOR DIMENSIONS (inches unless otherwise noted)					
Front headroom	38.9	38.9	38.9	GT base 38.9 GTPE 40.4	–
Front headroom with fixed glass panoramic roof	–	40.4	40.4	GT 38.9 GTPE 40.4	–
Rear headroom	38.2	39.3	39.3	GT base is 38.2 GTPE is 39.3	–
Rear headroom with fixed glass panoramic roof	–	39.3	39.3	39.3	–
Front legroom	43.3	43.3	43.3	43.3	–
Rear legroom	38.1	38.1	38.1	38.1	–
Front shoulder room	57.6	57.6	57.6	57.6	–
Rear shoulder room	55.9	55.9	55.9	55.9	–
Front hip room	55.4	55.4	55.4	55.4	–
Rear hip room	53.2	53.2	53.2	53.2	–
Cargo behind rear seat	29.7 cu. ft.	29.7 cu. ft.	29.7 cu. ft.	29.7 cu. ft.	–
Cargo behind first row	59.7 cu. ft.	59.7 cu. ft.	59.7 cu. ft.	GT: 59.7 cu. ft. GTPE: 59.5 cu. ft.	–
Frunk volume	4.7 cu. ft.	4.7 cu. ft.	4.7 cu. ft.	4.7 cu. ft.	–

For editorial use only. Information correct at time of publication. Check media.ford.com for updates.

BraunAbility

Product Support
FTS – 2 Locations
FTS – Mobile Support
Braun – Over 50
Established Service
Centers in Florida



The Braun Entervan is the perfect, easy to use vehicle for transporting smaller groups and still offerings accessibility. The Entervan has been in production since 1991 and is the trusted leader in ADA low floor minivans.









800 282 8617
Tampa

www.fts4buses.com
Pompano Beach

HOURS OF OPERATION

The On-Demand Transportation service will be provided based upon the following schedule:

SUNDAY- THURSDAY	10:00am – 8:00pm
FRIDAY – SATURDAY	10:00am – 10:00pm

Holiday schedules will be agreed upon in the negotiation phase of the award process.

DATA DASHBOARD and MOBILE APP

COASL presently utilizes the RouteMatch software for scheduling and dispatching purposes. TripSpark acquired RouteMatch from Uber, and has made significant strides in making the system user friendly for the Transit provider as well as for the Transit passenger.

COASL plans to upgrade our present dispatch and scheduling system to a web-based system that will enable us to launch a mobile app for use in this Project, as well as provide a data dashboard that will be able to be shared in compliance with the RFP. Our role in the microtransit project in the Tradition area had similar requirements for sharing the data from the system with County staff.

It is our plan to work with the City of Ft. Pierce/FPRA and the software provider to make available the data that both parties believe is necessary to monitor the success of this Project. The City of Ft. Pierce/FPRA will receive the monthly reporting as outlined in the RFP.

The mobile app will be an integral part of our plan for executing this Project, and in our discussions with the vendor, the concept of "user friendly" is important to everyone. The alternative to the use of the mobile app will be the customer's ability to contact our Call Center directly to arrange a trip.

The following pages highlight the benefits and capabilities of the RouteMatch upgrade, referred to as ***Novus***. This includes the mobile application that will be available for passenger use.

The following pages contain the information regarding the TripSpark Novus scheduling and dispatch software, including the mobile app capabilities.







TripSpark's Ecosystem for Paratransit and Demand Response Transit

Software solutions designed for trip booking & administration, vehicle & driver management, scheduling, dispatching, mapping & street management, reporting, and billing management.

TripSpark
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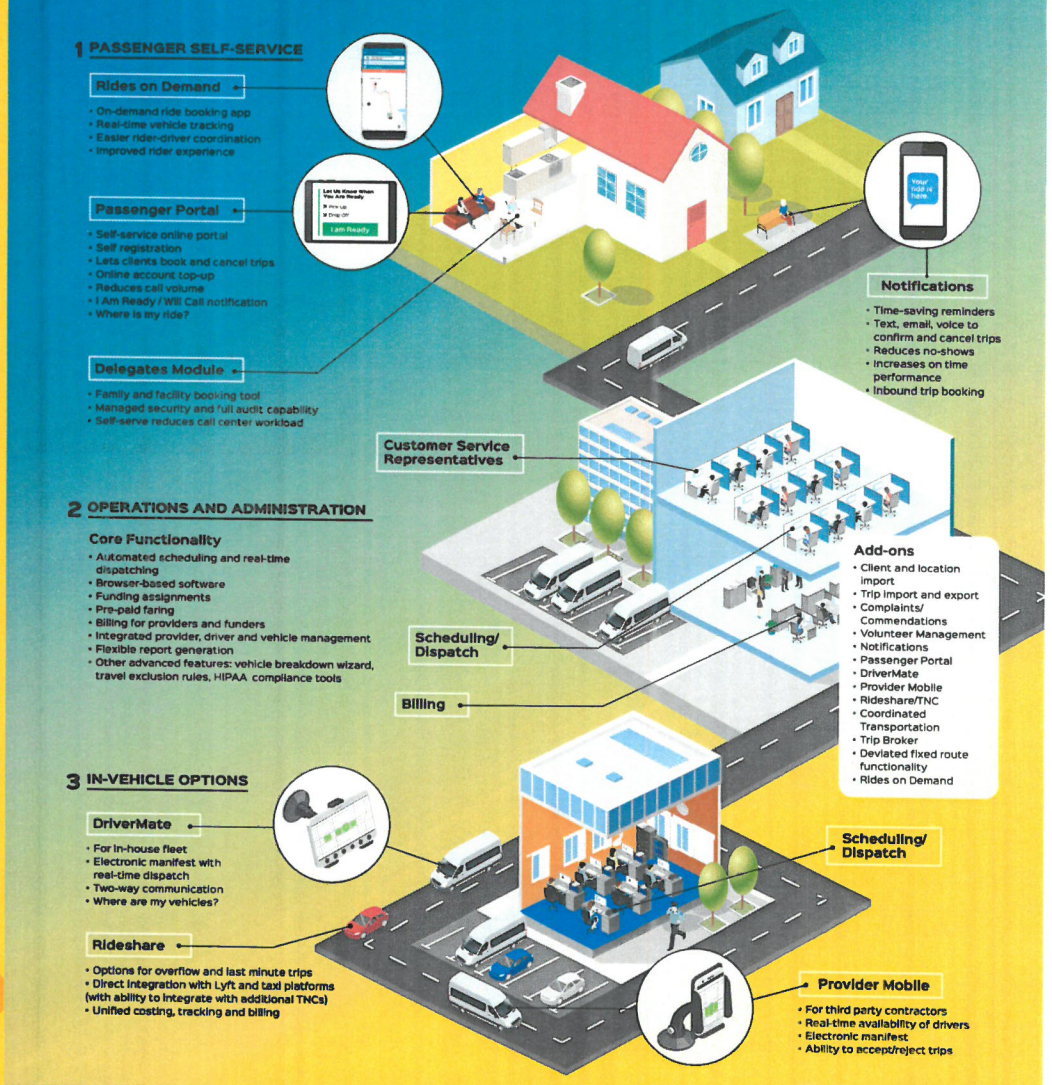
WHO WE ARE TO WHO YOU ARE

TripSpark Technologies is a software & in-vehicle technology company, evolving from long-time industry leader, Trapeze Group. Bringing the latest generation of human services transportation technology to our customers, TripSpark has over 30 years of experience creating fixed route, paratransit, NEMT, rideshare and school transportation software solutions. We are dedicated to serving and supporting our valued clients, agencies, and transportation companies in every state, and in over a dozen countries.

Today, we offer solutions that enable community transportation providers to deliver accessible, flexible, and comprehensive transportation services to their communities. Our advanced software, in-vehicle hardware and mobile technologies help agencies increase ridership, improve service, and operate more efficiently. **NovusDR** is our core demand response software solution which is highly adaptable to fit changing transit needs. TripSpark also offers a range of add-on features to complete the ecosystem and meet your unique requirements.

NovusDR Software Suite Ecosystem

TripSpark's NovusDR software suite allows demand response and paratransit agencies to effectively and efficiently manage all aspects of their operations, from client intake to securing additional funding and everything in-between.



Learn More at www.tripspark.com/paratransit-DR

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ON-DEMAND RIDE BOOKING APP

Empower your riders to book an on-demand ride themselves and give them more control & visibility over their journey with a **powerful mobile app** – Rides on Demand.

Rides on Demand is an extension of TripSpark's core demand-response software, Novus, providing your riders an excellent transit experience without worrying about juggling multiple software systems, or retraining your staff.

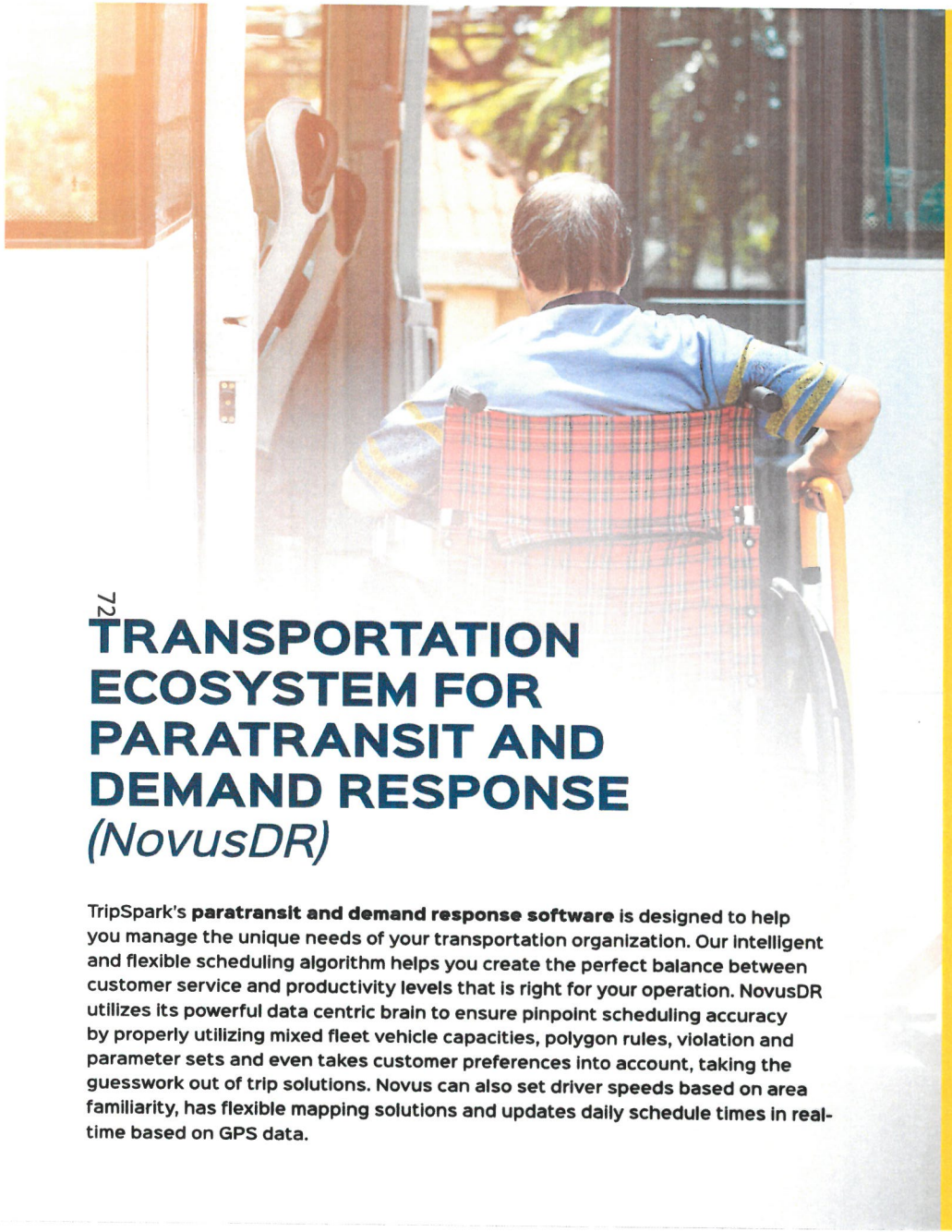


Lower Your Operating Costs
For fixed routes with low ridership, instead of adjusting coverage, frequency and/or hours, riders can now be served through Rides on Demand.

No Need for Your Staff to Learn a New Platform
Rides on Demand works seamlessly with Novus and PASS meaning that your staff don't need to worry about learning an entirely new system.

Book Rides without Dispatch
Riders can easily book a ride through the app on their phone, without having to dial a phone number, and automated dispatching takes care of the rest. This frees up your dispatchers for more pressing matters.

Improved Rider Experience
With a rider facing intuitive application that has been developed and designed from collaborating with agencies like yours, booking a ride has never been easier.



TRANSPORTATION ECOSYSTEM FOR PARATRANSIT AND DEMAND RESPONSE *(NovusDR)*

TripSpark's **paratransit and demand response software** is designed to help you manage the unique needs of your transportation organization. Our intelligent and flexible scheduling algorithm helps you create the perfect balance between customer service and productivity levels that is right for your operation. NovusDR utilizes its powerful data centric brain to ensure pinpoint scheduling accuracy by properly utilizing mixed fleet vehicle capacities, polygon rules, violation and parameter sets and even takes customer preferences into account, taking the guesswork out of trip solutions. Novus can also set driver speeds based on area familiarity, has flexible mapping solutions and updates daily schedule times in real-time based on GPS data.

NovusDR's Core Functionality includes:

Client Registration

- Client specific configurations
- Tiered fare and funding options
- Pre-paid faring
- Built-in, reportable audit capabilities

Trip Booking & Administration

- Fully automated scheduling processes
- Real-time scheduling for same-day trip bookings
- Polygon centric
- Supports casual, subscription, will call and group bookings

Vehicle Management

- Client specific configurations
- Tiered fare and funding options
- Vehicle credentials and maintenance tracking
- Audit capabilities

Mapping & Street Management

- Flexible street speed management for accurate travel times
- Maps display across many screens for great visual aid

Reporting Module

- Plentiful standard report package – including Manifest and NTD reports
- Report Designer for creation of ad-hoc reports

Billing Management

- Conflict/dispute resolution tracking capabilities
- Easy exports
- Audit capabilities

Driver Management

- Driver Credentials - license and expiration tracking
- Audit capabilities

Real-Time & Batch Scheduling

- Supports same day scheduling and will-call trips
- Can batch schedule all trips, unscheduled trips or select trips to specific runs with one click in seconds

Real-Time Dispatching

- Same-day schedule changes
- Real-time trip updates to the back-office software
- Visual alerts to impacted schedules

The NovusDR suite is scalable to meet the growing needs of a demand response operation. Following are the key products within the NovusDR ecosystem.

BOOKING AND TRIP MANAGEMENT *(PASSENGER PORTAL)*

Reduce no-shows by allowing passengers to cancel trips on-line, as well as book new trips or view and edit existing trips. Rides have 24/7 access to the **trip management portal** so they can notify the broker when they are ready for their will-call pick up. Using the delegate feature, individuals can manage trips on behalf of passengers. This on-line app can be used on multiple devices and scales accordingly for full visibility.

The Delegates Module gives family members or personal care givers, the ability to act on behalf of the customer. Delegates can also manage trips for several customers, without having to log into multiple accounts.

Complaints and/or commendations can be handled through a module that streamlines feedback, while workflows classify each comment and create corresponding follow-up actions. Organizations can capture, track, and respond to customer compliments, complaints, and other queries.

The system is accessible 24/7 and allows customers to easily create recurring trips while suggesting previously used or stored addresses.





PASSENGER NOTIFICATIONS *(NOTIFICATIONS)*

TripSpark's **notification system** sends clients the latest updates regarding their trip(s) and ensures everyone is on the same page, with the same information. This tool provides clients with real-time notifications of their trip details, minimizing missed appointments, enhancing customer service, and improving on-time performance.

Customers receive automated reminders to confirm or cancel their trip, significantly reducing no-shows.

Notifications are fast to implement, easy to configure and have low overhead costs.

Inbound and outbound notifications function through multiple channels — SMS, email and phone.

IN-VEHICLE TECHNOLOGY
(DriverMate)

DriverMate provides the ability to fully enable your mobile solutions by integrating your office with on-board Android devices. When drivers are connected to NovusDR via the **In-vehicle DriverMate app**, they can view the current day's manifest and access detailed events and passenger information. Any changes to the day's schedule will be automatically sent out to the drivers. This results in a significant reduction in radio traffic. Mapping (Google or Waze) allows drivers to view event locations on the map and obtain detailed directions, to event locations along with current traffic, street view, and full voice communicated turn-by-turn navigation. Data collection is automated and accurate. When each member of your team has access to real-time data, it makes everyone's job easier.

Dispatchers can manage fleet and runs in real-time. If a vehicle is behind schedule, they can act proactively, enhancing client experience.

DriverMate enables two-way communication between dispatch and drivers, reducing the need for radios and improving client confidentiality.

Drivers can follow detailed directions to event locations and see current traffic levels on a Google or Waze map. Voice navigation helps drivers focus on their route.



IN-VEHICLE TECHNOLOGY
(RANGER MOBILITY)

The TripSpark Ranger MDT is a hardwired, in-vehicle interface for your operations, allowing for seamless integration with onboard peripherals. In the same way as DriverMate, Rangers connect over the air to the NovusDR back-office allowing for real-time data exchange (including scheduling updates) and allows for completion data to be updated automatically. Manifests can be viewed in advance and communication with the back office can be completed through canned messaging and one-touch real time dispatch message responses.



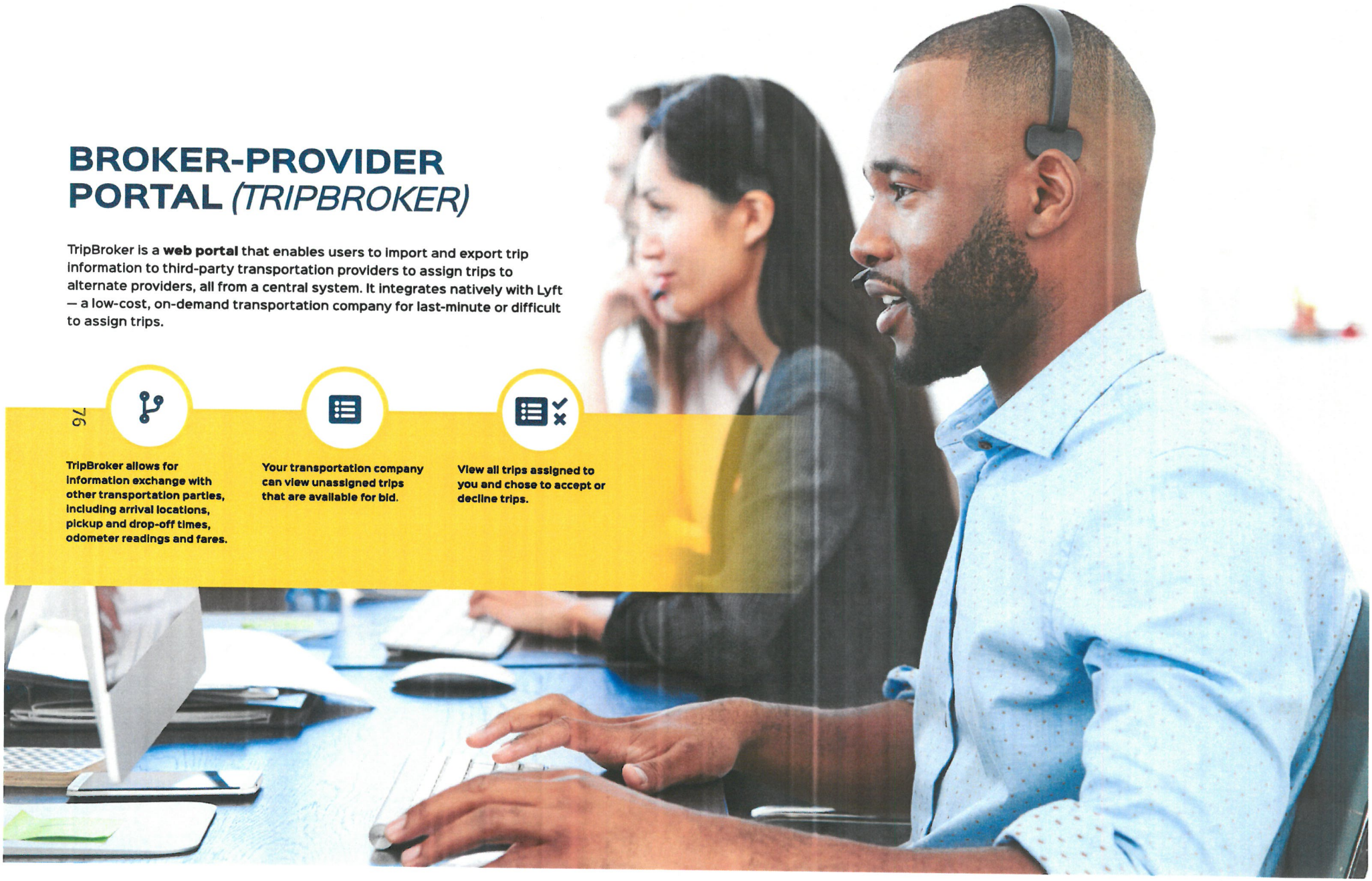
BROKER-PROVIDER PORTAL *(TRIPBROKER)*

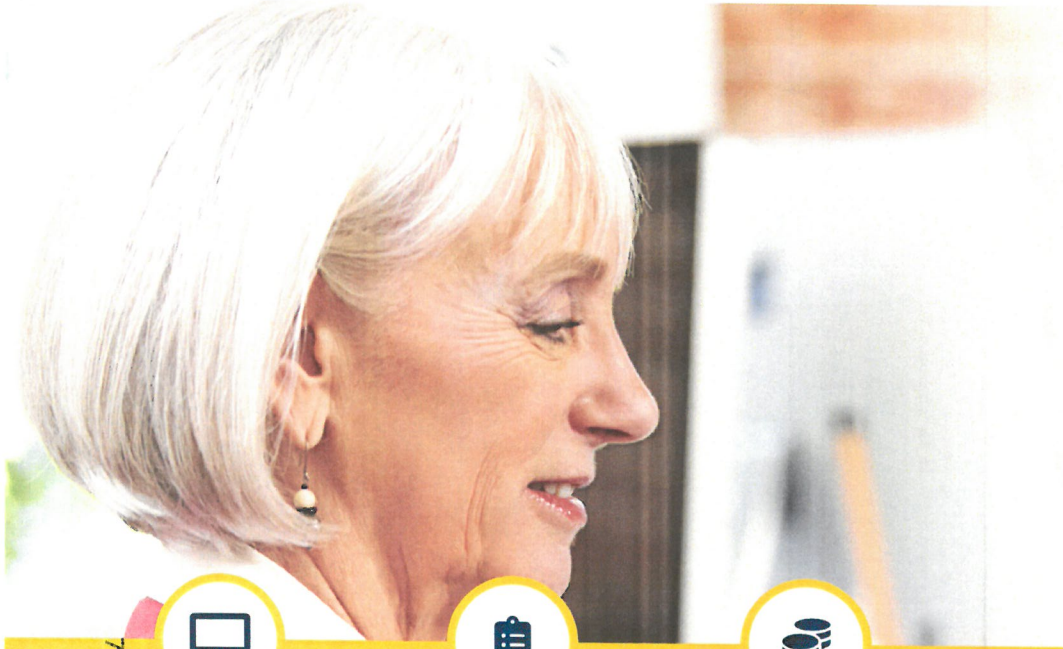
TripBroker is a **web portal** that enables users to import and export trip information to third-party transportation providers to assign trips to alternate providers, all from a central system. It integrates natively with Lyft — a low-cost, on-demand transportation company for last-minute or difficult to assign trips.

TripBroker allows for information exchange with other transportation parties, including arrival locations, pickup and drop-off times, odometer readings and fares.

Your transportation company can view unassigned trips that are available for bid.

View all trips assigned to you and chose to accept or decline trips.





CREDENTIALS AND CERTIFICATION TRACKING *(CREDENTIAL MANAGEMENT)*

TripSpark's Credential Management solution can help to ensure that only qualified drivers and vehicles provide trips for your passengers. Effectively manage drivers' license renewals, required driving testing, vehicle inspections, maintenance checks and insurance renewals, all from this easy-to-use module.

A central, organized system within your health transportation software for all credentials and certification data increases billing efficiency.

Users can manage all credential types, update credential statuses, and attach relevant documents from a single platform.

Data is easily verifiable, allowing for clean audits and quicker reimbursements.

Notifications of upcoming expiring credentials are sent automatically, ensuring only qualified drivers and vehicles perform trips.

The system is highly flexible by allowing for credentialing requirement variances across different regions and states.





NovusDR

PARATRANSIT & DEMAND RESPONSE SOFTWARE SUITE

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NovusDR

PARATRANSIT AND DEMAND RESPONSE SOFTWARE

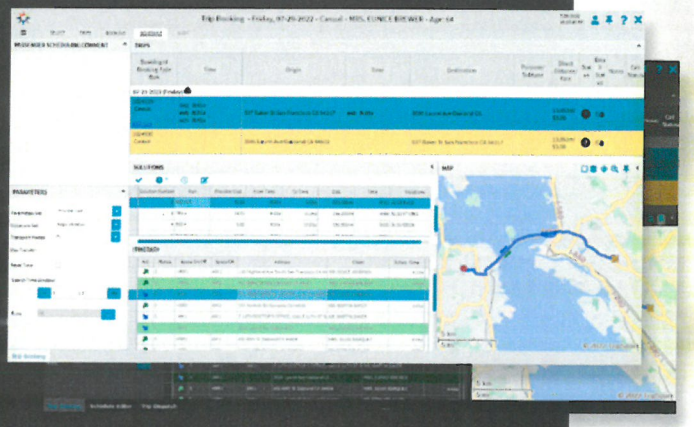
FROM CALL TAKING TO DISPATCHING.

TripSpark's paratransit and demand response software is designed to help you manage the unique needs of your transportation organization.

Our intelligent and flexible algorithm helps you create the perfect balance between customer service and productivity levels that's right for your operation.

- Ensure pinpoint accuracy of scheduling solutions with flexible mapping
- Properly utilize mixed fleet vehicle capacities
- Set driver speeds based on area familiarity
- Update daily schedule based on AVL data

CHOOSE YOUR STYLE - LIGHT OR DARK USER INTERFACE ›



MANAGE BOOKINGS ‹

Based on years of experience, our software gives you the power to do your job quickly and efficiently, and in real-time. Scheduling tools are designed to balance customer service with the maximum productivity possible. The result? Increased efficiencies and increased productivity.

EASY, AFFORDABLE IT INFRASTRUCTURE

Spend less time managing your IT infrastructure and more time delivering quality services to your passengers with our browser-based system. Accessed on-demand over the Internet, TripSpark can be securely accessed by remote offices, organizations & employees making it ideal for regional or state wide implementations. If you want, we can even host the solution for you.

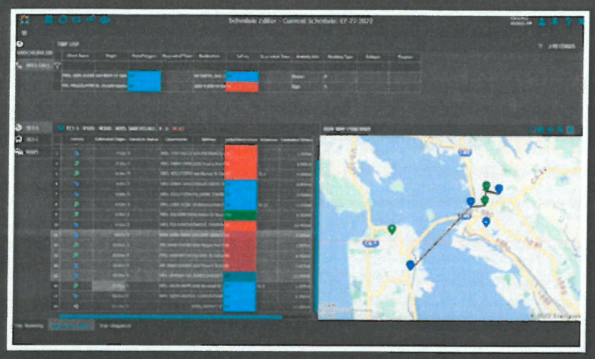
THE MAIN MODULES

- Client Registration
- Trip Booking & Administration
- Vehicle Management
- Driver Management
- Real-Time & Batch Scheduling
- Real-Time Dispatching
- Mapping & Street Management
- Reporting Module
- Billing Management

www.tripspark.com | info@tripspark.com

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TripSpark



› REAL-TIME SCHEDULING

GET A CLEAR PICTURE

Accurate reporting is critical. TripSpark provides you with accurate and meaningful statistics every time.

NO TWO TRANSPORTATION ORGANIZATIONS ARE ALIKE

We understand that no two transportation organizations are alike. This is why we made sure TripSpark can accommodate unique transportation models and unique business models.

- Door-to-Door
- Flexible Routing
- Flag Stops
- Volunteer Management
- Coordinated Transportation
- State-wide Models
- Rural Models
- Urban Models

Designed by users, made for users, TripSpark is not only user-intuitive, it is also extremely flexible. Uncluttered and easy to use default screens help ensure successful training. The out-of-the-box configuration can be easily modified to help make users jobs more efficient. You can even customize screens to meet your specific operational needs. Simply put, our software works the way you work.

YOUR SOLUTION SHOULD GROW WITH YOU

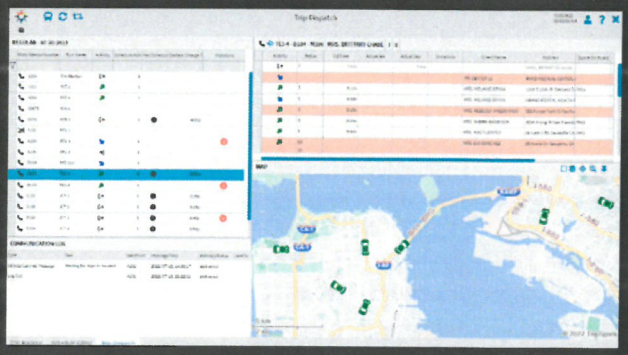
TripSpark can be enhanced with a number of affordable extensions that further enhance your ability to increase productivity and save time including:

- Mobile computing and AVL-use an MDT, smartphone or android
- Interactive Voice Response (IVR)
- Online trip booking
- Call-out Reminders

Why be satisfied with lacklustre customer support programs and limited availability? No other solution provider comes close to our all-inclusive Customer Care program. Even upgrades are included! TripSpark's Customer Care is here for you 24 hours a day, 7 days a week, 365 days a year.

OUR CUSTOMER CARE PROGRAM INCLUDES:

- Comprehensive online support portal with knowledge base
- Monthly online training sessions
- Remote diagnostics



› REAL-TIME DISPATCH

MOVING » « TOGETHER

TripSpark Technologies is a transportation technology company focused on helping Fixed Route, Demand Response, Rideshare and private operators increase service and access to transportation, improve rider satisfaction, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

www.tripspark.com | info@tripspark.com

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TripSpark

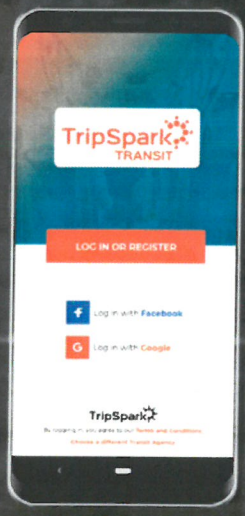
PROVIDE YOUR RIDERS THE POWER TO BOOK TRANSIT AT THE CLICK OF A BUTTON

TAKE THE GUESSWORK OUT OF ON-DEMAND TRANSIT

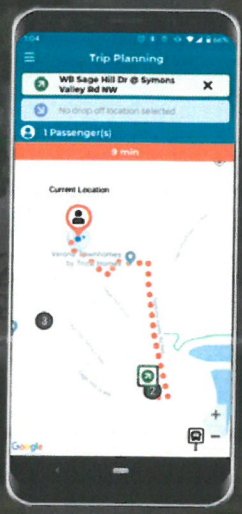
Whether looking to offer Microtransit, First-Mile Last-Mile, or other types of On-Demand transit, Rides on Demand is able to help your agency with it's particular needs. Through years of experience working with agencies to meet their flexible transit needs, Rides on Demand was created to meet rider requirements and expectations that are as unique as the riders themselves.

Integrated with both Novus and PASS, TripSpark's demand-response platforms, agencies can both meet the unique needs for managing paratransit operations and allow riders to travel together with friends and family in the same vehicle. This provides agencies the opportunity to maximize the use of resources and reduce costs through eliminating poorly performing routes without investing in a separate software platform.

Since Rides on Demand works on an on-demand basis, agencies can easily increase their service area at a fraction of the cost of a typical fixed route service. This can help reach riders in more rural areas or in newly built communities.



Custom-branded login screen

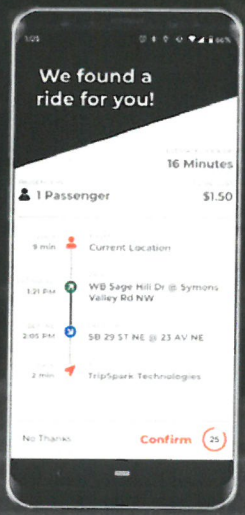


Flexible pick up/drop off points - curb, hub, or stops (marked or virtual)

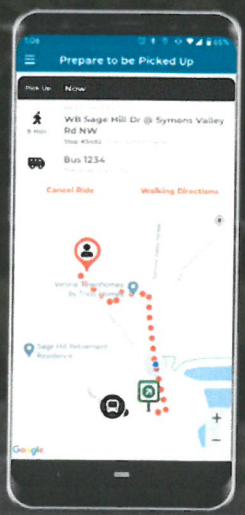
BOOKING A RIDE MADE SIMPLE

Riders are able to book a ride when and where they need one using the application on either their iOS or Android mobile devices. With Rides on Demand, riders can easily self register, find what stops are nearby, and book a ride for themselves or on behalf of others.

While booking a ride, riders will be able to indicate if they require any additional amenities, like space for a wheelchair or a bicycle, and exactly where and when to meet the vehicle and arrive at their destination.



View detailed trip information



View path to pickup point and real-time vehicle location

OFFER SERVICE WHEN YOUR RIDERS NEED IT

From an early morning drop off, to a late-night off hours pickup, riders can schedule a ride when they need one.

LOWER YOUR OPERATING COSTS

For fixed routes with low ridership, instead of adjusting coverage, frequency and/or hours, riders can now instead be served through Rides on Demand.

NO NEED FOR YOUR STAFF TO LEARN A NEW PLATFORM

Rides on Demand works seamlessly with Novus and PASS meaning that your staff don't need to worry about learning an entirely new technology.

REACH UNDERSERVED OR UNSERVED RIDERS

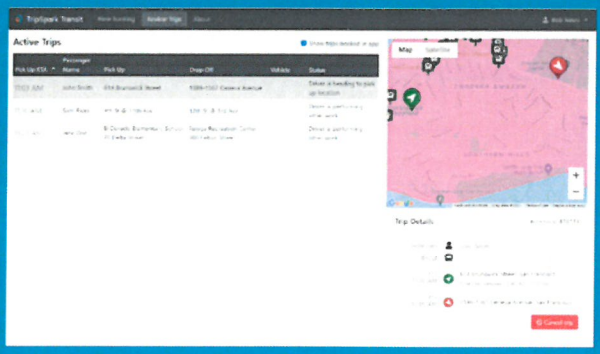
Through offering first mile/last mile service, or being able to offer rides to lower density areas, Rides on Demands can help you reach riders that either weren't served or were underserved, increasing your agencies ridership and service area.

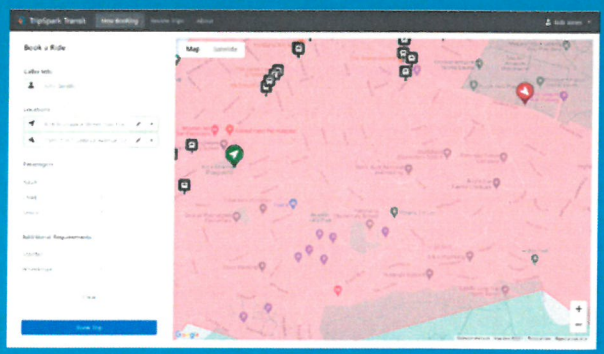
BOOK RIDES WITHOUT NEEDING A DISPATCH TEAM

Through application trip booking and automated dispatching, riders can easily book a ride through their phone, without having to dial a phone number. This will free up your dispatchers to handle more pressing matters.

IMPROVE RIDER EXPERIENCE

With a rider facing intuitive application that has been developed and designed from collaborating with agencies like yours, booking a ride has never been easier.

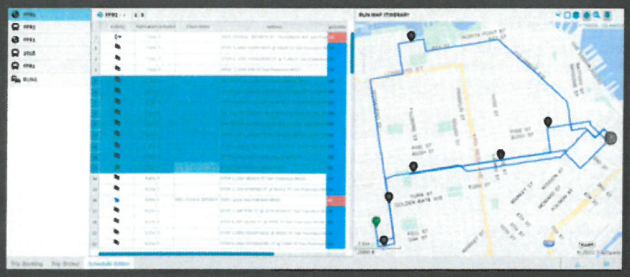




For those riders who still prefer booking a ride on the phone, they can do so through the back office booking portal.

DEVIATED FIXED ROUTE MANAGEMENT

Friendly Fixed Route (FFR) is a functionality that can be enabled within TripSpark's demand-response software, NovusDR, that enables agencies with deviated fixed routes to create and manage these routes within Novus. This allows for basic fixed route and deviated fixed route functionality.



Ability to map your deviated fixed routes

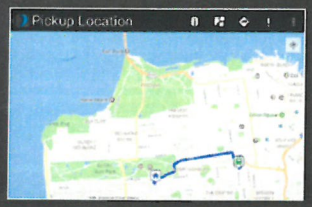
KEY BENEFITS

- Quick and simple to enable within NovusDR
- No complicated route creation, scheduling rules, blocking, or other complex steps required to build your routes - your flex route can be created using a single screen
- Stops can easily be edited, deleted, or duplicated and patterns can be cloned with a defined headway
- Ability to use NovusDR's proven scheduling algorithm to schedule trips to the deviated fixed routes
- Drivers can add flag stops in real time using their DriverMate enabled devices
- Includes the capability to create a corridor on either side of the route (e.g. ¾ mile) to enable schedulers to identify trips that can be scheduled to that flex run
- FFR can identify if a route deviation will keep the driver on track for subsequent stops
- Improve your agency's on-time performance by utilizing NovusDR's dispatching screens that alert users when vehicles start to run late.
- Capture the number of passengers boarding/alighting at each stop through DriverMate, no need to enter that information in manually
- Manage and track your fixed route vehicles on a map in the Novus framework, without needing to purchase a robust, fixed route software solution
- NovusDR and FFR will automatically consider both paratransit and flex runs when scheduling a trip, to see where it fits best, potentially freeing up space on the paratransit runs for more rides
- NovusDR is the perfect solution for managing and monitoring smaller fixed route operations that don't have a need for a more fully-featured fixed route solution

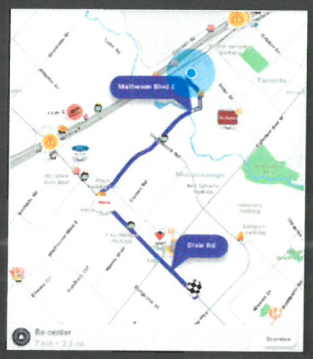
EASY-TO-USE DEMAND RESPONSE MOBILE DATA TERMINAL

DRIVERMATE IS AN EASY TO DEPLOY, SIMPLE TO USE demand response mobile data terminal (MDT). The benefits of DriverMate include the ability to:

- Communicate in real-time with the back office to provide drivers with instant updates & manifest changes. This will reduce the need for paper and improve accuracy of information.
- Provide better customer service to passengers with up-to-the-minute trip changes as trips are performed.
- Significantly reduce radio traffic.
- Enable drivers to view event locations on a Google or Waze map and obtain detailed directions to event locations along with current traffic, streets view and full voice communicated turn-by-turn navigation
- Better handle same-day bookings, improve On-Time Performance and ultimately increase passenger trips per hour.



Google Map


Waze Map

THE BUSINESS CASE

Affordable, Quick ROI

Savings associated with productivity improvements gained through mobile computing solutions often pay for the projects within three to five years

- Agencies & Providers have realized overall productivity gains of 5%–10%

Increased Efficiency

- Potential to significantly improve passengers per hour ratio
- Reduce "dispatch-driver" radio traffic

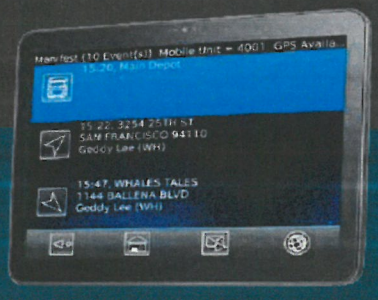
Streamlined Processes

- Redeploy your resources by eliminating the need for manual data entry and paper work
- Minimize the risk of human error with automated trip updates

Improved Customer Service

- Better on-time performance rates
- Reduce or eliminate service denials

DriverMate allows demand response drivers to provide and receive real-time information to dispatchers using an Android device. Drivers can view the current day's manifest and access detailed events and passenger information.



DriverMate is compatible with all Android Devices

SOLUTION FEATURES

Real-Time Updates

- Monitor vehicle location and schedule adherence in real time
- Get your reports faster. Seamlessly integrate real-time data with back-office systems and produce same-day reports

Designed with You in Mind

- Works with all cellular networks
- DriverMate also enables text messaging between drivers and dispatchers, which can further reduce radio traffic and increase communications
- Easy to update. Remotely and wirelessly install and update mobile software on the go*

Safety and Security

- GPS tracking and overt alarms increase safety for drivers and passengers

*requires either XMM (XMobileManager) or an MDM (Mobile Device Manager)



DRIVERMATE ON A SAMSUNG PHONE WITH ANDROID OS

PASSENGER NOTIFICATIONS: REMINDERS, CONFIRMATIONS, & IMMINENT ARRIVALS

The TripSpark Notifications system is a demand response application that takes rider engagement to the next level. Cloud-based and entirely accessible, passengers are given up-to-the minute notifications to enhance their total transportation experience. Riders can also call or text in to receive scheduled trip information. TripSpark Notifications provides the same capacity and benefits as more weighty and expensive systems, but it is an easy add on for demand response operations. From the vehicle to the notification system, to the devices of riders at home, your community stays connected.

HERE'S HOW IT WORKS FOR YOU

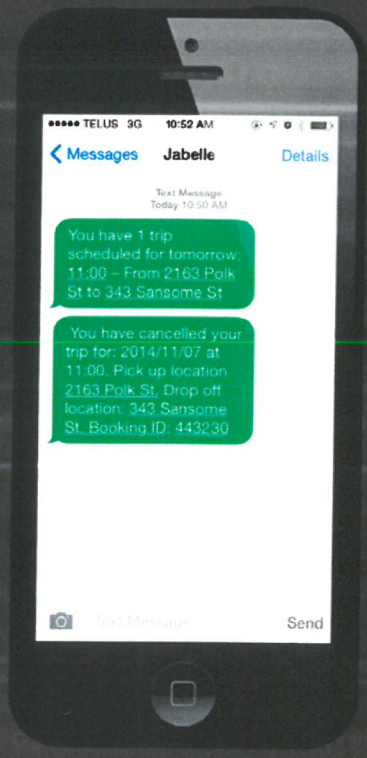
- **Reduced no-shows.** This translates into cost savings
- **Reduced driver wait times.** Less wait means more pickups, which leads to more revenue
- **Relief to the call center.** Riders get answers without talking to a call taker
- **Fewer complaints.** Riders know ETAs
- **Relieves IT work.** No complicated and costly phone integration or client-side server set-up

HERE'S HOW IT WORKS FOR YOUR RIDERS

- **Automated outbound notifications.** To confirm or cancel a trip, riders press a button at the end of a message
- **SMS, email and phone.** TripSpark Notifications can send out alerts and reminders via these popular media
- **Automated inbound services.** Riders can cancel trips or view pending trips
- **Ready and set to go.** Notifications sent the day before and then again moments before

WHY IT'S A PERFECT FIT

- **Fast to implement.** No installation of new telephone lines or client-side server
- **Easy to maintain.** Software updates automatically and cloud hosting reduces IT involvement
- **Simple Configuration.** Friendly UI allows operators to configure unique notifications with ease
- **Affordable power.** Low overhead costs and immediate revenue savings



INTERACTIVE VOICE SYSTEM FOR TRIP BOOKING (FOR TRIPSPARK NOTIFICATIONS)

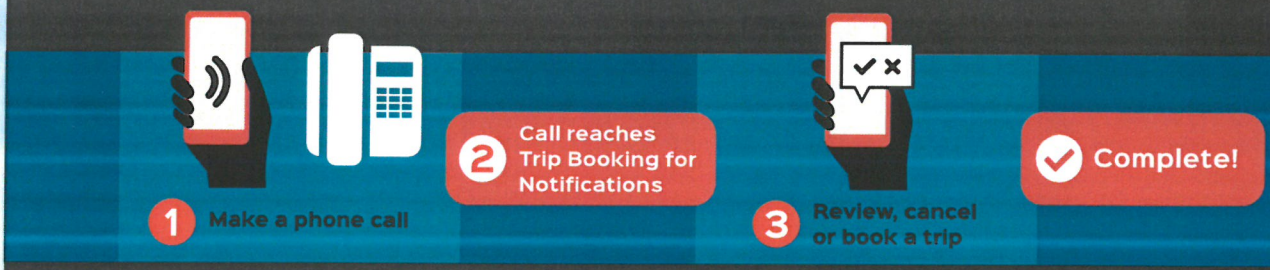
TRIP BOOKING is a feature within the Notifications product that allows passengers to conveniently manage their trips over the phone without speaking to a customer services assistant. Users can book, cancel and review trips via interactive voice response (IVR) or touch-tone. When a trip is booked or cancelled through Notifications, this inbound information is automatically sent to the back-office scheduler, reducing the administrative workload.

"ONE-CALL" TRIP MANAGEMENT

Give users the ability to review, cancel and book trips by calling a single phone number. Enable users to manage their trips without assistance, reducing the demand on administrative and call center staff.

SIMPLE TO USE

Users can easily book trips to frequently visited addresses by stating pick-up and drop-off locations such as "Home", "Work" or the name of their Doctor. Users can state either their pick up or drop off time, and the application will schedule the trip accordingly. After each selection is made, the application asks users to confirm that the information has been captured correctly, reducing the chance of booking errors.



ACCESSIBLE

Accessed over the telephone, Notifications can be used by passengers that lack internet or are uncomfortable using online portals. Because Notifications is fully automated, users can conveniently manage their trips at any time of day.

SECURE

Users must correctly enter both their Client ID and Password before they are able to access the Inbound Notifications user menu. This prevents unauthorized access to clients Protected Health Information.

ACCURATE SPEECH RECOGNITION

Notifications with Trip Booking features a powerful speech recognition engine. Passengers can speak naturally as if they were talking to a live customer services assistant, and the recognition engine will understand the booking details. For example, the engine accurately interprets the meaning of "the day after tomorrow" or "2 in the afternoon."

DO MORE WITH OUTBOUND NOTIFICATIONS

Trip management is just one part of TripSpark's fully-functional Notifications system. Use Notifications to send passengers advance trip reminders and real-time arrival updates via SMS text message, email or IVR. After receiving their reminder, passengers are prompted to confirm or cancel the trip. Outbound functions can reduce late cancellations and no-shows, reduce driver wait time and improve the passenger experience.

ONLINE PORTAL EMPOWERS PASSENGERS & RELIEVES CALL CENTERS

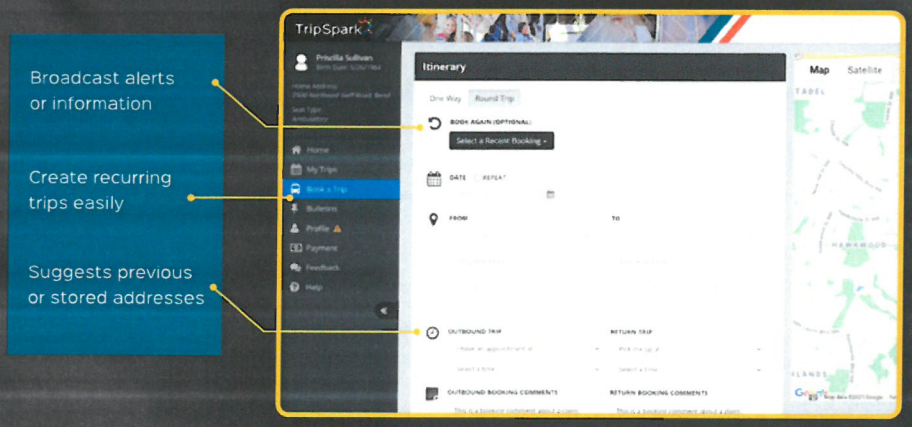
Today's passengers expect easy, self-service planning for their on-demand trips. TripSpark's Passenger Portal empowers riders or any assigned individuals who care for them (delegates) to request a ride, see and update their schedule, and even track their approaching vehicle on a map, all without having to call in. Passenger Portal's user-friendly web, tablet, and mobile-responsive platform puts the power in your riders' hands and creates a highly personalized experience. The result for your agency is a happier community, a lighter workload for your call center, and little to no training for your staff.

HOW DOES IT WORK FOR YOUR RIDERS?

By logging into any device or browser with internet access, passengers (or their delegates) can manage every aspect of their end-to-end journey.

Passengers have options to:

- View all upcoming and previously booked trips
- Allow designated delegates (family, funding agencies, medical/care facilities, etc.) to book and manage trips on their behalf
- Set notification preferences for IVR (voice calls) and SMS (text messages)
- Use a screen reader to navigate the portal
- Book, review, confirm, and cancel trips
- Select from previous trips and addresses to make new bookings hassle-free
- Automatically generate return trips
- Initiate a pickup request with an "I am ready" button
- Review or edit their personal profile
- Rate completed trips

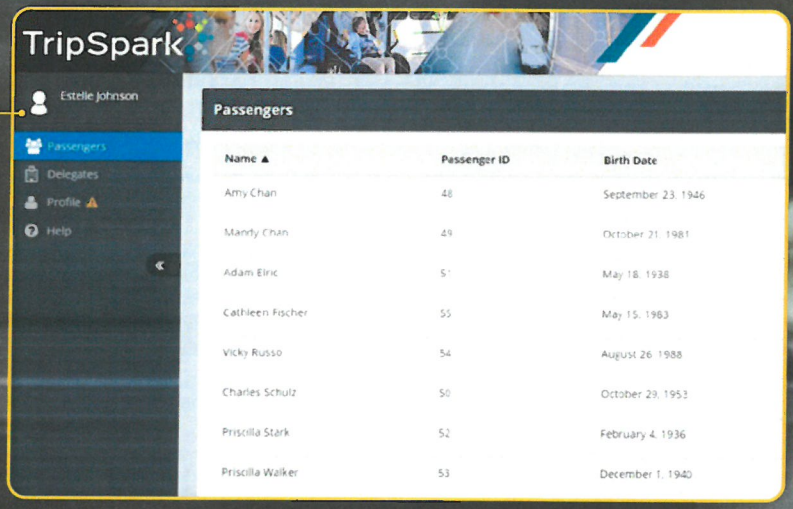


Trip booking page

DELEGATES MODULE

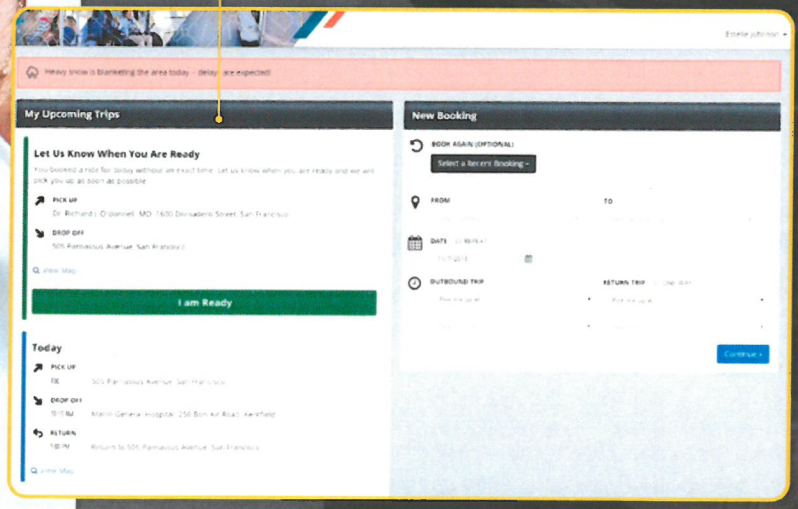
Family members, personal caregivers, and medical or program administrators are examples of people who can be designated as delegates. The Delegates Module allows them to act on behalf of a single passenger OR centrally manage trips for numerous passengers, making it unnecessary to log into multiple accounts. Delegates consistently rave about the ease of Passenger Portal and the peace of mind it gives them to oversee a passenger's journey end-to-end.

Designated individuals can book trips on behalf of riders



Delegates Module

Simple view of upcoming trips



View scheduled trip page

NOTIFICATIONS MODULE

The Notifications Module empowers passengers and delegates to set up personalized preferences for IVR (voice call) and SMS (text message) trip confirmations and reminders. Settings can be customized according to how much notice the passenger needs to get ready before a vehicle arrives. This supports a calm journey out the door for pickup, fewer last-minute cancellations and no-shows, and more on-time departures for drivers.

WHAT ARE THE BENEFITS TO RIDERS?

Ease-of-use

Highly intuitive platform that passengers and delegates alike say they enjoy and get accustomed to in no time

24/7 self-service

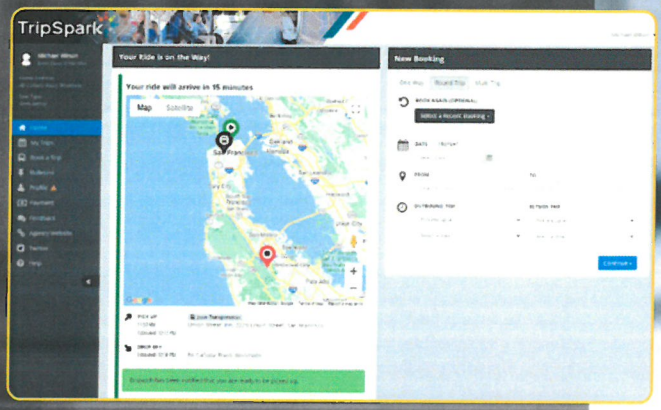
Provides up-to-the-minute trip information and comprehensive booking and cancellation options for passengers without needing to wait on the phone

Improved accuracy

Auto-generates emails to passengers confirming their scheduled trips and auto-sends SMS and IVR updates to help eliminate call center volume

Better customer service

Frees time for your call center staff to carefully assist passengers with complex requests or special needs



Passenger Portal

HOW DOES IT WORK FOR YOUR AGENCY?

Reduced no-shows and cancellations

Passengers and delegates can receive notifications about upcoming trips and update their bookings in real-time, reducing no-shows and at-the-door cancellations, and improving on-time performance.

Eliminate inefficiencies

Trip requests and changes are automatically updated on the back end, eliminating the need for staff interaction and potential scheduling errors.

Improved accuracy

Dispatchers can rely on information accuracy because there are fewer data entry points and errors.

Cost savings

Linking Passenger Portal to your back end software eliminates the need for costly web designers or developers.

Time savings

Passenger Portal can be set up and configured easily with your agency's name, color scheme, and logo.

Easy-to-Use

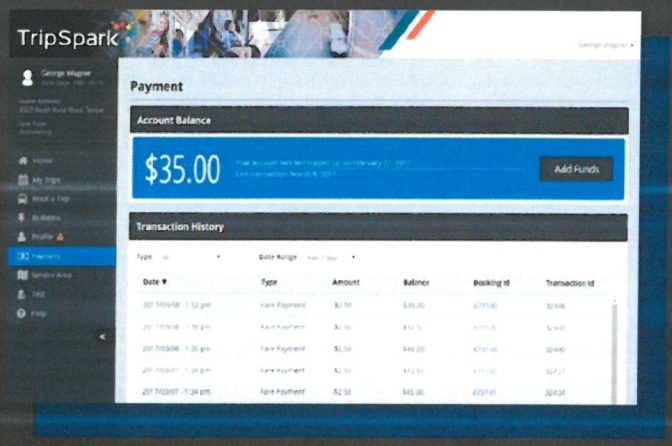
Little to no training is required for staff, and it's so easy to configure you'll rarely need to contact TripSpark or IT.

ONLINE PASSENGER FARE PRE-PAYMENT AND TRANSACTION HISTORY

Today's riders are becoming more sophisticated and expect to be able to manage their account balance 24/7 from the comfort of their home or on the go. With TripSpark's Payments Module, Passenger Portal now offers the ability for clients to pre-pay for fares on the new "Payment" page.

Passengers will be able to:

- View their current account balance
- Add funds to their account
- Save or remove their credit card information while adding funds
- View the previous transactions on their account

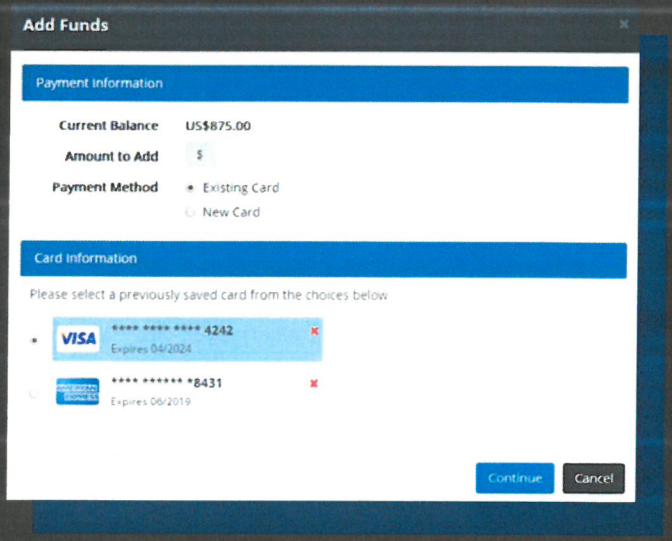


Payment page

Payments supports a large number of credit cards, including:

- Visa
- MasterCard
- American Express
- JCB (US only)
- Discover (US only)
- Diners Club (US only)

** Accepted payments depend on the payment service provider (PSP) used



Selecting existing card

Why use the Payments Module?

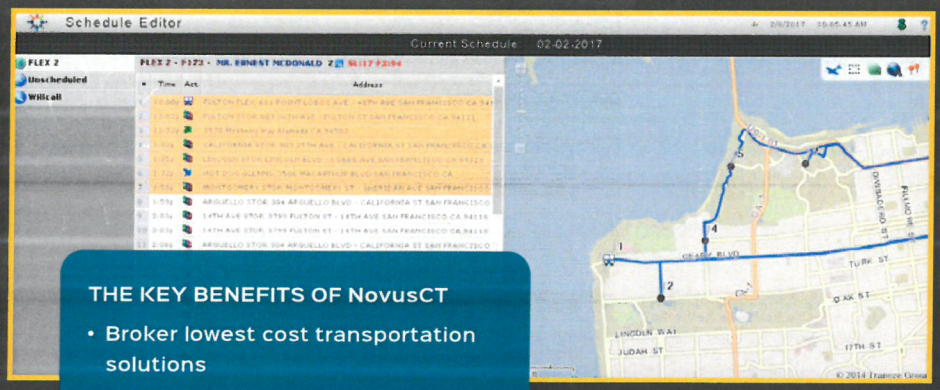
- Alleviate call center traffic and reduce queue times
- Provide your riders the flexibility to add funds to their account anytime and anywhere
- Supports both USD$ & CAD$ payments
- Secure and simple payments with a variety of payment methods

NovusCT

COORDINATE A COST-EFFECTIVE REGIONAL DEMAND RESPONSE TRANSIT SYSTEM

TripSpark Novus Coordinated Transportation (NovusCT) is an enhancement module for the TripSpark NovusDR demand response scheduling and dispatch application. This service brokerage application seamlessly integrates with the core Novus system to support a wide variety of service coordination strategies. NovusCT delivers value by enabling paratransit managers to coordinate a cost effective regional system involving multiple dedicated and/or taxi providers.

The NovusCT module integrates to provide an advanced scheduling and dispatching application developed to support the coordinated transportation efforts of demand response transit services. NovusDR and NovusCT delivers a comprehensive solution for client registration, trip booking, scheduling, and real-time dispatching between numerous agencies that are part of the database.



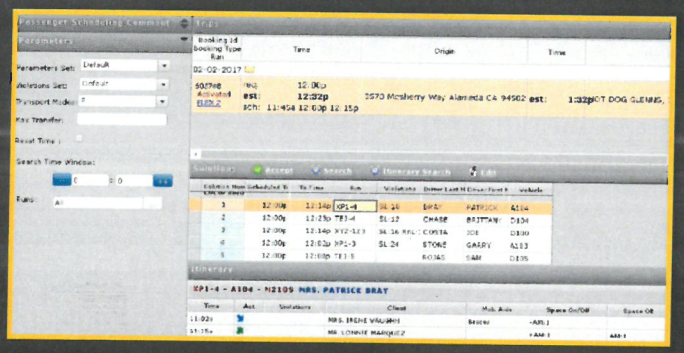
THE KEY BENEFITS OF NovusCT

- Broker lowest cost transportation solutions
- Schedule trips according to specific individual requirements
- Tightly integrate all demand response operations

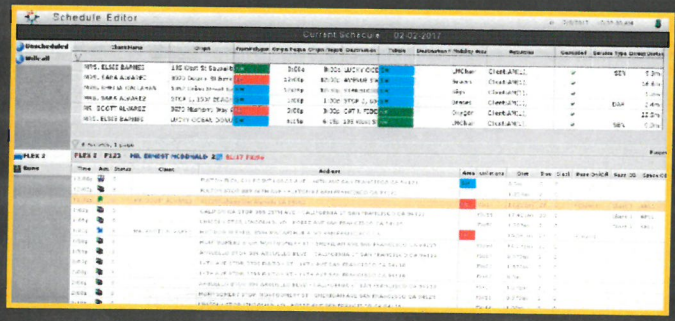
TRIPSPARK NovusCT: KEY BENEFITS AND FEATURES

Enable call center representatives to broker the lowest cost transportation solutions for paratransit clients, selecting from multiple providers.

Ensure that all trips are scheduled according to the specific requirements of individual service providers and funding sources (each provider can have their own scheduling parameters and weights).



Integrate the scheduling operations of brokers and service providers while tightly controlling access to agency-specific information.

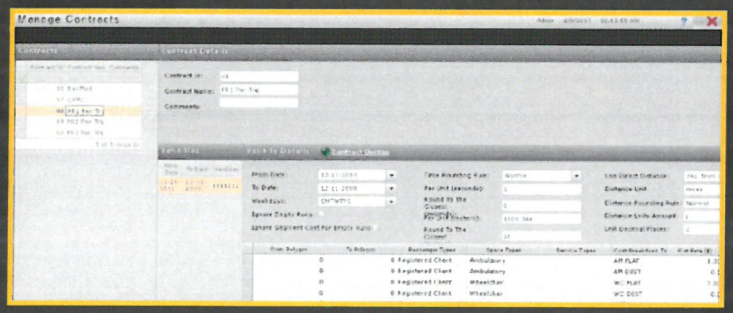


TRIPSPARK NovusCT: FEATURE DESCRIPTION

Security Manager

- Coordinate service between a variety of service modes (e.g., fixed route to paratransit, flexible route to paratransit, etc.).
- Define provider/agency-specific scheduling parameters.
- Allow multiple providers to use a single database without seeing each other's.





Provider Costing

- Highly detailed trip and run costing models allow even the most complex provider's service to be costed correctly.
- Assign trips to the lowest cost provider. Offer trips to providers with a defined time in which to accept or decline.

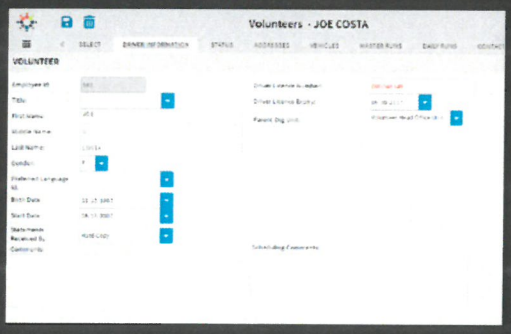
VOLUNTEER MODULE FOR CENTRALIZED VOLUNTEER MANAGEMENT

Volunteers bring a lot of value to an organization but can be difficult to manage with individual reimbursements, manifests, and personal vehicles. The Volunteer Module for Novus allows organizations to manage every facet of their volunteer operations, helping them fit in seamlessly.

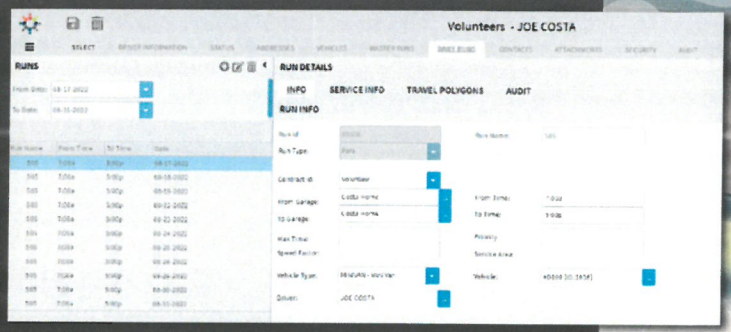
CENTRALIZED PROFILE MANAGEMENT

Volunteers typically use their personal vehicle so their home address serves as their "garage". Compared to a standard Provider, their availability and service area is more variable and restricted. Thankfully, all of this data is captured in TripSpark's single, centralized workflow to allow organizations to manage volunteer information and the applicable billing unit.

- Respond timely to your members' and riders' concerns with a thorough and well-documented investigation process
- Improve efficiency using an integrated database that links to all relevant trips, providers, drivers, vehicles, and employees
- Ensure your services and personnel comply with organizational standards and policies
- Decrease paper usage by automating manual processes
- Reduce misplaced customer feedback



Driver Summary



Daily Runs

REMOTE ACCESS TO MANIFEST AND SCHEDULES

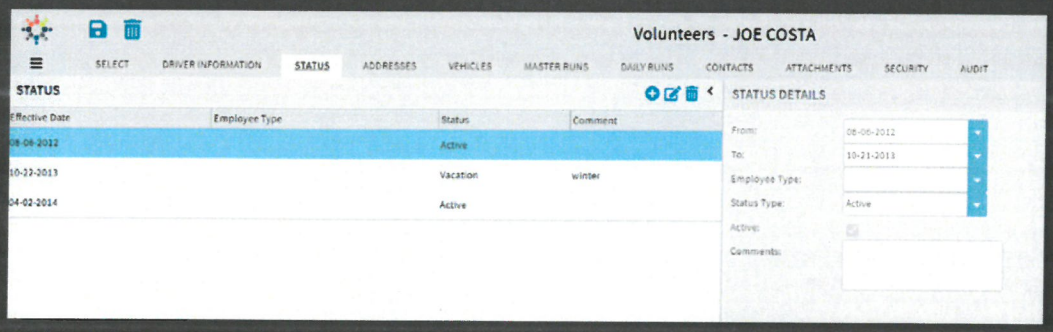
Volunteers are provided with limited login access and using a web browser can remotely review their manifest. They can only access the shift information assigned to them.

- View assigned trips and details, and accept or decline them.
- Export route information to a printed manifest.
- Drivers can be notified by e-mail that trips are available for review.

REIMBURSEMENT MANAGEMENT

Volunteers are typically reimbursed on a per-mileage basis. The Volunteer module provides comprehensive functionality to manage every aspect of the billing process.

- Ability to set reimbursement rates for volunteers, including single or regional rates.
- Reimbursements are broken out per trip, per day, and per billing period.
- Ability to set a billing calendar, which groups all reimbursements for the billing period into a single statement.
- Volunteers are notified by email when they can log in and review their billing statements.
- Volunteers can accept reimbursements, dispute them, and manage donations.



Volunteer Status

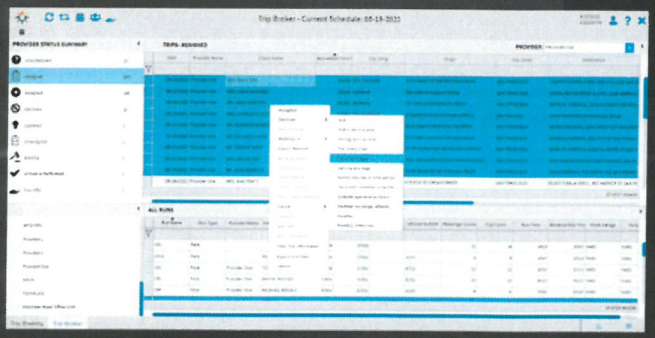
TRIP BROKER

ONLINE TOOL TO SEND TRIPS TO THE MOST COST-EFFECTIVE THIRD PARTY VENDOR

TRIPSPARK TRIP BROKER is a new and Innovative tool for all users of our demand response solutions. Trip Broker allows demand response operators to easily push trips to third party providers. Once a DR system has reached capacity or dispatchers prefer to outsource trips, those trips can be offered to taxi and private transport companies through an online interface that fully integrates with all TripSpark back office systems.

EVERYTHING ONLINE AND IN ONE PLACE

The Trip Broker interface lets third parties see all available trips on a simple webpage. Taxi providers can then bid on trips, accept or reject them. Thus demand response operators are able to find the most cost efficient third party provider and realize the greatest savings possible. Because Trip Broker is web-based, it can be accessed from anywhere through the Internet and comes with a customizable user interface as well as an API interface.



COMPLETE OVERVIEW OF DEMAND RESPONSE OPERATION

Trip Broker can be customized easily. Fully integrated with our back office suites, DR operators may choose to monitor third party providers. Information such as arrival times, odometer readings or fares collected can be tracked. This information is synchronized and automatically updated in your back office software.

BENEFITS

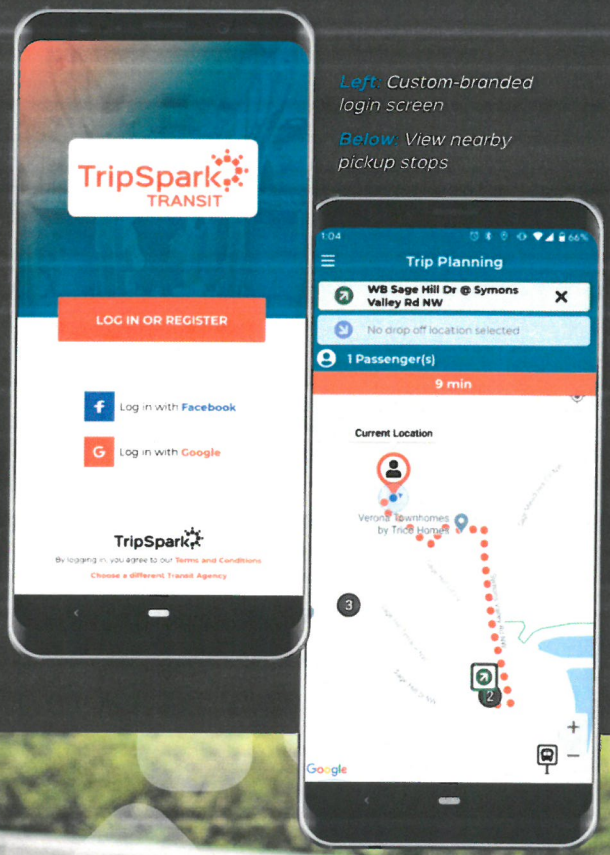
- Outsource demand response trips with a simple click of a button
- Always find the most cost efficient third party providers to perform demand response trips
- Track key events and manage trips with total insight into all taxi providers
- Third party providers (such as taxi vendors) don't need technology other than a web browser

ON-DEMAND RIDER APP TO MEET MODERN TRANSIT NEEDS

TripSpark's new mobile app helps solve various challenges faced by transit agencies, while meeting the needs and expectations of today's riders. The Rides on Demand iOS and Android apps allow agencies to offer a flexible service that sits between fixed route transit and more personal transportation options, without investing in a separate software platform. Integrated with both Novus and PASS, TripSpark's demand-response platforms, agencies can choose to have dedicated transit-on-demand or support mixed service, where paratransit and conventional riders travel together in the same vehicles. This provides agencies the opportunity to maximize the use of resources and reduce road congestion in their communities.

BENEFITS

- Keep your operations simple with a microtransit solution that works seamlessly with Novus and PASS (no need for users to learn or support a new platform)
- Realize greater value from existing infrastructure and investments
- Provides an alternative to adjusting coverage, frequency and/or hours for fixed routes with low ridership in an effort to lower operating costs
- Improve transit service in mid/low density areas or at off-peak hours
- Improve accessibility to fixed route through first mile/last mile service, increasing ridership
- Flexibility to pick up and drop off riders at common locations, reducing travel time and increasing passengers per vehicle hour
- Ability to adjust service in response to demand

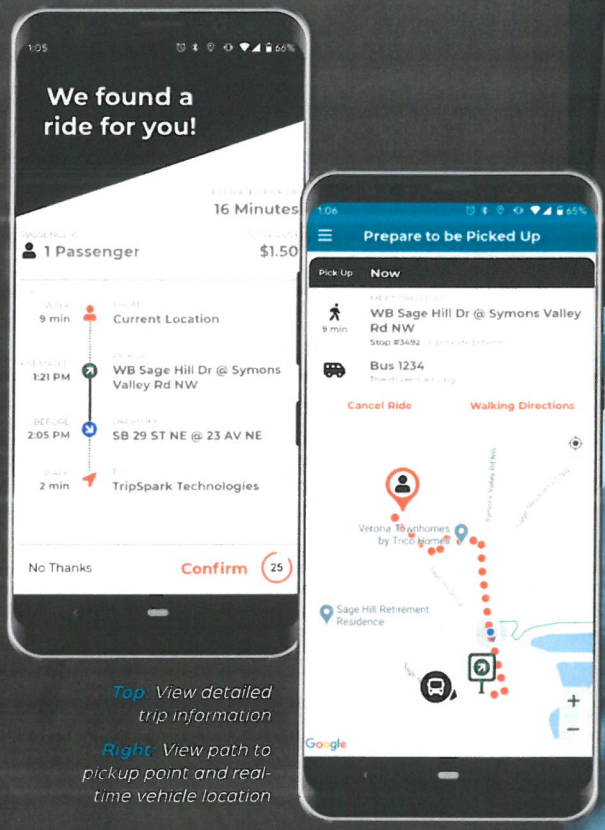


Left: Custom-branded login screen

Below: View nearby pickup stops

FEATURES

- Users can start easily with quick self-registration and onboarding information, reflecting your agency's branding
- Geolocation (with permission) makes it easy to find nearby stops – especially convenient for riders that do not know the area
- Multiple ways to locate pickup/drop-off points by selecting a favorite/recent location, searching for a specific stop, address or point of interest, or by selecting directly on a map
- Users can book rides in real-time for themselves and others, and specify additional requirements (e.g. wheelchair, bicycle rack space)
- Rides are automatically booked through Novus or PASS, which utilize the industry's most widely used scheduling engine, and are then sent to the driver MDT
- Real-time information ensures riders know when and where to meet the vehicle, and when they will arrive at their destination. Users can view the vehicle on the map as it approaches and throughout their journey



Top: View detailed trip information

Right: View path to pickup point and real-time vehicle location

PROFESSIONALLY MANAGED DATA CENTER SERVICES

TripSpark's Hosting environment offers clients a secure Tier 3 data center to upload your database, core application and add-on products to. Eliminate time spent trouble shooting with internal IT and allow TripSpark's customer care team and IT experts to monitor and manage your software performance while protecting PHI.

TRIPSPARK'S HOSTED SOLUTIONS PROVIDES:

- Secure access to the application via the Internet
- 100% power uptime
- 99.9% network availability
- Fast implementation and training
- 24/7 Customer service and server monitoring
- Multiple redundant Internet connections providing up to 200 Mbps
- Nightly backups with hourly database transaction log
- Hosted in a US-based Data Center with a global footprint.
- Network connectivity and carrier diversity
- N+1 cooling System Configuration (Redundancy)
- N+1 power generator configuration with a minimum of two fuel replenishing companies

DATA CENTER SPECIFICATIONS

- Uptime Institute Tier III Certified
- Over 160,000 sq. ft., 24" raised floor
- Fire detection and suppression systems (VESDA)
- Climate control systems to strict ASHRAE standard

WHY TRIPSPARK?

TripSpark solutions enable transportation providers to deliver accessible, flexible, and comprehensive transportation services to their communities. Our advanced software, in-vehicle hardware and mobile technologies help increase ridership, improve service, and operate more efficiently.



LEGACY

TripSpark comes from a family of companies with an impressive legacy across North America and globally, with decades of experience in software innovation.



EXPERT CUSTOMER CARE

Our support representatives come from the industry and have years of industry experience. They are very knowledgeable, and not your typical "front-line" support. Our customers come to know them well as our reps work one-on-one with them to solve problems, provide training, and discover new opportunities.



SINGLE VENDOR SOLUTION

For many of our long-term customers, a single-vendor solution for both their hardware and software means better support, dependable product integration, and top-of-the-line reliability.



RESOURCES

TripSpark offers comprehensive operational and industry resources. Our customers can access online training resources, including monthly training courses on new features and functions, user guides and collaborative discussion forums.



IMPLEMENTATION

Our trainers employ a "train the trainer" methodology to empower your staff to confidently train others. Implementation always includes a thorough needs assessment, and rigorous testing and piloting process in preparation of your go-live date.



ONGOING SUPPORT

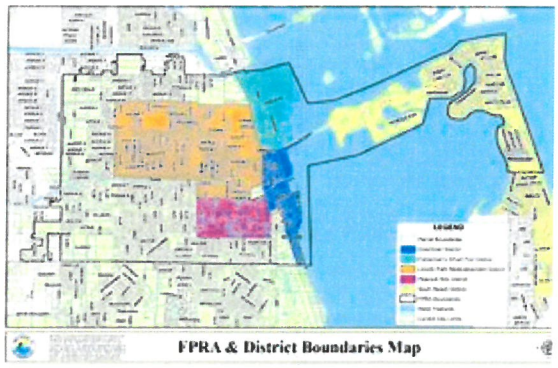
Responsive and effective customer support is critical for your operations. Our Customer Care team is available 24/7 by phone, email or online through our Customer Care portal.

www.tripspark.com | info@tripspark.com

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TripSpark
MOVING » « TOGETHER

Tab 4 Program Plan



Ability to Meet Project

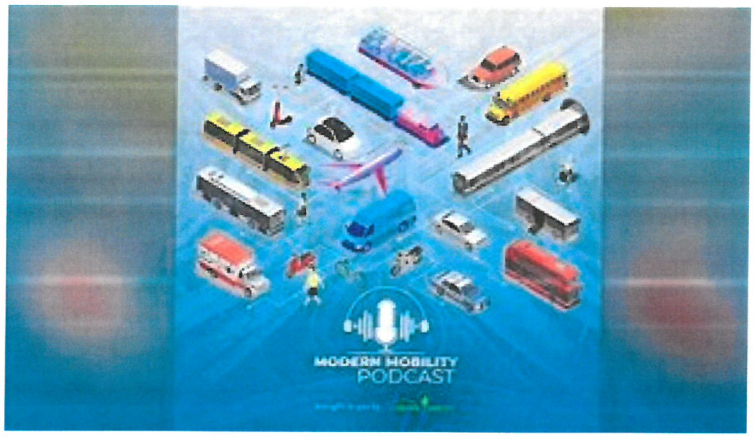
FPRA Plan and Economic Impact

PROGRAM PLAN- Ability to Meet Project; FPRA Plan & Economic Impact

The On-Demand Transportation project for the Fort Pierce Revitalization Area (FPRA) is a project that meets the initiatives of ***environmental justice*** and the ***Justice 40 Initiative***.

The ***Justice 40 Initiative*** is characterized as:

Justice40 *is a whole-of-government effort to ensure that Federal agencies work with states and local communities to make good on the President's promise to deliver at least 40 percent of the overall benefits from Federal investments in climate and clean energy to disadvantaged communities.*



Environmental justice is an increasingly important element of policy making in transportation[12]. It is fundamentally about fairness toward the disadvantaged and often addresses the exclusion of racial and ethnic minorities from decision making[1]. Environmental justice is not specific to any mode of transportation, particular community, or single policy issue[1]. It is the fair treatment and meaningful *involvement* ***of all people, regardless of race, ethnicity, income, national origin, or educational level with respect to the development, implementation and enforcement of environmental laws, regulations and policies[2].***

The On-Demand Transportation Project encompasses some areas that would be deemed as transportation disadvantaged, and as such, the project meets the core definitions of environmental justice and the ***Justice 40 Initiative***.

The use of Electric Vehicles is a key component in this project. The use of the EV's provides a mechanism to highlight transportation's role in helping to meet climate change initiatives on a local level. As another mode of transportation available to the residents and visitors of Fort Pierce, this project highlights the City of Fort Pierce's commitment to improving the quality of life for its residents.

The FPRA's vision is a "Four Point Action Plan":

- ✓ **Restore Neighborhoods**
- ✓ **Foster Arts and Culture**
- ✓ **Re-Set the Economic Base**
- ✓ **Connect**

Our role in the Four Point Action Plan is primarily to "***Connect***" the FPRA to enhance the first three points. Our strength in meeting the objectives of this project lies in our roots in the City of Fort Pierce and in St. Lucie County. We are firm believers in utilizing the local businesses as best as possible. Our goals and objectives align with our local leadership, putting the best interests of the City of Fort Pierce first and foremost. COASL is able to focus solely on its commitments locally, not elsewhere in the State or country.

Because we have strong ties and roots to this community, we are in the unique position to focus our role to "***connect***" in the FPRA to ensure that our connectivity aids the FPRA in accomplishing the first three points of the action plan.



The success of this project will provide residents and visitors access to numerous locations within the FPRA, and will therefore foster the strengthening of the economic base. The changes that are in the proposal or planning phases for this area, such as a Brightline station for the Treasure Coast in the Downtown Fort Pierce area, will only continue to enable all four points to reach their full potential.



COASL's ability to meet the objectives of this project include:

- ✓ Strong Leadership team
- ✓ Staff with extensive expertise
- ✓ Commitment to the local area
- ✓ Professionalism
- ✓ 3 Decades + Transit knowledge and experience
- ✓ Understanding of the FPRA Plan

Tab 5 Required Documents



DELIVER TO: City of Fort Pierce, Purchasing Division Room 101 100 North U.S. #1 Fort Pierce, FL 34950 **MAIL TO:** City of Fort Pierce Purchasing Division, Room 101 P.O. Box 1480 Fort Pierce, FL 34954-1480	**REQUEST FOR PROPOSALS** **and** **PROPOSER ACKNOWLEDGMENT**
Bid Writer: Gelencia Carter, 772-467- 3102	RFP No: 2024-019
Pre-Proposal Conference Date: N/A	RFP Title: ON-DEMAND TRANSPORTATIONSERVICES (REBID)
Mandatory Pre-Proposal Location: N/A	RFP Opening Location: City of Ft. Pierce Purchasing Division Room 101 100 North U.S. #1, 1st Floor Ft. Pierce, Florida 34950
RFP Due Date & Time: 3:00 PM, WEDNESDAY, FEBRUARY 7, 2024	If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.
Proposer Name: Councilon Aging of St. Lucie Inc. Mailing Address: 1505 Orange Avenue	*I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.* X _____ Authorized Signature (Manual)
City, State, Zip Code: Fort Pierce FL 34950	Typed or Printed Name: Darrell Drummond
Type of Entity (Select one): Corporation ✓ Partnership _____ Proprietorship _____	Title: President / CEO
Incorporated in the State of: Florida Year: 1973	Delivery in _____ days, ARO
Phone Number: 772-464-7433	Payment Terms: Net 30 Days
Fax Number: —	FEIN or SS Number: 59-1474012
E-Mail Address: ddrummond@cogsl.com	Local Business: ✓Y ___N MWBE: ___Y ✓N
Bid Security is attached, when required, in the amount of $ _____ F.O.B. DESTINATION	If returning as a "No Bid" state reason:
THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID	

SUMMARY OF REQUIRED FORMS

Form No. 1 – Drug Free Workplace Certification (1 page)
The form may be use as part of a tiebreaker for tie scores. If your company does not have a Drug Free Workplace Program, you must mark this form N/A and return it with you RFQ package. If your company has a Program, sign and return the form.

Form No. 2 – Non-Collusive Form (1 page)
Each proposer shall execute an affidavit, in the form provided by the City, to the effect that he/she has not colluded with any other person, firm or corporation in regard to any proposal submitted. Such affidavit shall be attached to the proposal form.

Form No. 3 – Public Entity Crimes (2 pages)
A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public
entity in excess of the threshold amount provided in Section 287.017 of CATEGORY TWO for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

Form No. 4 – Scrutinized Companies Certification (1 page)
Section 287.135, Florida Statutes, prohibits agencies from contracting with companies, for goods or services over $1,000,000, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are created pursuant to section 215.473, Florida Statutes. At the time a company submits a bid or proposal for a contract or before the company enters into or renews a contract with an agency or governmental entity for goods or services of $1 million or more, the company must certify that the company is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

Form No. 6 – References
As per Tab No. 2, page 24

Form No. 7 – W-9 Taxpayer Identification Number
This form shall be complete and returned with your submittal.

DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that Council on Aging of St. Lucie, Inc. does:
(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employees community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

Proposer's Signature

January 18, 2024
Date

NON-COLLUSION AFFIDAVIT
FOR PRIME BIDDER

STATE OF Florida

COUNTY OF St. Lucie

Darrell Drummond, being first duly sworn, deposes and says:

That he is President / CEO
(a partner or officer of the firm, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the City of Fort Pierce, of the County of St. Lucie, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

Council on Aging of St. Lucie Inc.
(Firm Name)

By: _____

Title: President / CEO

Subscribed and sworn to before me this 18th

day of, January 2024.

_____
Notary Public

My Commission expires. (Seal)

ROBERT J. DRISCOLL
MY COMMISSION # HH 456801
EXPIRES: November 11, 2027

PUBLIC ENTITY CRIMES AFFIDAVIT
SWORN STATEMENT UNDER SECTION 287.133(3)(a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted by City of Fort Pierce
(Print name of the public entity).
by Darrell Drummond, President / CEO
(Print individual's name and title)
for Council on Aging of St. Lucie Inc.
whose business address is 2501 SW Bayshore Blvd, Port St. Lucie FL 34984

(If applicable) its Federal Employer Identification Number (FEIN) is 59-1474012

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: On the attached sheet). Required as per the IRS Form W-9.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in paragraph 287.133(1)(a), Florida Statutes, means:
   a. A predecessor or successor of a person convicted of a public entity crime: or

   b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima tacie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(c), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(Please indicate which statement applies.)**

__✓__ Neither the entity submitted this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July I,1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearing and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (**Attach a copy of the final order**)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDEN I1F1ED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 F THE CALENDAR YEAR IN WHICH IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FWRIDA STATUTES, FOR CATEGORY TWO OR ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

_____
(Signature)

January 18, 2024
(Date)

STATE OF Florida

COUNTY OF St. Lucie

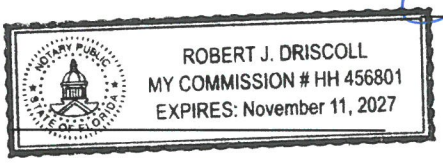
PERSONALLY APPEARED BEFORE ME, the undersigned authority Darrell Drummond
(Name of individual signing)

Who, after first being sworn by me, affixed his/her signature in the space provided above on this

day 18th of January, 2024.

(NOTARY PUBLIC)

My Commission Expires:



CERTIFICTION REGARDING SCRUTINZED COMPANIES LISTS

Respondent Name: Council on Aging of St. Lucie Inc.

Respondent's Authorized Representative Name and Title: Darrell Drummond, President / CEO

Address: 2501 SW Bayshore Blvd.

City: Port St. Lucie State: FL Zip: 34984

Phone Number: 772 4647433 Respondent FEIN: 591474012

Email Address: ddrummond@coasl.com

Section 287.135, Florida Statutes prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of any amount if, at the time of contracting or renewal, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel. Section 287.135, Florida Statutes, also prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of $1,000,000 or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector Lists which were created pursuant to s. 215.473, Florida Statutes.

Certification:

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List. I further certify that the company is not engaged in a boycott of Israel. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

January 18, 2024

THE SUNRISE CITY
FORT PIERCE
Florida
PURCHASING
DEPARTMENT

REFERENCES

RFP NO. 2024-019
ON DEMAND TRANSPORTATION SERVICES

Contact Person & Title	Adolfo Covelli, Transit Director
Email Address	Covelli a @ stlucieco.org
Phone No.	772-462-1798
Company Name	St. Lucie County BOCC - Transit Division
Mailing Address	2300 Virginia Avenue
City, State, Zip	Ft. Pierce FL 34982
Type of commercial work contracted	MicroTransit; Paratransit, mass transit operations
Contact Person & Title	Chris Stephenson, Director of Transportation
Email Address	cstephenson @ sramail.org
Phone No.	772-469-3151
Company Name	Senior Resource Association Inc.
Mailing Address	4385 43rd Avenue
City, State, Zip	Vero Beach FL 32967
Type of commercial work contracted	Paratransit, Demand Response
Contact Person & Title	Terissa Aranson, President / CEO
Email Address	director @ stluciechamber.org
Phone No.	772-595-9999 ext 314
Company Name	St. Lucie Chamber of Commerce
Mailing Address	2580 Rhode Island Avenue
City, State, Zip	Ft. Pierce FL 34947
Type of commercial work contracted	transportation for Leadership Summer programs

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.

Name (as shown on your income tax return)
Council on Aging of St. Lucie Inc.

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☑ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
2501 SW Bayshore Blvd.

Requester's name and address (optional)

City, state, and ZIP code
Port St. Lucie FL 34984

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
: :

or

Employer identification number
59 : 1474012

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ January 18, 2024

General Instructions

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

Purpose of Form

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

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

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

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

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

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

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

- The U.S. owner of a disregarded entity and not the entity,

CITY OF FORT PIERCE CHECKLIST

This checklist is provided to assist each Proposer in the preparation of their bid response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline, it is the responsibility of each Proposer to read and comply with the Request for Qualifications in its entirety.

Check "Yes" or "No" to each of the following:

	YES	NO
Is Request for Qualifications cover page (page 1) completed, signed and attached?	✓	
Include proof of proper insurance as stated in bid documents.	✓	
Are all of the Required forms complete and included?	✓	
Is each Addendum (when issued) signed and included?	✓	
Have you checked your proposal for proper organization, tabs are correct?	✓	
Are you in compliance with the page limitations?	✓	
Hard Copy Submissions. Confirmation of one (1) original and one (1) copy on USB Drive.	✓	
Did you submit your proposal electronically?		✓
Have you made sure your corporate address matches your Sunbiz information ?	✓	
Are you registered on Demandstar to received addendums	✓	
Have all areas of the RFQ forms and related documents been signed off by and authorized agent of the company and / or witnessed / notarized where applicable?	✓	

PLEASE SIGN AND RETURN WITH BID _____

Tab 6 Appendix



The Appendix includes the following:

- Certificate of Insurance
- COASL Organizational Chart
- COASL Board of Directors
- St. Lucie County Business Tax Receipt
- Florida Not-for-Profit Annual Report
- Incorporation Certificate

COUNONA-03 ADELGADO

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/13/2023

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

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

PRODUCER
First Florida Insurance Brokers
100 South Ashley Drive, Suite 250
Tampa, FL 33602

CONTACT NAME: Maegan Tyler
PHONE (A/C, No, Ext): (813) 902-3502
FAX (A/C, No): (813) 223-3932
E-MAIL ADDRESS: maegan.tyler@ffinsbr.com

INSURER(S) AFFORDING COVERAGE — NAIC #
INSURER A : Florida Insurance Trust — 27272
INSURER B :
INSURER C :
INSURER D :
INSURER E :
INSURER F :

INSURED
Council On Aging Of St. Lucie, Inc.
2501 SW Bayshore Blvd
Port Saint Lucie, FL 34984

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR	X		FITGL-50015-2023	6/1/2023	6/1/2024	DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 100,000
	X Professional Liab.						MED EXP (Any one person)	$ 5,000
	X Abuse/Molest. Liab.						PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 3,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 1,000,000
	OTHER:						Abuse/Per Claim	$ 250,000
A	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO			FITAU-50015-2023	6/1/2023	6/1/2024	BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR						EACH OCCURRENCE	$ 1,000,000
	EXCESS LIAB CLAIMS-MADE			FITXS-50015-2023	6/1/2023	6/1/2024	AGGREGATE	$ 1,000,000
	DED RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						X PER STATUTE / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N / N/A			FITWC-50015-2023	6/1/2023	6/1/2024	E.L. EACH ACCIDENT	$ 2,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Employee Benefits Liability [Claims-Made] Retro Date: 07/01/1991

Evidence of Insurance

Certificate Holder is listed as an Additional Insured with respect to liability coverage subject to the terms, conditions and exclusions of the policy.

Fort Pierce Redevelopment Agency and the City of Fort Pierce and their respective officials, officers, and employees.

CERTIFICATE HOLDER

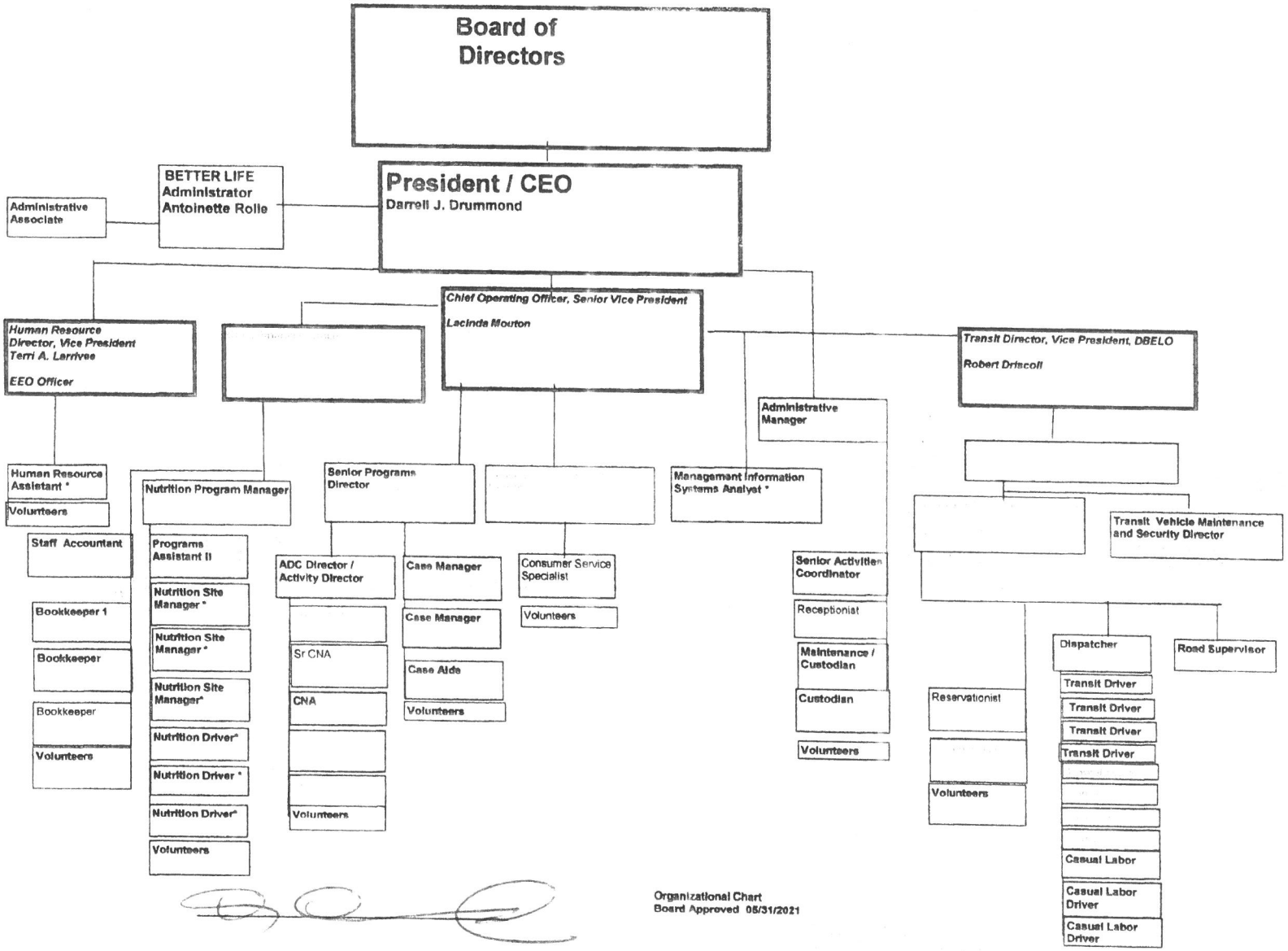
Fort Pierce Redevelopment Agency c/o City of Fort Pierce
Attn: Risk Manager
100 N. U.S. Hwy. 1
Fort Pierce, FL 34950

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)
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The ACORD name and logo are registered marks of ACORD



Organizational Chart
Board Approved 05/31/2021

Darrell J. Drummond, President / CEO

Revised 05/31/2023

Note: All * positions are part time

COUNCIL ON AGING OF ST. LUCIE, INC.

1505 ORANGE AVENUE • FT. PIERCE, FL 34950 • PHONE (772) 465-5220 • (772) 465-3929
2501 SW BAYSHORE BLVD. • PORT ST. LUCIE, FL 34984 • OFFICE: 772-336-8608 • FAX: 772-336-3314

Board of Directors

Andre Hawkins, Chairman

Padrick Pinkney, Vice-Chairman

Commissioner Linda Bartz, Director

Commissioner Arnold Gaines, Director

Commissioner David Pickett, Director

Paula Lewis, Director

Dr. Daniel Sharkey, Director



2023 - 2024

St. Lucie County Local Business Tax Receipt

Facilities or machines # Rooms # Seats # Employees #7 Receipt #8352-20020003

Type of business 8352 ADULT CARE/LIVING FACILITY (ADULT CARE/LIVING FACILITY) Expires SEPTEMBER 30, 2024

DBA name

Business Council On Aging Of St Lucie Inc

Mailing address: Council On Aging Of St Lucie
2501 SW Bayshore Blvd
Port St Lucie, FL 34984

Business location: 1505 Orange Ave
Fort Pierce, FL 34950

RENEWAL
Original tax:
Penalty:
Collection cost:
Total:

City of Fort Pierce

AD353
725670

NON-PROFIT ORGANIZATION

Paid 11/13/2023 0.00

0025-20231113-009312

Law requires this Local Business Tax Receipt to be displayed conspicuously at the place of business in such a manner that it can be open to the view of the public and subject to inspection by all duly authorized officers of the county. Upon failure to do so, the local business taxpayer shall be subject to the payment of another Local Business Tax for the same business, profession or occupation.

Pursuant to Florida law, all Local Business Tax Receipts shall be sold by the Tax Collector beginning July 1 of each year and shall expire on September 30 of the succeeding year. Those Local Business Tax Receipts renewed beginning October 1 shall be delinquent and subject to a delinquency penalty of 10 percent for the month of October. An additional 5 percent penalty for each month of delinquency is added until paid, provided that the total delinquency penalty shall not exceed 25 percent of the Local Business Tax for the delinquent establishment.

In addition to the penalty, the Tax Collector is entitled to a collection fee of $1 to $5. This fee is based on the amount of Local Business Tax, which will be collected from delinquent taxpayers after September 30 of the business year.

This receipt is a Local Business Tax only. It does not permit the local business taxpayer to violate any existing regulatory or zoning laws of the state, county or city. It also does not exempt the local business taxpayer from any other taxes, licenses or permits that may be required by law.

Pursuant to Florida law, Local Business Taxes are subject to change.

Council On Aging Of St Lucie
2501 SW Bayshore Blvd
Port St Lucie, FL 34984

2023 FLORIDA NOT FOR PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# 725670

Entity Name: COUNCIL ON AGING OF ST. LUCIE, INC.

FILED
Jan 23, 2023
Secretary of State
5428665570CC

Current Principal Place of Business:

2501 SW BAYSHORE BLVD
PORT SAINT LUCIE, FL 34984

Current Mailing Address:

2501 SW BAYSHORE BLVD
PORT SAINT LUCIE, FL 34984

FEI Number: 59-1474012

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

HAWKINS, ANDRE CHAIR
1136 SW GREENBRIAR COVE
PORT ST. LUCIE FL 34986 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Officer/Director Detail :

Title	V
Name	PINKNEY, PADRICK A
Address	145 N.W. CENTRAL PARK PLAZA
City-State-Zip:	PORT ST. LUCIE FL 34986

Title	DIRECTOR
Name	GAINES, ARNOLD
Address	100 NORTH US HIGHWAY 1
City-State-Zip:	FORT PIERCE FL 34950

Title	DIRECTOR
Name	LEWIS, PAULA
Address	502 SE STARFLOWER AVENUE
City-State-Zip:	PORT ST. LUCIE FL 34983

Title	D
Name	PICKETT, DAVID
Address	121 SW PORT ST LUCIE BLVD
City-State-Zip:	PORT ST LUCIE FL 34984

Title	C
Name	HAWKINS, ANDRE
Address	3209 VIRGINIA AVENUE
City-State-Zip:	FORT PIERCE FL 34981

Title	PRESIDENT/CEO
Name	DRUMMOND, DARRELL J
Address	2501 SW BAYSHORE BLVD
City-State-Zip:	PORT SAINT LUCIE FL 34984

Title	DIRECTOR
Name	SHARKEY, DANIEL DR.
Address	1151 SW GREENBRIAR COVE
City-State-Zip:	PORT ST LUCIE FL 34986

Title	DIRECTOR
Name	LEET, LARRY
Address	2300 VIRGINIA AVENUE
City-State-Zip:	FORT PIERCE FL 34950

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 617, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: DARRELL J. DRUMMOND PRESIDENT/CEO 01/23/2023

Electronic Signature of Signing Officer/Director Detail — Date

State of Florida

Department of State

I certify the attached is a true and correct copy of the Articles of Incorporation of COUNCIL ON AGING OF ST. LUCIE, INC., a corporation organized under the laws of the State of Florida, filed on February 27, 1973, as shown by the records of this office.

The document number of this corporation is 725670.

Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this the
Twenty-seventh day of August, 2014

Ken Detzner
Secretary of State

CR2EO22 (1-11)

HBSS Connect Corp Response to:

RFP No. 2024-019

FEBRUARY
2024

On-Demand Transportation Services

Technical and Cost Proposal

City of Fort Pierce, Florida

Prepared for:

City of Fort Pierce,
Purchasing Division
Room 101 100 North U.S. #1
Fort Pierce, FL 34950

Submitted by:

HBSS Connect Corp.
1075 Westford Street, Suite 304
Lowell, MA 01851

DELIVER TO: City of Fort Pierce, Purchasing Division Room 101 100 North U.S. #1 Fort Pierce, FL 34950 **MAIL TO:** City of Fort Pierce Purchasing Division, Room 101 P.O. Box 1480 Fort Pierce, FL 34954-1480	**REQUEST FOR PROPOSALS** **and** **PROPOSER ACKNOWLEDGMENT**
Bid Writer: Gelencia Carter, 772-467- 3102	RFP No: 2024-019
Pre-Proposal Conference Date: N/A	RFP Title: ON-DEMAND TRANSPORTATION SERVICES
Mandatory Pre-Proposal Location: N/A	RFP Opening Location: City of Ft. Pierce Purchasing Division Room 101 100 North U.S. #1, 1st Floor Ft. Pierce, Florida 34950
RFP Due Date & Time: 3:00 PM, WEDNESDAY, FEBRUARY 7, 2024	If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.
Proposer Name: HBSS Connect Corp Mailing Address: 1075,Westford street, Suite 304, Lowell, MA,0185	*I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.* X _____ Authorized Signature (Manual)
City, State, Zip Code: Lowell, MA,0185	Typed or Printed Name: Dr. Himanshu Bhatnagar
Type of Entity (Select one): Corporation ✓ Partnership _____ Proprietorship _____	Title: CEO
Incorporated in the State of: Delaware Year: 1997	Delivery in TBD days, ARO
Phone Number: 978 379 0010	Payment Terms: Net 30 Days
Fax Number: 978 379 0014	FEIN or SS Number: 46-5277876
E-Mail Address: hb@hbssonline.com	Local Business: ___Y ✓N MWBE: ___Y ✓N
Bid Security is attached, when required, in the amount of $ N/A F.O.B. DESTINATION	If returning as a "No Bid" state reason:
THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID	

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2 TAB 1: LETTER OF SUBMITTAL

Ms. Sara Delgado
Redevelopment Assistant
City of Fort Pierce
P.O. Box 1480
Fort Pierce, FL 34954

February 5, 2024

Dear Ms. Delgado

HBSS Connect Corp. is pleased to submit this proposal in response to the RFP "On-Demand Transportation Services" Request for Proposals RFP No. 2024-019 to enhance ride share services and transport users within the Fort Pierce Redevelopment Agency (FPRA), Florida.

HBSS, established in 1997 and located in Lowell, MA, is a leading provider of On-Demand Microtransit, Paratransit, Fixed-Route, NEMT and other niche transit technology systems. HBSS resolves the unique challenges that different demographic regions present for the transportation industry, and excels at responding to these differences with efficient, customized solutions. Our systems help customers manage more than 100,000 passenger trips per day for 700 organizations in 34 states. In addition, HBSS is a Minority Business Enterprise (MBE), and a certified Disadvantaged Business Enterprise (DBE) in several states.

For this proposal, HBSS Connect Corp is partnering with Management of Transportation Services Inc. (MTS), located in Fitchburg MA. Management of Transportation Services Inc. (MTS) is a 3rd-party transportation company based in Fitchburg, MA. For several decades MTS has held the management contract with the Montachusett Regional Transit Authority or MART serving as its transportation provider. MTS has excelled at furnishing high quality services including driver training, vehicle maintenance, and overall operations. It will play a pivotal role in providing essential resources, including vehicles, drivers, and other equipment.

HBSS would furnish overall on-demand transport operations and services. HBSS brings an opportunity like that one of that HBSS brought to MART by helping it grow from 600 NEMT rides/day ($12 million/year) in 2000 to 5-6 Million rides/year ($1.5+Billion/5-year) today. HBSS recognizes the City's goals to enhance ride share services and transport users within the FPRA boundaries. The City's objective is to include short-distance on-demand electric vehicle services within the FPRA limits which will be free to the users. We carefully reviewed the requested scope of work, aligning our proposal with its requirements. Our proposal is crafted to enhance and optimize the overall operational efficiency, ensuring a synchronized and effective approach to meeting the objectives outlined in the RFP. Our QRyde software platform offers a comprehensive solution that encompasses all the required services mentioned including rider applications, live tracking, ride management, reporting, data dashboard, customer service, and more.

This proposal presents a comprehensive overview of our On-Demand transportation services which will provide City officials with the necessary information to evaluate our qualifications and assess our dedication to our partners and the communities we serve. We guarantee conformance to the provisions and requirements of this RFP and commit to providing the proposed On-Demand Service.

For questions regarding this proposal or to request a detailed presentation and/or demonstration of the proposed transportation management solutions, please contact Jack Kelly, Editor, at 617 480-7871 or by email at Jackk@qryde.com.

I affirm that this response will remain valid for 60 days from the date of this submittal. By signing this cover letter, I attest that all information submitted with the proposal is true and correct as well as acknowledge the addendum. We would welcome the opportunity to work with the agency on this important project and look forward to talking with you soon.

Sincerely,



Dr. Himanshu Bhatnagar
Chief Executive Officer
HBSS Connect Corp.

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2.1 SUMMARY OF QUALIFICATIONS

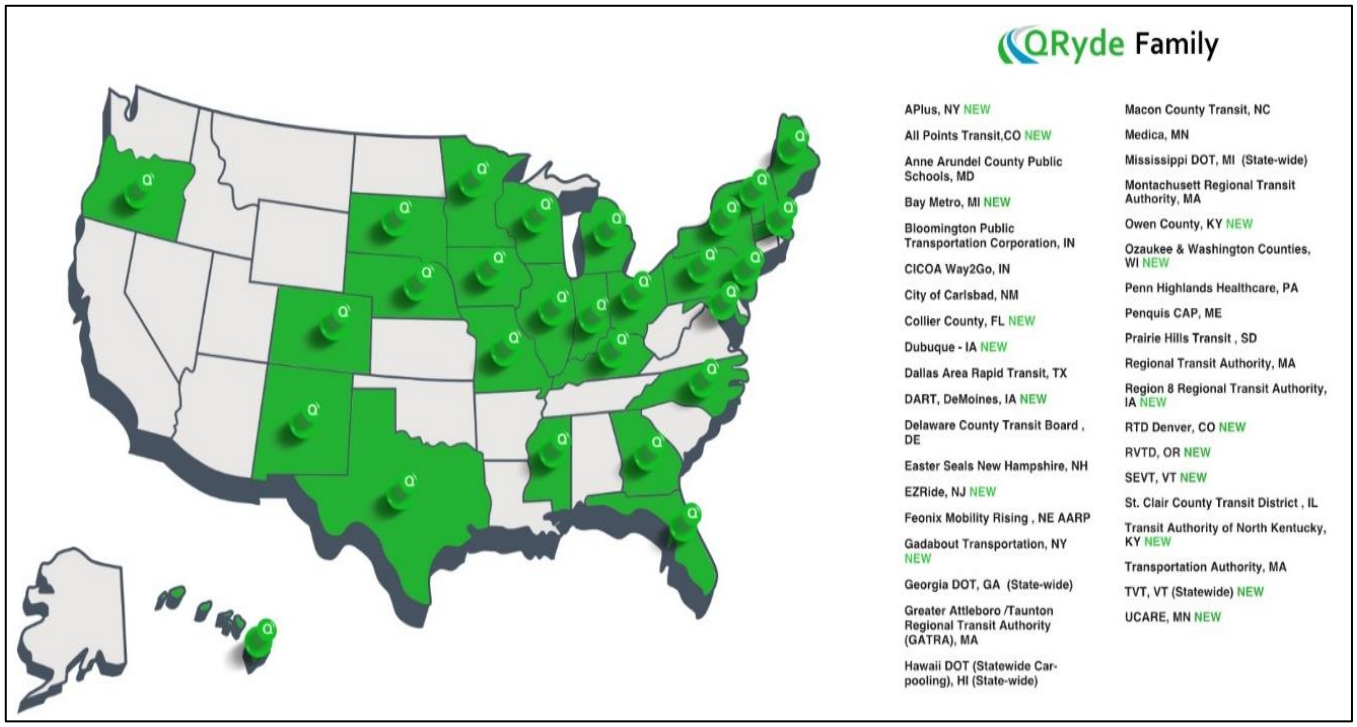
2.1.1 HISTORY AND BACKGROUND

HBSS Connect Corp. is a transportation solutions provider. Its QRyde technology has been used and lauded by transit agencies, transportation providers, on-demand microtransit and fixed route transportation systems over the past 26 years.

Launched in 2015, QRyde Cloud provides on-demand microtransit, dial-a-ride, demand-response, ADA paratransit, NEMT brokerage, shared-ride, deviated fixed-route, regional coordination, fixed route, and volunteer transportation management, all on one platform, without requiring integration between different software modules. HBSS is uniquely qualified to deliver success. Over the past several years, the company has deployed dozens of large systems across the United States while simultaneously maintaining a reputation for service and excellence.

Our core software has scheduled, tracked, and reported on over 100-million trips, and has helped agencies and providers across the United States. HBSS experience includes working with state-wide organizations such as the Departments of Transportation, Health and Human Services, Developmental Services and Public Health, and School Districts. HBSS resolves the unique challenges that diverse types of demographics serviced by these departments pose for the transportation industry, and excels at responding to these differences with efficient, customized solutions.

Over 700 transportation companies have used our web-based solutions throughout the United States for trip management, routing, billing, tracking, complaint management, and reports. The company currently manages and maintains more than 100,000 trips daily for customers with disabilities, seniors, veterans, Medicaid, and Medicare recipients, students, children with special education needs, people with behavioral and mental health issues, and the general public in large urban, suburban, and rural areas. QRyde Cloud and its predecessor ITMS are used by organizations in the transportation industry to meet the objectives listed in this RFP.



QRyde Project Sites across States

Dr. Himanshu Bhatnagar, HBSS founder and CEO has pioneered Brokered Transportation Technology powering large call centers across the country managing coordinated transportation for varied government departments. HBSS and its partner agencies have numerous thought leaders, known and respected throughout the transportation industry. Our leaders are prominent subject matter experts with in-depth knowledge and industry experience recognized by national organizations such as the Community Transportation Association of America (CTAA).

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For example, in 2015, Dr. Bhatnagar was recognized as one of 15 “Transportation Innovators” by the CTAA. HBSS clients have also been the recipients of awards for services rendered. This includes the 2015 Federal Transit Administration (FTA) Region 1 Award for Best Software Innovation presented to the Montachusett Regional Transit Authority (MART) which used software technologies developed by HBSS.

Our core software has scheduled, tracked, and reported on over 100-million trips, and has helped agencies and providers across the country. HBSS ’experience includes working with statewide organizations such as the Departments of Transportation, Health and Human Services, Developmental Services, and Public Health as well as School Districts. HBSS resolves the unique challenges that different types of demographics serviced by these departments pose for the transportation industry, and excels at responding to these differences with efficient, customized solutions.

HBSS has a comprehensive, professional understanding of how to develop scalable and replicable systems. The company handles large Web-based portal development and deployment projects, including:

- **Montachusett Regional Transit Authority’s demand-response brokered transportation system** to serve 4 out of 9 regions in Massachusetts (75% of the state), utilizing 250+ transportation providers to deliver 20,000 trips/day, serving over 400,000 Massachusetts citizens under 8 human services transportation programs. Over $10 million development effort.
- **Southeast Vermont Transit (SEVT), Vermont** recently awarded HBSS the Microtransit Software Services for the development and deployment of a Microtransit pilot project in Windsor.
- **The Tri-Valley Transit, Vermont** recently selected HBSS for the development and deployment of Microtransit pilot project in Middlebury.
- **Penquis Community Action Program (PCAP)** selected HBSS to replace its current legacy Stratagen scheduling and dispatching software system.
- **Dallas Area Regional Transit’s MyRideNorthTexas** transportation portal to serve 16 county regions, utilizing 400+ transportation providers, serving a population of 7 million people. Over $1.2 million development effort.
- **State-wide Paratransit scheduling and dispatching system for Mississippi** serving 64 counties, processing 30,000 trips with the capability to expand to 100,000 trips on a single system. Over $3M development effort.
- **State-wide Paratransit scheduling and dispatching Software as a Service (SaaS) system for Georgia** serving 80 counties, processing 30,000 trips with the capability to expand to 100,000 trips on a single system. Over $2million development effort.
- **St. Clair County Transit District (SCCTD)** recently selected HBSS to deploy both a paratransit and on-demand solution in Illinois.
- **The Regional Transportation District (RTD**) awarded HBSS the contract for its Paratransit Scheduling and Management System project in Denver, Colorado. RTD has drivers in the 344-vehicle fleet currently and ridership at pre-covid time (2019) was 127,330.
- **Owen County Public Transit** in Kentucky chose HBSS for its Public Transportation Scheduling and Routing Software project.
- **Collier Area Transit** awarded HBSS a contract for the CAT Paratransit Passenger Choice Program serving approximately 3,200 individuals in Collier County, FL.
- **Transit Authority of Northern Kentucky (TANK), Kentucky** recently awarded HBSS the project for Paratransit Scheduling Software services by replacing their existing software, providing TANK with an intuitive, easy to use GIS-based scheduling and routing software that increases the efficiency of the service.
- **Des Moines Area Regional Transit Authority (DART)** awarded HBSS a contract recently for a Vanpool Management System designed to provide continuity and improve the efficiency and flexibility of DART’S vanpool department.
- **Rogue Valley Transportation District (RVTD)** awarded HBSS a contract recently for an ADA/NEMT CAD Scheduling System. HBSS is going to implement and administer the District’s ADA Para transit software AND (NEMT) software. HBSS would provide a platform that supplies an on-demand environment for managing and supporting all RVTD’s demand responsive transportation services.
- **The Tri-Valley Transit (TVT), Vermont** recently awarded HBSS the Paratransit Scheduling and Dispatch Software to ease operations of the state-wide system in the state of Vermont.

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- **UCare in Minneapolis, Minnesota** recently awarded HBSS the project to provide Transportation Management Software Solution as a brokerage service for the automated non-emergency medical transportation management (NEMT) system.
- **Oregon Cascades West Council of Governments** recently awarded HBSS the project to provide NEMT services across Linn, Benton, and Lincoln Counties via the RideLine program. RideLine operates as a transportation brokerage, connecting qualified ride providers with eligible clients in need of transportation services.

HBSS' PARTNER

For this proposal, HBSS Connect Corp is partnering with Management of Transportation Services Inc. (MTS), located in Fitchburg MA. HBSS and MTS will oversee the overall operation of the on-demand transportation service for City Fort Pierce, Florida. HBSS + MTS will also make sure that drivers for the project are trained, reliable, and have prior experience handling similar transport responsibilities.–Together the team will ensure extensive outreach of service to various users within the service area and endure equal access to all.

PARTNER OF HBSS CONNECT CORP - MANAGEMENT OF TRANSPORTATION SERVICES INC. (MTS)

MTS Vision is: *"Since 1888 we are serving the transportation needs of communities in and around Fitchburg, with the objective to provide highest quality transportation services to the community."* MTS prides itself on longevity where most employees have been with the company for decades. Partnering with HBSS Connect Corp., MTS is revolutionizing its operations to adapt to modern day management best practices leveraging technology to drive solutions.

MTS continues to provide outstanding transit services more than 80 ADA routes and 1,500 passengers, 20 fixed routes, fleet management of 177 vans and buses, compliant with 3 distinct CBAs, staff management of over 100 individuals, spread across 3 garages covering 600 square miles.

MTS enforces strict safety guidelines which are emphasized during the 2-week on boarding and training period. Drivers are trained and certified on defensive driving techniques with a standard annual renewal. Safety and security events are documented, and the appropriate solution is applied after each event including fleet repair, driver retraining or discipline, and partnership with town officials to redesign roads making them safer for vehicles.

MTS will underscore the importance of these guidelines and requirements by creating a Safety Director position responsible for driver training and policy upgrades and identifying new automation techniques to upgrade the safety of drivers, customers, and community members. MTS is committed to continuous improvement and seeks to reduce safety infractions each year by implementing preventative processes as well as by the recording and tracking of violations to learn from and mitigate future events.

The most important stats to gauge performance of MTS are:

- OTP
- Efficiency (trips/ hr)
- Less Missed trips
- Less Excessive long trips

	January	February	March	April	May	June	July	August	September
OTP	90.6%	89.4%	90.4%	89.4%	90.2%	91.0%	91.6%	90.9%	91.6%
Efficiency (trips/ hr)	2.36	2.43	2.49	2.50	2.45	2.43	2.35	2.45	2.40
missed trips	0.07%	0.08%	0.00%	0.04%	0.03%	0.08%	0.00%	0.00%	0.25%
excessive long trips	0.55%	1.49%	1.04%	0.98%	0.92%	0.95%	0.87%	1.58%	0.51%

Historical performance trend of MTS for existing clients

Name of the firm: Management of Transportation Services Inc. (MTS)
Contact Person: Mr. Taimur Khan, Principal Transit Operations Manager
Phone Number: 617 953-6395
Names of Responsible Operating Officer: Mr. Taimur Khan, Principal Transit Operations Manager

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2.2 REFERENCES

2.2.1 MONTACHUSETT REGIONAL TRANSIT AUTHORITY

Name: Melissa L'Ecuyer
Telephone Number: 978 665-2259
Mailing Address: 1427R Water Street, Fitchburg, MA 01420
Email Address: melissa.l'ecuyer@mrta.us

- Customer since October 2001-Ongoing
- Agency Service Area in Square Miles: 624 sq. Mile
- Size of Paratransit Fleet Annual: 177
- Average Passengers per Revenue Hour: 1.76
- Annual Average Trips per Day: 1531

Scope of Work: The Montachusett Regional Transit Authority in Massachusetts is a non-profit regional transit authority with a $132 million a year operation providing public transportation primarily outside of the Greater Boston area. The HBSS brokerage management portal helped MART grow from 12 to 250+ contractors, providing 30,000 daily trips per day, without having to redesign or re-procure the system. It also allowed MART to add multiple payment formats and periods based on contract types. It embodies flexible implementation of complex cost allocation methods and payment systems including mileage, hourly, bucket rates, and others.

2.2.2 MISSISSIPPI DEPARTMENT OF TRANSPORTATION

Name: Janice R. Yancey-Williams
Firm: Mississippi Department of Transportation
Telephone Number: 601 359-7800
Mailing Address: P.O. Box 1850, Jackson, MS 39215-1850
Email Address: swilson@mdot.ms.gov

Scope of Work: HBSS was selected as a prime contractor to implement our QRyde Scheduling and Dispatching system across 64 counties (managed by 64) sub-recipients. There were multiple incumbent vendors including Transit Tech and Route Match software. The sub-recipients are highly rural, and the sub-recipients were divided into 6 regional groups. Each group has between 14-18 sites and their services vary. Among the various services offered include ADA/Paratransit, Medicaid offered by MTM and Southeast Trans brokers, Flex Route for in-town services, employment shuttles-offered for employment transportation; Fixed route system; University transportation management; Micro-Transit services.

2.2.3 GEORGIA DEPARTMENT OF TRANSPORTATION

Name: Troy Green
Telephone Number: 912 530-4372
Mailing Address: 600 W Peachtree Street NW Atlanta,GA 30308
Email Address: tgreen@dot.ga.gov

Scope of Work: The sub-recipients in Georgia operate a mixed fleet of vehicles for their 5311 and 5310 programs and company owned 15 passenger vans. Some sub-recipients used to log into multiple sites to run their operations because they have multiple remote offices. The most important and arguably the most challenging aspect of the Sub-recipients' operations is their billing process. The QRyde solution streamlined operations across multiple office locations managing transportation across twenty 120 counties in Georgia and introduced a hassle-free comprehensive process for timely.

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2.3 PRICING PLAN

The pricing model is based on standard method for transportation services provided which includes the fixed costs and the variable costs. The pricing model includes the wages for admins and drivers as well as the cost of operating and maintaining a vehicle. The pricing also includes a small component for the technology related costs which includes an AI based dispatching software.

The pricing in the template is an objectively accurate representation of the actual pricing. There may be slight variances in the driver costs based on the prevailing wages or the cost of vehicle insurance.

Summary of Cost/ Price Proposal		
Quarterly Package		
Quarterly Cost	**$**	**139,021.14**
Total cost for 3 years	**$**	**1,668,253.73**
Annual Package		
Total Cost for 1st Year	**$**	**569,059.99**
Total Cost for 2nd year	**$**	**506,120.08**
Total Cost for 3rd year	**$**	**513,633.01**
Total cost for 3 years	**$**	**1,588,813.07**
Lumpsum Package		
Lumpsum Cost for 3 years	**$1.6 M**	

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TAB 2: MANAGEMENT PLAN AND EXPERIENCE

2.4 TEAM STRUCTURE

Led by an industry pioneer, Dr. Himanshu Bhatnagar, the HBSS team is comprised of industry experts with collective experience of more than 100 years in the transportation domain. Dr. Mital Parikh will be the project manager for this project.

	**Dr. Himanshu Bhatnagar, Founder and CEO/Subject Matter Expert**: Dr. Bhatnagar has more than 20 years of experience developing turnkey systems in brokerage call centers, Medicaid billing systems, shared ride management systems, intelligent transportation systems, demand response scheduling, logistics, Internet, and intelligent agents. He pioneered Brokered Transportation Technology powering large call centers throughout the country for managing coordinated transportation across varied government departments. In partnership with Montachusett Regional Transit Authority (MART) and TMS Management Group (FL), Dr. Bhatnagar has developed a web-based Brokerage Management Portal for enabling hundreds of transportation providers to seek transportation contracts from brokers, perform daily work, and conduct all business activities online. He was contracted by the Panama Canal Commission to lead its EVTMS project, a 3000-user system used at the Panama Canal to schedule and control ship movement across the canal. Dr. Bhatnagar has a D.Sc. (Computer Science) from the University of Massachusetts in intelligent software for transportation challenges.
	**Mr. Shalabh Bhatnagar, Chief Technical Officer/Subject Matter Expert:** Responsible for Overall Project Management QRyde Platform: Mr. Bhatnagar, chief architect of the proposed QRyde technology platform, has over 20 years of information technology and business management experience in both the public and private sectors, with key emphasis on transportation technology management, billing, and telecommunications, as well as vendor and program management. He is experienced in managing client solution implementations and is HBSS' Lead Technical Project Manager for the on-going, 20,000-trip-per-day brokerage management operation at the Montachusett Regional Transit Authority (MART) in Fitchburg, Massachusetts. Mr. Bhatnagar provides business consulting, in strategic performance management methodologies, process assessment work, and the application of technologies to business. He fosters customer loyalty by ensuring HBSS clients benefit from the value of our solutions and services.
	**Mr. Taimur Khan, Principal Transit Operations Manager.** Mr. Khan has more than 10 years operations experience in transportation and logistics. At Management of Transportation Service, Inc. (MTS), he is transforming operations with data to support decisions. Mr. Khan started his career as an Operations Manager at Greater Lynn Senior Services (GLSS) overseeing a large ADA service of 350 drivers, 250 daily routes, and 3000 passengers per day and working closely with the MBTA. His most impactful contributions were using self-taught data analytical skills such as SQL to identify operational trends leveraging data for sound decision making. During the peak of the COVID-19 pandemic Mr. Khan began employment at Amazon Logistics when consumers were most in need of home deliveries and developed a deeper understanding of analytical tools such as PowerBI and Tableau that ensured fast and accurate operations with minimal defects.

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	**Dr. Mital Parikh, Subject Matter Expert/ Project Manager:** Dr. Parikh has over 15 years of experience implementing HBSS technologies, specializing in integrating HBSS modules with third-party systems as well as integrating multiple agency HBSS systems. He was involved with implementing VTCLI projects across multiple states and the product management of electronic fare cards, consumer apps and portals, driver apps, and scheduling systems. Dr. Parikh earned his Ph.D. from the University of Massachusetts completing his thesis on "Availability and Connectivity for a Hybrid RF/FSO Airborne Network" while working on a project for MIT Lincoln Labs, and an MS in Electrical Engineering at the University of Massachusetts where his thesis was “Traffic Metrics for Adaptive Routing.” Dr. Parikh gained valuable experience in data mining, analysis, and models during his research work in Internet traffic engineering.
	**Mr. Ryan Larsen, President, QRyde Transit:** Mr. Larsen is a transit industry veteran with over 37 years of progressively responsible executive experience in transit, Paratransit, transportation software, consulting, and executive transit management. Most recently, he was CEO of Ecolane USA, Inc., and served on the Ecolane Board of Directors prior to Ecolane’s purchase by National Express. Before Ecolane, Mr. Larsen was President of IntelliRide, a division of Transdev. He credits his start as a bus washer and bus driver at the University of Iowa-Cambus as the building blocks of a very successful transit career. Mr. Larsen is very active and well-known in APTA/CTAA and every major state association.
	**Mr. Sudhanshu Pandey, Director of Tech Support:** Mr. Pandey is the Manager of HBSS Tech Support, with over 13 years of experience with a decade in the ETL/Oracle environment. Previously, he has held roles ranging from Manager to Programmer Analyst and Developer in Windows environments and excels in Client/Server Architecture, Relational Databases (RDBMS), and Data Modeling, specializing in designing and building Data Warehouses and Data Marts using efficient Star Schema methodologies. Mr. Pandey also brings a wealth of experience in requirements analysis, system analysis, software development, and database administration and provides technical direction, leveraging his extensive knowledge of transit industry trends to enhance client services.
	**Ms. Aastha Chaturvedi, Director of Transit Deployments:** Ms. Chaturvedi joined HBSS in May 2021. She has 23 years of work experience in diversified industries including information technology, IT Sales, project management, business development, and education. As Director of HBSS Transit Deployments, she manages the planning and oversight of transit deployments, ensuring they are completed in a timely fashion and within budget. Ms. Chaturvedi plans and designates project resources, prepares implementation plans, and monitors progress while keeping stakeholders informed throughout the deployment process. Before assuming her current position, Ms. Chaturvedi was the Director of the HBSS RFP Team, successfully managing a number of Transport Planners and RFP writers. She holds a double

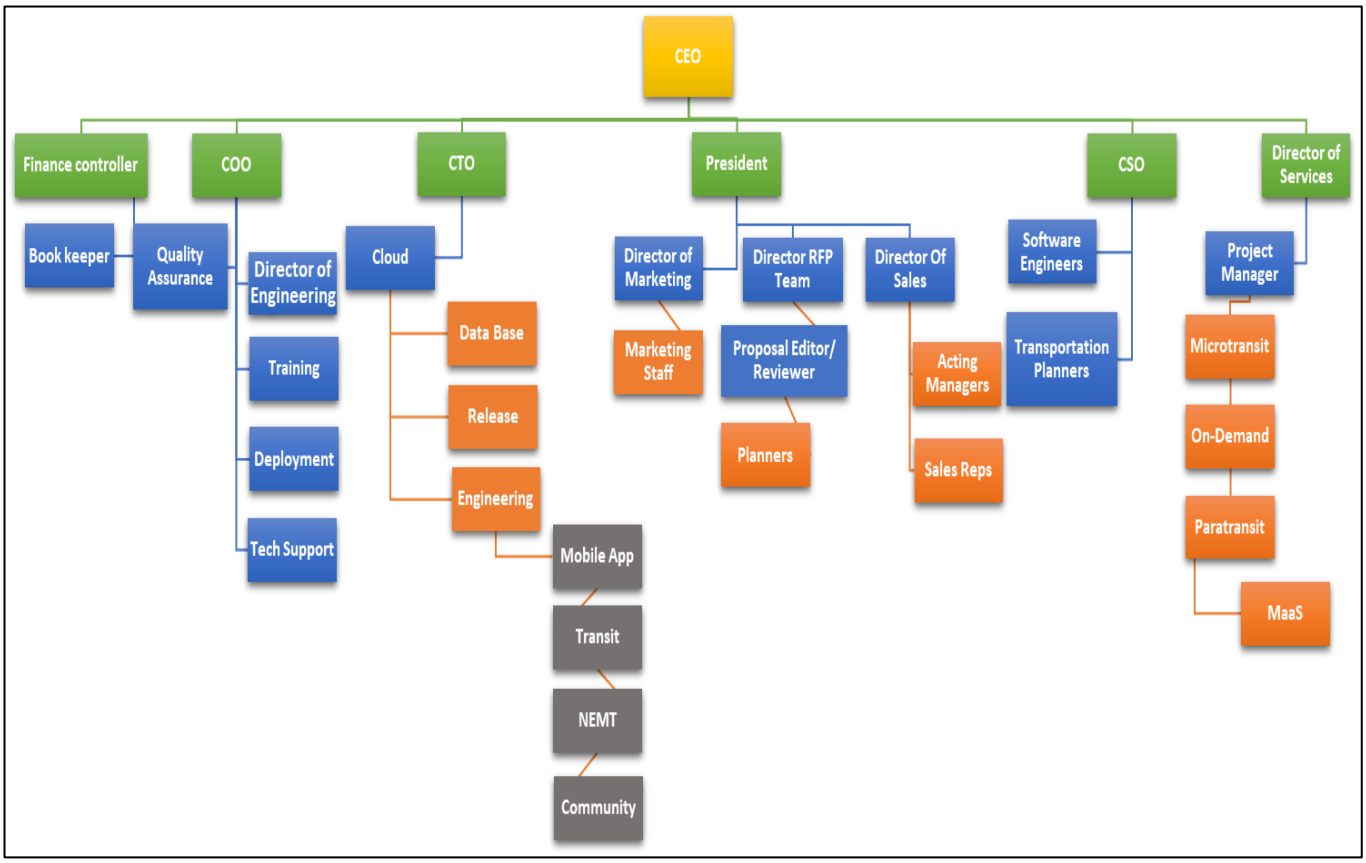
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	Master's Degree in Computer Science & Information Technology from Sacred Heart University in Fairfield (CT) and a Master's in Business Administration.
	**Mr. Douglas Spears, Director of Engineering/Project Development Manager**: Mr. Spears has over 20 years of senior-level executive experience. He has held both management and executive positions, responsible for strategic planning and business development growth, focusing on large scale opportunities in vertical and geographical markets within the public and private transit sectors. Previously, at Ecolane Mr. Spears held several positions including Vice President/Vice President of Products, Director of Professional Services, and Product Manager.
	**Ms. Patricia Slaughter, Support & Training Specialist:** Ms. Slaughter represents HBBS in the best possible light through personal contact, correspondence, and telephone communication as a software support specialist and trainer. She actively collaborates with clients, team members, and vendors to assist with the daily operations of the project. She has prior expertise in assessing the mobility needs of people with disabilities, seniors, and those living in poverty, as well as developing methods to meet those needs. Ms. Slaughter also has previous professional experience as a transportation director, where she improved the efficacy, efficiency, and quality of transportation services provided.

2.4.1 ORGANIZATION CHART

HBSS Core Team			
Chief Executive Officer & Founder	- **Dr. Himanshu Bhatnagar**	Head of Deployment	- **Dr. Himanshu Bhatnagar**
Chief Operating Officer	- **Doron Cohen**	Director, Transit Deployments	- **Aastha Chaturvedi**
Chief Technical Officer	- **Shalabh Bhatnagar**	Director of Marketing	- **Manish Hada**
Director of Engineering	- **Douglas Spears**	NEMT Deployments	- **Syed Naqi, Vikas Kumar, Sebastian Villafana**
Chief Support Officer	- **Valerie Hough**	Tech Support	- **Sudhanshu Pandey**
President, QRyde Transit	- **Ryan Larsen**	Quality Assurance	- **Saroj Malhotra**
Director of Operations	- **Dr Mital Parikh**	Training Specialist	- **Patricia Slaughter,**
Director of Sales	- **Steve Pelligrini**	Finance Controller	- **Cyril Ang**

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HBSS Organizational Chart

2.5 STANDARD OPERATING PROCEDURES

HBSS considers training one of the most key features of its QRyde solution. The comprehensive training provided to front-line staff who will use the software on a regular basis is critical to the successful installation of new transport systems. End-users and administrators will also have access to our HBSS support team 24 hours a day, seven days a week if they have any queries or issues.

Prior to system adoption, HBSS will provide training on all system functionalities. Technical employees, administrators, and trainers will receive ample information and experience to become familiar with all system functions, features, and operations relevant to their respective tasks.

HBSS will also obtain approval from the agency's IT Project Manager for training materials for technical employees, administrators, and trainers. Our system includes training materials which the agency can refer to or print as convenient. Following a conversation with the IT project manager, HBSS will also provide a schedule for technical employees, administrators, and trainers following the signing of the contract for this project.

HBSS believes a range of training, such as remote web-based training, on-site group training, train-the-trainer, and video-refresher training, will help to build a collaborative relationship with the agency staff. The training will include different methods for communicating and sharing information and materials as well as facilitating meetings.

Minimum number of hours required for training staffs:

- Administrators 20 hours
- Dispatchers 8-10 hours
- Drivers 8-10 hours

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Training Manuals

2.5.1 TRAINING PLAN 1: MINIMUM REQUIREMENT

HBSS will provide a two-step, on-site training program consisting of an initial and follow-up session. The trainer will be onsite during the installation period and when the system achieves 'Go Live.' 'Go Live' is defined as when the transit system no longer uses a dual system but relies solely on the software purchased in this RFP. HBSS will use project management software to delegate tasks, so the transit system is certain who is responsible for what task and when the task is expected to be completed.

2.5.2 TRAINING PLAN 2: PREMIUM OPTION (ADDITIONAL COST WILL APPLY)

HBSS will allocate 3 on-site training days:

- **Advanced Training Preparation and Agency Buy-In:** HBSS takes a proactive approach to the entire process. We begin by ensuring that the training initiative itself is managed effectively. This involves the preparation of trainers, marketing efforts, and advanced notice of upcoming training opportunities for the appropriate individuals. This training management phase also includes securing facilities and materials for sessions, scheduling and registration, facilitation of classes, and evaluations of completed delivery modes.
- **Interactive Training Sessions:** All training sessions are highly interactive with entertaining and insightful presentations (approximately 40% of scheduled time), small team discussions, and practical application of techniques to real life situations (approximately 60% of scheduled time). The training project manager will oversee assigning and scheduling trainers to each site. He or she will serve as the crucial point to communicate with the sites and trainers. Each trainee (regardless of position/job title) will be provided an overview training of the software.
- **Schedules:** Sessions will be scheduled Monday through Thursday throughout the period of deployment. This plan includes make-up sessions due to illness and other absences or scheduling issues. Initial training will occur as close to the Go-live date as possible to ensure that trainees are motivated learners who will retain the information learned. Sessions will be scheduled at specific times and locations to reduce distractions. HBSS recognizes that shorter classes may be easier for trainees and facilitate learning rather than one or two marathon sessions.
- **Blended Training:** Multimedia Computer-Based Training (CBT) is a mix of text provided with stimulating graphics, audio, animation, and/or video. With E-Learning via web-based training, trainees will have the opportunity to work through available online course material to strengthen their knowledge and level of comfort with the software. Instructor-led training encompassing live, face-to-face, or live-remote-led training, is used to acclimate trainees to the software system.

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- **Train-the-Trainer:** HBSS plans to employ a train-the-trainer approach to training. Prior to being released as a trainer, instructors will complete one week of individual study and will be involved in a one-week pilot course requiring a two to three-day release time. This approach includes the review of adult learning principles and facilitation skills, course materials, training logistics including room setup, and attendance as a co-facilitator.
- **Go Live Training:** Training will be delivered to all software users in each functional area across set dates. For example, call takers and dispatchers will be trained in the software's interface concerning ITMS/QRyde scheduling. Operators will be trained to receive appointments, schedule appointments, and a host of other tasks via the tablet.
- **Training Evaluation Plan:** Evaluation and quality assurance occurs throughout the training lifecycle in a continuous process. Quality assurance includes the management of risk as well as ongoing checks of the training program's validity and reliability in relation to training. It is important to monitor and evaluate risks and provide solutions to alleviate potential negative impacts on training.
- **Follow-Up On-Site Training:** HBSS will provide follow-up training to the original trainees between 3 and 6 months after system acceptance for each deployment phase as well as when any major modifications are made to the system. We have found that "refresher training" is effective after the operations have gone live, had a chance to use the system, and have developed questions. Through a series of self-paced seminars and remote trainings, trainees will have the opportunity to hone their practical skills using the ITMS tool. This advanced training strategically targets what each trainee needs to enhance their knowledge of the system.

HBSS will furnish both paper and electronic copies of course materials for students and instructors. Notebooks and instructor manuals will become property of the agency. Disaster recovery documentation will also be provided to explain how the system can be used in the event of a natural disaster or other unexpected event. The manuals that will be provided to the agencies from HBSS include:

- **User Manuals (UM):** Documenting software use for all software components including, trip reservation software, software for dispatchers, and software for Driver ePAD™ users. HBSS offers two types of training documentation (i) quick guides – for easy reference, and (ii) Train the Trainer. The agency staff can use manuals to train key employees or to retrain additional staff as needed.
- **Systems Manuals (SM):** Documenting (i) the configuration and topology of central-systems hardware and software; (ii) central systems software functions and operations; (iii) scheduled maintenance required for the central systems; and (iv) database structure and data dictionary. HBSS provides Quick Guides and Train-the-Trainer manuals.

HBSS will provide User Manuals (UM) for the users of the system, documenting use of all functions of the software including a Systems Manuals (SM), documenting (1) the configuration of the PSD system hardware and software; (2) PSD system functions and operations; (3) scheduled maintenance required for the PSD system; and (4) database structure and data dictionary (5) listing of all hardware.

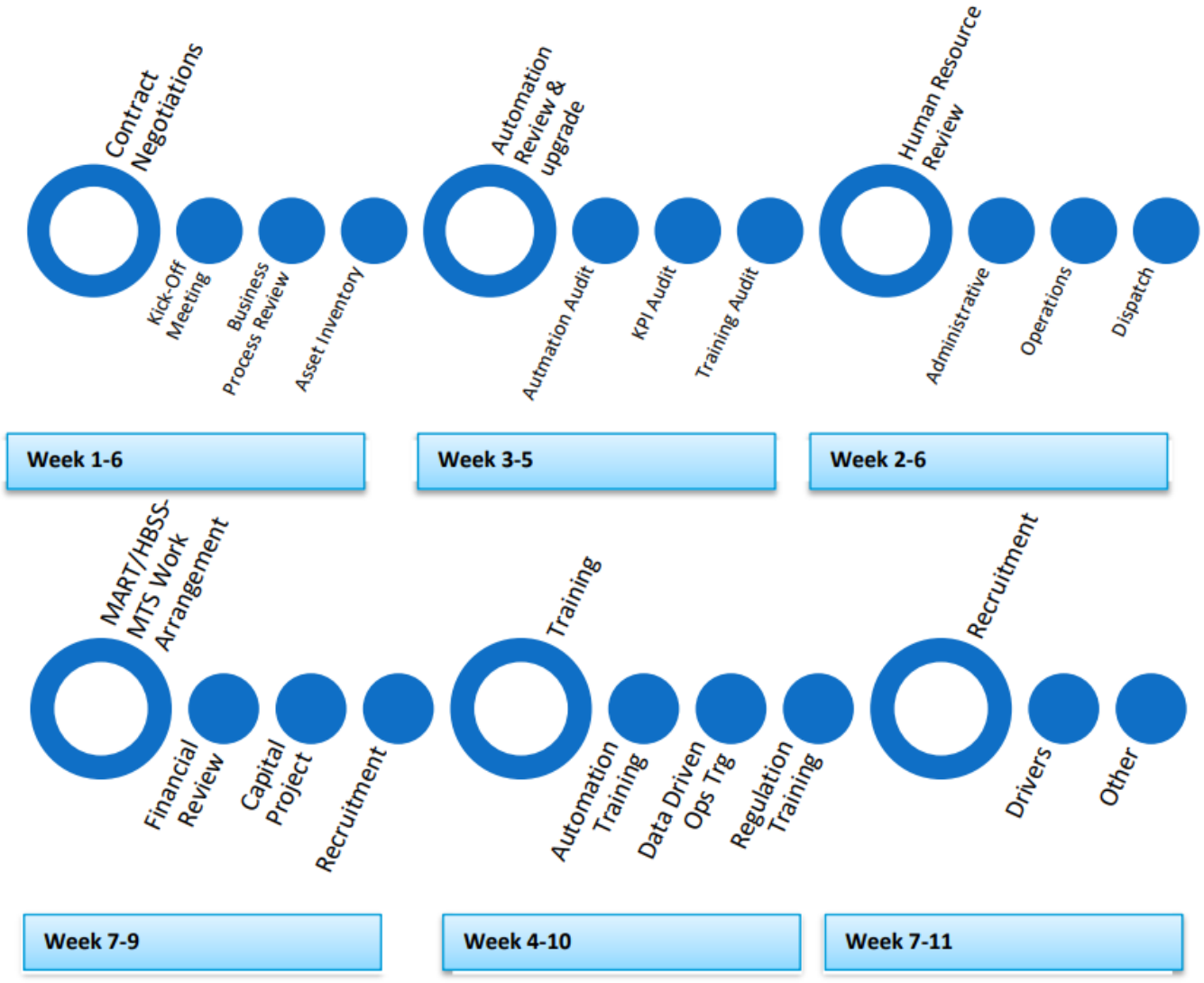
2.6 TIMELINE

HBSS will follow the installation procedures and schedule below. The schedule will be finalized during the System Review/Business Process Analysis. HBSS will work closely with the Agency contract operator and technology staff during the installation and deployment of the proposed solution(s).

- **Project Kickoff:** HBSS project team will visit the Agency offices to meet with all the stakeholders and project members in the first week after the contract sign date or notice to proceed.
- **Business Process Review:** This process will require requirements gathering, business process overview, daily work schedule chronology, the Agency – vendor relationship assessment, access controls, etc. It typically takes one week at the client's site and usually overlaps with the project kickoff whenever possible.
- **Customizations Completed:** Customizations arising out of the business process review phase including the design, engineering, and implementation phases.
- **Site Hosted:** The site will be hosted as soon as the project is kicked off. It will involve setting up the virtualized environment in the HBSS server (hosted solution).
- **Introductory Training:** HBSS will provide initial training to all staff so that they become familiarized with the proposed software and/or hardware.

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- **Acceptance Testing:** The Agency will assign a designated user to perform acceptance testing for the software and report any issues in the HBSS provided Issue Tracker Tool ™. HBSS' engineering team will interact with the Agency designated project manager to ensure all issues found are fixed in a timely manner.
- **Final Customizations:** Any additional customizations required will be completed and the site will be handed over to the Agency for Final Acceptance Testing.
- **Ongoing Training:** HBSS will provide operational training to all staff on-site (if preferred), preparing them to use the software for their daily work activities. All training will also be available via on-line remote tools.
- **Final Acceptance Testing:** The Agency designated staff, in partnership with HBSS, will perform Final Acceptance testing to provide the green light to Go Live.
- **Go Live:** In this stage, the project will be live, ready to be used by various users to start building the routes, creating daily manifests for the drivers, adding customers, etc.
- **Final Business Process Review:** A final business review will be performed on site to close out the project.
- **Follow up Training:** HBSS performs follow-up training after the site goes live to refresh staff on functionality, fill in any missing pieces or information and to provide clarifications.
- **Project Completed:** Project will be formally completed with a sign-off from the Agency project manager and executives.



Sample Project Plan (Varies by size of the Projects)

HBSS follows the work plan and milestones listed in the Sample Project Plan shown above. However, the actual schedule will be finalized during the System and Business Process Review. Project timelines vary and depend on several variables. Timelines can range from a 12-week end-to-end cycle or could be longer, lasting a few months and in some cases up to a year for full implementation. The numerous factors that influence the length of a project's timeline include the size of the project (e.g., town, county, city, and state-wide implementation), the volume and complexity of the historical data that requires migration, fare structures, the complexity of the scheduling engine, number of vehicles, number of partners, etc.

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2.7 MARKETING STRATEGY

HBSS will collaborate with the agency in developing the marketing plan, which includes a marketing strategy, customer acquisition plan, and any related marketing collateral which will be needed by the agency to develop the awareness of the On-Demand Transportation Services.

The focus will be attracting and retaining users. We will work with the agency and share best practices and lessons learned from previous On-Demand start-ups. The marketing plan will be updated based on customer feedback. Key elements of the marketing plan include:

- **Pre-Launch Education and Awareness:** Marketing during project implementation is about sharing the vision with future riders and helping them see the benefits for themselves, the community, and planet. Building anticipation and understanding will inform potential riders about the opportunities early in the project.

  HBSS will partner with the agency and its demographic and institutional representatives to create awareness about the service. Specifically, we will work with social service agencies, retirement communities, nursing homes, religious entities, medical facilities, senior housing, adult day care, educational facilities, homeless shelters, and senior centers. In addition, we will coordinate with local businesses through the Chamber of Commerce.



Marketing Flyer for a Client – The Montachusett Regional Transit Authority (MART)

- **Dedicated Online Media:** We offer embeddable videos and tutorials which describe how to use the QRyde Rider App and the QRyde website. Each Agency may embed these on its existing transportation website.

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Example of a Magnetic Decal

- **Launch Events:** Using focus groups comprised of selected riders in early testing of the branded QRyde Rider tools in the area will help spread the message by word of mouth.
- **Online and Offline Channels:** We recommend signage in the area at each Node (Stop) describing the program, how to request a pickup, program hours (when the program will start), who can use this program (everyone), fare information, how this service is different from a traditional bus, and the environmental benefits of ridesharing. We will aid local outreach by supplying screenshots and content.

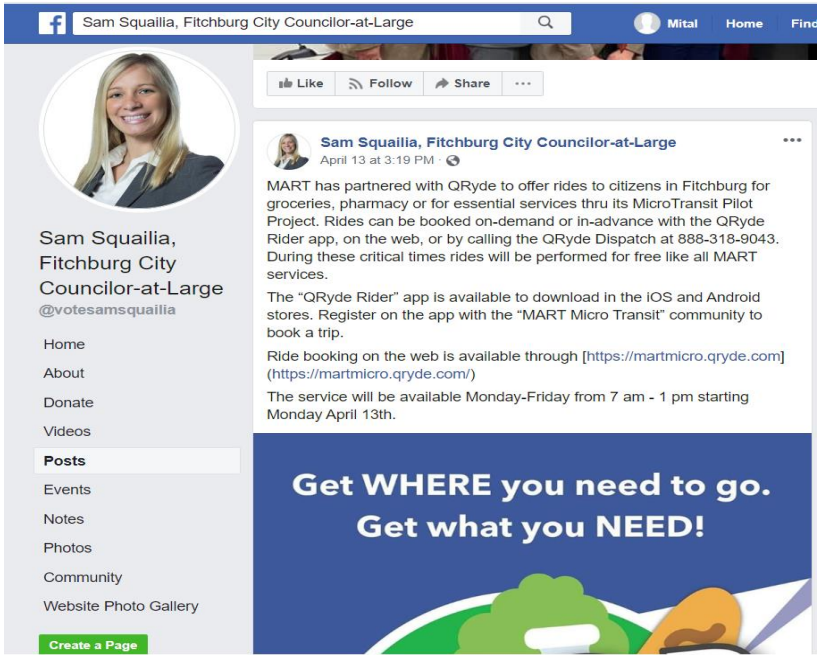


Example of a Shopping Flyer as Part of the Marketing Strategy

2.7.1 PROMOTIONAL ACTIVITIES

HBSS's promotional strategy will be to utilize the existing agency assets to provide the required services for On-Demand EV Ridesharing. The current HBSS technology integrated with its GSE along with the QRyde Rider and Driver Apps will be utilized to facilitate the service. We use Facebook, LinkedIn, and other social media. If desired, we will feature the project in a story to post on social network pages and/or in our monthly newsletter.

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Example of Facebook Ad

2.7.2 SUCCESS OF MARKETING EFFORTS

The success of marketing efforts for the On-Demand Transportation Services can be measured through a combination of key performance indicators (KPIs) and feedback mechanisms. These indicators will help gauge the effectiveness of our marketing strategies and customer engagement. Here are some ways to measure success:

- **Rider Acquisition:** The number of new riders who sign up for the service is a direct indicator of the success of our marketing efforts. An increase in registered users demonstrates the effectiveness of our marketing campaigns**.**
- **Customer Feedback:** Soliciting and analyzing customer feedback is crucial. Positive feedback regarding the ease of use, convenience, and overall experience indicates that our marketing accurately portrayed the service and its benefits.
- **App Downloads:** Monitoring the number of downloads for the QRyde Rider App will indicate the level of interest generated by our marketing campaigns.

The combination of these quantitative and qualitative measures will enable us to continually evaluate the success of our marketing campaigns and make data-driven adjustments as needed to optimize our strategies.

2.8 CUSTOMER SERVICE

All software maintenance updates are provided at no cost to the Agency. However, any enhancement to the software that is above and beyond the original contract contents with the deploying agencies will be billed separately at $125.00 per hour. The timeline for completing the enhancement will be mutually agreed upon by the deploying Agency and HBSS staff. HBSS offers several different support plans, and its premium plan includes Extended-hour Phone, Chat, and Email support. As part of the premium package, extended hours are available as follows:

Issue Type	Monday - Friday	Saturday	Sunday
Mission Critical Issues*	24x7	24x7	24x7
Support Calls	9:00AM-5:00PM EST	--	--

*Mission Critical Includes: Server Downtime, Website is Down, Data Loss, and Trips cannot be booked.

2.8.1 WEB-BASED SUPPORT

Resources include a 24 x 7 Self-Service Support at our website, www.hbssonline.com in addition to:

- Chat, email, and telephone support (Business Hours, Weekdays).
- Remote access (Business Hours, Weekdays); 800# Telephone Support (Business Hours, Weekdays).

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- Software upgrades twice per year; minor upgrades to software and customizations delivered on as needed basis (effort not to exceed 5 days per project).

HBSS uses state-of-the-art Knowledge Management and Call-Tracking software to provide the highest quality of support. HBSS will provide remote (GOTO MY PC) support during operating hours which is very close to offering on-site support.

2.8.2 TECHNICAL SUPPORT

Support entitles the Agency to receive HBSS technical support which consists of unlimited telephone support during our Technical Support Hours listed below, and unlimited electronic support via our website, also listed below (electronic support requests can be made at any time and will be addressed during Standard Technical Support Hours).
Customer may designate up to three individuals ("Designated Contacts") who will be the only persons authorized to contact HBSS Technical Support Desk on behalf of the Customer. The Customer can change the identity of its Designated Contacts at any time by notifying HBSS.

Standard Technical Support			
Location	HBSS Technical Help Desk, Lowell, MA		
Hours	Live Support 9:00 a.m. to 5:00 p.m., Eastern Time, Monday to Friday		
Telephone	978.379.0010	Facsimile	978.379.0014
Email	Hbss_techsupport@hbssonline.com	Website	www.hbssonline.com

HBSS ensures that it will conform to the software-quality standards and requirements as specified by the Authority Information Technology's software quality guidelines (as per RFP). HBSS will deliver the application software and corresponding licenses to the Authority to include a cut-over plan detailing the steps required to ensure a smooth transition at the Agency Paratransit Command Centre and at the Dedicated Carrier sites as applicable.

Basic application software maintenance to be performed by HBSS will include at least the following:

- Fixes and corrections to software bugs and defects as reported to HBSS by the Authority.
- Fixes and corrections to software bugs and defects as reported to HBSS by other customers but pertaining to the application as deployed at the Authority.
- All generally distributed software fixes, patches, and upgrade releases.
- The Authority's operating data is solely owned by the Authority and HBSS will not charge any licensing fee for additional database copies.
- Supply enterprise licensing for their applications and provide versions of the applications that run on the latest, but widely used commercially, operating-system versions. When hardware and software are to be supplied by the Authority, HBSS will certify operability.

2.8.3 SOFTWARE UPDATES AND UPGRADES

The Customer is entitled to receive via electronic downloads all upgrades and new releases for the Covered Products which are made generally available during the Support Year, at no additional charge. Support does not entitle the Customer to receive upgrades or releases of any HBSS software products not covered by the Covered Products. HBSS software-version upgrades are typically released on a twice-yearly basis to clients. It is the intention of this twice-yearly upgrade to acknowledge the issues that may have arisen as well as provide the client with other enhancements designed to optimize the client's operations of the proposed system. HBSS will inform the deploying Agency at least three months in advance of the installation when new software releases become available. Should unscheduled downtime occur, HBSS will notify the client as soon as possible and provide a detailed explanation and the anticipated length of service interruption. HBSS anticipates a minimum of 99% up-time.

2.8.4 SUPPORT EXCEPTIONS

Covered products are eligible for support only so long as such products are unmodified and are covered by a software agreement. Support does not include installation or maintenance of applications or devices external to your covered products and services required due to your negligence, unauthorized modification, combination of

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covered products with other software, or other causes external to the covered product. Support does not include technical support for applications developed by the customer using the covered products.

TAB 3: TECHNICAL PROPOSAL

2.9 VEHICLES

2.9.1 VEHICLE STANDARDS

- MTS will utilize three Chevrolet Bolt EV vehicles capable of transporting up to four passengers and one Ford E-Transit 350 that can accommodate four ambulatory passengers and two wheelchairs.
- The vehicles that would be used for the project are ADA compliant and comfortable for elders. These are handicapped equipped vehicles with two-way radio systems that are operational and in excellent working condition.
- The vehicles will be brand new and in their best fit condition to serve the area.
- These vehicles can be branded specifically for the agency.
- MTS will make sure that sufficient vehicles and drivers shall be made available to provide service within a reasonable time. We analyse the demand based on service at different times of the day, peak hours, when demand is highest, in order to accurately guide fleet size requirements. During off-peak hours, the full fleet would not be required. HBSS will work closely on vehicle availability and is well versed with scaling the number of vehicles up and down based on the demand.
- HBSS shall develop a brand and logo suitable for multilingual users and campaigns that build upon, and integrates with, the City of Fort Pierce and FPRA existing brand, subject to city design standards and approval.
- All vehicles and equipment on the vehicles shall be maintained in full operational condition at all times according to the manufacturer's recommendations.
- All vehicles provided shall have an exterior free of grime, oil, or other substances and free from cracks, breaks, dents, and damaged paint that noticeably detract from the overall appearance of the vehicle.
- All vehicles shall be clean in the interior and free from torn floor coverings, damaged or broken seats, and protruding sharp edges. The seats shall be padded and comfortable.

On a daily basis, our drivers will conduct the following vehicle checks for fleet maintenance and storage prior to use:

- Vehicles shall be properly licensed and authorized to legally operate on the public streets and rights-of-way in the State of Florida.
- Vehicle maintenance will be performed.
- Vehicles shall be aesthetically suitable for a neighborhood shuttle.
- Vehicles shall be equipped with equipment/hardware to collect ridership data and with GPS units for vehicle location.



Chevrolet Bolt EV



Ford E-Transit 350

Sample Vehicles to be utilized for the Project

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Interior of Ford E-Transit 350 highlighting the space for accommodating wheelchair

2.9.2 VEHICLE OPERATORS (DRIVER)

MTS will hire 6 drivers for this project as employees to meet the service hour requirements and expected number of trips. Along with the drivers there would be 2 supervisors and 1 admin assistant.

VEHICLE OPERATORS (DRIVER) STANDARDS

The vehicles operators will have a valid Florida Driver's license and shall comply with the following standards:

- Drivers shall be trained in all operational procedures relating to the operation, including thorough knowledge of the service area street network.
- Drivers shall be trained in defensive driving and vehicle handling. Drivers shall be trained to provide transportation to elderly and disabled individuals.
- Drivers shall assist passengers confined to wheelchairs in boarding and tie-downs.
- The drivers shall be available and on time daily to ensure consistent and reliable service.
- HBSS shall provide adequate customer service training to its employees (drivers/customer personnel) and will demonstrate to staff that driver/customer personnel operating the vehicles have attended and successfully completed customer service trainings.
- Drivers shall be dressed and groomed appropriately.
- Drivers shall have a thorough knowledge of traffic regulations.
- Drivers shall demonstrate excellent customer service, sensitivity, courtesy, professionalism, high ethical standards, helpfulness, and safe driving habits.

PRE-EMPLOYMENT PROCESS FOR DRIVERS

MTS's management team is very capable in performing personnel related services consisting of employee onboarding and terminations, driver recruiting and selection, compensation, labor relations, labor contract negotiations, discipline, grievance administration, and FTA mandated programs such as drug and alcohol testing are to be included. We are capable of recruiting and selecting drivers which must remain a priority focus to meet the transit demands of the agency. This includes using innovative approaches to attract driver candidates to ensure a continuous flow of applicant's remains in place at all times.

DRIVER TRAINING

MTS's approach prioritizes driver training to ensure that all drivers receive sensitivity training, enabling them to provide exceptional service to customers and handle various situations appropriately. Furthermore, we strictly adhere to all licensing requirements, ensuring that every driver possesses the necessary licenses to operate the designated vehicles safely and legally. MTS will hire and train all drivers.

The following parameter checks for driver training will be conducted by our team:

- MTS will offer comprehensive sensitivity training programs for all drivers. These programs focus on enhancing drivers' awareness and understanding of the diverse needs and backgrounds of passengers they may encounter.

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- Upon request of the agency, MTS will remove any driver from this service whose conduct is determined to be unacceptable.

The following parameter check for driver training will be conducted by MTS:
- Training to be provided to all drivers to appropriately serve the population.
- Upon request of the agency, Vendor will remove any driver from this service whose conduct is unacceptable.
- Drivers will assist passengers as deemed necessary.
- Drivers will be CPR certified and trained in first aid.
- Drivers will not smoke in vehicles.

In addition, the team has several feedback systems in place to monitor the behavior of our drivers including:
- Real-time text and phone support
- Weekly driver rating reports to include feedback, on-time performance, schedule adherence if drivers deviate etc.
- Protocols for accidents and "zero tolerance" incidents, with procedures for assessing disciplinary action.
- Compliance of standards and background checks.

2.9.3 STANDARD OPERATING PROCEDURES

We are committed to assigning a dedicated single point of contact, who will serve as the primary interface between our team and the Cities. He will be responsible for facilitating discussions, addressing any system-related queries or concerns, and swiftly resolving issues as they arise. Our goal is to maintain a streamlined and efficient communication channel, promoting transparency and accountability throughout the project's duration.

Person of Contact 1 - Jack Kelly
Title- Head, HBSS RFP Team
Phone Number- 617 480-7871
E-mail ID- JackK@qryde.com

Person of Contact 2 – Taimur Khan
Title- Principal Transit Operations Manager
Phone Number- 617 953-6395
E-mail ID- taimurk@qryde.com

ACCIDENT REPORTING

HBSS/MTS management team will be the key stakeholder in accident reporting, documentation, investigation, claims management, and risk management. The moment an incident/accident occurs, the operator notifies the dispatcher. The dispatcher follows our Accident Response Protocol that describes the magnitude of response based on severity of the incident/accident. Clearly the severity starts with fatalities, injuries, material destruction and works its way downwards. An immediate notification will be sent to the agency and the corporate management. The escalation process is part of the protocol followed. When a serious issue occurs the entire management team gets into action moves towards resolution using the CANDR methodology, and the agency is informed of progress. The HBSS/MTS management team will lead the transportation risk management and mitigation program for agency's demand response transportation services with direction from agency on program expectations.

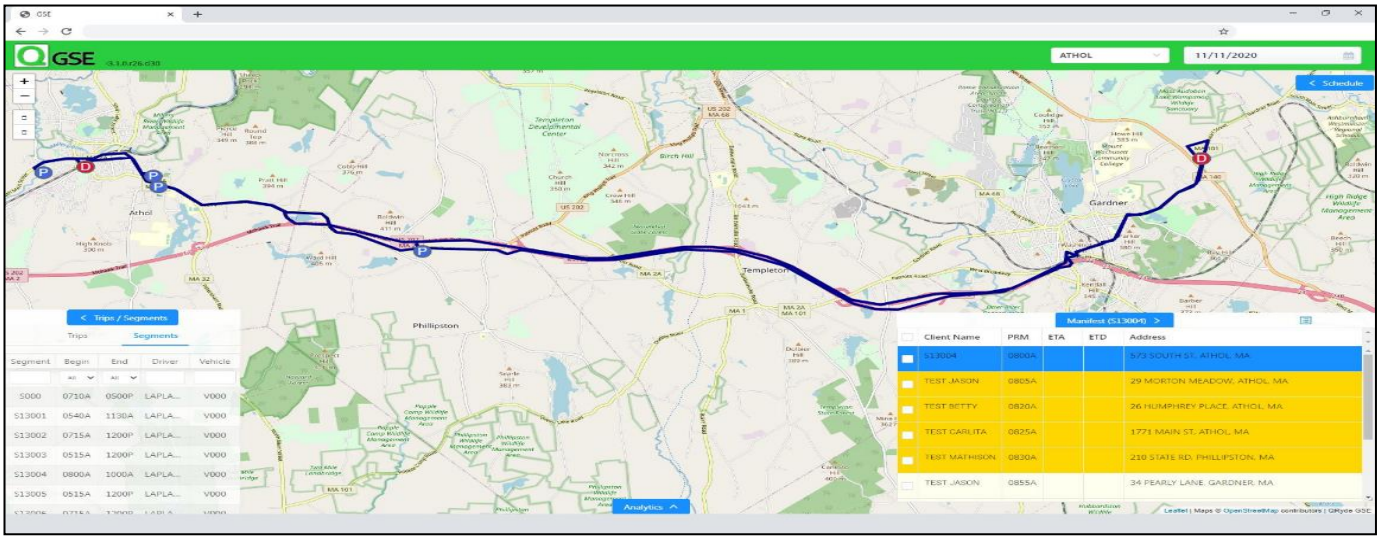
OPERATOR TRAINING AND CUSTOMER SERVICE TRAINING

We consider training one of the most essential features of its QRyde solution. The comprehensive training provided to front-line staff who will use the software on a regular basis is critical to the successful installation of new transport systems. End-users and administrators will also have access to our support team 24 hours a day, seven days a week if they have any queries or issues. Prior to system adoption, the team will provide training on all system functionalities. Technical employees, administrators, and trainers will receive ample information and experience to become familiar with all system functions, features, and operations relevant to their respective tasks.

SCHEDULING AND DISPATCHING

The system can perform fully automated scheduling, either in batch mode or for individual trips. The system provides dispatchers with web-based tools to proactively manage OTP, no-shows, cancellations, subscriptions, and late trips. The system also automatically sends updates of the dispatched trips to the MDTs. The web-based tools provided allow managers/supervisors to monitor driver performance in real time.

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Automated Scheduling using GSE

It also optimizes same day trip orders with advance trip orders and automatically sends updates to the MDTs. The scheduling process is completely automated and has a proven capability to function without a scheduling position initiating the scheduling. The automated scheduling process continuously runs to improve schedules based on real-time operating factors such as cancellations, no-shows, vehicle positions, driver performance, etc.

Global Scheduling Engine

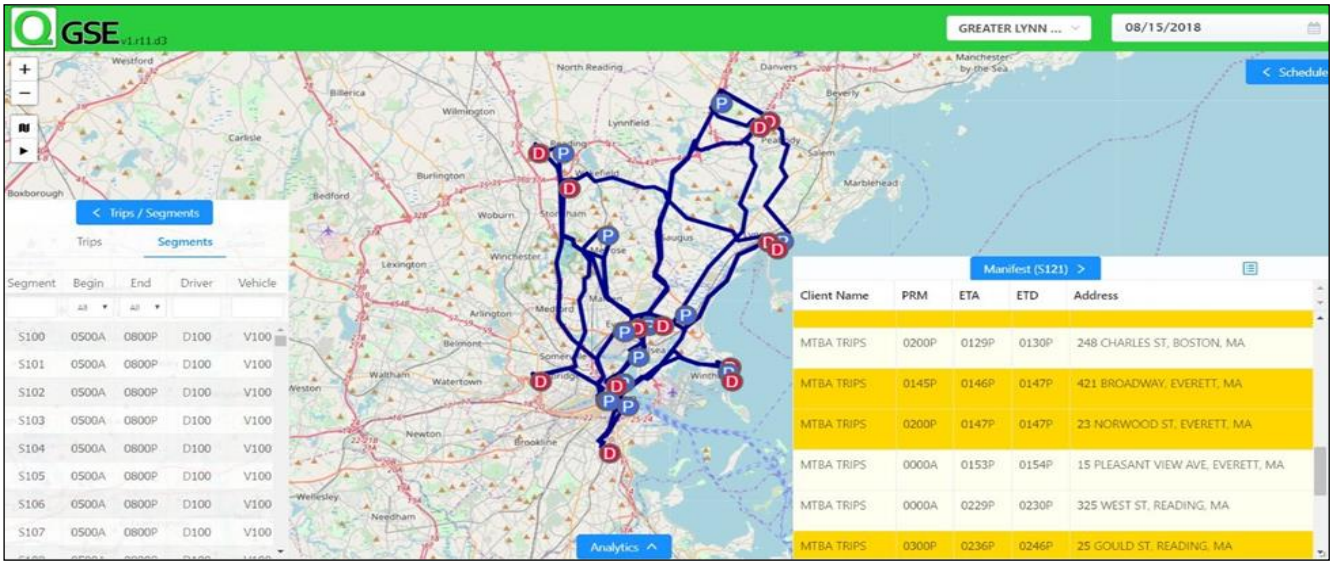
The QRyde GSE operates like the Airline Sabre reservation system. In these operations, existing routes are encoded, and new ride matching requests are algorithmically placed in the route where it is the best fit, meets all constraints, and there is available capacity. If the ride cannot be placed on an existing route, it is put on a new route. The business strategy behind this approach is also similar to Sabre-like systems involving massive optimization by asset sharing. For example, if you must travel from A to B at time T, and if a vehicle has an available seat to take you there, then what is the incremental cost? If this can be determined quickly, then planned and unplanned travel can become economical and transportation providers will be able to maximize the utilization of their vehicles.

Like airline reservation systems, the routes of all the drivers and third-party transportation providers must be encoded in the scheduling system for today and all future dates. So, when a trip is booked for any date or time (of course with some reasonableness), a ride assignment can be found. In addition, if at a future date, there is a modification due to a resource issue or a client's changed plans, the information is communicated instantly. The biggest benefit is massive utilization of available capacity that exists in daily commutes. The continuously running GSE will respond immediately to any ride request in the most suitable way. GSE simplifies dispatching by creating optimized routes and enables fully automated scheduling. As additional trips are added throughout the day AskSAM™ (Find Best Route) can make recommendations for dispatchers.

The system can optimize same-day-trip orders with advance trip orders and automatically send updates to the MDTs. In the auto pilot mode, the scheduling process provides continuous automation without requiring human intervention. Using QRyde/ePAD™ drivers will have the same tablet-based manifest used by Dial-a-Ride. As trips are added and cancelled, drivers see color coded updates.

Drivers have the option of using turn-by-turn directions between stops (with optional automatic screen dimming to reduce distracted driving). The tablets also provide real-time GPS vehicle location information so dispatchers and customers know where the vehicle is and when it will arrive. Depending on your needs, the ePAD™ Driver App/Portal will also collect trip fares and track ride demographics.

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Simultaneous Automated Trip Schedule and Dispatch

Same Day Trip Orders

QRyde allows taking trip orders on a same-day basis and dynamically scheduling the trip into the existing schedule. QRyde considers existing path of route travel, existing customer assigned trips, system policies on travel, and pick up time windows when making scheduling assignments. The agency users can find a best fit assignment for a trip just booked by clicking on AskSAM™ or the Scheduling Assistant Manager button. The system determines which routes are most suitable using the minimum-deviation (cost) methodology based on the actual street network for finding the best routes. This method attempts to fit trips into existing routes by determining those routes which are in the proximity of the pickup and drop-off locations thereby causing minimum deviation to the current route and minimum disruption to the entropy off the system.

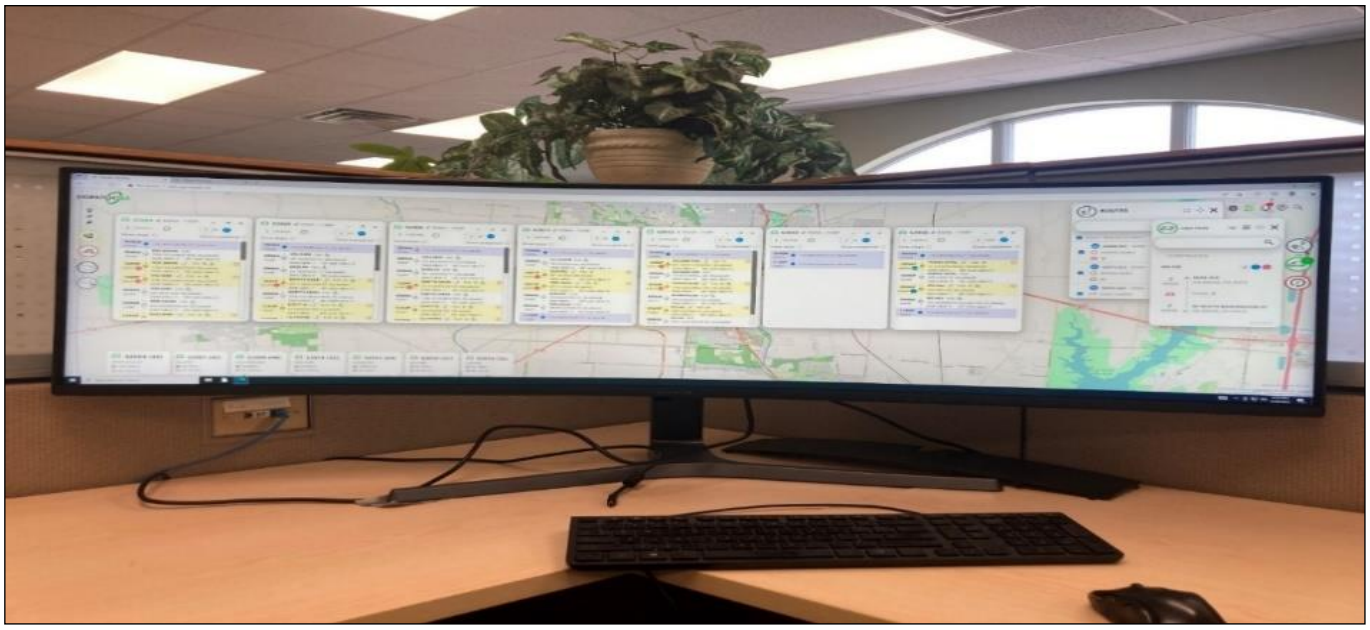


ASK SAM shows the unassigned trip. Available options are displayed when the trip is selected. The panel shows the potential routes, score for a route and the impact of trip placement. Find Best Segment (route) displays the placement of the trip highlight.

QRyde performs a complete assignment impact analysis whether one or more solutions are found. The system provides the suggested assignments in reverse order of time and scores each assignment based on the operational metrics. In the Autopilot mode, the trip is placed on the route with the best score if the remainder of the route is not late (aka Route Impact is “On-Time.”)

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Dispatching



QRyde Dispatch360 on an Ultra-Wide Screen

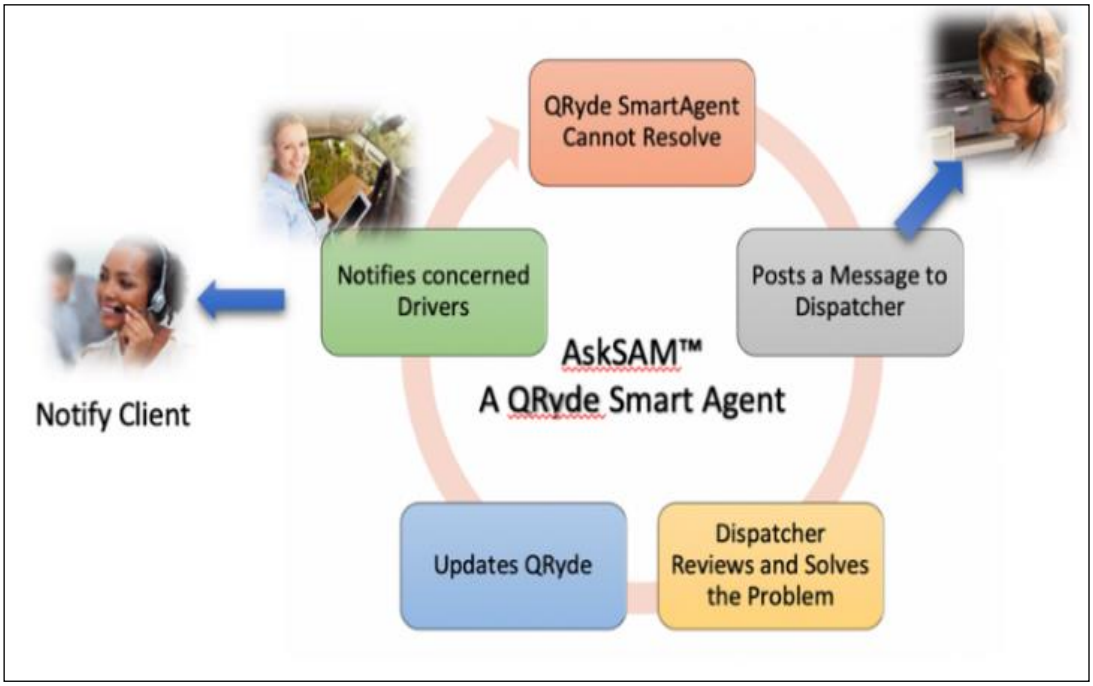
QRyde Dispatch 360 is a sophisticated web-based GUI route management module allowing dispatchers to effectively manage the routes and determine the location of any vehicle in service. Interactive Voice Response (IVR) is integrated at both the driver and dispatch levels, simplifying communication to improve the customer experience, and limiting interaction between riders and drivers. AskSAM™ is the Intelligent Agent system within Dispatch360 that assists dispatchers in searching for best solutions to new and late trips as well as handling will calls and re-optimizing existing routes. It uses real time data from the cache and uses algorithms to determine the best options available. Once the solution is selected, the system automatically informs the drivers and clients via its notification engine. Dispatchers can also optionally use the Dispatch360™ software to manually modify the manifests and once completed QRyde automatically notifies drivers and clients. QRyde also provides real-time information to manage vehicle fleets whether they are on fixed shuttle routes, charters, in the yard, or on special on-demand events. The GUI real-time dispatch screen clearly displays the status (with color coding).

QRyde Dispatch integrates via APIs and bridges to the GSE QRyde Real Time Dispatch (RTD) module for vehicle tracking and communicating with drivers through text and voice. QRyde offers a sophisticated web-based Graphical Route Management capability that can be utilized by a dispatcher to effectively manage the route and determine the location of any vehicle in service. The RTD incorporates messaging capabilities between dispatch and drivers while keeping a log of specific events such as when the driver loaded the manifest or when they exited the application with unperformed stops. It also shows in assorted colours if the vehicles are off-route, off- schedule, in no-stop zones, or in other areas they may not be allowed to go.

A predictive estimator of arrival times at the designated stops is built upon a linear regression-based algorithm that learns to predict arrival times based on history, current average speed, and soon with an interface with Google traffic data to factor in traffic congestions. The graphical representation of vehicles is through icons that can be colour coded to represent various aspects including a) route colour, b) late/early bus, c) bus with an issue, and d) type of bus. The size of icon will indicate whether it is a big bus, a van, or a sedan. The displayable information for icons is accessed by tapping or clicking on them and includes Vehicle ID, Driver ID, Route#, Run#, Directional Status, Arrival Time, Departure Time, and Date and Time of last GPS update. It can also carry last stop and next stop information (especially for long haul routes).

RTD allows dispatchers to mark late cancellation (cancellation on arrival), cancels, and No-Shows on the portal. The portal allows dispatchers to view all trips for different trip status. Riders can be notified of any delays and be given an opportunity to cancel or reschedule their trip which can then be automatically re-optimized by Dispatch 360.

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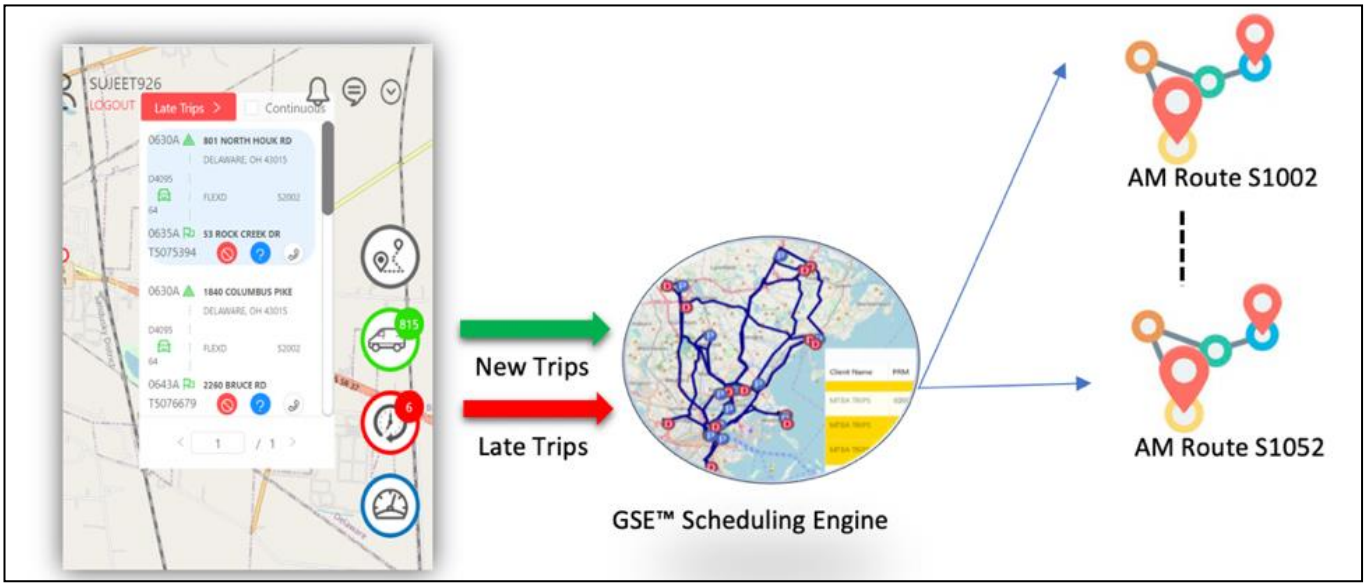


Working of QRyde Auto Dispatch

Dispatch 360 and Continuous Optimization

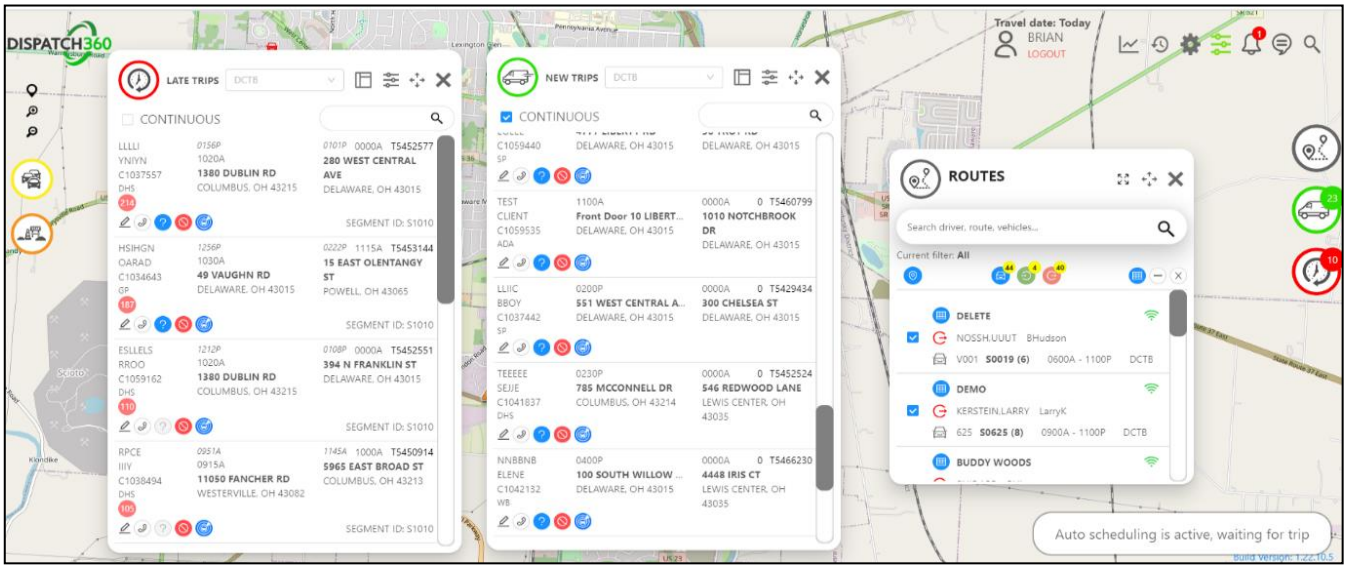
The QRyde team platform offers Dispatch360™ an artificial intelligent agent technology that monitors the driver messages and updates from the field (in its real time caching system) and invokes various rules and algorithms to determine how to resolve the given issue. Any cancellations, will-calls and no-shows too are processed by Intelligent Agents of Dispatch360™.

QRyde Dispatch360™ integrates with the GSE and can be operated in 'continuous optimization' mode GSE runs and re-optimizes the runs during the day. AskSAM™ is the Intelligent Agent system within Dispatch360 that assists dispatchers in searching for best solutions to new and late trips as well as handling will calls and re-optimizing existing routes. It uses real time data from the cache and uses algorithms to determine the best options available. Once the solution is selected, the system automatically informs the drivers and clients via its notification engine. Details about the notification engine have been discussed further under the QRyde IVR section.



QRyde Dispatch360 Auto Dispatch

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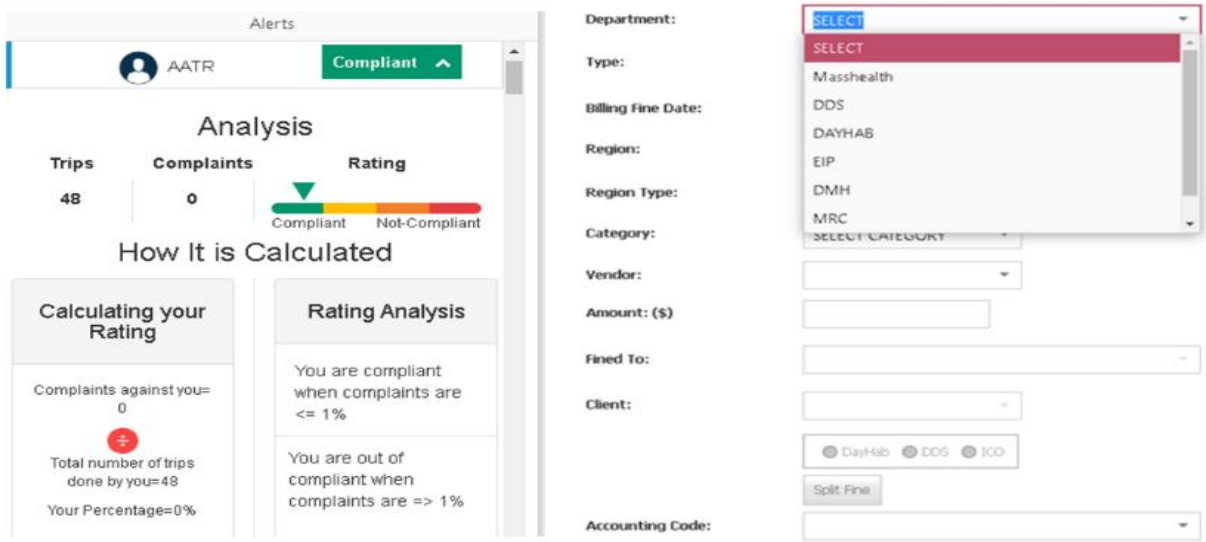


Updating/managing Manifest using QRyde Dispatch360

COMPLAINT MANAGEMENT

To facilitate complaint management and resolution, QRyde incorporates the QRyde complaint management portal. This portal has been integrated into the vendor portal since 2003. When a complaint is registered, transportation providers (TPs) receive notifications on their portal, indicating that they have complaints that require their attention. Upon logging into the portal, TPs can access detailed information about the complaints. Currently, TPs have the ability to review complaints and respond to them online.

Alternatively, they can contact QRyde's complaint department directly to address the issues raised. This approach ensures timely communication and enables TPs to take appropriate actions in response to the complaints.



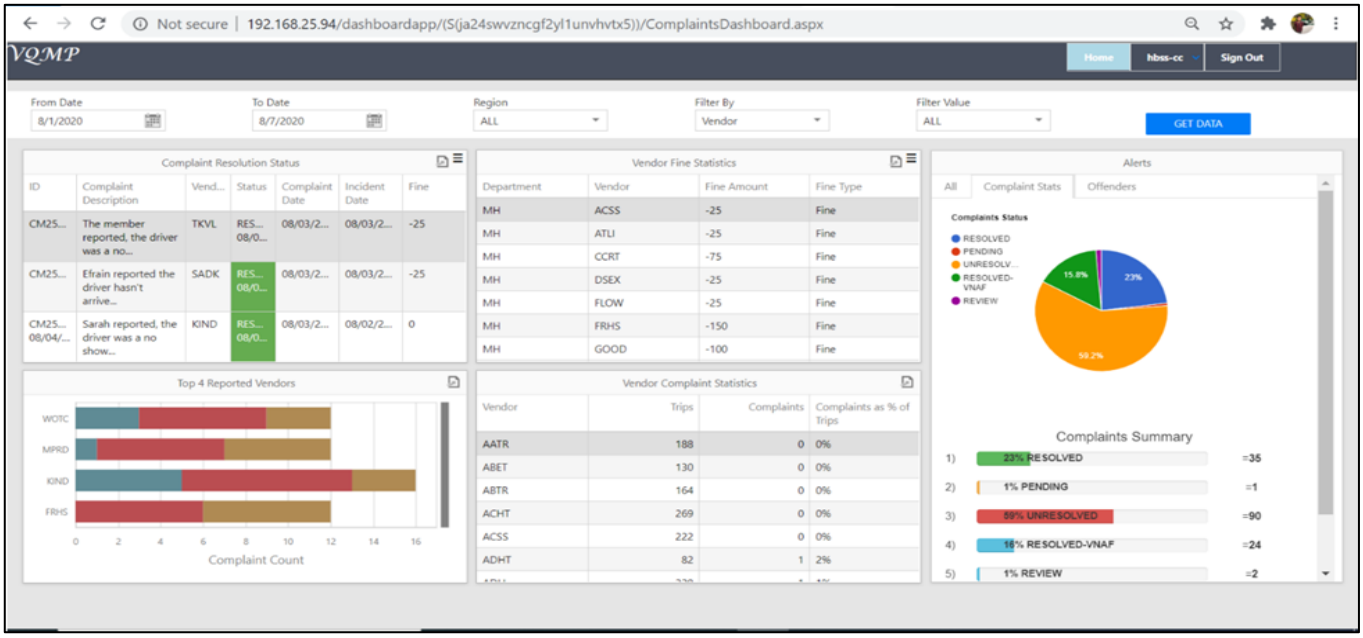
Customer Complaint Module

To enhance the complaint management process, QRyde has developed a new Vendor Quality Management Dashboard. This dashboard allows stakeholders, including TPs and QRyde, to view complaints and feedback in real-time. It provides a comprehensive overview of the complaint status, assessment of fines, and allocates performance scores to vendors. This allows for efficient tracking and evaluation of vendor performance based on the handling of complaints.

Additionally, Rider history notes (with confirmation number for each interaction) can be used for tracking complaints, messages, or lost and found requests along with action taken and workflow to escalate issues to

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managers/administrators. These notes have a record of all the listed data elements like Complaint date, Complaint time, Complaint type, Client ID, etc. HBSS can provide a complaints dashboard to administrators to review all complaints.



Rider History Representing Various Data Elements

DISCIPLINARY PROCEDURES FOR OPERATOR MISCONDUCT

We will ensure that all drivers possess the appropriate and valid licenses necessary to operate the specific types of vehicles used in our transportation fleet. Upon request of the agency, we will remove any driver from this service whose conduct is determined to be unacceptable.

We acknowledge and fully comply with the requirement for drivers to undergo a C.O.R.I. (Criminal Offender Record Information) check and a SORI (sexual offense background check). We have a robust screening process in place to ensure that all drivers successfully pass this essential check, prioritizing the safety and security of our passengers. Furthermore, we are committed to transparency and cooperation with the City's requests. Upon request, we will readily provide copies of C.O.R.I. documentation, demonstrating our commitment to compliance and accountability in all aspects of our operations.

In addition, the team has several feedback systems in place to monitor the behavior of our drivers including:

- Real-time text and phone support
- Weekly driver rating reports to include feedback, on-time performance, schedule adherence if drivers deviate etc.
- Protocols for accidents and "zero tolerance" incidents, with procedures for assessing disciplinary action.
- Compliance of standards and background checks.

KEY PERFORMANCE INDICATORS

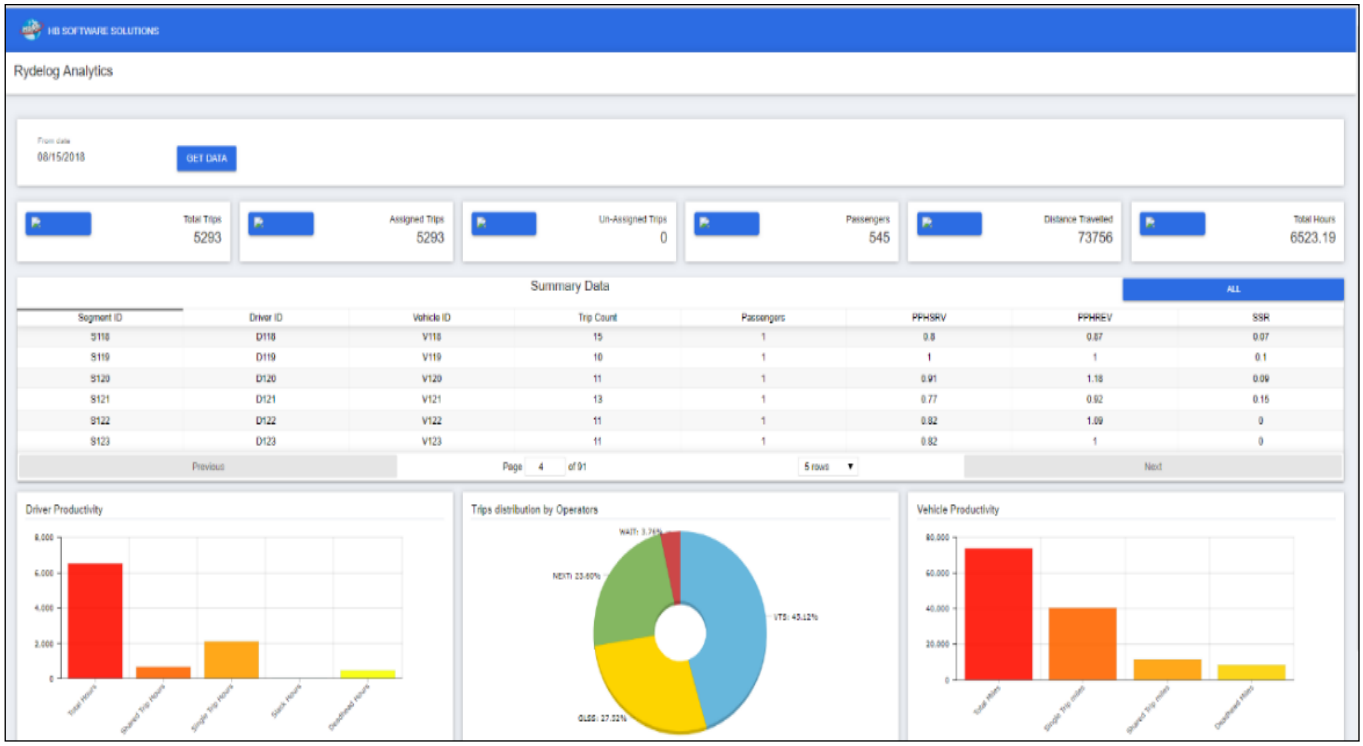
HBSS is offering to bring greater transparency in the operations over and above what is requested in this RFP. Specifically, we propose to integrate the operations with a comprehensive data visualization toolkit called dashboards. With this ability to visualize graphically the performance and compliance elements of our operations, in near real time to monitor performance schedules and procedures.

Transit Driver/Vehicle Productivity Dashboard

- Visual presentation of performance measures
- Ability to identify and correct negative trends
- Measure efficiencies/inefficiencies
- Ability to generate detailed reports showing new trends

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- Ability to make more informed decisions based on collected business intelligence
- Align strategies and organizational goals
- Saves time compared to running multiple reports
- Gain total visibility of all systems instantly
- Quick identification of data outliers and correlations



Transit Driver/Vehicle Productivity Dashboard

2.10 HOURS OF OPERATION

- After a thorough study and understanding the vehicle and service requirements of the RFP, HBSS will provide vehicles to the agency for 7 days a week, from 8:00AM to 6:00PM, thus providing 10 hours of services.
- The proposed service is flexible enough to cater to the increase in the demand of the service area.

2.11 DATA DASHBOARD

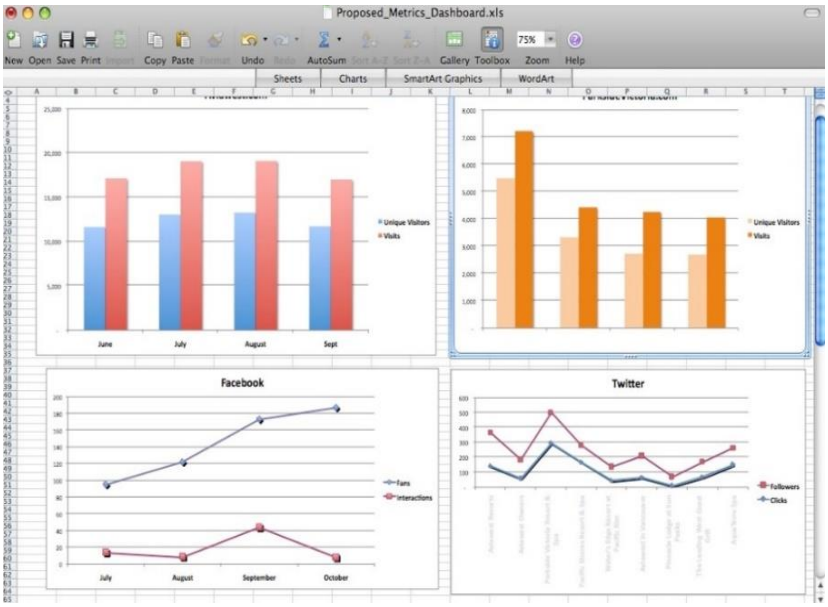
HBSS is offering to bring greater transparency in the operations over and above what is requested in this RFP. Specifically, we propose to integrate the operations with a comprehensive data visualization toolkit called dashboards.

With this ability to visualize graphically the performance and compliance elements of our operations, in near real time – the agency will have a unique opportunity, for the first time, to monitor the operations from the following perspectives: Customer centric, employee centric, operations management centric and predictive analysis etc. Dashboards are easy to read and show graphically the current value and historical trends and aggregated values of key performance indicators (KPIs). The dashboards can be organized based on strategic, analytical operational or informational objectives (see below a complete list of objectives).

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Benefits

Dashboards will enable various stakeholders – the agency staff, managers, senior centers, client advocates and customers to monitor (where permissible) the operations at the agency, and its various departments.

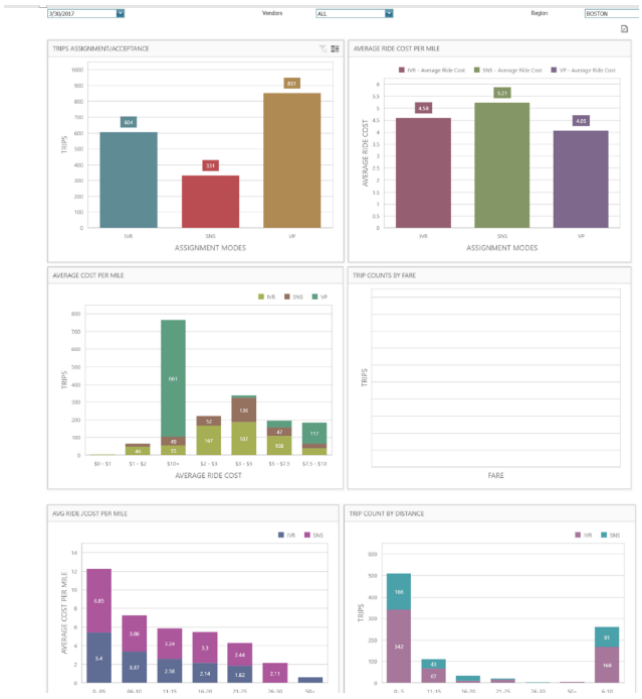


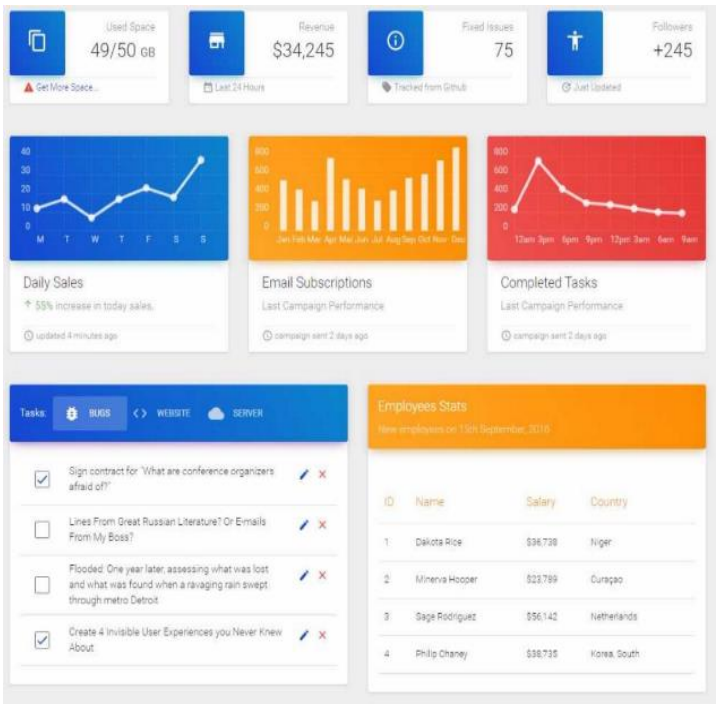
Digital dashboards will allow HBSS to capture and report specific data points from each department to provide a snapshot of performance. Other benefits include:

- Visual presentation of performance measures
- Ability to identify and correct negative trends
- Measure efficiencies/inefficiencies
- Ability to generate detailed reports showing new trends
- Ability to make more informed decisions based on collected business intelligence
- Align strategies and organizational goals
- Saves time compared to running multiple reports
- Gain total visibility of all systems instantly
- Quick identification of data outliers and correlations.

2.11.1 STRATEGIC DASHBOARDS

These dashboards show operational characteristics in aggregate form, such as daily, weekly, monthly, quarterly values of no-shows, cancellations, ridership, ridership by geography etc. These dashboards can also show trend analysis and other representations of aggregated data that collectively help the operations manager to better understand the behaviour of the various components of agency's operations and then make smarter and strategic decisions.

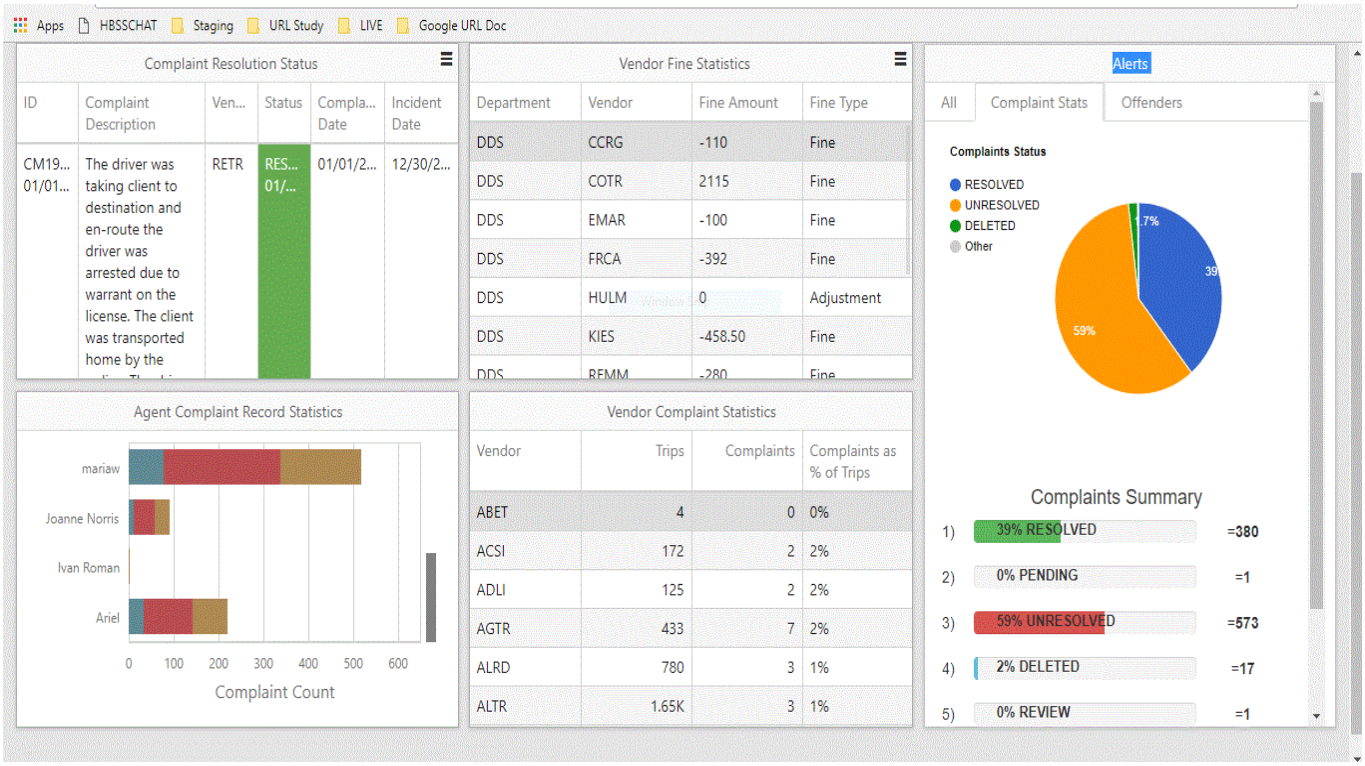




Analytical Dashboards

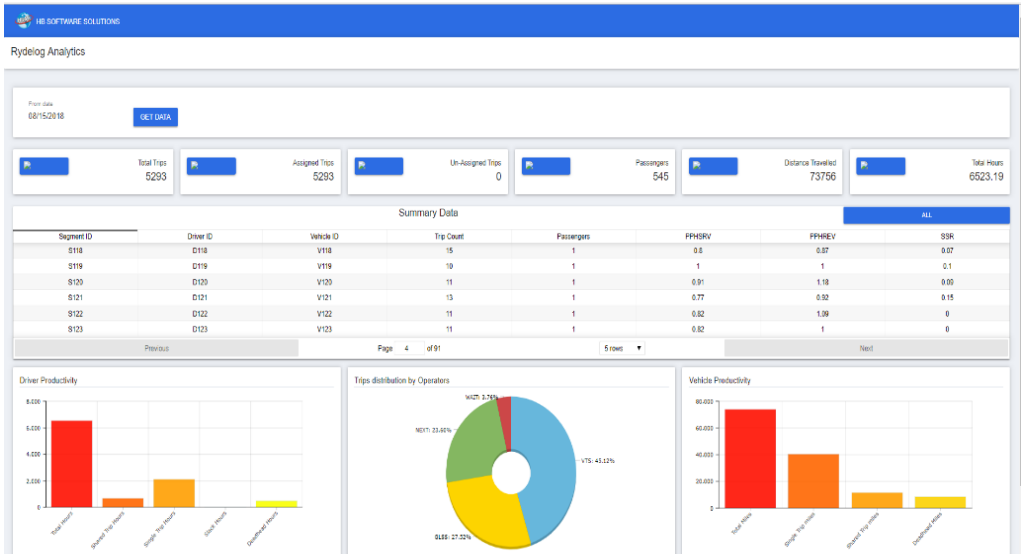
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Analytical Dashboards are used for data analysis by reviewing data at different levels of detail (using drill down techniques). These dashboards are suitable for analyzing new driver training issues (for ones who may be new and not behaving as trained) or for monitoring fuel consumption of vehicles etc.



Operational Dashboards

Operational dashboards are those that provide real time information for current location and tasks on hand for drivers, vehicles, inventory of parts, safety equipment, and other events that are constantly changing.



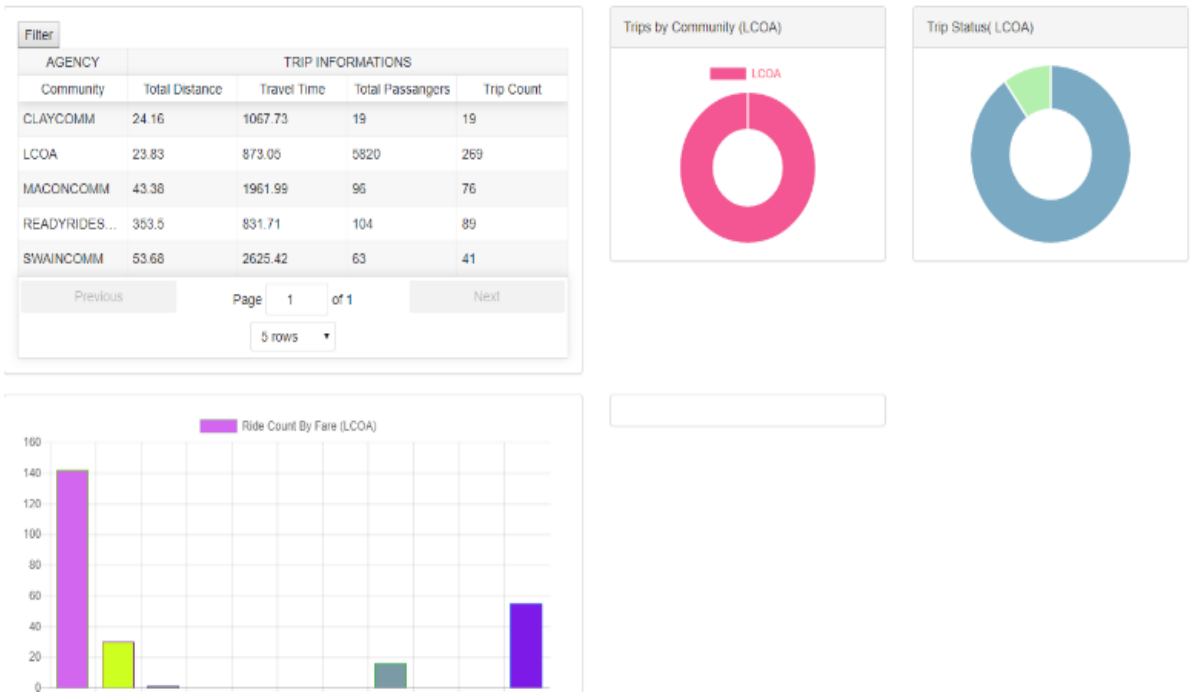
Informational Dashboards

These dashboards are more for the purpose of aggregation of different pieces of information requested by departments on a dashboard that give them the opportunity to review the performance of operations.

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2.11.2 BUSINESS INTELLIGENCE

It is our belief that the pace and evolution of technology use in public transit industry will require all operations management services companies to incorporate business intelligence gathered from dashboards, at all four levels and use the data to drive business decisions at strategic and operational level.

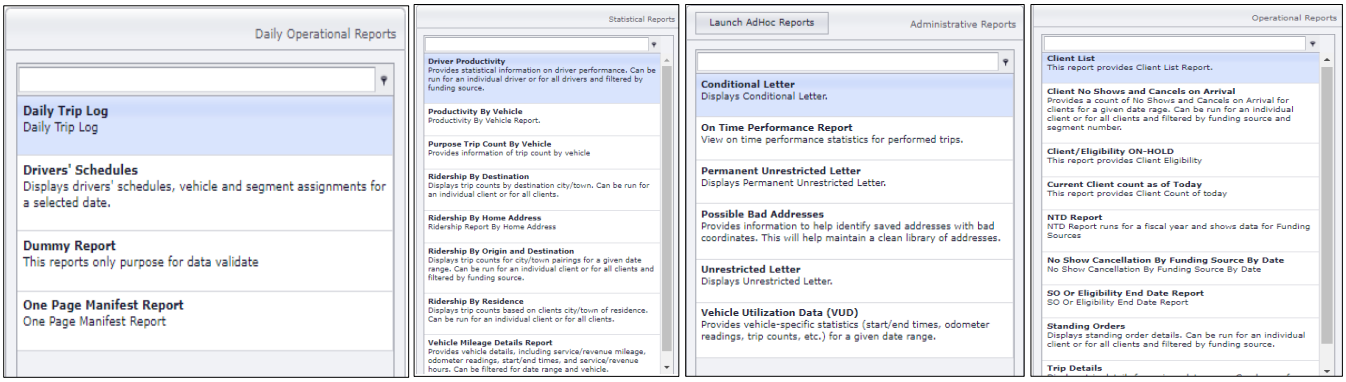


2.11.3 DATA WAREHOUSE

HBSS will also work with the agency to establish a data warehouse where historical data can be stored and then retrieved via dashboards. We shall investigate and develop a system that scales to thousands of records.

2.12 REPORTING

QRyde Reports module enables users to create, generate, and store reports on individual trips on a daily, weekly, monthly, quarterly, and annual basis, and on a selected days or series of day's performance. QRyde provides several different types of Reports in multiple formats like CSV, PDF, etc. QRyde provides the option of customization which allows the agency to customize PTN 128 reports in the way they need. It also can generate/create various billing reports and invoices.



Reports Dashboard in QRyde Portal

Details contained in Trip Schedule Reports include pickup and drop-off locations, wait time, travel time, trip status (confirmed, cancels, no-shows, cancel-on-arrivals), booking method (app, web, call-center), payment method (fare card or credit card), rider profile, rider eligibility, passenger comments, complaints, ratings, and other information submitted through the App together with a breakdown of ratings and classification of written feedback.

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2.12.1 EXPORTONG REPORTS IN VARIOUS FORMATS

- Reports for standard National Transit Database (NTD) data
- Reports that include A-30, S-10, R-20, separated by MB and DR
- Operating Data Reports
- Third-party Reports
- Driver Performance Reports
- No Show Reports (in percentages)
- Ad-Hoc Reporting
- Custom reports
- Vehicle Preventive Maintenance notifications in pre-established intervals
- Percentage of passengers requiring assistance with mobility devices
- Percentage of passengers entering special requests with details on the types of requests
- Rideshare/share ride counts and percentage
- Single day passenger counts and trip counts.

HBSS provides comprehensive NTD reports that are compliant with NTD database-reporting requirements. QRyde Reports produce NTD reports that include all National Transit Database data sorted by weekdays and Saturdays and Sundays. Our software can generate a range of management and service reports necessary to permit sufficient oversight of the paratransit service and clients. The software also provides monthly, quarterly, and annual reports that meet NTD, ADA service oversight, and state requirements.

A	B	C	D	E	F	G	H	I	J
MONTH_YEAR	SERVICE_MILES	SERVICE_TIME_IN_MINUTES	REVENUE_MILES	REVENUE_TIME_IN_MINUTES	DEADHEAD_MILES	DEADHEAD_TIME_IN_MINUTES	TOTAL PASSENGERS	R_MILES_TOTAL_PASS	VOMS
Jul-18	186886.79	667916.33	153305.79	355804.992	33581	107269	14976	160031	91
Aug-18	209851.41	748151.25	171630.41	396632.2623	38221	121406	16723	177682	91
Sep-18	185282.01	653258.65	152673.01	358285.0785	32609	125527	15939	174322	90
Oct-18	219761.81	762397.31	180531.81	417669.133	39230	127121	18181	195326	90
Nov-18	189891.96	663456.96	154144.96	361230.0005	35747	110681	15818	167793	93
Dec-18	185526.23	648005.7	150807.23	342209.6797	34719	106536	15029	156679	93
Jan-19	194099.17	682608.56	156827.17	358839.3164	37272	112113	15341	158202	93
Feb-19	175234.68	611762.3	141873.68	326540.4993	33361	98874	13958	145324	92
Mar-19	194803.98	682992.18	158526.98	365177.8657	36277	108098	16528	32754	93
Apr-19	200034.69	698780.71	162334.69	375480.5246	37700	112987	16527	164691	97
May-19	207237.14	735368.5	168578.14	392312.8597	38659	116475	17697	173096	96
Jun-19	178197.7	642823.66	144149.7	335105.6263	34048	105196	14262	135193	93

Sample NTD Report

Required data by program includes ridership, revenue miles, deadhead miles, revenue hours, deadhead hours, missed trips, no-shows, late cancelations, trip denials, trip length (excessive trip lengths) and on time performance. This would require additional reporting for each program, including attributes by municipality, fare type, and county of origin.

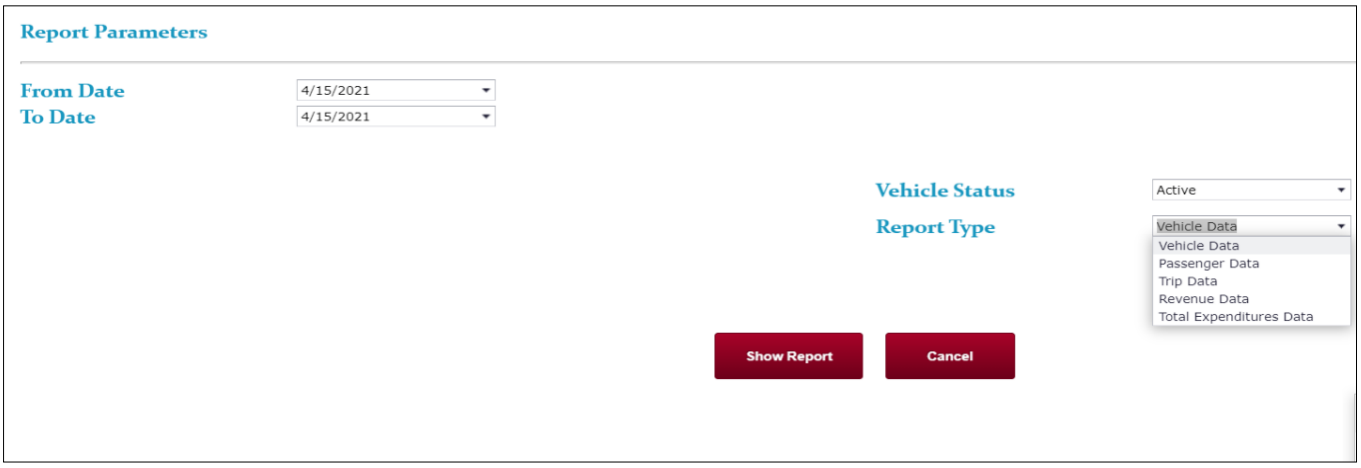
All tables and fields are available to be pulled into reports. QRyde Reports can be generated in multiple formats: CSV, PDF, and HTML Page. The reports are broken down into daily (detail) reports and date range-based summary reports (the date range allows weekly, monthly, and annual reports to be printed). Trip reconciliation forms allow the supervisor to verify that all information has been recorded and permits corrections as needed. Data integrity is the most valuable return a software system can provide for an agency.

We categorize the reports in a manner that makes them easy to locate and can be grouped by the departments that will access them. Different permission levels can be instituted so that users can only access the group of reports that is pertinent to their specific department.

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2.12.2 STANDARD REPORT

QRyde has standard reports. However, historically each agency wants their reports structured differently. Consequently, the HBSS team would work with the transit Authorities to determine its report designs and then customize the standard reports (if necessary) and deliver them.



Standard Reports

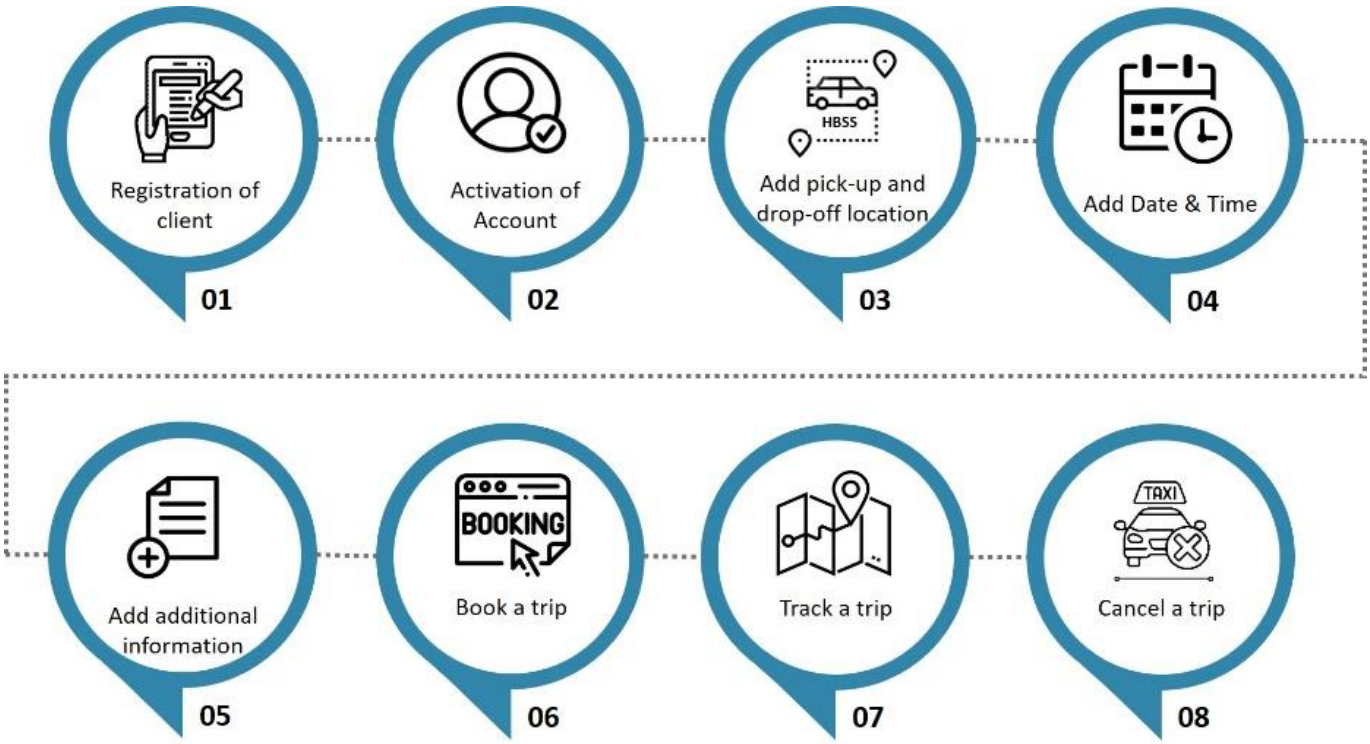
As mentioned in the RFP, HBSS will provide the agency the following reports:

- Total boardings per month
- Average weekday boardings (i.e., the number of boardings on a specific route on typical weekday)
- Number of completed rides
- Average journey time
- Average distance per ride
- Average utilization (passengers per vehicle hour)
- Ridership
- Vehicle miles driven
- Vehicle hours driven
- Cancellation rate
- Average wait time
- Average percentage of on-time pick up requests
- Average percentage of requested rides completed
- Top pick-up and drop-off locations

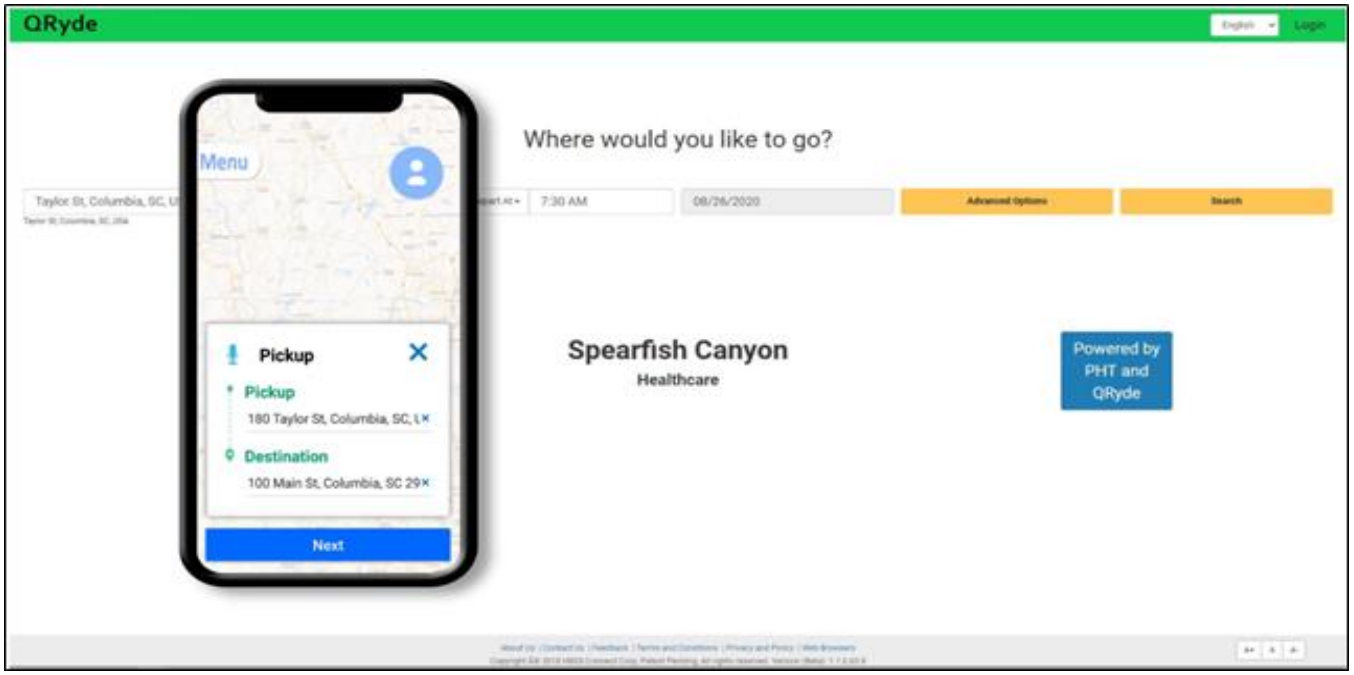
2.13 MOBILE APP FOR RIDERS

The QRyde Rider App allows a user to register in the system using basic information such as a first and last name, a user ID, a phone number, and an email ID. A rider may specify mobility requirements such as: elderly, wheelchair, and lift accessible vehicle in their profile. The QRyde Rider Application can be installed from Google Play store using the following link: https://play.google.com/store/apps/details?id=com.QRyde.Marketplace.

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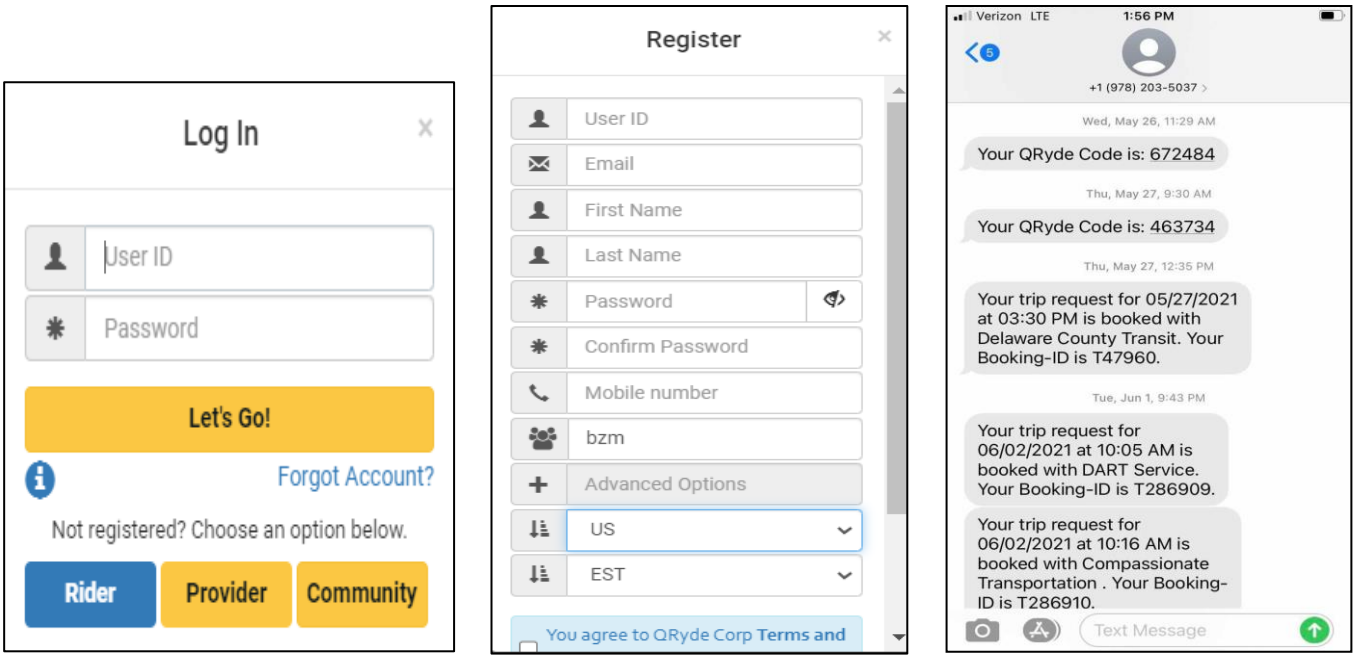
Book, Track, and Cancel Trips Easily via the QRyde Rider App



The QRyde Rider App Interface

The system maintains a profile for each registered passenger and will categorize each passenger based on registration information. The app gives users the ability to update their profile information online. QRyde enables all forms of special needs to cater to people with disabilities, seniors, veterans, healthcare needs, and the public. This data is provided to the GSE which will determine the appropriate vehicle to meet the rider's needs.

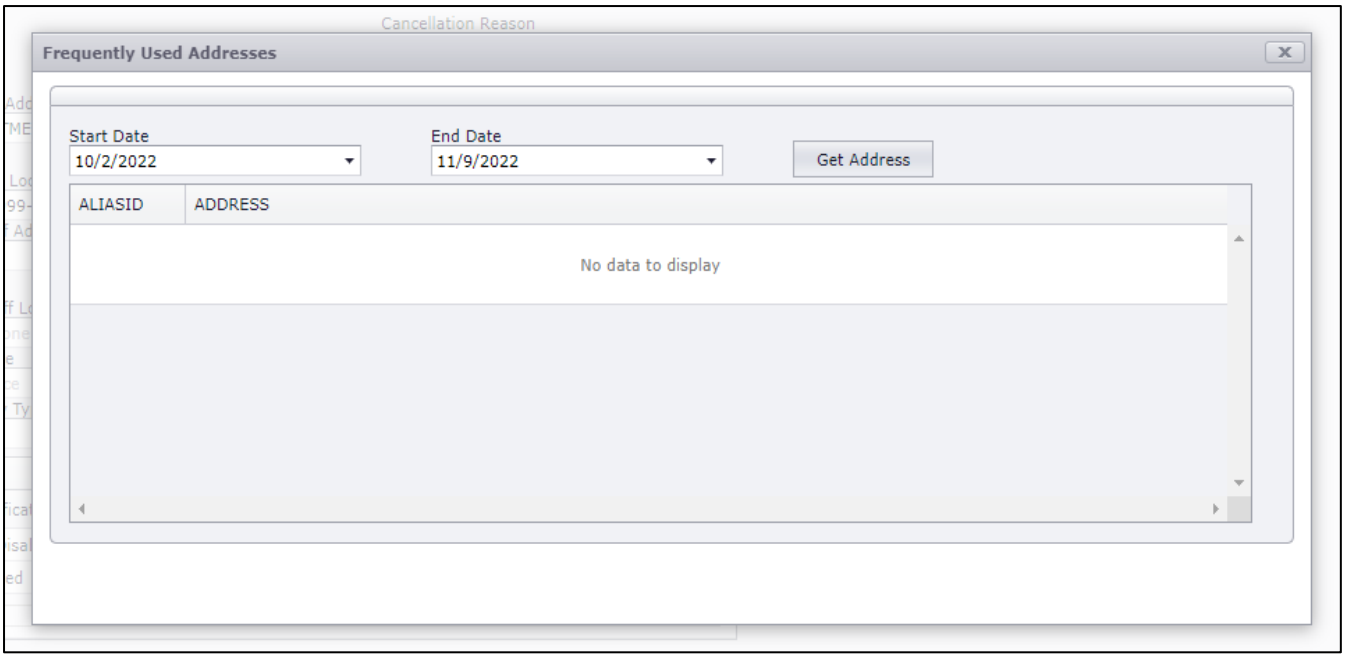
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Rider Registration through QRyde Rider App

2.13.1 FAVORITE LOCATIONS

The Rider App allows the rider the option to select from the most recently used addresses. The rider can mark an address as a favorite location from the list of the addresses previously used. The software can be configured to allow a rider to save up to 10 favorite locations.



Frequently Used Addresses

2.13.2 ADDITIONAL RIDERS/ESCORTS

A rider can specify additional riders on the Rider App at the time of trip booking. This option is available to the rider when selecting “advanced options.” QRyde offers an option to waive the fare for additional riders in case of ADA trips.

2.13.3 SYSTEM RESPONSE TIME TO PROPOSE A TRIP

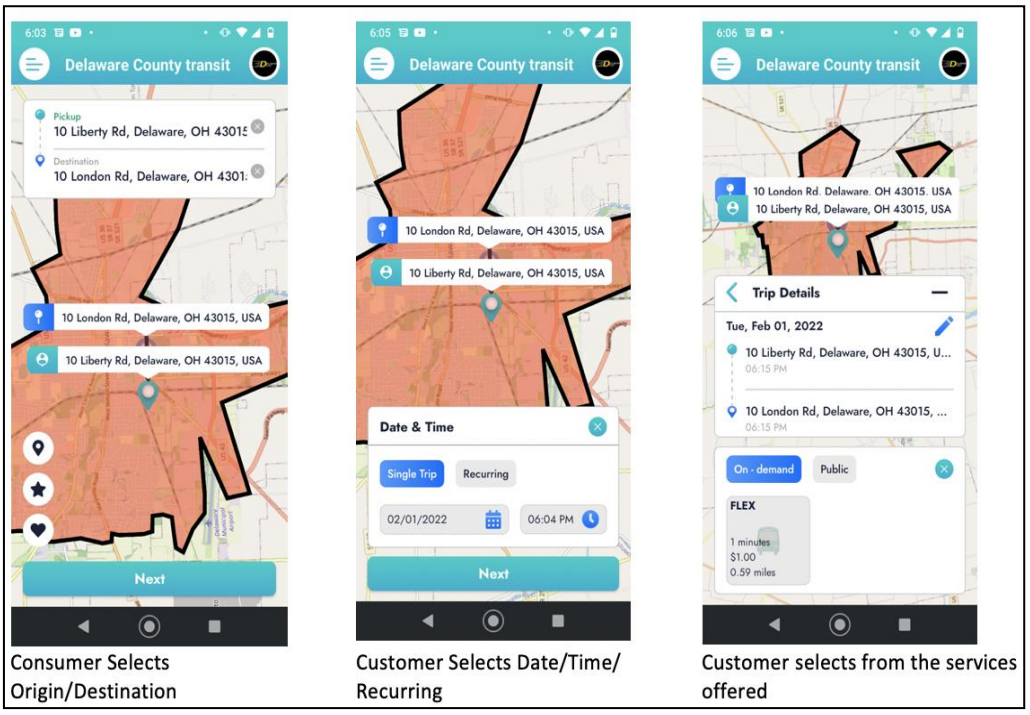
Once the ride is requested, the QRyde GSE searches the available routes within the service zone to ensure that the trip can be added to the route without impacting the existing appointments, pickups, or wait-times for passengers

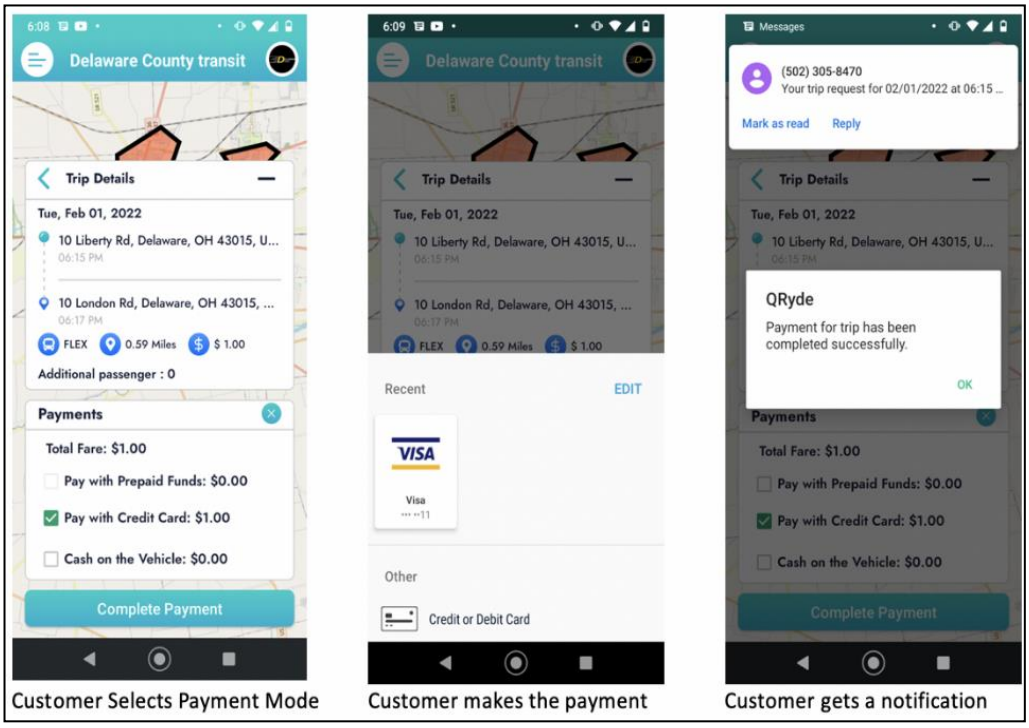
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on-board. If the trip can be added to the route without violations, then a route number (vehicle #) and the estimated pickup time is sent to the rider. This process to find a ride on an existing route and provide the information to the user typically takes less than 1 second.

2.13.4 RIDER TRIP CONFIRMATION

When the rider confirms the trip, the rider is provided the route number (vehicle #), the name of the assigned driver, and the estimated pickup time. The rider is presented with a time window for the pickup and the drop off time. The system ensures that the rider is dropped off to the destination on time. The rider is also provided with the location information of the driver and route on a periodic basis. This information is provided to the rider on the Rider App and via text.





Trip Booking via QRyde Rider App

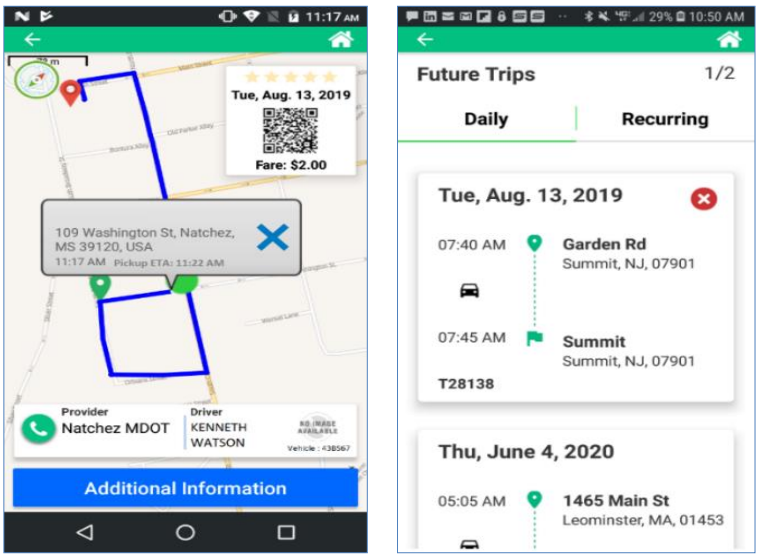
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2.13.5 VEHICLE LOCATION

QRyde's rider app allows a rider to track the driver's location and estimated time of arrival. The rider can track the location of the driver on the map in real-time relative to the rider's trip. The ride management screen on the rider app allows the rider to view a picture of the driver if available and the vehicle information when the trip is assigned to a route/vehicle.

The ride management screen also permits the commuter or the rider to cancel the ride. When the rider confirms the trip, the rider is provided the route number (vehicle #), the assigned driver's name, and the estimated pickup time.

The rider also receives the location information of the driver and route on a periodic basis. The information is provided to the rider on the app and via text and support via email and phone.



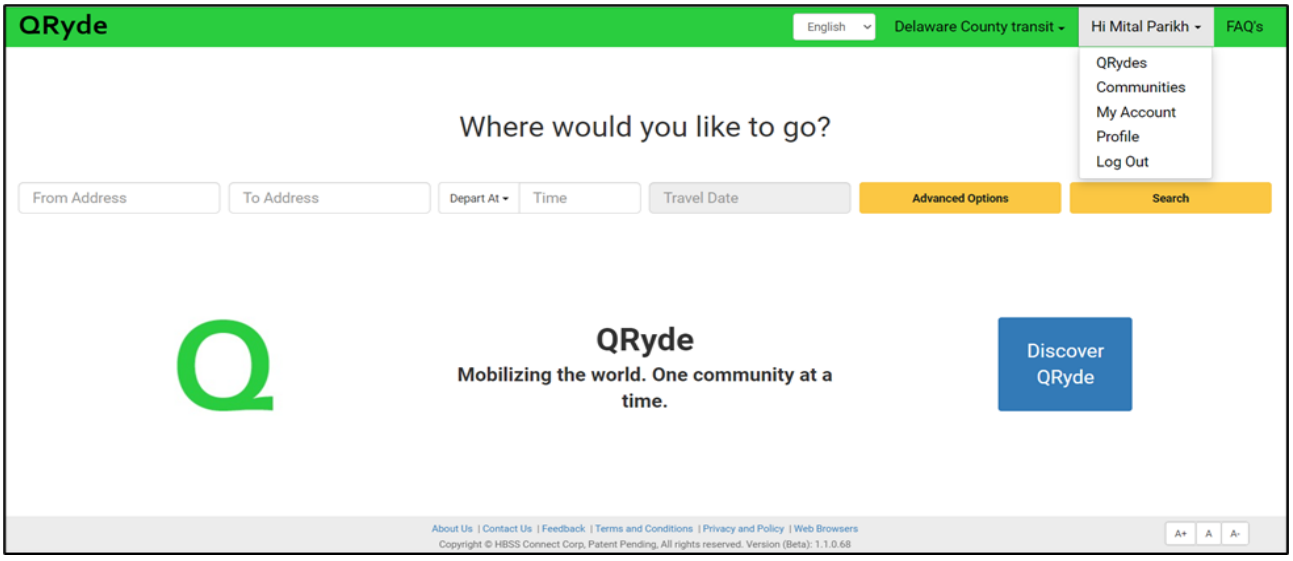
Ride Management (Trip Review and Cancellation) and Details Page, Driver location and Pickup ETA16

2.13.6 RIDER TRIP RATING

Riders can rate a trip taken using the App and offer other comments. The App allows a rider to provide a 1 – 5-Star rating for every trip. The trip ratings and rider feedback provide important data about service performance and what may need improvement and modifications. This information is strictly confidential and the driver and/or support team will not be provided any specific rider information. This information can be used to enhance the rider experience and improve customer service.

2.13.7 WEB- BASED AND CALL CENTER SUPPORT FOR RIDERS WITHOUT SMARTPHONE

Riders without smartphones may access the QRyde website or call the QRyde Call Center. Call Center staff or facilities (employers, schools) that partner with the Agency may book rides for those without access to on-line technologies though the QRyde web interface. QRyde offers a simple to use community-based transportation model where different communities can utilize the portal to manage rides for their members. QRyde also offers a Call Center for riders to book their rides. Agency personnel receive calls from riders and proceed to book rides on the QRyde Portal on behalf of the riders. The available ride options for riders encompass various choices, including one-way trips, scheduled trips, and others.



Self-Service Responsive Web Application

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2.14 MOBILE APP FOR DRIVERS

QRyde provides seamless communication through its tools (rider app, driver app, dispatch module) so that all your stakeholders have the information they need – when they need it. Our QRyde Rider and Driver apps are intuitive and well accepted by both young and old users.

For visual directions, QRyde's Driver App provides a map showing the current location of the vehicle alongside routing directions to the next pick-up or drop-off location. It also has the ability to mark driver times such as sign-on and sign-off, standby and break times. It is capable of replaying the vehicle's trip assignment, routing, and drop-off locations for a minimum of 30 days.

The QRyde Driver app is another powerful part of QRyde's arsenal of user-friendly tools. Available for Android, the app can be installed and run on virtually any smartphone or tablet with a data plan. When drivers log in, they will be able to view Today's Trips as an electronic manifest.

As they perform trips, the driver will enter performance information for each stop, all of which flows back to the QRyde platform. The platform allows the driver to scroll through their manifest for the current day and select particular trips for more information. The driver can view trip details, and get an overview of manifest easily, and other screens with the least number of keystrokes possible.



Agency Driver App Interface

QRyde ePAD™ allows vehicle operators to update the system as it completes its pickups and drop-offs. In addition, drivers can use the QRyde Driver app to "Accept" trips offered by their dispatch and offered by the Senior Center. This means the system utilizes the inventory already in the field and creates efficiency by allowing it to self-organize newly offered trips around existing work. The driver app also allows the driver to 'automatically call' via IVR the client or send the client a SMS, a capability that alerts passengers such as seniors/the elderly to be ready for their pickup.

QRyde vehicle operator interface provides dynamic routing capabilities to adjust vehicle allocation efficiently. If the platform adds a passenger pick-up mid-trip, then the directions will automatically update with minimal input from the operator with automated manifest updates. Also, the tablets can work both offline and online and can store information if the vehicle enters a dead zone. Once the tablets re-establish a cellular connection, information is sent to dispatch. Furthermore, when a vehicle loses connectivity, the drivers would not be impacted and can continue based on the current information stored on the tablet using the Kalvin calculation it calculates.

2.14.1 CUSTOM MESSAGES BETWEEN DISPATCHER AND DRIVER

QRyde allows the dispatcher to view received text messages in a tabular display that also indicates the vehicle ID and the time of the message. It also provides the capability to the dispatcher to send a custom text message/pre-

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defined message to a single driver, custom group -messages. Additionally, the ePAD locks when the driver is in motion preventing transmission updates. QRyde notification engine allows a message type to be pre-set to require acknowledgement and will allow dispatchers to see the unacknowledged messages.

2.14.2 NAVIGATION SUPPORT

The QRyde ePAD™ Driver App interfaces with Google/Waze to give turn-by-turn driving directions. The driver has both audio and visual directions available to perform pickup and drop-off for riders. To utilize this functionality, the driver can click on the stop and click on the “MAP TO” button to navigate to the destination. Drivers are not required to enter a destination address to use the map navigation.

QRyde has an embedded Google Street View functionality, which opens automatically without the user needing to leave the application. The navigation starts automatically after the stop selection on the manifest. The tablet can indicate its current GPS location and mileage reading every 10 seconds or less.

The navigation module also provides an option to the operator to activate and deactivate the navigation map display and/or the audible instructions as desired. The navigation map is also updateable using WLAN for bulk data transfer. The navigation assistance is based on a system that considers limits, one-way streets, road closures, and other obstacles before recommending the shortest path to the driver.

QRyde offers the capability to provide directions to specific latitude and longitude coordinates on a map, rather than relying solely on traditional typed addresses. For example, you can input geographic coordinates like "42.3601° N latitude and 71.0589° W longitude" to pinpoint a precise location and receive navigation guidance to that specific point on the map.

2.14.3 PRE-POST TRIP INSPECTION

QRyde provides a capability on the tablet for pre-trip vehicle inspection and post trip inspection if required. Upon successful login, the app has the option for a pre-trip checklist. The pre-trip checklist option can be configured by the agency and designed to prompt the vehicle operator to confirm that pre-trip procedures were performed. A log of the pre-trip input is transmitted to and retained in the central system database.

The inspection forms can be easily customized in collaboration with the agency to conform to the current inspection process. QRyde already has inspection forms that let drivers record their "electronic signatures," and allows the vehicle operator to transmit an electronic signature or other text to the central system using a finger or stylus.



Signature Pad for Driver

2.15 HARDWARE- MOBILE DATA TERMINAL

HBSS would provide industry standard Commercial Off-the-Shelf (COTS) MDTs. Most of the components will be configured to meet the requirements of the agency. No new software is being developed. Some of the features

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may need minor adjustments and system configurations for scheduling needs. The MDT/Tablet hardware proposed is used in over 2000 vehicles in the country.

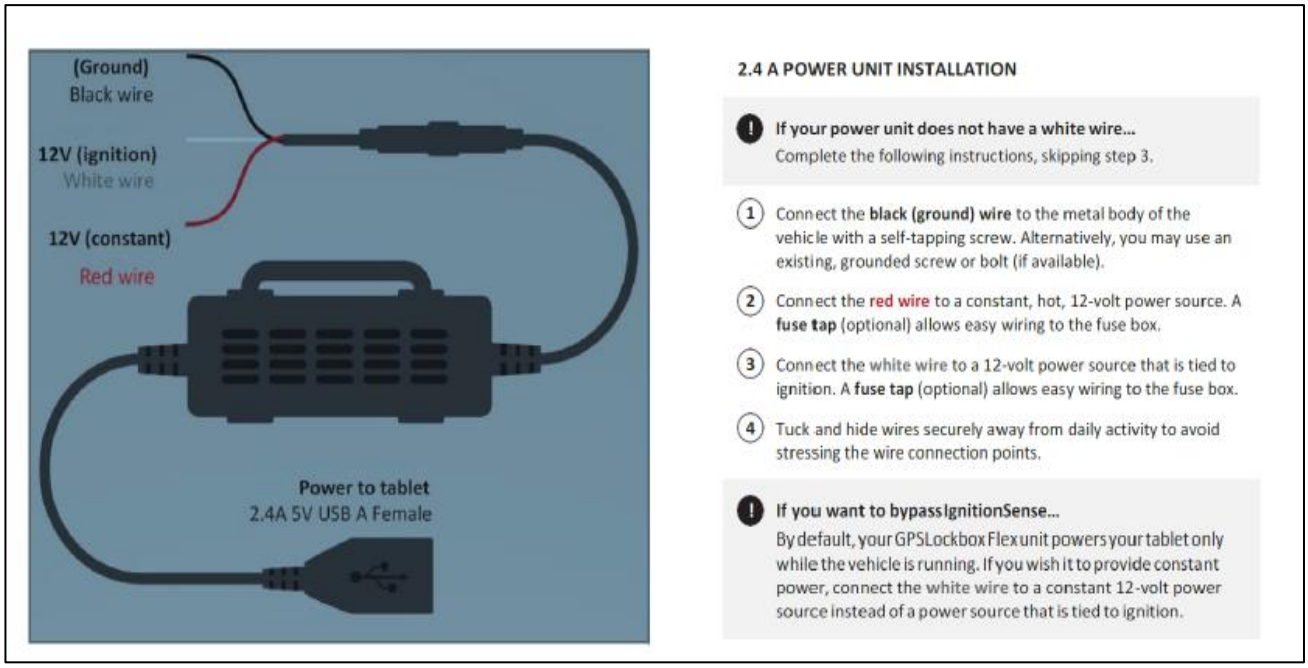
Supplied MDT units will meet the following technical specifications:

- Minimum 6” backlit transflective color touch screen with adjustable backlighting
- Audio speaker/adjustable volume
- Integrated GPS receiver with built-in antenna or multi-function Antenna- GPS, 802.11, WAN
- Supplied MDT units will be dust and water resistant.
- It is an Android tablet-based driver manifest management App, circle checks and driver timekeeping.
- Integrated GPS receiver with built-in antenna or multi-function antenna operating with cellular data transmission.
- Device locking mechanism in vehicle to prevent theft or removal.

The MDT unit will be integrated into the vehicle, and it will be a Tablet device. HBSS can also provide these MDT units if required or the agency can procure as per their discretion. The Smart Power Supply with Ignition Sense incorporated into the MDT unit enables enhanced battery management and prevents overcharging. When the tablet is not in use, it is secured using a push-button, keyed lock.

The tablet also includes a built-in battery backup with a battery life of 4-6 hours that keeps data safe when the vehicle is turned off. The MDTs will function as the controlling computing device, and it will be capable of being locally and remotely configured, diagnosed, and maintained. The local configurations will use a laptop computer or other portable programming device (e.g., via a universal serial bus [USB] port, RS-232 console port or the operator terminal).

The local configuration will be accessible to the units and will not require excessive customization between vehicle types.



Schematic of the Wiring to the Ignition Sense and the Power to the Vehicle along with Power Unit Instructions. 2.4, Amp Direct-to-Vehicle Wiring Harness, and Hardware Pack

The MDT unit can be remotely configured and reset by the dispatcher. The details on the MDTs will be updated automatically once the dispatcher changes his system. Moreover, The QRyde ePad Driver app is interfaced with Google/Waze to give turn-by-turn driving directions which will enable navigation assistance.

The driver has both Audio and Visual directions available to perform pickup and drop-off for riders. To utilize this functionality, the driver can click on the stop and click on the “MAP TO” button to navigate to the destination.

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Drivers are not required to enter a destination address to use the map navigation. The navigation starts automatically after the stop selection on the manifest.

2.15.1 VEHICLE OPERATOR DISPLAY

The operator terminal of the MDT shall use a color backlit display, readable by the vehicle operator from the seated position under the full range of ambient illumination conditions. This includes capabilities such as vehicle operator-controlled brightness/contrast control, anti-glare coating, and adjustable orientation mounting.

The MDT is built with backlit transflective color touch screen with adjustable backlighting to manifests readable by the vehicle operator from seated position under full range of ambient illumination conditions. The MDT unit also has the option to switch to night mode or day made for the same purpose. The operator can also manually adjust the brightness and display setting.

The adjustable mount stand will also be installed with MDT unit. The only mounting hardware that can stop phones from becoming inoperable on a cold winter morning—and recover from overheating up to 8x faster in the summer.



Mounting Post with XP8 ATMOS Case and Locking Cradle

The mounting will have following features

- Shock-absorbing TPU overmold Case secures the tablet and protects it from drops.,
- Temperature Controlling Cradle helps keep tablets at optimal operating temperature.
- Horizontal and vertical mounting post for superior compatibility with preferred mounting positions and mobile apps.

The device can easily be configured to make it fit for use by adjusting color combination to provide legibility for the color blind. The MDT unit is a touchscreen with programmable buttons with visual and audible feedback.

The MDT unit is also capable of providing audible feedback when a function key or on-screen key is pressed. The operator will not be able to manually shut off or disconnect the operator terminal power or manually shut down the MDT application software.

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2.16 RESUMES OF KEY PERSONNEL



CONTACT

NAME:
Dr. Himanshu Bhatnagar

EMAIL:
hb@hbssonline.com

EDUCATION

- Ph. D, Computer Science, UMass Lowell
- Master in Computer Science, UMass Lowell
- BS. Electrical Engg, Delhi College of Engineering

KEY SKILLS

- Scheduling Expert
- Artificial Intelligence and Machine Learning Expert
- Innovator
- Strategic Planner
- Business Analysis

FOUNDER, AND CEO/SUBJECT MATTER EXPERT

HBSS Connect Corp
1998 –Present
Dr. Bhatnagar has over 25+ years of experience with **transit technology and operations and likes to remain on the cutting edge of technology**. Dr. Bhatnagar takes a **hands-on approach** to ensuring a seamless user experience through automation of technology. Dr. Bhatnagar, HBSS' Founder and CEO, has **pioneered Brokered Transportation Technology** powering large call centers across the country for managing coordinated transportation across varied government departments. Under Dr. Bhatnagar's watch, HBSS has implemented turnkey systems in the areas of:

- Cloud based Statewide Transportation Management Systems
  - Cloud based Statewide Rideshare Systems
  - Cloud Based Community Transportation Systems
  - Brokerage call centers
  - Medicaid billing systems
  - Shared ride management systems
  - Intelligent transportation systems
  - Demand response scheduling
  - Logistics and Intelligent agents
  - Cloud-based Commercial transportation Provider Portals

Dr. Bhatnagar has pioneered multi-tenant cloud based statewide transportation management systems (deployed in GA DOT and MS DOT). Each 5311 subrecipient has its own scheduling and reporting system, yet the state and regional coordination systems have a statewide and regional reporting system along with dashboards. Dr Bhatnagar has conceptualized the Global Scheduling Engine (GSE) and Dispatch 360 using the latest architecture and UI/UX

KEY PROJECTS AND SCHEDULING EXPERTISE

- **Increased operational efficiency by over 25% by automated scheduling for Penquis and KVCAP in rural ME** utilizing over 25+ agency vehicles, 200+ volunteer drivers and 10+ taxi companies from the previous software. The region covers about 60% of ME.
- Oversaw deployments for **GA statewide paratransit/ADA contract covering 120 counties** and 80 **5311 sub-recipients**.
- Oversaw deployments for **MS statewide paratransit/ADA contract covering 60 5311 and 5310 sub-recipients**.
- Under the contract from **Federal Center for Medicaid and Medicare** Services, the Executive Office of Health and Human Services of MA (**EOHHS - budget $60 billion**) operates a **coordinated Human Services Transportation** program that manages **$400 Million HST program** through two brokers - Montachusett Regional Transit Authority (MART) in Fitchburg, MA and Greater Attleboro and Taunton (GATRA). Oversaw the deployment of the program for **over 350 transportation companies** in MA by automating technology and communications between multiple entities (driver, transport provider, consumers)
- Created **cloud based-statewide Carpooling & Commuter Ride Share system** (Hawaii)
- Implemented the **Veteran's Transportation Coordination system, under a $3.5 M VTCLI Grant** to its partners Montachusett Regional Transit Agency (MART), Dallas Area Regional Transit Agency (DART), Prarire Hills Transit (PHT), Macon County Transit and its partners
- Early in his career, Dr. Bhatnagar was contracted by the Panama Canal Commission to lead its EVTMS project - a 3000-user system used by the Panama Canal to schedule and control ship movement across the canal

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CONTACT

NAME:
Shalabh Bhatnagar

EDUCATION

- BS Mathematics, Delhi
- Systems Programming Unix, Delhi
- Information System Management, Delhi

KEY SKILLS

- Systems Design and architect
- Database designer and Migration Expert
- Business Continuity and Disaster Recovery Specialist
- Skilled in strategic performance management methodologies
- Solutions Developer

SUBJECT MATTER EXPERT

HBSS Connect Corp
1998 –Present
Mr. Bhatnagar has over 20+ years of experience with **information technology and business management** in both public and private sectors, with key emphasis on **transportation technology management, HIPAA billing and telecommunications, as well as vendor and program management.** Mr. Bhatnagar is one of the original developers of **Integrated Transi Management System (ITMS)** in use by more than 300+ transport vendors across the country.

He architected many creative solutions, important few are:

- Oracle Schema Viewer - Created a web-based application, which allowed one tc view any given Oracle schema.
- In house Database Disaster Recovery Solution and System.
- Multi-threaded Mapping system farm that run 50+ instances of map to serve GIS queries for multiple sites.
- Application server to manage communication between base and Mobile Devices
- In house Heartbeat system to Monitor, Report and Show health of all system on a console.
- Implemented UDP server to manage GPS monitoring and text messaging system over Motorola radios.

Mr. Bhatnagar has been leading in integrating ITMS with state run HIPAA based systems.
He is also performing integration of ITMS with all 3rd party solutions.

KEY PROJECTS

- Designed and developed software modules for **Montachusett's Regional Transit Authority (MART) in Massachusetts**, managing three-fourth of State's Medicaid transport. These modules manage multiple brokerage programs like Medicaid Transportation, Early Intervention Program (EIP), Special Education Transportation (SPED), Department of Developmental Services (DDS), Eligibility checking of Clients. Online Billing using HIPAA transactions**.**
- Architected and developed a large **cloud-based Vendor-Portal** for Brokerage and Transit agencies. This portal is **accessed 24 x 7 by 300+ Transport Vendors** to get and perform their daily work and Billing related tasks.
- Designed and Implemented **Brokerage solution for TMS brokerage house in Florida**, TMS manages around thirteen states brokered transportations – Medicaid and non-Medicaid related.
- Successfully executed **QRyde Cloud based Brokerage solution for MEDICA**, non-profit company that serves communities in Minnesota, Iowa, Kansas, Missouri, Nebraska, North Dakota, Oklahoma, South Dakota, and Wisconsin.
  QRyde provides complete solution to MEDICA in managing transportation scheduling, vendor management and HIPAA billing needs associated with their non-emergency transportation for the Medica's Care Plans.
- **Administer cloud-based infrastructure requirement for all deployments and supervision on data migration, backup and disaster recovery configuration and setup**.

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CONTACT

NAME:
Taimur Khan

EDUCATION

- MS, Analytics, Northeastern University
- BS, Accounting and Finance, Northeastern University

KEY SKILLS

- Operations / Project Management
- Performance Analysis / Enhancement
- Data Analytics
- Supply Chain / Logistics

PRINCIPAL TRANSIT OPERATIONS MANAGER

Mr. Khan is a result driven operations management professional with over 12 years' experience in transportation, logistics, and supply chain industry. A meticulous and visionary leader who believes preparation and dedication is the key to success. Proven track record of enterprise-level planning, decision-making, and implementation of strategies and initiatives. Has held positions of increased authority driving solutions leveraging data analytics to formulate sound business decisions and effective communication to enable overall team success impacting the bottom line.

Principal Transit Ops Manager at MTS.
2023 – Present

- Overseeing MART ADA and Fixed Route operations in central MA involving 1000 trips and 100 routes per day.
- Developing multiple MS and PowerBI reports quantifying operations and gauging KPIs including OTP, ridership trends such as time of day and location, scheduling efficiencies.
- Leading high impact projects including migration to cloud services, deployment and troubleshooting of in-vehicle devices for 150 vehicles, configuration and verification of default data in transportation software, reducing waste to promote a leaner operation targeting a 2.5 pax/RSH.

Operations Manager at Amazon Logistics
2020 – 2023

- Management of 5 managers, 5 supervisors, and 100+ associates, 300k sq ft facility, processing 40k packages per day, 120+ driver routes per day.
- Lead large-scope projects with site and regional impact and perform QA using Lean Six Sigma tools and processes such as Kaizen analysis, root cause analysis and GEMBA to continuously drive improvements while documenting and bridging operational gaps.
- Data driven approach in gauging operations using analytics to identify bottom performers designing an all-hands audits and coaching plan addressing struggling team members improving productivity rates by 25%.
- Project lead for by-weekly inspections of 95% of 300 vehicles, managed allocation of 130 routes with regional stations based on forecasted package volume, driving solutions for 3 regional stations when encountering on road delivery challenges and barriers, and initiating a regional program assisting up to 7 delivery service partner companies improve weekly scorecards.

Operations Manager at Greater Lynn Senior Services (GLSS)
2016 - 2020

- Overseeing ADA operations of 350 drivers, 250 daily routes, 3000 daily trips. Self-taught SQL Script querying language generating valuable reports and tweaking network wide operations accordingly.
- Lead role in business restructure ensuring compliance with contractual agreements, generating $60M in yearly revenue and 8% profit margin, determining operational goals and KPIs, workflow management, building cross functional SLAs, developing SOPs, restructuring staffing roles and shift times.
- Collaborated in RFP re-negotiation efforts with the MBTA resulting in an annual financial impact of $60M, integral in negotiating the terms of the CBA with Teamsters Local 42 union, which avoided a strike.
- Led the establishment of policies affecting 300 staff members to combat the COVID-19 pandemic, including reassignment duties to work remotely. Reduced the labor force to a skeleton crew responding to low transportation demand and high risk. Partnered with city officials to place precautionary measures in the facility, including barriers for social distancing, disinfecting areas, and supplying PPE.

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CONTACT

NAME:
Dr. Mital Parikh

EMAIL:
mital@qryde.com

EDUCATION

- Ph.D, Electrical Engineering, UMass Lowell
- Master in Electrical Engineering, UMass Lowell
- BS. Electrical Engg, University of Bombay

KEY SKILLS

- Algorithms
- Artificial Intelligence and Machine Learning Expert
- Innovator
- Strategic Planner
- Business Analysis

DIRECTOR OF OPERATIONS

HBSS Connect Corp
2006 –Present
Dr. Parikh has over 16+ years of experience with **transit technology and operations** and wears multiple hats during his time at HBSS. Dr. Parikh has expertise in design, development and **execution of projects in fixed route annunciation systems / paratransit / on-demand / community-based transportation management / transportation funding and payment, transportation routing and scheduling and Mobility as a Service (MAAS)** platform.

Dr Parikh's domain expertise and ability to translate business requirements allows the company develop innovative solutions to deliver applications for healthcare transportation, food delivery systems, volunteer transportation, transportation for rural co-ordination, fare management systems etc. Dr. Parikh has expertise with managing multiple HBSS technologies which include driver tablets, mobile apps for consumers, scheduling algorithms, dispatching, mobile payments etc.

Dr. Parikh works with multiple on-shore and off-shore teams across the globe to coordinate and deliver high-quality projects in a timely manner. Dr. Parikh works with multiple transit agencies and state DOTs across the county on transportation projects and provides his expertise to improve the quality of life through transportation

KEY PROJECTS

- **Designed the community-based transportation portal** to allow any organization to create a transportation system and organize and manage subsidized transportation for their members – AARP Ride@50+ platform in Columbia, SC; Dallas, TX and Ann Harbor; MI
- Designed a **contactless electronic farecard system for prepaid, tickets and bus passes** – currently deployed in Macon County Transit, NC, IndyGo, IN, The COMET, SC. Recently awarded the FTA grant for contactless payments to be deployed statewide in Georgia, Mississippi and for community-based organizations in North Central MA
- Developed **innovative scheduling algorithms** and heuristics for a global scheduling engine platform. Developed **efficient ride sharing algorithms** to utilize empty seats for Medicaid rides scheduled on vehicles operated by private transportation companies to reduce the cost of transportation in MA for MART.
- Managed a **self-sustainable on-demand MicroTransit project in city of Fitchburg** by comingling rides for NEMT, workforce and general public. Increased ridership by over 15% for the general public. Currently the project is extended to the North Central MA region to implement workforce transportation
- Managed **cloud based statewide Carpooling and Commuter Ride Share system** (Hawaii)
- Implemented the **Veteran's Transportation Coordination system, under a $3.5 M VTCLI Grant** to its partners Montachusett Regional Transit Agency (MART), Dallas Area Regional Transit Agency (DART), Prairie Hills Transit (PHT), Macon County Transit and its partners. Awarded the "Best Innovative Software" for Federal Region 3 upon completion of the project.
- Early in his career, Dr. Parikh was involved in work with **MIT Lincoln Labs in algorithmic and data analysis** to evaluate and characterize node availability and connectivity of a hybrid optical/RF Wireless Network

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CONTACT

NAME:
Ryan J. Larsen

EDUCATION

- University of Iowa, Master of Arts, Transportation Planning, 1991;
- Bachelor of Arts, History, 1988.

KEY SKILLS

- RFP Expert
- Transit Industry Veteran
- Executive experience in transit
- Executive management
- Consulting Expert

PRESIDENT, TRANSIT EXTERT

HBSS Connect Corp
2022 –Present

Working closely with the CEO and founder, Ryan Larsen is a transit industry veteran with over 36 years of progressively responsible executive experience in transit, paratransit, transportation software, consulting and executive transit management. Most recently, Ryan was CEO of Ecolane USA, Inc., and also served on the Ecolane Board of Directors prior to Ecolane's purchase by National Express. Prior to rejoining Ecolane, Ryan was President of IntelliRide, a division of Transdev. Ryan credits his start as a bus washer and bus driver at the University of Iowa-Cambus as the building blocks of a very successful transit career. Ryan is looking to capitalize on his experience gained by 15 years of accelerated explosive growth of the Transdev and Ecolane businesses. Ryan is very active and well-known in APTA/CTAA and every major state association.

KEY PROJECTS AND SCHEDULING EXPERTISE

Ecolane USA, Inc., July 2016 to March 2021,
CEO/Senior Vice President

- Provided day-to-day leadership for organization serving as CEO of Ecolane.
- Assisted in the development of the Ecolane DRT product by taking customer suggestions and leading the dev team on strategy to implement.
- Developed sales and marketing strategies, proposal response oversight and submission, directs pricing strategy for the Ecolane.
- Provided leadership of customer support for all Tier 1 and Tier 2 Support.
- Assisted in the development of corporate policies and procedures.

IntelliRide, February 2013 to June 2016,
President/Vice President

- Provided leadership, executive management and oversight of all day-to-day operations for IntelliRide, a division of Transdev Services, Inc.
- Responsibilities included: day-to-day oversight of the smooth operation of the division, monthly budget updates, accounting review, sales oversight and proposal preparation and pricing, invoicing, legal and contracting.

Ecolane USA, Inc., July 2006 to June 2016,
President/Board Member

- Provided leadership for all implementation and training activities.
- Assisted in the development of the Ecolane DRT product.
- Developed of marketing strategies for the Ecolane offering in North America.
- Provided leadership of customer support for all Tier 1 and Tier 2 Support.
- Assisted in the development of corporate policies and procedures.
- Served on the Ecolane USA Board of Directors.

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Ryan J. Larsen (Cont.)

Local Motion ITS, Inc., April 2003 to June 2006,
President/Owner
Founded company and was instrumental in orchestrating growth by building critical relationships with customers and vendors in order to ensure the company has continued financial viability. Sold majority interest of the business to MV Transportation in December 2003 and remaining interest in June 2006. Key Local Motion business areas were Medicaid transportation brokerages; implementation of a national call center to manage paratransit reservations and scheduling for the transportation industry; sales and implementation of paratransit software using an ASP model; paratransit technology consulting. Developed and established corporate policies and strategic direction. Served on Board of Directors.

DynTek, November 2001 to March 2003,
Vice President, Transportation Services
Provided senior executive leadership for all operating and financial aspects of the DynTek transportation contracts, assembled all transportation financial reporting and key economic indicators for quarterly NASDAQ reports, managed business development programs related to transportation and the acquisition of new business. Guided capitated statewide Medicaid transportation activities for more than 122 employees on 4 contracts totaling $40 million in annual revenues. Converted 3 of the contacts to new transportation scheduling software in less than 1-year time. Transitioned transportation business for sale to First Transit in January 2003.

Trapeze Software Group, Inc., August 1997 to November 2001,
Senior Account Manager
Managed accounts of 40 clients, directed the sale of transit software solutions in the Midwest and Northwestern United States, analyzed markets and priced products to meet client needs resulting in yearly double digit revenue growth in territory.

Forsythe and Associates, Inc., March 1997 to August 1997,
General Manager
Managed all aspects of the City of Scottsdale and Regional Public Transportation Authority transit systems with an operating budget of $4 million and 50 employees.

Madison Metro Transit System, January 1992 to March 1997,
Transit Service Manager

Managed all aspects of the City of Madison Public Transit System including fixed route, maintenance and paratransit operations with an annual operating budget of $25 million and 350 employees.

Decatur Public Transit System, July 1991 to January 1992,
Transportation Superintendent
Supervised all bus operations for 35 operators and 27 buses.

Cambus, The University of Iowa, April 1985 to July 1991,
Personnel Supervisor
Supervised 125 operators and 30 buses for the university-owned transit system. Held positions as: service worker, motor coach operator, paratransit operator, driver trainer.

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CONTACT

Name:
Aastha Chaturvedi

EDUCATION

- Master's in Computer Science and Information Technology Sacred Heart University, Fairfield, CT (Graduated 2012)
- Master's In Business Administration (Double Major Marketing & Human Resources (India)
- Bachelor's in accounting (India)

KEY SKILLS

- Excellent Communication
- Problem Solving
- Planning
- Leadership Skills

DIRECTOR OF TRANSIT DEPLOYMENTS

HBSS Connect Corp
2021 –Present

Over 21 years of work experience in diversified industries including Transportation, Information Technology, Education, Telecommunication, Media Marketing and Sales. Ms. Aastha also have experience working as information Technology Manager and Business Analyst with proven ability to lead IT projects. Previous background in consulting, software development, project management and business development, sales and marketing.

Director of Transit Deployments at HBSS Connect Corp, Lowell

- Leadership: Lead and manage the Deployment team at HBSS.
- Management and administrative skills: She manages the planning and oversight of transit deployments, ensuring they are completed in a timely fashion and within budget. Ms. Chaturvedi plans and designates project resources, prepares implementation plans, and monitors progress while keeping stakeholders informed throughout the deployment process. She manages a team of Project Managers and Transportation Planners to deliver a project from start to finish.
- People Management: Manage a team with members across the globe.
- Marketing Skills & Business Development: Involved in planning for trade shows, ad design, website upgrades and marketing on social platforms.

KEY PROJECTS & EXPERIENCE

IT Project Manager
GEXPRO INC.- (GE SUPPLY) SHELTON CT

- Lead and manage projects & resources to successful completion, reporting directly to CTO and IT Directors.
- Successfully designed, developed, and implemented a java-based web application Tool for the Sales team to help in quotation process and that helped increase profits and improve vendor relationship.
- Successfully define and designed critical Business process and tool for IT- Project Cost Management.
- Launched and implemented Project Time Tracking process and Tool across all IT.
- Worked extensively with external and internal business users to define business requirements.

Quality Assurance & Information Specialist
RIVALWATCH INC., SANTA CLARA, CA

- Managed and worked as QA specialist to ensure adequate testing of software both before and after completion, maintained quality procedures.
- Conducted UAT (User Acceptance) Testing.
- Lead the QA team to develop test plans, conditions, and cases to be used in testing based on business requirements, technical specifications, and product knowledge.
- Managing client (AMAZON) all over Europe, Canada, China, India, and Japan to better understand their needs and deliver information and product as per their specific and varied needs.
- Extensive Data gathering, information processing and compilation.

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2.17 REQUIRED FORMS AND CERTIFICATIONS

Remainder of the page is left blank intentionally

 © 2024 HBSS Connect Corp.

DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that HBSS Connect Corp does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employees community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

Proposer's Signature

02/01/2024
Date

NON-COLLUSION AFFIDAVIT
FOR PRIME BIDDER

STATE OF Massachusetts

COUNTY OF Middlesex

Dr. Himanshu Bhatnagar, being first duly sworn, deposes and says:

That he is Chief Executive Officer
(a partner or officer of the firm, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the City of Fort Pierce, of the County of St. Lucie, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

HBSS Connect Corp
(Firm Name)

By: Dr. Himanshu Bhatnagar

Title: Chief Executive Officer

Subscribed and sworn to before me this 1st.

day of, February 2024.

Notary Public

My Commission expires: (Seal)

10/7/27

KATHLEEN DELISLE-CHAMBERLAIN
Notary Public
Commonwealth of Massachusetts
My Commission Expires
October 7, 2027

PUBLIC ENTITY CRIMES AFFIDAVIT
SWORN STATEMENT UNDER SECTION 287.133(3)(a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted by HBSS Connect Corp
(Print name of the public entity).

by Dr. Himanshu Bhatnagar
(Print individual's name and title)

for HBSS Connect Corp.

whose business address is 1075,Westford street, Suite 304, Lowell,MA,0185

(If applicable) its Federal Employer Identification Number (FEIN) is 46-5277876

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: On the attached sheet). Required as per the IRS Form W-9.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in paragraph 287.133(1)(a), Florida Statutes, means:
   a. A predecessor or successor of a person convicted of a public entity crime: or

   b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima tacie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(c), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

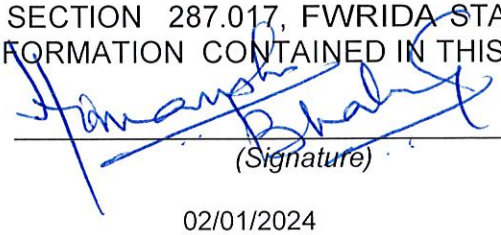
6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(Please indicate which statement applies.)**

___✓___ Neither the entity submitted this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July I,1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearing and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (**Attach a copy of the final order**)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDEN I1F1ED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 F THE CALENDAR YEAR IN WHICH IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FWRIDA STATUTES, FOR CATEGORY TWO OR ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.



(Signature)

02/01/2024

(Date)

STATE OF Massachusetts

COUNTY OF Middlesex

PERSONALLY APPEARED BEFORE ME, the undersigned authority Dr. Himanshu Bhatnagar
(Name of individual signing)

Who, after first being sworn by me, affixed his/her signature in the space provided above on this

day 1st of February, 2024.

Kathleen Delisle Chamberlain
(NOTARY PUBLIC)

My Commission Expires: 10/7/27

KATHLEEN DELISLE-CHAMBERLAIN
Notary Public
Commonwealth of Massachusetts
My Commission Expires
October 7, 2027

CERTIFICTION REGARDING SCRUTINZED COMPANIES LISTS

Respondent Name: HBSS Connect Corp.

Respondent's Authorized Representative Name and Title: Dr. Himanshu Bhatnagar

Chief Executive Officer

Address: 1075,Westford street, Suite 304, Lowell,MA,0185

City: Lowell State: Massachusetts Zip: 0185

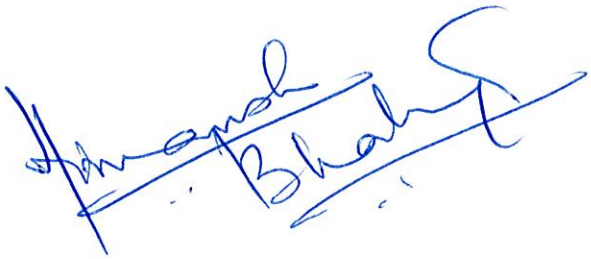
Phone Number: 978 379 0010 Respondent FEIN: 46-5277876

Email Address: hb@hbssonline.com

Section 287.135, Florida Statutes prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of any amount if, at the time of contracting or renewal, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel. Section 287.135, Florida Statutes, also prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of $1,000,000 or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector Lists which were created pursuant to s. 215.473, Florida Statutes.

Certification:

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List. I further certify that the company is not engaged in a boycott of Israel. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.



THE SUNRISE CITY
FORT PIERCE
Florida
PURCHASING
DEPARTMENT

REFERENCES

RFP NO. 2024-019
ON DEMAND TRANSPORTATION SERVICES

Contact Person & Title	Melissa L'Ecuyer,
Email Address	melissa.l'ecuyer@mrta.us
Phone No.	978-665-2259
Company Name	Montachusett Regional Transit Authority
Mailing Address	1427R Water Street, Fitchburg, MA 01420
City, State, Zip	Fitchburg, MA 01420
Type of commercial work contracted	Transportation management software and services
Contact Person & Title	Janice R. Yancey-Williams
Email Address	jrwilliams@mdot.ms.gov
Phone No.	601 359-7800
Company Name	Mississippi Department of Transportation
Mailing Address	401 North West St, Jackson, MS, 39201
City, State, Zip	Jackson, MS, 39201
Type of commercial work contracted	Statewide Paratransit scheduling and dispatching software
Contact Person & Title	Troy Green
Email Address	tgreen@dot.ga.gov
Phone No.	(912) 530-4372
Company Name	Georgia Department of Transportation
Mailing Address	600 W Peachtree Street NW Atlanta,GA 30308
City, State, Zip	Atlanta,GA 30308
Type of commercial work contracted	State-Wide Paratransit Scheduling

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
HBSS Connect Corp.

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☑ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
1075,Westford street, Suite 304

Requester's name and address (optional)

City, state, and ZIP code
Lowell,MA,0185

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
: :

or

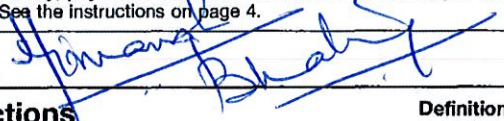
Employer identification number
46 : 5277876

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶  Date ▶

General Instructions

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

Purpose of Form

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

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

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

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

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

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

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

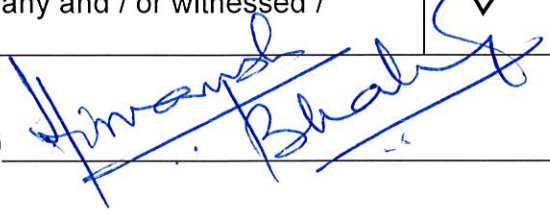
- The U.S. owner of a disregarded entity and not the entity,

CITY OF FORT PIERCE CHECKLIST

This checklist is provided to assist each Proposer in the preparation of their bid response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline, it is the responsibility of each Proposer to read and comply with the Request for Qualifications in its entirety.

Check "Yes" or "No" to each of the following:

	YES	NO
Is Request for Qualifications cover page (page 1) completed, signed and attached?	✓	
Include proof of proper insurance as stated in bid documents.	✓	
Are all of the Required forms complete and included?	✓	
Is each Addendum (when issued) signed and included?	✓	
Have you checked your proposal for proper organization, tabs are correct?	✓	
Are you in compliance with the page limitations?	✓	
Hard Copy Submissions. Confirmation of one (1) original and one (1) copy on USB Drive.		✓
Did you submit your proposal electronically?	✓	
Have you made sure your corporate address matches your Sunbiz information ?		
Are you registered on Demandstar to received addendums	✓	
Have all areas of the RFQ forms and related documents been signed off by and authorized agent of the company and / or witnessed / notarized where applicable?	✓	

PLEASE SIGN AND RETURN WITH BID 

February 1, 2024

CITY FORT PIERCE

ON-DEMAND TRANSPORTATION SERVICES (REBID
BID NO. 2024-019

ADDENDUM NO. 1

The purpose of this addendum is to respond to questions submitted by potential proposer for clarification of the bid specifications:

1. **QUESTION:** Will the City allow responders to use virtual signatures for online submissions rather than manual as outlined in section 3?

   ANSWER: **Yes**

2. **QUESTION:** I was just going over the Re-bid documents are you all looking to add more carts or possibly Teslas/ Scooters?

   ANSWER: **Not at this time.**

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: _____
Manual

Signature: Dr. Himanshu Bhatnagar
Typed or Printed

Company Name: HBSS Connect Corp.

Address: 1075,Westford street, Suite 304, Lowell,MA,0185

Date: 02/02/2024

/lh

Appendix- 1

Vendor's Insurance

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 03/23/2023

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

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

PRODUCER	H & K Insurance Agency, Inc. 182 Main Street Watertown, MA 02472
INSURED	HBSS Connect Corp 1075 Westford St Lowell, MA 01851

CONTACT NAME:	Annarita Bove
PHONE (A/C, No, Ext):	(617) 924-5600
FAX (A/C, No):	(617) 926-0912
E-MAIL ADDRESS:	above@hkinsurance.com

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	Valley Forge Insurance Company	20508
INSURER B :	Continental Casualty	20443
INSURER C :	American Casualty Company of Reading Pennsylvan	20427
INSURER D :	Beazley Insurance Company, Inc.	
INSURER E :		
INSURER F :		

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	✓ COMMERCIAL GENERAL LIABILITY	Y	Y	2072087708	09/19/2022	09/19/2023	EACH OCCURRENCE	$ 1,000,000
	☐ CLAIMS-MADE ✓ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	✓ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	☐ OTHER:							$
	AUTOMOBILE LIABILITY	Y	Y	2072087708	09/19/2022	09/19/2023	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	✓ HIRED AUTOS ONLY ✓ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
	☐							$
B	✓ UMBRELLA LIAB ☐ OCCUR			2091512230	09/19/2022	09/19/2023	EACH OCCURRENCE	$ 1,000,000
	EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$ 1,000,000
	☐ DED ✓ RETENTION $ 10000.00							$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N	N / A		2054635255	04/01/2022 04/01/2023	04/01/2023 04/01/2024	✓ PER STATUTE ☐ OTH-ER	
	ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH)						E.L. EACH ACCIDENT	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
D	Professional Liability			VG00005504AB	07/01/2022	07/01/2023		$1,000,000
D	Enterprise Security			VG00005504AB	07/01/2022	07/01/2023		$1,000,000
D	Privacy Regulations			VG00005504AB	07/01/2022	07/01/2023		$1,000,000

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

Blanket Additional Insured on the general liabilty on a primary & non-contributory basis with a waiver of subrogation as required by written contract which the auto and umbrella shall follow.
Also Blanket Waiver Of Subrogation on the workers compensation as required by written contract . END. #SB146932G and END. # CNA80103XX
Notice of cancellation provision follows state mandated laws. 10 days for non-payment, 30 days for all other

CERTIFICATE HOLDER

Proof of Insurance

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Annarita Bove

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Appendix- 2

State of Florida
Department of State

I certify from the records of this office that HBSS CONNECT CORP is a Delaware corporation authorized to transact business in the State of Florida, qualified on October 9, 2020.

The document number of this corporation is F20000004495.

I further certify that said corporation has paid all fees due this office through December 31, 2021, that its most recent annual report/uniform business report was filed on April 9, 2021, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Twenty-fourth day of September, 2021

GREAT SEAL OF THE STATE OF FLORIDA
IN GOD WE TRUST

Secretary of State

Tracking Number: 4578913037CU

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

On-Demand Transportation Services

Fort Pierce Redevelopment Agency
Request for Proposal | No. 2024-019

February 7, 2024



Submitted by River North Transit, LLC
(A wholly owned subsidiary of Via Transportation, Inc.)

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CITY OF FORT PIERCE CHECKLIST

This checklist is provided to assist each Proposer in the preparation of their bid response. Included in this checklist are important requirements, which is the responsibility of each Proposer to submit with their response in order to make their response fully compliant. This checklist is only a guideline, it is the responsibility of each Proposer to read and comply with the Request for Qualifications in its entirety.

Check "Yes" or "No" to each of the following:

	YES	NO
Is Request for Qualifications cover page (page 1) completed, signed and attached?	✓	
Include proof of proper insurance as stated in bid documents.	✓	
Are all of the Required forms complete and included?	✓	
Is each Addendum (when issued) signed and included?	✓	
Have you checked your proposal for proper organization, tabs are correct?	✓	
Are you in compliance with the page limitations?	✓	
Hard Copy Submissions. Confirmation of one (1) original and one (1) copy on USB Drive.		✓
Did you submit your proposal electronically?	✓	
Have you made sure your corporate address matches your Sunbiz information ?	✓	
Are you registered on Demandstar to received addendums	✓	
Have all areas of the RFQ forms and related documents been signed off by and authorized agent of the company and / or witnessed / notarized where applicable?	✓	

PLEASE SIGN AND RETURN WITH BID DocuSigned by: Alex Lavoie C7052978C824421...

DELIVER TO: **City of Fort Pierce, Purchasing Division** **Room 101** **100 North U.S. #1** **Fort Pierce, FL 34950** **MAIL TO:** **City of Fort Pierce Purchasing Division,** **Room 101** **P.O. Box 1480** **Fort Pierce, FL 34954-1480**	**REQUEST FOR PROPOSALS** **and** **PROPOSER ACKNOWLEDGMENT**
Bid Writer: Gelencia Carter, 772-467- 3102	**RFP No: 2024-019**
Pre-Proposal Conference Date: **N/A**	**RFP Title: ON-DEMAND TRANSPORTATION SERVICES**
Mandatory Pre-Proposal Location: **N/A**	**RFP Opening Location:** **City of Ft. Pierce Purchasing Division** **Room 101** **100 North U.S. #1, 1st Floor** **Ft. Pierce, Florida 34950**
RFP Due Date & Time: **3:00 PM, WEDNESDAY, FEBRUARY 7, 2024**	**If you need any reasonable accommodation for any type of disability in order to participate in this procurement, please contact this department as soon as possible.**
Proposer Name: River North Transit LLC --- **Mailing Address:** 114 5th Avenue, FL 17 --- --- ---	***I hereby certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder.*** DocuSigned by: X Alex Lavoie **Authorized Signature (Manual)**
City, State, Zip Code: New York, NY 10011	**Typed or Printed Name:** Alex Lavoie
Type of Entity (Select one): **Corporation** X **Partnership** ___ **Proprietorship** ___	**Title:** Manager
Incorporated in the State of: **Year:**	**Delivery in** N/A **days, ARO**
Phone Number: (888) 501-7511 Ext. 4	**Payment Terms: Net 30 Days**
Fax Number: N/A	**FEIN or SS Number:** 611772337
E-Mail Address: courtney.halgren@ridewithvia.com	**Local Business:** ___Y X N **MWBE:** ___Y X N
Bid Security is attached, when required, in the amount of $ N/A **F.O.B. DESTINATION**	**If returning as a "No Bid" state reason:**
THIS PAGE MUST BE COMPLETED AND RETURNED WITH YOUR BID	

Tab 1: Letter of Submittal

River North Transit, LLC
(a wholly owned subsidiary of Via Transportation, Inc.)
114 5th Avenue, Floor 17
New York, NY 10011

Subject: On-Demand Transportation Services
To: Fort Pierce Redevelopment Agency (FPRA)
Attn: Sara Delgado, Redevelopment Assistant and Gelencia Carter, Purchasing Manager

Dear Ms. Delgado and Ms. Carter,

We are excited to present our proposal for the implementation, maintenance, operation, and marketing of Fort Pierce Redevelopment Agency's on-demand transportation program.

Via is the world's leading provider of on-demand transportation operations and software. We successfully serve more than 700 cities and agencies across the globe and operate more than 50 turnkey on-demand services in the United States using our technology. In Florida alone, our software has powered over 1.8 million rides across communities such as neighboring St. Lucie County (ART On Demand), Palm Beach (Palm Tran), and Key West (Key West Rides). Furthermore, we directly operate services in Miami-Dade (GO Connect) and Sarasota (OnDemand by Sarasota County) Counties. Our partners in Florida — and around the world — experience significant quality of service, ridership, and efficiency gains when working with Via.

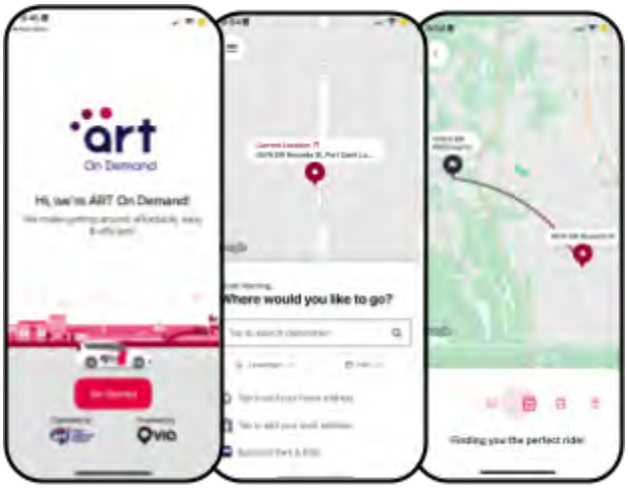


Our operations and software are designed to deliver exceptional rider experiences and unparalleled efficiency. Since Via was founded in 2012, we have consistently served more riders using fewer vehicles, with fewer miles traveled and fewer dollars spent — without sacrificing wait times or on-time performance. By increasing ridership, Via's high-quality, innovative, efficient on-demand service will drive economic development across the Redevelopment Area and Waterfront.

We are eager to partner with the Agency and strongly believe that we are uniquely well-suited to increase ridership in Fort Pierce for several key reasons:

Best-in-Class Rider App

Via's intuitive and customer-friendly Rider App drives rider adoption by delivering a superior customer experience to any other demand-response app on the market. Via's Rider App features fast ride booking in 2-3 taps, effortless navigation within the app, and a simple, intuitive user design. It has been downloaded by millions of riders and consistently receives glowing reviews for its ease of use.



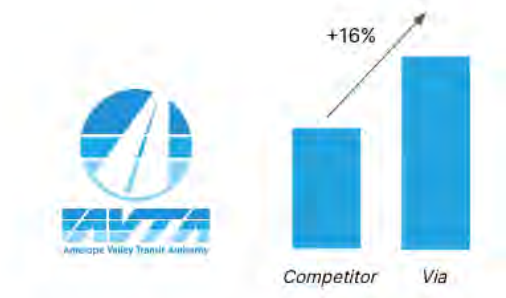
Images of Via's Rider App for our service in St. Lucie, FL

The app will be white-labeled to reflect the Agency's preferred branding. Our rider app is designed with accessibility at the forefront and includes a host of features for those in need of visual, audio, cognitive, or mobility accommodations. The app is also available in multiple languages.

For individuals without smartphones or internet access, or for those who simply prefer to, Via's system allows riders to book rides by calling a customer support representative.

Algorithms that Drive Efficient, High-Quality Service

Our software platform makes smart decisions when matching passengers to vehicles and routing trips. In Via-powered services, our algorithm enables each vehicle to pick up more passengers and avoid congested areas and slower roads. As a result,



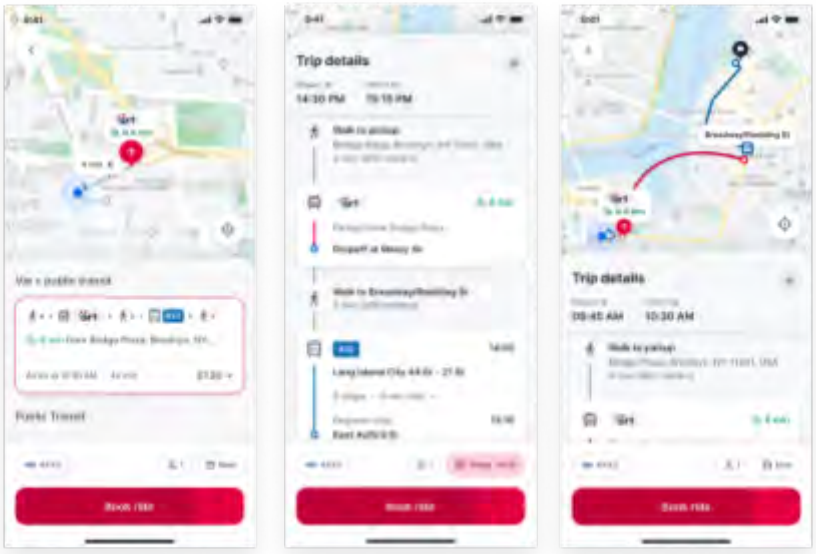
Antelope Valley Transit Authority ***improved utilization (rides per vehicle hour) by 16%*** *immediately after replacing another provider with Via*

riders experience shorter trip durations and more precise time estimates — making them more likely to continue to use the service. Meanwhile, our partners benefit from high vehicle utilization rates and strong overall ridership.

After switching from their previous provider to Via in March 2022, St. Lucie County has seen **ridership double on its free on-demand service**. Today, the service delivers an average of over 2,200 rides per month, and reached an all-time record 3,000+ rides in October 2023.

Regional Connectivity

Via's solution for Fort Pierce will not only increase ridership within the FPRA boundaries, but also draw in riders from across the region. Integrations with live GTFS feeds will allow passengers to view real-time, stop-by-stop information for all available public transit options, and even plan multi-leg trips that involve a transfer from a microtransit ride to a fixed route. This Integrated Transit functionality will allow regional riders to seamlessly connect to FPRA's on-demand service from ART, GoLine, Marty, Treasure Coast Connector, and Brightline services (and vice versa). As a result, riders throughout St. Lucie County and as far afield as West Palm Beach will enjoy efficient, coordinated, and seamless mobility to, from, and within the FPRA, driving foot traffic in the downtown area. Our in-house transit consulting and service design experts will also help Fort Pierce consider how such regional connectivity factors into expansion plans for serving areas and points outside the core FPRA boundary in the near future.



Integrated Transit booking flow in Via's app for St. Lucie

Marketing to Drive Economic Development



Via's in-house Marketing team will work with the City of Fort Pierce and FPRA to design a bespoke and multi-channel marketing program that will generate excitement and awareness for the service — with a particular focus on attracting "choice" riders who will use the service to explore shopping and culinary, artistic, and cultural amenities in the Redevelopment Area and Waterfront. Via has extensive expertise in creating rider engagement, designing and launching customer surveys, managing public relations, and developing creative assets unique to our partners' preferred branding. Furthermore, we will develop and implement a community engagement strategy that will foster strong partnerships with community organizations and businesses and drive strong ridership among FPRA's target ridership and beyond. Our economic development and marketing team will collaborate with local businesses, government entities, and community stakeholders to execute plans that contribute to the overall economic well-being of the area.

A Highly Experienced, Dedicated Project Team

Emily Shapiro, Via's Director of Operations, will be the dedicated day-to-day partner of the Fort Pierce team as the service's General Manager. As she does for Via's services in Sarasota and Miami, Emily will oversee day-to-day operations and drive service performance, as well as support longer-term strategy. Emily will partner with Séverine Koen, Via's dedicated Partner Success Manager for Fort Pierce, to grow ridership, improve the overall efficiency of the service, and secure additional funding to support service expansions. As we have done for other services in the region, the Via team will also partner with Circuit, a South Florida-based operator specializing in electric-vehicle services. The service will also have strategic oversight from Alex Lavoie, Via's Chief Operations Officer.

We hope this response demonstrates our enthusiasm for partnering with the City of Fort Pierce and FPRA to drive economic development in the downtown area by growing ridership. We are willing to strictly comply with all terms and conditions set forth in the Request for Proposals. We are excited at the prospect of working with you on this exciting opportunity and welcome any future opportunities to discuss this partnership.

Sincerely,

DocuSigned by:
Alex Lavoie
C7652978C824421...

Authorized Corporate Officer:

Alex Lavoie
Manager
River North Transit, LLC
Chief Operating Officer
Via Transportation, Inc.
114 5th Avenue, 17th Floor
New York, NY 10011

Authorized Contacts:

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Procurement Lead
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114 5th Avenue, 17th Floor
New York, NY 10011
courtney.halgren@ridewithvia.com

Sebastian Loria
Partnerships Lead
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114 5th Avenue, 17th Floor
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sebastian.loria@ridewithvia.com

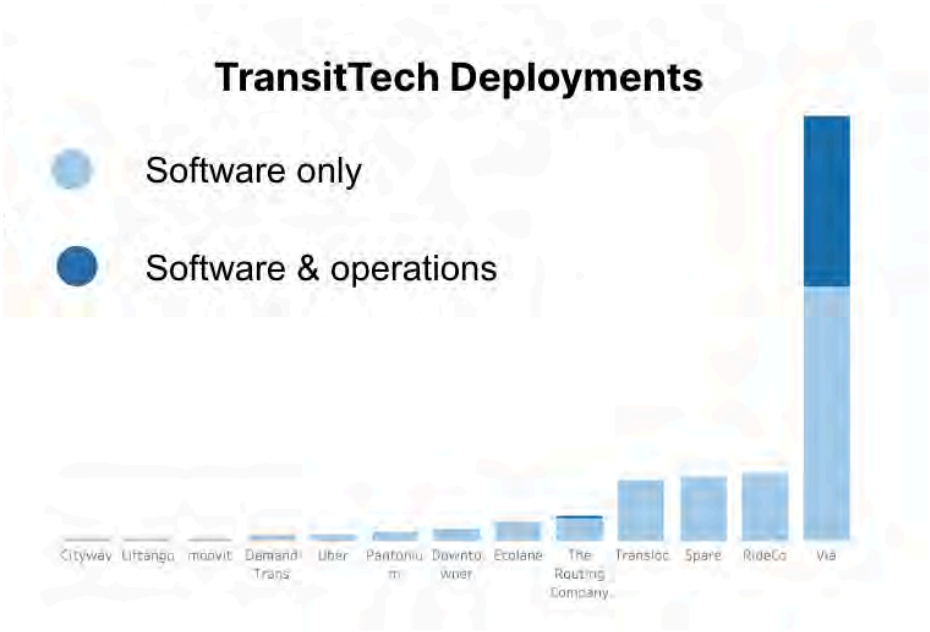
1.2 Summary of Qualifications

At Via, we build innovative software and power highly efficient operations that enable our customers to transform their transportation systems into smart, data-driven, technology-enabled networks. Our turnkey services increase ridership in our partners' communities by enhancing quality of service while driving low operating costs.

Since Via's founding in 2012, we have built a suite of software designed to allow cities and transit agencies to manage every aspect of public mobility. We offer solutions for microtransit, ADA- paratransit, senior transportation, integrated trip planning and payment systems, electric vehicle (EV) charge management, autonomous vehicle (AV) fleet management, and school bus routing. To date, **we have deployed transit solutions in partnership with over 700 cities and transit agencies in over 40 countries around the world, powering over 130 million rides.**



Furthermore, Via is the undisputed leader in on-demand operations: no other vendor has more experience powering and operating on-demand services in the U.S. As the FPRA's partner, we will leverage our deep experience as operators of our own software to provide high quality, accessible, and cost efficient service.



The City's on-demand transportation service will be backed by the entirety of Via's global resources, including our diverse team of subject-matter experts:

- Over **1,000 full-time employees** focused on operations, partner success, marketing, community engagement, rider growth, and service planning.

- Over **550 full-time software engineers** with deep experience in advanced algorithms, data science, digital mapping, database architecture, product management, and app development.

Marketing and Community Engagement

Via is the industry leader in marketing all types of turnkey microtransit services. Our in-house team — including marketing, creative, and community engagement experts — has driven **over 100 million rides in more than 250 services.** This experience has led us to the most effective programs to grow new services and shift riders onto Via-powered microtransit.

As the most experienced provider of on-demand transit software and turnkey services in the world, Via has extensive experience conducting community outreach and soliciting feedback from community members during the consulting and scoping phase of a project. As a result of their experience launching over 250 services, our in-house community engagement, marketing, and rider growth teams are well equipped to run comprehensive

programs to ensure that community members are ready to ride in the weeks leading up to launch.



Circuit's on-the-ground team will lend the project additional community engagement expertise. Circuit's team has participated in local events such as: Broward Complete Streets, The Hollywood Sun Shuttle's Candy Cane Parade, SunFest, Tortuga Music Festival, 4th of July events, the West Palm Beach GreenMarket, and more in other service areas, as well as the Fort Lauderdale St Patrick's Day Parade (annual), Food Deliveries in Hollywood for Feeding South Florida, and Cleaning Up Clematis in West Palm Beach. Circuit also gives regular familiarization tours.

Funding

Via has a dedicated Grants and Funding team that has **extensive experience assisting our partners in applying for competitive grants**, which fund transformative projects and sustainable services:

- Via and Jersey City have together secured over $3 million in grant funding to add additional EVs to the Jersey City fleet and to support charging infrastructure.
- The City of Richmond and Imperial Valley Transportation Commission in California both applied for Clean Mobility Options grants with Via — each earning $1 million dollars in state funds to support four-year electric-vehicle microtransit deployments.
- With Via's assistance, the cities of Cupertino and Santa Clara secured $8.5 million from the Transit Intercity Rail Capital Program to support a 5-year electric-vehicle microtransit service.
- Other Via services have been funded by sources such as VTA's Measure B funds and California's LCTOP grants.

Via's Grants and Funding team aims to be a long-term partner for the FPRA and will leverage our track record working with cities and transit agencies across the world to

identify and secure additional grant funding opportunities. Our team can work directly with the FPRA to develop grant applications, pursue sponsorships from local businesses, and other initiatives to generate additional funding for the Agency. We have helped partners around the world access these fundraising channels and would be happy to provide strategic and executional support to the FPRA's service.

For example, in the United States of America, we have also helped our partners apply for — and win — the following competitive grant opportunities, including:

- **2021 Federal Transit Administration's (FTA) Enhancing Mobility Innovation Projects:** Via partnered with the City of Richmond to develop a winning proposal to the EMI program. The City of Richmond will receive funding to initiate a pilot program that will allow the city to coordinate microtransit and paratransit riders into shared journeys using a single fleet. The proposed project aims to provide microtransit and paratransit customers with lower wait times, on-time pickups, and quick, convenient trips while reducing the average cost per trip to the City of Richmond.
- **2020 Federal Transit Administration's (FTA) Accelerating Innovative Mobility (AIM) Program:** Via partnered with several public transit providers — the City of Wilson, North Carolina, the Delaware Transit Corporation, and jointly with the Colorado Department of Transportation (CDOT) and the Regional Transportation District in Denver (RTD) — to develop winning proposals to the AIM program. The City of Wilson received $250,000 to replace its fixed-route transit service with on-demand, rural microtransit. The Delaware Transit Corporation received $315,000 to develop software that integrates fixed-route bus service, paratransit and microtransit in Georgetown. CDOT and RTD received $687,000 for a multi-modal trip platform to integrate RTD bus and rail with inter-city bus and microtransit travel services.

Via has also already identified numerous funding opportunities specific to Florida to pursue to ensure the long term sustainability of FPRA's service. These include:

- **Florida Transit Grants - 2024:** The Florida Department of Transportation has two discretionary grants that transportation providers can use to fund microtransit programs. Both grants have applications that open around February, are due in the spring, and awarded in the fall.

- **FDOT Service Development Program:** The Service Development Program (SDP) provides funding to new projects that use an innovative technique to expand public transit services. SDP covers 50% of the cost of a project for three years including capital, operating, and marketing costs.

- **FDOT Commission for the Transportation Disadvantaged Innovative Service Development Program:** FDOT's Commission for the Transportation Disadvantaged (CTD) runs the Innovative Service Development Program (ISD) that funds pilot projects for transit services that are more cost effective for the program and time efficient for riders. Funds can be used to modify or expand existing operations to fill a gap, reach a new market, or otherwise improve options for transportation disadvantaged. ISD covers 90% of the costs of a project, however, funds are provided as a monthly reimbursement, rather than upfront like the FDOT Service Development plan. Community Transportation Coordinators (typically transit providers or similar designees) are eligible to apply.

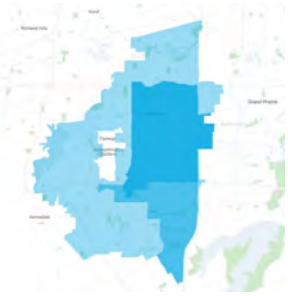
Operations

Via has managed the delivery of over 20 million rides since we launched our first turnkey microtransit service in 2017. Today, we directly operate 50 microtransit services in the U.S. and 70 worldwide, with over 1,200 vehicles on average on the roads daily. These vehicles range from conventional minivans to hybrids, electric vehicles (EVs), and autonomous vehicles.

For our proposed service in Fort Pierce, we plan to partner with Circuit, an experienced operator of fleets of EVs and neighborhood electric vehicles (NEVs). Circuit operates 40+ services across nine states, and currently has a fleet of over 210 electric vehicles.

Via in Urban Settings

Via has extensive experience operating turnkey demand response services in urban areas similar to Fort Pierce:



Since launching a demand response service pilot in the **City of Arlington, Texas** in 2017, we have grown the service by ten times to over one million total rides as of May 2022. This expansion has driven a steady decrease in per-trip costs and continues to contribute to the ongoing reduction in citywide vehicle miles

traveled. In 2021, as more riders took shared trips over single-occupancy vehicles, vehicle miles traveled in the region were reduced by over 400,000 miles. What began as a pilot covering less than one-quarter of the City's area has grown to become a citywide service with nearly 70 vehicles, making Arlington the first American city to run solely on demand response.



In **Birmingham, Alabama**, Via's "Birmingham On-Demand" service was started in partnership with the Community Foundation for Greater Birmingham and the City of Birmingham to better connect residents and workers to jobs and services in downtown Birmingham. Since 2019, the service has provided over 150,000 rides. In a community where 42% of riders have an annual household income below $25k, the service has increased access to jobs and hospitals within 30 minutes by 79%. 53% of riders use the service for commuting to work or school and 54% of riders report using the service to access essential errands. Via worked to bring the Birmingham-Jefferson County Transit Authority to the partnership in 2022, facilitating a co-funded and co-branded service with expanded coverage and a complementary nighttime service to help residents access commercial and entertainment areas.

In **Miami, Florida**, Via's MetroConnect links residents to existing transit hubs and enables access to important nearby locations, such as medical centers and universities. Shortly after launch, the City opted to expand the service zone by nearly three times after working with Via to conduct rider outreach and data analysis following an initial period of low ridership. We were able to quickly make this adjustment and update our service design to allow rides to and from anywhere in the zone, rather than just to and from transit hubs. Paired with Via's extensive marketing efforts, this adjustment prompted ride requests to triple within one week. The service now supports a diverse array of riders, including local residents, seniors, students, and commuters. Ridership has continued to grow since the service launched in 2020. Most recently, in October 2023, we re-branded the service and rolled out service enhancements to shorten trips and service more riders than ever before.



Minority Participation and Outreach

Via is committed to achieving the City's and the FPRA's diversity goals. We understand and agree with the importance of ensuring opportunity for historically disadvantaged business owners.

Via conducts periodic and regular outreach to identify qualified M/WBE subcontractors in a variety of scopes of work across the country. We have found that the scopes of work we are able to subcontract for include marketing, community engagement, as well as vehicle-related services. We look forward to discussing the FPRA's goals in further detail and developing a strategy for Fort Pierce.

1.3 References

We have provided the following references as examples of our experience and track record of success. We are happy to provide additional references as requested.

Partner	Contact Information
Miami-Dade County, FL (MetroConnect) Microtransit software and operations System Size: 10 zones, 34 vehicles	**Contact Name and Title**: Carlos Cruz-Casas, Chief Innovation Officer **Email Address**: cruzc@miamidade.gov **Phone Number**: (786) 442-5248 **Address**: 111 NW 1st Street, Suite 920 Miami, Florida 33128
Sarasota County, FL (Breeze OnDemand) Countywide paratransit software + countywide microtransit software and operations System Size: 4 zones, 20-22 vehicles	**Contact Name and Title**: Jane Grogg, Director **Email Address**: jgrogg@scgov.net **Phone Number**: (941) 861-5507 **Address**: 1660 Ringling Blvd., Sarasota, FL 34236
Cupertino, CA (Silicon Valley Hopper) Microtransit software and operations System Size: 1 zone, 10 vehicles	**Contact Name and Title**: David Stillman, Transit Manager **Email Address**: davids@cupertino.org **Phone Number**: (408) 777-3249 **Address**: 10300 Torre Avenue Cupertino, CA 95014

Case studies describing these programs in further detail can be found on the pages below.

GoConnect

Demand response transit for local residents, seniors, students, and commuters.

Partner:
Miami-Dade County

Location:
Miami, FL

Service Type:
Microtransit

5x

Reduction in passenger wait times

3x

Shorter walking distance to transit

49%

Of riders connect to other transit forms

Partner Challenges

Via launched “Go Connect” in Miami, Florida to help residents connect to existing transit hubs and access important nearby locations, such as medical centers and universities. Via provides a turnkey demand response solution to Miami-Dade, which includes a fleet of 6-passenger minivans (including WAVs) and a mobile app available in English, Spanish, and Creole, which also deep-links to the Miami-Dade Transit app.

Via Solution

Facing low initial ridership, Via conducted rider outreach, analyzed data and feedback, and ultimately opted to expand the service zone by nearly three times. After making this adjustment, as well as allowing rides to and from anywhere in the zone, rather than just to and from transit hubs, and engaging in significantly increased marketing efforts, ride requests tripled.



> *Opens up my world! I have been able to explore more areas in the city as a disabled wheelchair user than I was able to before. Please please keep and expand this essential service!*
>
> *- GoConnect Rider*

Sarasota County Transit

A commingled solution for ADA paratransit and on-demand services

Partner:
Sarasota County Transit

Location:
Sarasota, FL

Service Type:
Commingled mobility

10%

Increase in On-Time Performance

3

Services managed in one platform

500+

Paratransit trips per day

Partner Challenges

Sarasota County Transit sought new software to help improve on-time performance and decrease missed trips amidst an industry-wide driver shortage.

Via Solution

Via provides SCAT with an integrated solution for ADA paratransit as well as two demand-responsive programs serving pre-booked trips for Transit Disadvantaged riders and on-demand trips for veterans across a 600+ square mile area. Trips are commingled across the ADA paratransit and Transportation Disadvantaged services, with each service having different zones and program requirements. Since switching to Via, SCAT has seen a 10% improvement in on-time performance and growth in the ADA paratransit service to over 500 rides per day.



"The level of convenience Via brings to our Transportation Disadvantaged riders far exceeds the previous standard. We've heard from many satisfied customers."

- Seth Kling, Paratransit & Transit Services Manager

Silicon Valley Hopper

Regional microtransit funded by a clean energy grant from the state of California

Partner:
Cities of Cupertino & Santa Clara

Location:
Bay Area, CA

Service Type:
Microtransit

$8.5M

Grant from the state awarded to expand

76,000

$MTCO_2e$ estimated gHg reduction

100%

Electric fleet including WAVs

Partner Challenges

Increasing traffic congestion, few alternatives to single-occupancy vehicle travel, and no first-and-last-mile connection to fixed-route transit throughout the greater Silicon Valley area was leading to rising congestion and emissions.

Via Solution

After several highly successful years of on-demand service in the city of Cupertino, the cities of Cupertino and Santa Clara joined forces to apply for an $8.5M grant from the California State Transportation Agency (CalSTA) to improve regional connection and advance the state's mission of reducing transportation emissions. In addition to expanding service to Santa Clara the zones also serve two key fixed-route transit hubs in Mountain View.



"This partnership with Via is the next generation of what public transportation can be, allowing us to increase mobility while taking a step toward our larger goal of reduction congestion."

- Steven Scharf
Mayor of Cupertino

1.4 Pricing Plan

We are very enthusiastic about the opportunity to partner with FPRA and are committed to delivering a best-in-class on-demand service at a compelling price. Below, please find Via and Circuit's pricing proposal for turnkey operation of FPRA's on-demand transportation program. We have provided pricing for two EV fleet options, which FPRA can elect based on their preferences. Note that the proposed pricing assumes service hours of Sunday through Thursday 10am-8pm, and Friday and Saturday 10am-10pm. Should FPRA wish to explore a scenario without extended service hours, we remain flexible and would be happy to provide additional pricing scenarios.

Our turnkey solution includes two fee categories:

- **Installation Fees:** One-time fees cover end-to-end service setup. This fee includes the launch and implementation costs associated with getting the service up and running including technology localization, quality assurance and system testing, WAV retrofit costs, vehicle wraps, Samsara AI Security dash cameras, and launch preparation.

- **Recurring Fees per Vehicle Hour:** After launch, our solution is priced as an all-inclusive fee per vehicle hour. This all-inclusive per-vehicle hour fee covers all operating and ongoing technology costs required to deliver an outstanding quality of service for FPRA's four-vehicle fleet, and is billed on a monthly basis based on the number of vehicle hours actually used. This flexible, pay-as-you-go cost structure includes regular reporting to keep Via accountable to meeting FPRA's ridership and budget targets and guaranteeing optimal service efficiency. We will only deploy the hours that FPRA needs to sufficiently meet demand, ensuring that the funding dollars are used in the best possible way.

Option 1: Kia Niro Sedans and Ford Transit WAVs

	Fleet Composition	Total Cost (Not-to-Exceed)	Total Cost (Not-to-Exceed), Net of Advertising Guarantee Discount	One-Time Upfront Costs	Annual Operational Costs	Hourly Rate
Year 1	(3) Kia Niro Sedans and (1) ADA Ford e-Transit WAV Van 9 PAX	$0.86M	$0.83M	$25.0k	$0.84M	$54.34
Year 2		$0.87M	$0.84M	-	$0.87M	$56.52
Year 3		$0.90M	$0.88M	-	$0.90M	$58.78
Total Years 1-3		**$2.64M**	**$2.55M**	**$25.0k**	**$2.61M**	**$56.55**

Option 2: Tesla Model Ys and Ford Transit WAVs

	Fleet Composition	Total Cost (Not-to-Exceed)	Total Cost (Not-to-Exceed), Net of Advertising Guarantee Discount	One-Time Upfront Costs	Annual Operational Costs	Hourly Rate
Year 1	(3) Tesla Model Ys and (1) ADA Ford e-Transit WAV Van 9 PAX	$0.92M	$0.89M	$25.0k	$0.89M	$58.10
Year 2		$0.93M	$0.90M	-	$0.93M	$60.42
Year 3		$0.97M	$0.94M	-	$0.97M	$62.83
Total Years 1-3		**$2.82M**	**$2.74M**	**$25.0k**	**$2.79M**	**$60.45**

Note: Both pricing options assume FPRA provides vehicle parking and charging.

We encourage FPRA to consider Option 1, as Circuit has a strong partnership with Kia dealers in the area and can leverage that support for quick repair of down or inoperable vehicles.

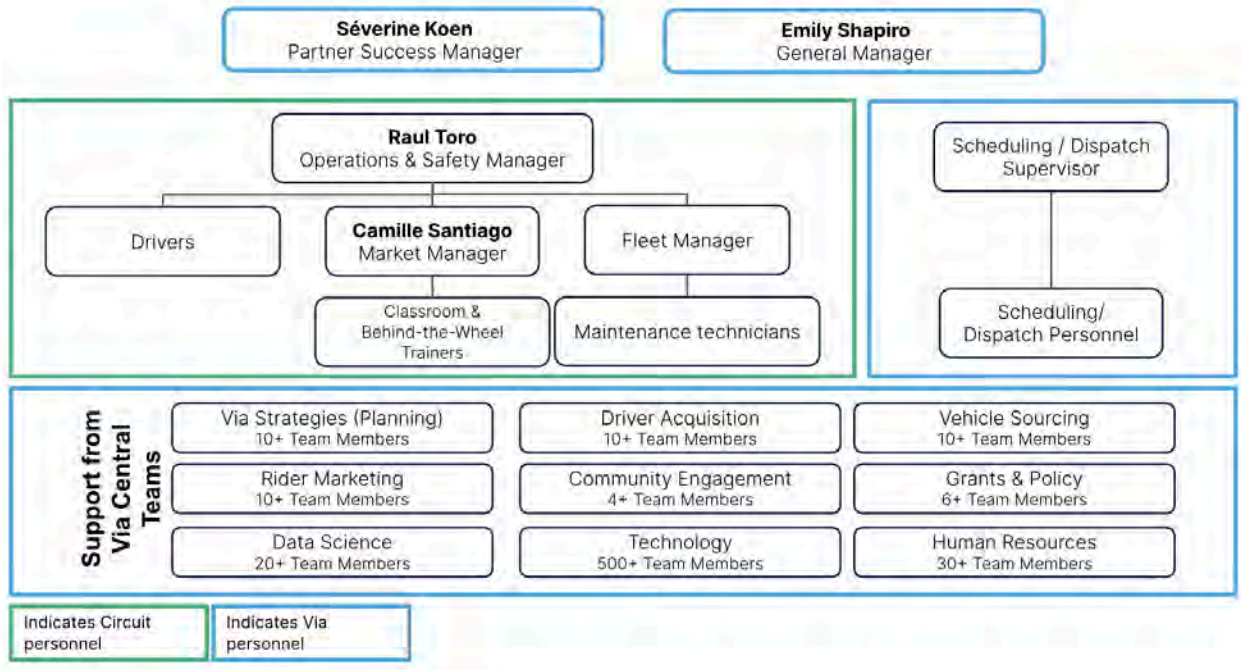
Via's fee structure is flexible, and we welcome further discussion to determine a pricing strategy in line with FPRA's goals and needs. For example, we can adjust our fee structure to charge more in upfront costs, and reduce ongoing fees to maintain the same total cost over the contract term.

We look forward to further discussing our pricing proposal with the evaluation committee should you have any questions, feedback, or clarifications.

Tab 2: Management Plan & Experience

2.a. Team Structure

Via will partner with Circuit, an experienced operator of electric vehicle fleets based in South Florida, to manage service operations in Fort Pierce. The dedicated team will be led by a Partner Success Manager and a General Manager, both from Via, and supported by a project team from Circuit. The dedicated team will be supported by a number of other highly-experienced Via and Circuit experts, including in areas such as driver marketing and sourcing, rider marketing, service planning, and technology.



- **Partner Success Manager: Séverine Koen**, the City's dedicated Partner Success Manager, will be the day-to-day partner of the City's team, orchestrating business review meetings, continuously monitoring service performance, and driving iterative improvements. Séverine will remain involved for the life of our partnership.

- **General Manager: Emily Shapiro**, Via's Director of Operations, will serve as the FPRA's General Manager. She will drive the strategic vision and manage day-to-day service performance. Emily will work closely with the FPRA and Circuit to ensure full strategic alignment, and will ensure the daily operation of the contract runs smoothly. She will work collaboratively with Circuit and Via's Operations teams, as well as centralized Via teams and the City, in designing the most appropriate and cost-effective delivery of transportation services. Emily will always be available to Fort Pierce to discuss operations and answer any questions. **Emily will be**

authorized to make operational decisions regarding Fort Pierce's service, all of which will be made in close consultation and collaboration with the City and its team.

- **Operations & Safety Manager: Raul Toro**, Circuit's Florida Area Manager, oversees all day-to-day operations of Ciruit's services. Raul has been with Circuit since Summer 2023. He served in the U.S. Army for 13 years and has a BA in Business Administration and an MS in Marketing. Raul will oversee and manage the day-to-day operations of the service. Post-award, Raul will focus on driver recruitment and training (in particular, ensuring drivers are well versed in navigating the service roadways to shorten ETAs). Raul will oversee shift scheduling, driver check-in, vehicle inspections, and charging infrastructure operations. Raul will ensure optimal service efficiency and safety. He will coordinate closely with the dispatch team to ensure smooth day-to-day operations and responsiveness to customer feedback.
- **Market Manager: Camille Santiago**, Circuit's Market Manager, manages hiring, onboarding and scheduling for all South Florida operations. Camille currently oversees and schedules roughly 35 managers, supervisors and drivers in Palm Beach and Broward counties only. Camille will support Raul and the Fort Pierce Operations Team by facilitating scheduling and driver training with specific focus on onboarding the Fleet Manager and selected shift supervisors. She will help to implement the driver customer service and safety training programs to ensure Fort Pierce has the safest, most customer centric focused staff in order to deliver the best transportation service to residents and visitors.
- **Support and Dispatch Agents:** The Support and Dispatch Agents will be at the front-lines to support riders and drivers over channels such as phone, email, and SMS. They will serve as reservationists and troubleshoot any live or post-ride issues, such as lost and found.
- **Fleet Manager:** The Fleet Manager will be responsible for daily fleet readiness and the preventative maintenance program across the fleet.

In addition to the Fort Pierce operations team, Via will dedicate a project team to manage, supervise, and advise on every aspect of service design and delivery, leveraging their experience launching and optimizing other Via services around the world. This project team will include:

- **Contract:** Our in-house team of service design experts and consultants will work closely with the City to finalize project goals, KPIs, and service design as well as manage the contracting process. **Sebastian Loria** will be the City's key point of contact throughout the contracting process, under the leadership of Via's East Coast Partnerships Lead, **Eric Gardiner**.

- **Launch:** Our launch team will work closely with the City to project manage the full end-to-end implementation of Via's software and the training of any relevant City personnel. **Ariel Gordon** will serve as the project's launch manager with **Kyle Snyder** advising from Launch leadership.

- **Expert Support:** In addition to the core project team, the service will be supported by a number of value-added offerings here at Via, including Growth Marketing, Community Engagement, and Via Strategies. We will leverage the full strength of our team's diverse expertise every step of the way to ensure success for the City's service.

2.b. Standard Operating Procedures

Drivers

The FPRA's transportation service will be operated by an engaged, friendly, and reliable pool of driver partners, whom Circuit will hire from the local community and surrounding areas. Via's and Circuit's local recruiting efforts ensure that drivers are familiar with and invested in providing quality service to the area. Driver retention is a factor that both Via and Circuit are proud of: everywhere we operate, we build happy teams who have ample opportunities for advancement. We can implement a mix of performance incentives, team bonding events, ongoing training seminars, and more to keep drivers engaged and dedicated to providing great service for the Agency's riders.

Driver Recruitment

Circuit directly employs its operational personnel, including drivers. Circuit uses its proven personnel policies to create a hiring and safety program specific to a given service. The process includes hiring, background checks, drug tests, alcohol screenings, initial training, continued training, and performance evaluations. Circuit can quickly add drivers and vehicles to its national custom auto insurance policy. When the manager is comfortable

with a candidate and decides to extend a job offer, they will be introduced to Circuit's staff training/development tools & programs.

Circuit is committed to a local hiring preference in all markets, which ensures that staff are familiar with the location and can serve as knowledgeable ambassadors. In addition to posting job openings on popular platforms such as Indeed, Circuit works with local workforce development and job placement centers to source qualified local candidates as is needed by the service or to support future expansions. Circuit currently has multilingual drivers in South Florida, and is able to include bilingual/multilingual drivers as a local preference for hiring, if desired by the FPRA.

Driver Training

Circuit's hiring and training systems will help the FPRA achieve its safety and accessibility goals with regards to this project, while also ensuring a high quality customer experience that encourages further ridership and exploration of the community. Circuit has a training program in place for new operational staff that covers safe and efficient operation of electric vehicles, cleaning and safety processes, and customer service. Drivers receive initial in-person training, are observed on ride-alongs, receive ongoing on-the-job training, and are updated on any new operational policies or procedures. Training is conducted by local managers and supervisors. Furthermore, Circuit's corporate operations team develops and maintains operational policies and procedures, including over 180 pages of Operations Manager and Driver training guides and standard operating procedures.

Circuit's teams have consistently met requirements from transit authorities and police/sheriff's departments — in all markets, including Florida — for vehicle inspections and driver training and testing.

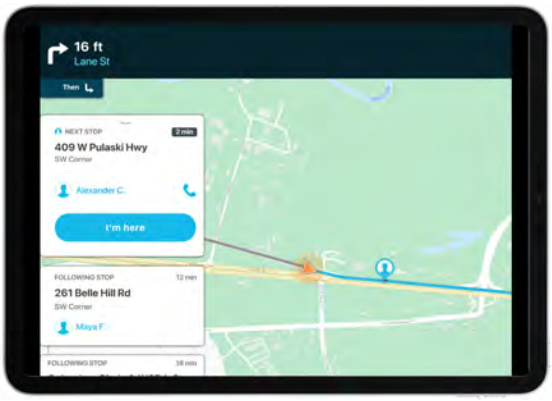
Circuit's training program specifically covers:

- Safe operation of an electric vehicle
- Efficient operation of an EV, maximizing battery efficiency
- Advanced cleaning procedures
- Safety guidelines and policies
- Defensive driving and vehicle handling
- PASS Passenger Assistance Safety & Sensitivity program (for all WAV drivers)
- COVID19 advanced safety and cleaning policies and procedures
- Customer service and passenger relations

- ADA regulations and operations
- Use of the Driver Mobile App
- Communications policies
- Emergency procedures and plan
- Accident reporting/procedures

Additional staffing lead time is roughly two weeks for hiring and in-car and classroom training. Circuit currently has 75+ employees in Broward County that are available to fill in any gaps or decrease lead time while we hire local staff.

Via Driver Application



Circuit's drivers will operate vehicles using Via's driver application, which has been developed to make drivers' jobs safer and easier. The app provides a single interface where a driver can access the information they need before, during, and after their shifts. This includes turn-by-turn navigation, a dynamically updated rider manifest, automated notifications, "one-click" task acknowledgments, and smart routing that ensures drivers are taking the safest and most efficient route. Real-time location data from the rider and driver apps feeds back into our algorithms, allowing for dynamic optimization of routing and trip assignments. Through the Driver App, drivers are able to communicate with riders and dispatchers, mark trips as completed, or mark riders as no-shows.

The Driver App ingests information from Via's system, which will dynamically adjust pickup / dropoff times, reschedule, or add trips based on operating delays, including road closures and traffic speeds. If an incident impacts trip times, the resulting delays on arrivals or trip times are automatically updated. If an accident occurs which results in a vehicle being taken out of service, staff can remove that vehicle from service, re-book trips on other vehicles, and the system will update schedules based on these new bookings.

Support and Dispatch Agents

Via understands that delivering an exceptional rider experience is critical to the success of a microtransit service. We pride ourselves on maintaining the highest standards of customer service and ensuring customer feedback is deeply integrated in every aspect of their operations. We have a robust set of service policies for riders and drivers to prevent any abuse of the system.



Support and Dispatch staff from our in-house call center will provide over-the-phone service to Fort Pierce riders. The call center will be staffed to cover all service hours with sufficient FTE to provide fast wait times (<2 minutes on average). If ridership grows or wait times grow, Via can add additional customer support staff within a few days. The team of trained and vetted administrators will proactively monitor any irregularities in the service, and respond to customer inquiries by phone and text during service hours. This team will use Via's powerful web-based tools to intervene across all service functions — including booking rides, canceling rides, responding to driver and customer communications, granting trip credit, and adjusting vehicle occupancies as necessary.

Support and Dispatch Agent Training

Support and Dispatch agents participate in an intensive, three-week training course before they are approved to monitor live service. Training topics include:

- Competence in phone courtesy and empathetic communication skills
- Service overview to ensure familiarity with software tools and local context
- Over-the-phone booking for those without smartphone access
- Manual procedures for booking/modifying/canceling rides and responding to driver and rider communications by SMS or phone
- Reporting and follow-up protocol for accidents and customer complaints
- How to use the Via Operation Center (VOC) dispatch and intervention tools (described below)

Furthermore, many of Via's customer support agents are experienced in providing support for ADA-compliant paratransit services. To help provide a microtransit service that is

highly accessible to all riders, these agents receive hands-on sensitivity training and disability-specific customer service practices, including:

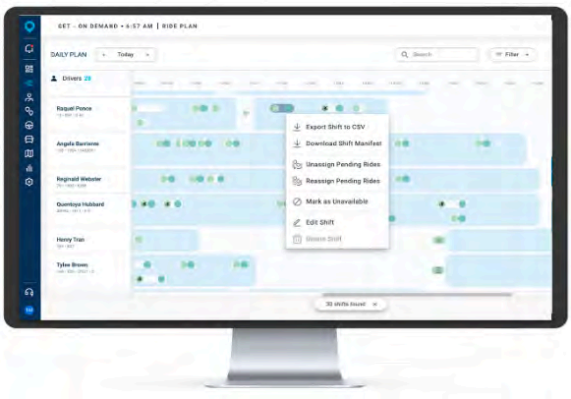
- Awareness of, and sensitivity to different disabilities
- Communication techniques for interacting with riders with disabilities
- Specialized best practices for serving riders who are hard of hearing
- Practices for interacting with Personal Care Attendants (PCAs)

Tools for Support and Dispatch Agents: The Via Operations Center

The backend software designed to manage every aspect of the day-to-day operations of Fort Pierce's microtransit service is called the **Via Operations Center**. The VOC also provides streamlined reporting and data access to Fort Pierce so that the City can view comprehensive data, which we describe in more detail in 3.c. Data Dashboard.

The VOC is powered by our industry-leading routing and ride assignment algorithms, which automatically analyze all trip requests, assign customers to the best-suited vehicle, and group passengers headed in the same direction into efficient shared rides. Our algorithms continuously optimize pickups, drop-offs, and routing while dynamically updating dispatchers, drivers, riders, and administrators with real-time information.

Within the VOC, dispatchers can monitor and control service in real-time through the **Via Hub** and the **Ride Plan**. Notifications alert dispatchers to pending issues, giving them the option to let the software automatically resolve or to manually intervene. Our software leverages real-time speed and location data to continuously optimize for on-time performance. If the software recognizes that a vehicle is running late to a pickup and there is another vehicle available to reach the pickup quicker, it will automatically reassign the trip and notify the riders and drivers. If our dispatchers want to make a manual intervention, the tool provides a simple interface to communicate with riders and drivers, access more information about a rider or trip, and adjust trip parameters as necessary.



The VOC's extensive suite of **Fleet and Driver Management** features also allow dispatchers to manage the end-to-end workflow of the

microtransit zone in one platform. Vehicle tracking, driver management, and shift scheduling can all be visualized within the VOC. Dispatchers can also monitor shift status, visualize shifts across dates and times, and add or edit shifts.

2.c. Timeline

Launch Plan

From implementing complex transit services with hundreds of partners globally, Via understands that exceptional project management is key to the success of any deployment. Via will take an agile approach to product development and project governance when launching service in Fort Pierce; we will rapidly iterate ideas, communicate frequently with the City, the FPRA, and key community partners, and quickly incorporate feedback. Our team will meet deliverables with agreed-upon timelines while maintaining the flexibility to course-correct as necessary.

We are prepared to launch the FPRA transportation service in 8 weeks. Below, please find details of each step, including major deliverables, and both Via and the FPRA's responsibilities. We look forward to discussing the service's launch timeline in further detail with the City.

Launch Stage	Core Activities	City of Fort Pierce Activities	Via / Circuit Activities
Starting immediately upon contract signing			
STEP 1 **Service Planning and Design** Weeks 1 - 4	Via will refine and finalize the service scope to best meet the City's goals. We will identify technical requirements and finalize any unique product needs during the Kickoff and Design Review meetings. We will also collaborate with the City of Fort Pierce to finalize the marketing strategy by integrating the City's feedback.	• Provide service branding assets • Communicate marketing goals • Provide data to inform service simulations • Work with Via to determine zone boundaries, desired service characteristics,	• Configure zone geographies, service hours, and service modes • Configure mapping and routing inputs • Confirm data-sharing plan

	Stage 1 deliverables (due by the end of Week 4): • Finalized project scope • Established service parameters • Finalized data sharing plan • Defined marketing plan	and user-defined service objectives	• Establish marketing plan
STEP 2 **Development and Service Testing** Weeks 2 - 5	Via's Product Team will configure the Rider App, Driver App, and supporting dashboards. We will localize the service to the Downtown Fort Pierce zone and begin service testing. We will work closely with the City to implement desired parameters for the service testing period. **Stage 2 milestones (due by the end of Week 5):** • Localized software suite (VOC, Rider App, Driver App) • Quality assurance and internal system testing completed	Continue to provide input on desired service characteristics (e.g., content for rider messages)	• Confirm software installation and deployment for the initial zone • Localize back-end and front-end environment • Perform internal system tests
STEP 3 **Testing, Onboarding and Training** Weeks 4 - 8	Via will continue testing the service with real riders and drivers — reviewing routing, rider messaging, and other functionalities to ensure the experience aligns with the City's project vision. Additionally, Via and Circuit will conduct onboarding and training workshops with drivers and staff as needed.	Attend relevant onboarding and training workshops	• Conduct final onboarding and training workshops • Conduct internal field tests (for platform functionalities, self-service web portal, mobile application, call center web

	Stage 3 deliverables (due by the end of Week 8, prior to launch): • Pre-launch driver onboarding completed • Rider and Driver Apps available for download • All requested training workshops for City staff conducted • All drivers onboarded and approved for live service		portal for trip requests; in-vehicle tablets; service monitoring functions; data collection and reporting functions) with live riders and drivers in the service area • Perform a final field test of the system to test its readiness • Prepare for service go-live
STEP 4 **Fleet Preparation and Marketing Execution** Weeks 5 - 8	Via and Circuit will finalize the fleet management plan. We will carry out all activities within the pre-launch marketing and promotions plan. We will also provide rider education for existing and potential riders. **Stage 4 deliverables (due by the end of Week 8, prior to launch):** • Fleet ready for live service • Live field testing completed • All pre-launch marketing completed • Training workshops for riders ready	• Sign off on fleet management plan • Attend key marketing events (e.g., go-live kickoff event) • Work with Via to assess operations, performance, and customer response of the soft launch	• Inspect and approve all vehicles • Implement marketing and promotions plan (e.g., press releases) • Soft launch live on-demand operations for selected beta test customers • Conduct education workshops for riders

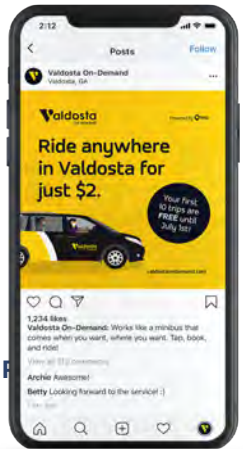
STEP 5 **Service Launch and Optimization** Week 8 - Ongoing	In the weeks immediately before and after service launch, Via's Project Team will be on the ground in Fort Pierce to ensure a timely and successful launch. Post-launch, Via will work to continuously improve the service in response to performance assessment and feedback. **Stage 5 milestones (deliverables provided on an ongoing basis):** • Service go-live • Feedback gathered from initial users • Post-launch marketing and promotions plan initiated • Ongoing optimization of day-to-day operations	• Review Via-provided data reports • Provide feedback on service performance • Work with Via to adjust user-defined service objective parameters, operations practices, platform functions, and other considerations relevant to soft launch results • Attend key marketing events	• Share service data and benchmark performance against KPIs provided by the partner • Make iterative improvements based on feedback from riders, drivers, and the City • Implement post-launch marketing strategy to attract new riders and update marketing plan according to customer feedback

2.d. Marketing Strategy

Our prior experience driving ridership growth, combined with the insights of our rider growth and marketing team, will drive maximum rider engagement for the Fort Pierce service. Via helps our partners grow demand through:

- **Growth and marketing strategy.** Via recommends using a mix of channels and continuously reviewing and optimizing the growth plan based on those channels that prove to be most effective. Channels can include



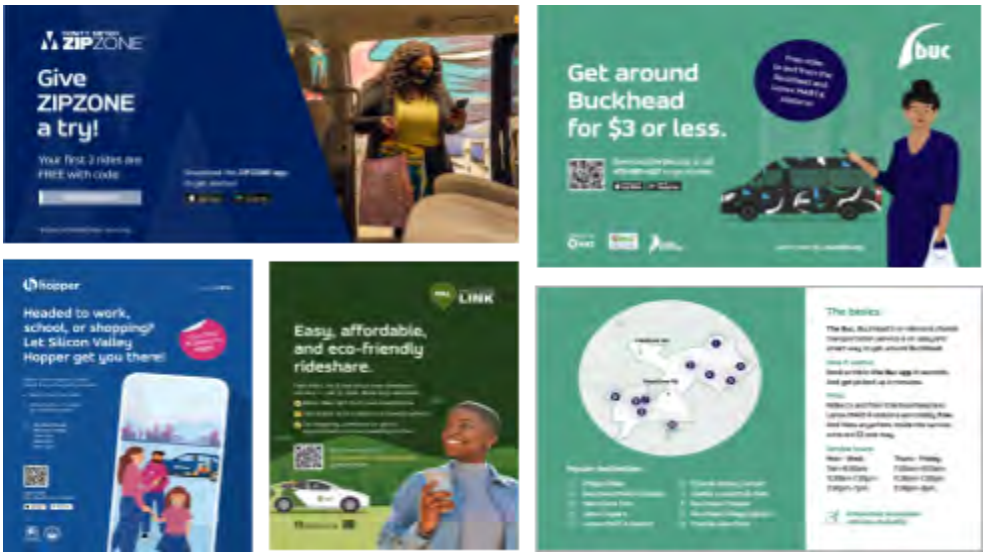


digital marketing, print collateral placed in local businesses, out-of-home advertising, community engagement and partnerships, street marketing, and more. Using advanced in-app tools such as promo codes, referral campaigns, and direct rider communications — **all of which are built directly into the Via Platform** — will drive better rider acquisition results.

- **Rider engagement.** To improve rider retention and expand the use of the Agency's proposed service, we recommend targeted promotions, personalized communications, and configuring a range of subscription offerings based on identified use cases. For Fort Pierce, this could mean partnerships with local businesses or geo-targeted campaigns. We will partner with the FPRA to continuously analyze ridership trends, both quantitatively and qualitatively. **Via's in-house Data Science team has extensive experience assisting partners in data collection efforts, including surveys, on-board feedback, and in-app push questions.** We will be happy to leverage this expertise to evaluate the Agency's desired project outcomes on an ongoing basis and improve the proposed service over time.



Via will be fully responsible for marketing the FPRA's microtransit service, with on-the-ground support from Circuit for the deployment of all forms of bespoke marketing materials and methods. We pursue an online and offline marketing strategy designed to build awareness, educate new riders, and help them become frequent riders. The channels and messages are customized to the use case, but we tend to focus on web pages, social media, print materials that can be handed out, and in-app lifecycle communications. Please see below for an example of rider engagement materials:



Advertising Opportunities

Via works with transit agencies and municipalities around the world to design and implement advertising solutions that are tailored to their unique goals. Via Media Solutions (VMS) is a proprietary, fully modular service that will seamlessly integrate with the FPRA's microtransit service. **VMS is a standard part of our turnkey offering to create a source of revenue, providing a wide range of innovative offerings at no cost to the City** to enable the following opportunities:

- **Generate a source of revenue.** Via works to strike a balance between generating revenue and delivering a high-quality user experience. Advertising offers the potential for the FPRA to earn revenue through its fare-free microtransit service, which can be used to improve financial sustainability or expand existing services. The FPRA will incur no cost associated with these advertising services, which include buying, installing and maintaining hardware; installing and updating advertising software; selling inventory to advertisers; and reporting. Via also assists with creating content guidelines to mediate the types of messages that can and cannot be displayed and advises on the operational feasibility of each solution. Via will partner with advertising vendors and will manage all operations in exchange for a revenue share of 30% on the advertising revenue it collects.
- **Unlock a new (and free) communication channel** to engage with riders and the broader Fort Pierce/St. Lucie County community. Digital media channels such as in-vehicle screens can provide valuable information to riders including trip

information, public service announcements, medical or health-related information, city-wide or regional social campaigns, local business spotlights, and local event information.

- **Promote local businesses.** Via is committed to providing innovative solutions that meet local communities' needs. As such, we have scoped our microtransit solution to promote this media inventory with the City's local businesses and organizations as an added means of attracting riders to the downtown area
- **Provide a differentiated ride experience** through a mix of information and localized content that can make transit trips engaging and useful for riders during their trips. According to a rider survey in Arlington (where the fleet is equipped with in-vehicle tablets and rooftop screens), none of the riders who responded found that the media "negatively impacted their ride experience," whereas almost half found that the media provided "useful information about their community".

Below are descriptions of our media and advertising solutions.

In-vehicle screens: Screens embedded into vehicle headrests that display a mix of local infotainment, ads, and content from the FPRA (e.g., public service announcements, medical trivia, community campaigns).





Rooftop screens: High-quality LCD or LED external screens that dynamically adjust content based on various real-time factors, such as time of day, weather, or vehicle location. These screens can also display messages to raise awareness and promote the service to passersby.

Partial wraps: Display ad campaigns on the fleet's exterior. These advertising wraps will be designed so that they do not conflict with existing fleet branding. This static medium, somewhat similar to traditional bus placements, is used to display periodic campaigns or long-term sponsors.





In-app sponsors: Innovative ways to display sponsors and FPRA communications within the Rider App without damaging the user experience. These include: Launch page sponsor, sponsored pins, and notifications.

2.e. Customer Service

Customer Service

Via has an in-house team of **Call Center/Customer Service Representatives** who will be trained on the microtransit service and will be able to provide 24/7 multilingual support for ride booking, answer questions, receive and process feedback, and provide guidance. These trained and vetted administrators will proactively monitor any irregularities in the service and respond to customer inquiries by phone and text during service hours. This team, whose members have honed their skills providing customer support to Via customers in similar deployments across the globe, will use our powerful web-based tools to intervene across all service functions — including booking rides, canceling rides, responding to driver and customer communications, granting trip credit, and adjusting vehicle occupancies as necessary.

In the Rider App, riders are able to request additional assistance, ask questions, make complaints, or receive general support in real-time and after their trip. A rider who requires immediate support can simply reply to the SMS messages they received as part of Via's standard rider notifications to inform them of their van's arrival.

The rider's message will immediately appear in the dispatcher's live view, giving dispatchers the opportunity to resolve any issues using a set of configurable, pre-written responses or custom messages. Phone support in English and Spanish will be available for Fort Pierce riders during service hours.

After every trip, riders will have the option to rate their experience and provide feedback directly in the app. Precise feedback will provide insight into rider preferences, not only enabling dispatchers to respond to particular issues but also suggesting how the service model itself could be improved. Custom rider surveys can be deployed to understand specific and recurring rider concerns and gather qualitative data. Via will work with the

FPRA to extract valuable insights and actionable ideas from customer feedback in order to determine opportunities for improvement.

Investigation of Customer Complaints and Incidents

Via's Support and Operations Teams monitor, track, and take corrective actions on driver-related issues around the clock. Issues may be flagged by external parties (eg. riders, community members, partners) through the following channels:

Channel	Medium	Feedback format
Rider app	Post-ride rating	Rating on a 1-5 scale (with opportunity to provide additional detail)
Rider app	Post-ride survey	Free form
Rider support contact	Email	Free form
Rider support contact	Phone call	Free form
Partner support contact	Support Ticket	Free form

Upon receipt of feedback, Via agents evaluate and classify the feedback based on severity. Via tracks all driver incidents, including those involving customer service, vehicle status, dangerous driving, system knowledge, and fraud. We handle all complaints involving passengers immediately, and all others will be addressed in order. For complaints involving drivers, Via will thoroughly review and take appropriate action up to and including permanent disaffiliation from the system. We also look forward to working with the FPRA to establish a process to allow the City to request the removal of a driver whose conduct is unacceptable.

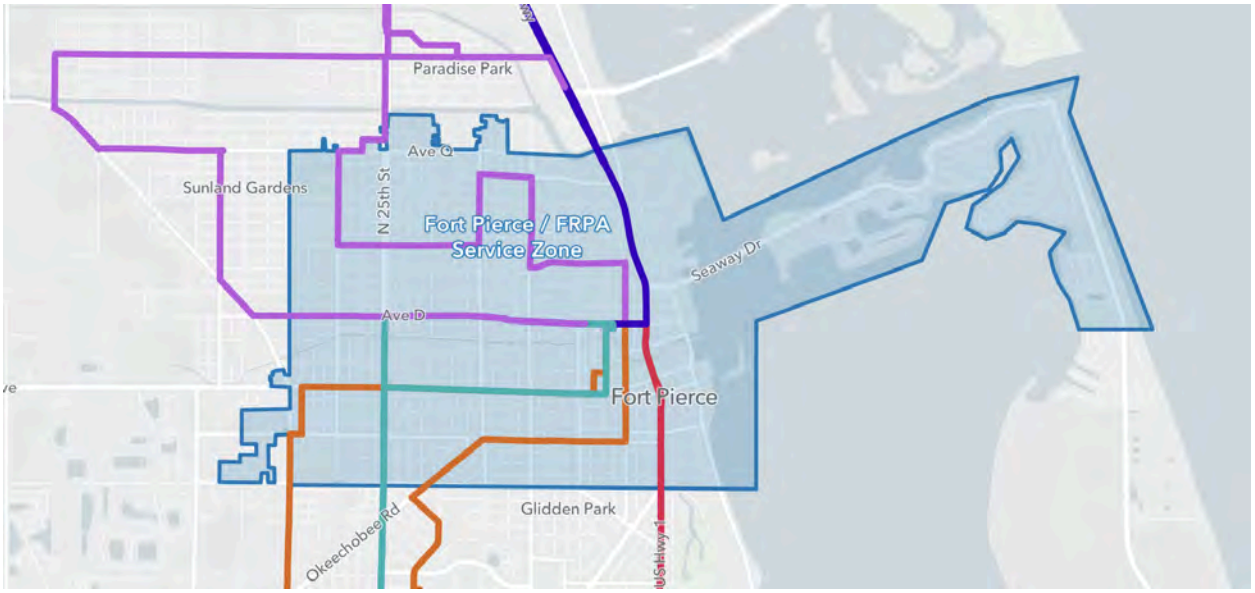
During all service hours, Via's local operations team and dispatchers proactively monitor driver performance to ensure the provision of timely, safe, and accurate service. At all times, dispatchers have a comprehensive overview of all driver locations. While Via's technology is highly automated and designed to minimize the amount of manual intervention needed to provide outstanding service, our tools give dispatchers the ability to intervene as necessary.

In addition to reviewing externally reported complaints, Via regularly reviews key internal metrics, which will be available to the County for the duration of the contract term.

Tab 3: Technical Proposal

Overview

Via will operate a curb-to-curb, on-demand service in the Redevelopment Area using four electric vehicles, including one electric wheelchair-accessible vehicle:

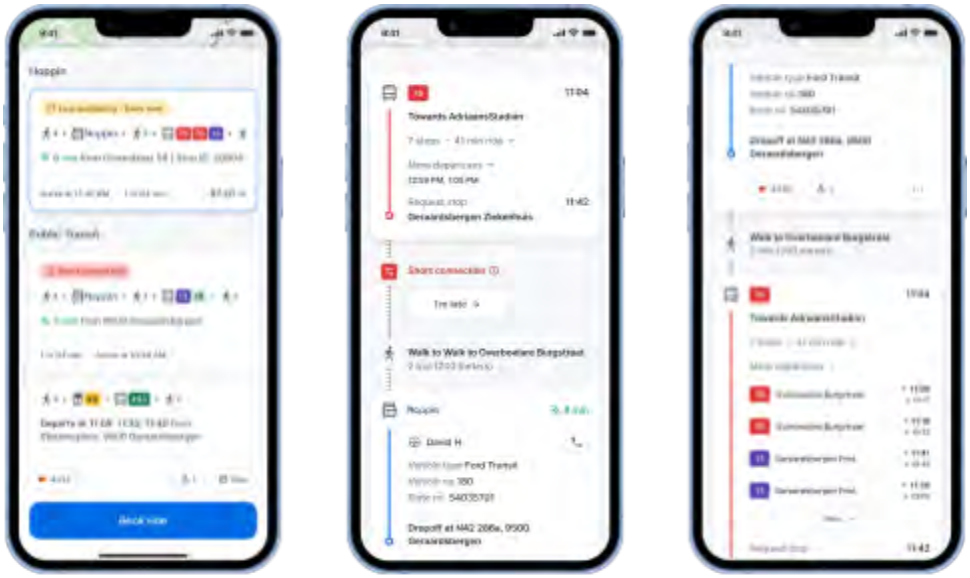


Service will be powered by our software suite, which is made up of three core components — the **Via Operations Center (VOC)**, the **Rider App**, and the **Driver App** — that speak to each other in real-time to create efficient and functional transit networks. As described previously, the **VOC** is a highly automated centralized software administrative platform that will manage scheduling, dispatch, and routing for Fort Pierce, including adjusting for real-time disruptions and changes. Our **Driver App**'s real-time turn-by-turn navigation, intelligent guidance, and hands-free display help drivers perform their tasks more efficiently and eliminate excess communication throughout the day. Our best-in-class **Rider App**, described further in section 3.d. Mobile App, will drive service utilization by facilitating seamless ride booking through intuitive self-serve tools.

Our proposed service will not only provide best-in-class on-demand transportation within the Redevelopment Area, but also facilitate easy transfers to other fixed-route lines that serve riders in surrounding communities — including ART, GoLine, Marty, Treasure Coast Connector, and Brightline services.

Our **multimodal trip planning** functionality will allow riders to compare multiple modes or travel options (e.g. fixed-route transit versus microtransit) before booking a trip. Riders

can view stop-by-stop information for each fixed-route, powered by integrated GTFS feeds. Furthermore, riders will be able to plan a multi-leg trip that involves a transfer from a microtransit ride to a fixed-route. Riders can view stop-by-stop information for the fixed-routes, as well as indicate if they are running late and need to rebook one of their journey's legs.



Integrated transit capabilities enable direct visibility into the entire network

These in-app booking flows will streamline trips to and from the proposed service zone from surrounding neighborhoods, which will in turn increase foot traffic within the Redevelopment Area and drive economic development.

3.a. Vehicles

To procure vehicles for this service, Via plans to partner with Circuit Transit LLC, an experienced national operator specializing in electric vehicles and based in South Florida. For Fort Pierce's service, Circuit is able to accommodate all vehicle requirements as indicated within the RFP. As required by the RFP, all vehicles in the Circuit fleet are electric and meet the Federal Motor Vehicle Safety Standard (FMVSS).

Circuit proposes to operate the service with a fleet of three (3) EV sedans and one (1) Ford E-Transit EV van. For the sedans, Circuit has the ability to offer two options, depending on the preferences of Fort Pierce. Pricing for each is detailed in Tab 1: 1.4 Pricing Plan.

Kia Niro EV: The Kia Niro EV vehicle has capacity for 4 passengers plus a driver with spacious seating. The vehicle measures 172-inches long, 71-inches wide, and 61-inches high, providing ample room for passengers as well as bags, beach gear, or other luggage.



Tesla Model Y: Tesla Model Y all-electric SUVs have a range of up to 300 miles on a single charge and are consistently rated as one of the safest vehicles in operation.



For the EV WAV requirement, Circuit proposes using a **Ford electric passenger van**. Circuit has used a number of electric passenger van options in other markets. There are OEM options as well as conversion technology options. Circuit has directly used Lightning Systems and Maxwell converted electric passenger vans. They are ideal for roads with speed limits above 35 mph, programs requiring higher capacity, suburban trips, and can be outfitted for ADA accessibility.



Circuit specializes in managing fleets especially well-suited to Fort Pierce's service zone. Circuit vehicles are often noted and commented on by riders, local businesses, and partners for their fun and aesthetically pleasing presence throughout the community. Vehicles will adhere to all vehicle licensing, inspection, and maintenance requirements as set forth by the State of Florida and any federal, state, county or local applicable laws for licensed transportation services.

Due to Circuit's long-term presence in South Florida, the team already has vehicles on-hand to leverage for Fort Pierce's service. As the service grows, or if additional vehicles are needed for events, Circuit will be able to quickly deliver vehicles to meet the service needs. With more than 75 Circuit-owned vehicles in South Florida alone, the team is readily able to supply additional electric vehicles on short notice on an as-needed

basis. Leveraging a collection of spare vehicles available in Circuit's Fort Lauderdale service, a new vehicle can be brought to Fort Pierce within 4 hours.

Easily Identifiable Vehicle Branding

All vehicles will be wrapped with service-specific branding, which we will develop in tandem with the City and the FPRA. Our objective is for the branding to build on, and integrate with, the City of Fort Pierce and FPRA existing brand so that it is familiar, recognizable, and suitable for multilingual users. Please find illustrative vehicle branding for the service below; we look forward to working with the City to design and refine vehicle branding so that all vehicles are easily identifiable by customers and keep with the City's approved branding.



Vehicle Charging Infrastructure

Managing EV services requires a complex interaction between hardware (vehicles and charging stations), software (shift planning, routing, and charge cycle management) and people (passengers, drivers, fleet teams, and shift supervisors). Via's solution includes proprietary technology for planning and optimizing each of these components, and our team of transit planners, data scientists, and operational experts is able to work with the FPRA to plan, implement, and optimize its electrification strategy for the service.

To support the fully-electric fleet in Fort Pierce, Via and Circuit will leverage the currently installed infrastructure, and supplement with our own chargers at the parking garage as needed. Furthermore, we have conducted a thorough analysis of charging infrastructure proximate to the service zone and identified nearby fast chargers in White City and off I-95 for supplemental intraday charging as needed.

Vehicle Cleaning and Maintenance

Vehicle cleanliness and maintenance are a priority for all Via deployments, as they have a considerable impact on customer satisfaction and safety. We will develop specifications and checklists to ensure that vehicles are cleaned regularly to both Via's and Fort Pierce's standards, ensuring that vehicle surfaces, interiors, and exteriors are kept in a pristine and safe condition, free of trash, debris, and odors at all times.

Circuit's mobile maintenance technicians are also able to quickly respond to all vehicle needs. In the event a vehicle needs emergency maintenance, our on-staff technicians can typically be in the market within 20 minutes. These technicians are also skilled at adapting vehicles for microtransit service and performing preventative maintenance specifically designed for this use case. Vehicles are regularly maintained using rigorous checklists created in conjunction with the vehicle manufacturer. Typically, vehicles are inspected every 4,000-5,000 miles and the condition of filters, brakes, etc. are tracked and replaced accordingly. Additionally, data is shared about vehicle performance in order to forecast future maintenance needs.

Each vehicle within Circuit's fleet has a unique ID. Circuit's operations team will track vehicle characteristics and status through fleet management software, and communicate vehicle statuses to Via's team, Circuit's Regional Management, and other corporate team members through shared documents and project management software. Vehicle characteristics and statuses tracked include:

- Driver vehicle check forms
- Current and pending advertising campaign information if any
- Maintenance records
- Assigned operating location or special event
- Mileage
- General information such as color, make, model, year, features

Drivers check vehicles before and after each shift and fill out a vehicle check form. They perform cleaning duties before, during, and after their shift. Any issues are noted and reported to local managers, who coordinate cleaning and repairs. Drivers will check for problems with seats and floor coverings — any damage, sharp edges, or other issues — as a part of their pre-shift inspection routines. Circuit has trained and certified maintenance and custodial staff in each operating region, and would leverage existing resources in South Florida to complete scheduled and as-needed vehicle cleaning tasks.

3.b. Hours of Operation

Via will expand the current microtransit service operating model to provide service seven days a week. We can commit to providing, at minimum, service between the hours of 10:00 AM and 8:00 PM, Sunday through Thursday and 10:00 AM and 10:00 PM Friday and Saturday. However, we would be delighted to work with the FPRA to establish alternate service hours pending community feedback and demand levels. At all times, our supply planning tool will monitor demand and plan driver shifts accordingly to ensure that the appropriate number of vehicles are active at any given moment.

3.c. Data Dashboard

Via will provide the FPRA an advanced analytic suite that generates real-time insights into the service's performance. High quality and easily accessible reporting is critical to inform the deployment's optimization and long-term planning. Reports are able to be queried and filtered for specific insights or treated as ongoing dashboards.

- **Service KPI Reports** will allow the FPRA to assess service patterns and track key performance indicators (KPIs). These reports form the basis of regular check-ins with Via's Project Team, providing clear data to measure service performance and identify the areas that work well and areas that require additional attention.



- The **Data Generator** consolidates all service data into filterable and exportable tables. Authorized administrators can review and download data into various formats and tables for granular review or analysis in third-party reporting tools. Via can work with the FPRA to ensure that our systems provide metrics on data that is important to the City and Agency.

- **Regulatory Reports** are tailored to present the precise service data in the exact format requested by city, state, and/or federal regulatory agencies including NTD and FTA reporting.

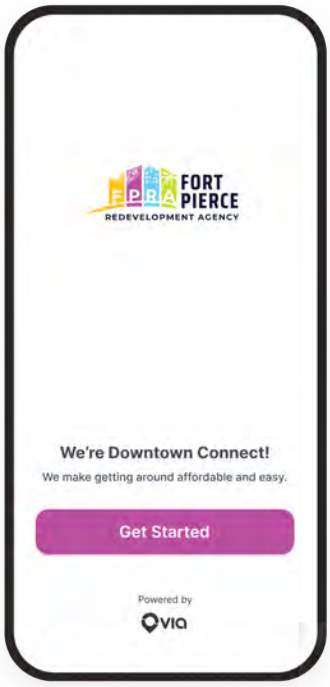
As requested by the FPRA, Via will provide monthly reports that include:

	FPRA Requirement	Included in Via Reporting?
a	Total boardings per month	✓
b	Average weekday boardings	✓
e	Number of completed rides	✓
f	Average journey time	✓
g	Average distance per ride	✓
h	Average utilization (passengers per vehicle hour)	✓
i	Ridership	✓
j	Vehicle miles driven	✓
k	Vehicle hours driven	✓
l	Cancellation rate	✓
m	Average wait time	✓
n	Average percentage of on-time pick up requests	✓
o	Average percentage of requested rides completed	✓
p	Top pick-up and drop-off locations	✓

3.d. Mobile App

Through deploying hundreds of on-demand services worldwide, we have found that an intuitive, user-friendly Rider App is critical to continuous rider growth. Poor app performance — whether due to a poor User Interface (UI) or an unreliable booking process — dissuades riders from sticking with a service, or even booking their very first trip. Via's high-quality mobile app, which includes ADA-compliant accessibility features such as screen reading capabilities and high contrast capabilities, will transform the rider experience in Fort Pierce.

Via will configure a white-labeled Rider App dedicated to the Fort Pierce service (see image at right for a preliminary design). This smartphone application will be compliant with WCAG 2.1 AA standards and available for free download in both the iOS and Android stores. The branding and design of our white-labeled app are completely configurable, and will be specifically customized for riders in Fort Pierce (whereas many of our competitors use one general app for all of their services, causing confusion for riders in understanding where and when they can use their desired service). We look forward to finalizing all aspects of branding and design with the City and the FPRA.



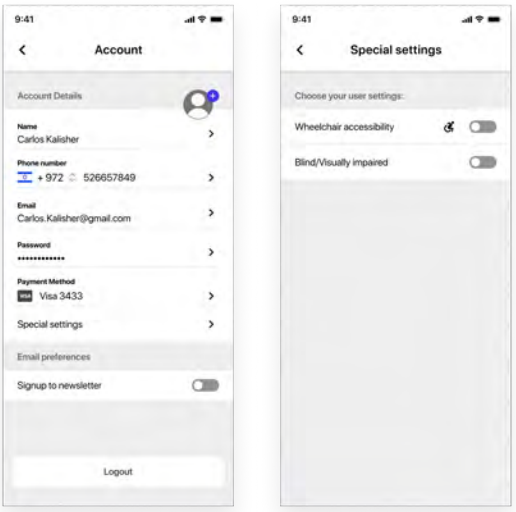
The Rider App will provide residents of Fort Plerce with an all-in-one platform for booking, tracking, and canceling rides, filing complaints, and contacting support in real-time for questions, additional assistance, or general support. It is available in many languages, including Spanish. **Via's Rider App has been downloaded over a million times, consistently receives glowing reviews, and is the only mobile booking app that has consistently demonstrated an exceptional user experience — leading to rider growth for public transit providers in Florida and around the world.**

For riders without smartphones or internet access, or for those who simply prefer additional assistance over the phone, Via's system allows riders to book rides by calling a customer support representative at the designated call center during the service's operating hours. Live support is available in English and Spanish.

On the following pages, we describe the process of requesting, booking, and reviewing a ride.

Rider Registration

A new rider creates an account in Via's dedicated app for the FPRA by entering an email address, phone number, and password, followed by optional information about preferred vehicle types and accessibility needs. Riders can also call a customer support representative to create an account over the phone. Upon account creation, our system will automatically populate a Rider Profile where administrators can review customer account details.



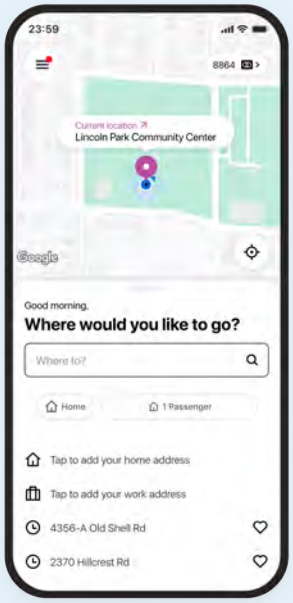
Booking Rides

Pick-up and Drop-off Location Selection

Upon creating an account and opening the app, riders will clearly see the geofenced zone(s) in which service is offered and will be invited to set a pick-up location. Moving the pick-up pin beyond a valid service zone grays out the map and displays an "Out of Zone" message, so riders always know where their microtransit service is available. Riders can easily indicate if they are traveling with multiple passengers.

Riders can enter their pick-up and drop-off location information in a variety of ways:

1. **Riders can type actual addresses** into the search bar select from the search results.
2. **Riders can scroll across the map**, zoom in on particular locations, and drop a pin.
3. **Riders can choose from a dynamically updated "Recents" list** containing recently-used locations and saved, customizable "Favorites" that appear below the search bar.
4. **Riders can tap on a Point of Interest (POI)** on the map, such as business hubs, medical destinations, major transfer points, and major destinations of travel, or bring up a list of POIs from which to select.

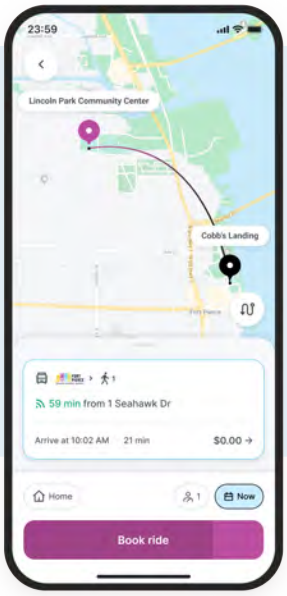


On-Demand Trip Proposal

Once a rider has selected their pick-up and drop-off locations, the Via algorithm matches the requested ride with available seats across the fleet, assigning the rider to a vehicle for a convenient personal trip that also optimizes for efficiency across the entire service. This guarantees reliable service, such as a high rate of on-time performance and customer satisfaction.

The rider may receive multiple trip proposals, each containing the following information:

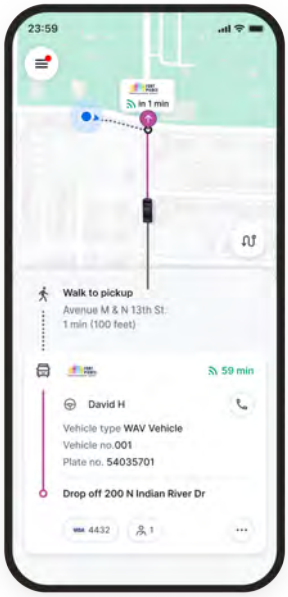
1. The vehicle's estimated time of arrival (ETA) at the pick-up location
2. The pick-up and drop-off addresses
3. The estimated drop-off time



Once presented with potential rides, the customer has 30 seconds to select an option and tap the "Book This Ride" button

to confirm their ride. We have found this length of time provides an ideal balance between providing enough time for the rider to make a decision and ensuring the trip options will not become stale. When the time expires, the rider is given the option to renew the search.

Rider Communications: Tracking the Ride



Once the ride is booked, riders are able to track their vehicle in real time on the map within the Rider App prior to their pickup. Additionally, riders are provided:

- Walking directions to their pick-up location at a common spot
- Vehicle information, including license plate, driver name, driver photo, and vehicle ID number
- Estimated pick-up time
- Estimated time of arrival

To keep riders updated throughout their trip journey, Via's system sends automated notifications for several events, including:

- When their assigned vehicle is two minutes away (exact timing is configurable)
- When their assigned vehicle has arrived
- Service delays, such as when a vehicle is running late due to traffic or other road conditions
- Service changes and cancellations, such as when a customer has been reassigned to a new vehicle

Rider Support and Feedback

Riders are able to request additional assistance, ask questions, make complaints, or receive general support in real-time and after their trip. A rider who requires immediate support can simply reply to any of the SMS updates about the status of their ride. Dispatchers will receive the message and respond to the rider in real time to resolve any issues. Phone support is also available.

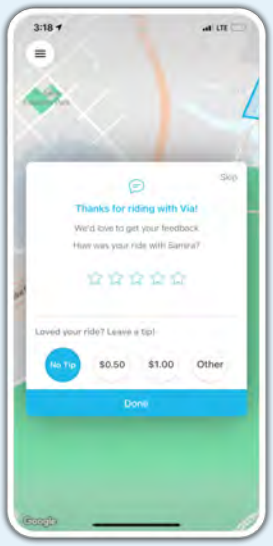
For assistance after a trip, riders can reply to the same SMS messages or they can email service administrators. After every trip, riders will have the option to assign a star rating

to their experience and choose from a menu of configurable, pre-selected descriptions correlated to the star rating (or manually input additional detail):

Five Stars: Riders are asked “What did you like the most?” and can choose from the following options: “Great Driver”, “Quick Pick-up”, “Comfy Car”, and “Smooth Routing”.

Four Stars: Riders are asked “What could be better?” and can choose from the following options: “Driver’s Conduct”, “Quicker Pick-up”, “Pick-up Location”, “Drop-off Location”, and “Routing”.

One, Two, or Three Stars: Riders are asked “What was the major issue?” and can choose from the following options: “Wrong ETA”, “Driver’s Conduct”, “Walking Distance”, “Routing”, “Car Quality”, and “Other Riders”.



Proprietary and Confidential Information

River North Transit, LLC's ("Via") response and all supporting documentation, including associated exhibits and appendices, contain confidential information exempt from disclosure under Florida Statutes, Title X, Chapter 119 (the "Florida Public Records Law"). The confidential materials include, but are not limited to, information relating to the pricing of Via's services, unique business methodologies, entity officer and member details, market positioning, third party reference letters, and sensitive information on key performance indicators. This information is exempt from disclosure under several provisions, including but not limited to, Florida Statutes § 815.045 (as the public and private harm in disclosing trade secrets significantly outweighs any public benefit derived from disclosure and the public's ability to scrutinize and monitor agency action is not diminished by nondisclosure of trade secrets). Accordingly, we request that your office maintain the confidentiality of Via's response and provide Via with timely notice of any third party's request for these materials prior to production by contacting compliance@ridewithvia.com.

Appendix 1: Proof of Insurance

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/08/2023

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

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

PRODUCER MARSH USA, LLC. 1166 Avenue of the Americas New York, NY 10036	**CONTACT NAME:** **PHONE (A/C, No, Ext):** **FAX (A/C, No):** **E-MAIL ADDRESS:**
CN115319700-AOS-GAWU-23-24	**INSURER(S) AFFORDING COVERAGE** — **NAIC #** **INSURER A :** Pacific Insurance Company Ltd. — 10046 **INSURER B :** N/A — N/A **INSURER C :** The Continental Insurance Company — 35289 **INSURER D :** The North River Insurance Co **INSURER E :** **INSURER F :**
INSURED River North Transit LLC. 114 5th Avenue, FL. 16 & 17 New York, NY 10011	

COVERAGES **CERTIFICATE NUMBER:** NYC-011847097-01 **REVISION NUMBER:** 7

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:			57 YR3 OH8332	10/01/2023	10/01/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ $ $ $ $ $	1,000,000 100,000 5,000 1,000,000 10,000,000 10,000,000
A	**AUTOMOBILE LIABILITY** ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY X Symbol 10 X Period 2 & 3			57 YR2 OH8333	10/01/2023	10/01/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ $ $	1,000,000
	UMBRELLA LIAB OCCUR **EXCESS LIAB** CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE AGGREGATE	$ $	
C D	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N: N **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		7034521992 (CO,CT,DC,FL,GA,IL,KY MD,MA,MI,NJ,NY,NC,PA,SC,TN, TX,UT VT,VA,WI) 408-743942-4 (CA)	10/01/2023 10/01/2023	10/01/2024 10/01/2024	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ $	1,000,000 1,000,000 1,000,000

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

Fort Pierce Redevelopment Agency c/o City of Fort Pierce are included as additional insured (except workers' compensation) where required by written contract.

See Acord 101

CERTIFICATE HOLDER

Fort Pierce Redevelopment Agency
c/o City of Fort Pierce
Attn: Risk Manager
100 N. U.S. Hwy 1
Fort Pierce, FL 34954-1480

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

Marsh USA LLC

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AGENCY CUSTOMER ID: CN115319700
LOC #: New York

ADDITIONAL REMARKS SCHEDULE

AGENCY	NAMED INSURED
MARSH USA, LLC.	River North Transit LLC 114 5th Avenue, FL. 16 & 17 New York, NY 10011
POLICY NUMBER	
CARRIER / NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Excess SIR applies per policy terms & conditions.

Workers Compensation - Independent Contractors
Carrier: Crum & Forster Specialty Insurance Company
Policy: US1846823/US08982
Effective Dates: 10/01/2023-10/01/2024
Limit: Employers Liability Each Accident: $1,000,000
Employers Liability Disease-Policy Limit: $1,000,000
Employers Liability Disease-Each Employee: $1,000,000

With Respect to Auto Liability
Period 1 - Symbol 11 - Limits - Bodily injury (per person) Limit $50,000, Bodily Injury (per accident) Limit $100,000, Property Damage Limit $30,000

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Appendix 2: Required Forms

The following forms are included in this section:

- Drug Free Workplace Certification
- Non-Collusive Form
- Public Entity Crimes
- Scrutinized Companies Certification
- References
- W-9 Taxpayer Identification Number
- Addendum No. 1

DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certified that River North Transit LLC does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under Bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employees community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

DocuSigned by:
Alex Lavoie
C7652978C824421...
Proposer's Signature

Date

NON-COLLUSION AFFIDAVIT
FOR PRIME BIDDER

STATE OF New York

COUNTY OF New York

Alex Lavoie, being first duly sworn, deposes and says:

That he is Manager
(a partner or officer of the firm, etc.)

the party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived or agreed directly or indirectly with any bidder or person, to put in a sham bid or to refrain from bidding, and has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference with any person, to fix the bid price of affiant or of any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the City of Fort Pierce, of the County of St. Lucie, or any person interested in the proposed contract; and that all statements in said proposal or bid are true.

River North Transit LLC
(Firm Name)

By: _____

Title: Manager

Subscribed and sworn to before me this 31st

day of, January 2024.

_____
Notary Public

My Commission expires: (Seal)

11/30/2027

SONJA WELCH
NOTARY PUBLIC, STATE OF NEW YORK
NO. 01WE0017262
QUALIFIED IN KINGS COUNTY
MY COMMISSION EXPIRES 11/30/2027

PUBLIC ENTITY CRIMES AFFIDAVIT
SWORN STATEMENT UNDER SECTION 287.133(3)(a),
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted by City of Fort Pierce
(Print name of the public entity).
by Alex Lavoie, Manager
(Print individual's name and title)
for River North Transit LLC
whose business address is 114 5th Avenue, FL 17, New York, NY 10011

(If applicable) its Federal Employer Identification Number (FEIN) is 611772337

(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: On the attached sheet). Required as per the IRS Form W-9.

2. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in paragraph 287.133(1)(a), Florida Statutes, means:
   a. A predecessor or successor of a person convicted of a public entity crime: or

   b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima tacie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133(1)(c), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **(Please indicate which statement applies.)**

X Neither the entity submitted this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July I, 1989.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, member, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July I,1989. However, there has been subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearing and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (**Attach a copy of the final order**)

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDEN I1F1ED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 F THE CALENDAR YEAR IN WHICH IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FWRIDA STATUTES, FOR CATEGORY TWO OR ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

_____
(Signature)

1/31/2024
_____
(Date)

STATE OF New York

COUNTY OF New York

PERSONALLY APPEARED BEFORE ME, the undersigned authority Alex Lavoie
(Name of individual signing)

Who, after first being sworn by me, affixed his/her signature in the space provided above on this

day 31st of January, 2024.

(NOTARY PUBLIC)

My Commission Expires: 11/30/2027

SONJA WELCH
NOTARY PUBLIC, STATE OF NEW YORK
NO. 01WE0017262
QUALIFIED IN KINGS COUNTY
MY COMMISSION EXPIRES 11/30/2027

CERTIFICTION REGARDING SCRUTINZED COMPANIES LISTS

Respondent Name: River North Transit LLC

Respondent's Authorized Representative Name and Title: Alex Lavoie, Manager

DocuSigned by:
Alex Lavoie
C7652978C824421...

Address: 114 5th Avenue, FL 17

City: New York State: New York Zip: 10011

Phone Number: (888) 501-7511 Respondent FEIN: 611772337

Email Address: courtney.halgren@ridewithvia.com

Section 287.135, Florida Statutes prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of any amount if, at the time of contracting or renewal, the company is on the Scrutinized Companies that Boycott Israel List, created pursuant to Section 215.4725, Florida Statutes, or is engaged in a boycott of Israel. Section 287.135, Florida Statutes, also prohibits a company from bidding on, submitting a proposal for, or entering into or renewing a contract for goods or services of $1,000,000 or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector Lists which were created pursuant to s. 215.473, Florida Statutes.

Certification:

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List. I further certify that the company is not engaged in a boycott of Israel. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

REFERENCES

RFP NO. 2024-007
ON DEMAND TRANSPORTATION SERVICES

Contact Person & Title	Carlos Cruz-Casas, Chief Innovation Officer
Email Address	cruzc@miamidade.gov
Phone No.	(786) 442-5248
Company Name	Miami-Dade County, FL (MetroConnect)
Mailing Address	111 NW 1st Street, Suite 920
City, State, Zip	Miami, Florida 33128
Type of commercial work contracted	Microtransit software and operations
Contact Person & Title	Jane Grogg, Director
Email Address	jgrogg@scgov.net
Phone No.	(941) 861-5507
Company Name	Sarasota County, FL (Breeze OnDemand)
Mailing Address	1660 Ringling Blvd.
City, State, Zip	Sarasota, FL 34236
Type of commercial work contracted	Countywide paratransit software, countywide microtransit software and operations
Contact Person & Title	David Stillman, Transit Manager
Email Address	davids@cupertino.org
Phone No.	(408) 777-3249
Company Name	Cupertino, CA (Silicon Valley Hopper)
Mailing Address	10300 Torre Avenue
City, State, Zip	Cupertino, CA 95014
Type of commercial work contracted	Microtransit software and operations

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

Requester's name and address (optional)

6 City, state, and ZIP code

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

			–			–				

or

Employer identification number

		–							

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here **Signature of U.S. person ▶** DocuSigned by: Erin Abrams F89EDB5082754FA... **Date ▶**

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

February 1, 2024

CITY FORT PIERCE

ON-DEMAND TRANSPORTATION SERVICES (REBID
BID NO. 2024-019

ADDENDUM NO. 1

The purpose of this addendum is to respond to questions submitted by potential proposer for clarification of the bid specifications:

1. **QUESTION:** Will the City allow responders to use virtual signatures for online submissions rather than manual as outlined in section 3?

ANSWER: **Yes**

2. **QUESTION:** I was just going over the Re-bid documents are you all looking to add more carts or possibly Teslas/ Scooters?

ANSWER: **Not at this time.**

All other conditions of this bid remain the same.

Please acknowledge receipt of this addendum and include it with your submittal.

Signature: DocuSigned by: Alex Lavoie C7652978C824421... _____
Manual

Signature: Alex Lavoie _____
Typed or Printed

Company Name: River North Transit LLC _____

Address: 114 5th Avenue, FL 17, New York, NY 10011 _____

_____

Date: _____

/lh

ON-DEMAND TRANSPORTATION SERVICES

RFP 2024-019



FORT PIERCE
REDEVELOPMENT AGENCY

PILOT PROGRAM

A Year in Review





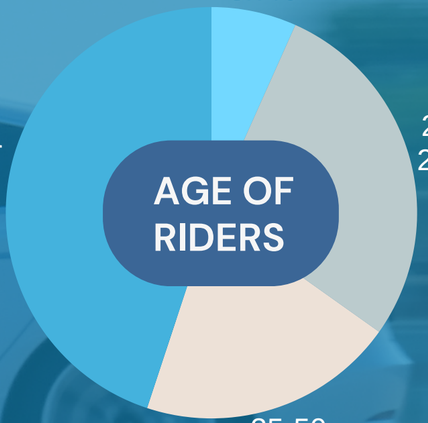


APP RIDES
7,482

TOTAL RIDES
10,029

FLAG DOWN
2,018

DISPATCH
529



Evaluation Criteria



TAB 1: LETTER OF SUBMITTAL
40 POINTS

Includes introduction, company qualifications, company information, references and cost



TAB 2: MANAGEMENT PLAN
20 POINTS

Team Structure, Standard operating procedures, timeline, marketing strategy and Customer Service complaints plan



TAB 3: TECHNICAL PLAN
20 POINTS

Vehicles standards, hours of operation, data dashboard and mobile app



PROGRAM PLAN
20 POINTS

Ability to Meet Project overview (FPRA Plan & Economic Development Impact)

Cumulative Evaluation

RESPONDENTS	Evaluator #1	Evaluator #2	Evaluator #3	TOTAL
Beefree, LLC dba Frebee Miami, FL	95	95	100	**290**
Council on Aging of St. Lucie, Inc Port St. Lucie, FL	75	98	85	258
HBSS Connect Corp. Lowell, MA	70	90	85	245
River North Transit, LLC New York, NY	90	90	91	271

Recommendation

Award RFP to highest ranked respondent, Beefree, LLC; and authorize staff to enter negotiations for a period of 90 days.



FPRA Regular Meeting - 5:05 p.m. **9. a.**

Meeting Date: March 12, 2024

Re: FPRA Programs & Activities Summary

Submitted For: Nick Mimms, City Manager, City Manager

SUBJECT:

FPRA Programs & Activities Summary

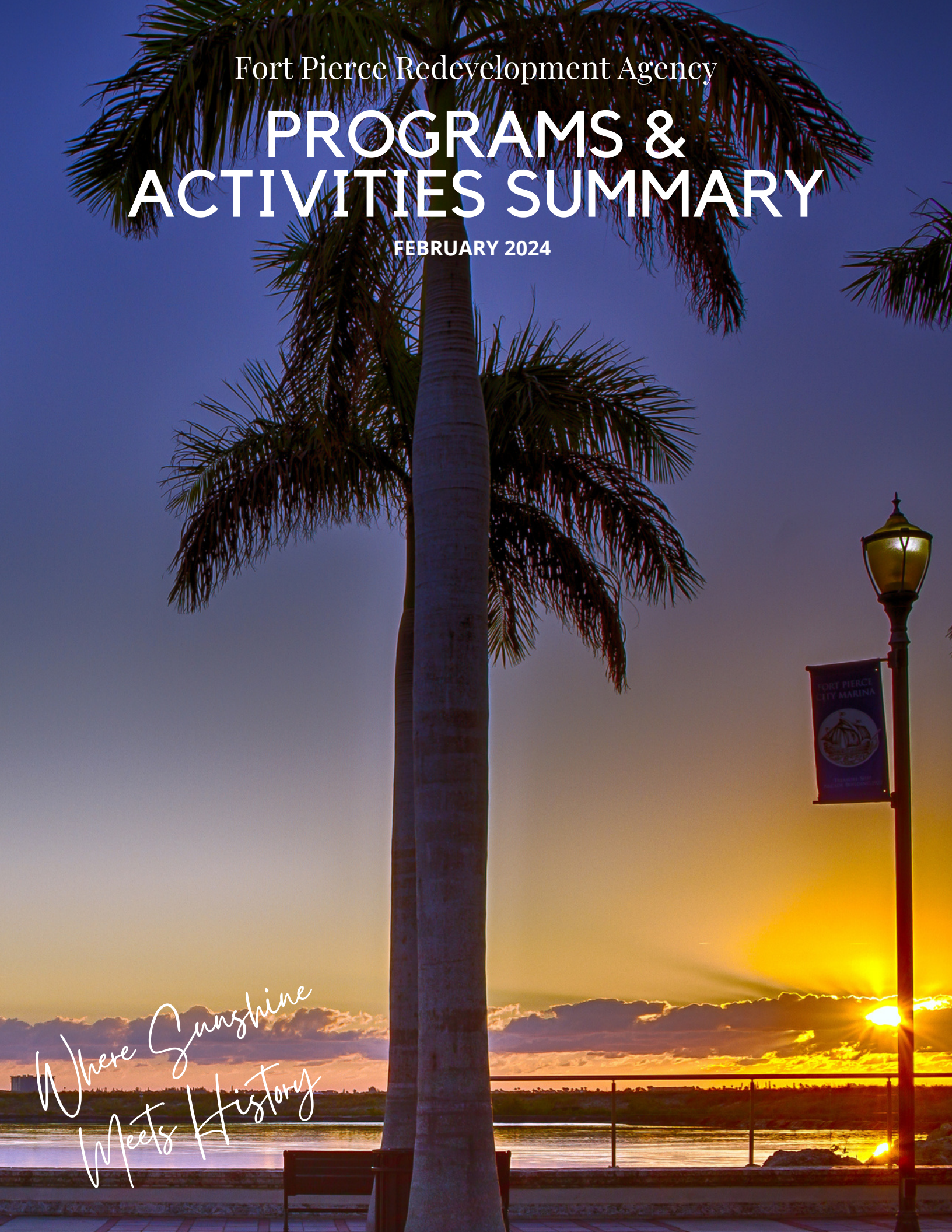
Attachments

FPRA Programs & Activities Summary

Fort Pierce Redevelopment Agency

PROGRAMS & ACTIVITIES SUMMARY

FEBRUARY 2024



Where Sunshine Meets History

King's Landing

Over ten years ago, the City demolished the old H.D. King Power Plant and spent the last decade cleaning up the 7-acre site. The City of Fort Pierce and Fort Pierce Redevelopment Agency worked tirelessly for years to find the right redevelopment project for the former H.D. King Plant site in Downtown Fort Pierce and in 2019, history was made. Following a competitive bid process, the FPRA Board selected Audubon Development as the highest ranked bidder in June 2019. The redevelopment of the former H.D. King Power Plant Site remains a top priority for the City of Fort Pierce and FPRA. The development agreement with Audubon Development for the $85-million-dollar King's Landing mixed-use development was executed in November 2019. Although the time provisions were extended due to the COVID-19 Pandemic, both parties worked together to complete all obligations in the agreement.

On February 7, 2022, the City Commission approved the site plan and all necessary development review applications for King's Landing. On March 8, 2022, the FPRA Board passed a resolution to convey the eleven parcels to Audubon Development and the FPRA executed the warranty deed transferring the parcels to Audubon Development.
Audubon Development is responsible for meeting all benchmarks and deadlines as outlined in the amended and restated agreement that was executed on February 8, 2022. Audubon subsequently began the subsurface debris removal process with a $170,000 contribution from the FPRA and applied for building permits for the Phase I infrastructure by the deadline of August 22, 2022.

Scan QR code for recent news article about the project.

In tandem with the development of King's Landing, the City partnered with the Fort Pierce Utilities Authority and Economic Development Council to apply for a Florida Job Growth Grant through the Florida Department of Economic Opportunity. On August 30, 2022, Governor Ron DeSantis awarded the City of Fort Pierce a $2.7 million Florida Job Growth Grant to help fund infrastructure improvements in Downtown Fort Pierce. The critical infrastructure improvements include water, wastewater, electric, fiber, natural gas, roadway and sidewalk improvements. The infrastructure upgrades will stimulate more than $72 million of private investment on along Indian River Drive. Audubon Development recently received approval from the Planning Board and City Commission for the final plat of the Villas at King's Landing. This approval was needed as the Villas have been redesigned with rear-load garages and will now accommodate ten homes instead of the original eight.

Amended Development Timeline

PHASE 1

September 20, 2023: Commence Construction
February 5, 2026: Complete Construction

PHASE 2

March 18, 2024: Apply for Building Permit
June 16, 2024: Commence Construction
December 2, 2026: Complete Construction

Downtown Master Plan

This engagement has sparked a renewed interest in Downtown Fort Pierce and a shared commitment to making it a vibrant and thriving hub of activity and growth.

In March 2022, the Fort Pierce Redevelopment Agency approved S&ME's proposal and initiated the Downtown Master Plan. The community was invited to participate in a series of interactive events in June 2022 as part of the Downtown Master Planning process. During the week, a team of design experts met with stakeholders like local citizens, businesses, community groups, and property owners to develop a shared vision for the future of Downtown Fort Pierce and adopt an implementation strategy to guide development. As part of this effort, the public had three opportunities to collaborate and share their ideas with the project team as well as to learn more about the Downtown Master Planning process. Stakeholders were also encouraged to provide their feedback online by visiting the Downtown Master Plan project website. This interactive platform allowed community members to share insights by taking a brief survey; commenting on development, mobility, arts and culture, and green space on an interactive map; and prioritizing spending with a budget game.

The final Downtown Master Plan was accepted by the FPRA Board in November 2022. The plan has created a sense of excitement among citizens and garnered significant interest from various community groups and HOAs.

The FPRA also incorporated the phase I projects into the FPRA Capital Improvement Plan for funding and implementation. This plan has set the stage for the FPRA to apply for a variety of funding opportunities and grants. By providing a clear and comprehensive vision for the future of Downtown Fort Pierce, the plan has given the FPRA the necessary information and imagery to successfully secure competitive grants.

The success of the Downtown Master Plan has not only stimulated much-needed progress but also ignited a sense of pride and optimism in the community. By leveraging the power of the Downtown Master Plan, the FPRA can attract valuable resources to help create a vibrant community that all residents and visitors can enjoy.

RFQ 2024-005 was issued on October 15, 2023 to solicit Statements of Qualifications from professional firms qualified to provide design and consulting services in a variety of disciplines for the purpose of providing services to support the implementation of City plans, projects, and initiatives such as the FPRA Redevelopment Plan, Comprehensive Plan, Capital Improvement Plan and Downtown Master Plan. The City desires to pre-qualify licensed professional consultants under continuing services contracts conforming to the stipulations outlined with Chapter 287.055 of the Florida Statutes, also known as the "Consultant's Competitive Negotiation Act", or CCNA. Once vendors are selected, the FPRA will request scopes of work from the qualified firms to further develop the concepts and ideas presented in the Downtown Master Plan, as approved in the 2024 Project Based Budget and FPRA Capital Improvement Plan. **23 responses were received. The responses will be evaluated on February 2, 2024 and recommendations to award will be presented to the City Commission.**

Fisherman's Wharf

Fisherman's Wharf is located at the southern end of the Port and only a quarter mile from the former King Plant site, acts as a buffer between the working port area and historic Downtown Fort Pierce. It is currently underutilized and represents a significant opportunity to create a destination waterfront development in the Fort Pierce Redevelopment Area. In early 2020, the Fort Pierce Redevelopment Agency (FPRA) embarked upon a two-phase solicitation process - Request for Qualifications and Request for Proposals - for the redevelopment of Fisherman's Wharf. The goal for the redevelopment is to create a unique place where people will visit and gather to shop, dine, work, and live. Retaining waterfront accessibility to all residents and visitors and enhancing the waterfront for public use is a top priority while also achieving redevelopment of the parcels that will add to the tax base and stimulate the economic activity in the redevelopment area.

The FPRA ultimately executed a development agreement with the highest ranked proposer, Pierce 1 Marina, to develop a $26 Million mixed-use project including a state-of-the-art automated dry stack boat storage facility, restaurants, water taxi, marina, residential and retail. Throughout 2021 and 2022, both parties worked on their respective obligations per the agreement. The FPRA Board, City of Fort Pierce and Pierce 1 Marina have since executed several amendments to the agreement to extend the deadlines in the agreement for the City to cure title and survey objections raised by the developer.

The City Commission and FPRA Board approved a fourth amendment to extend and toll the time periods in the agreement for 12 months.

Infill Lien Reduction Program

In January 2022, the City launched an Infill Lien Reduction Program to encourage new construction on vacant property throughout the entire city. The program promotes reinvestment and revitalization of vacant infill properties by providing the property owner relief from the liens levied prior to their ownership in exchange for the development of that vacant parcel. To be eligible for the program, the property must be an infill vacant lot within the city limits of Fort Pierce with no active code enforcement or nuisance abatement cases against it.

The applicant must also affirm that they were not an owner or affiliated in any way with the property at the time the liens were originally recorded. Via development agreement, the City will waive all soft costs associated with the liens and provide a 50% refund of the hard costs paid. There will be specific time parameters associated with obtaining building permits and completing the new residential construction to be eligible for the refund.

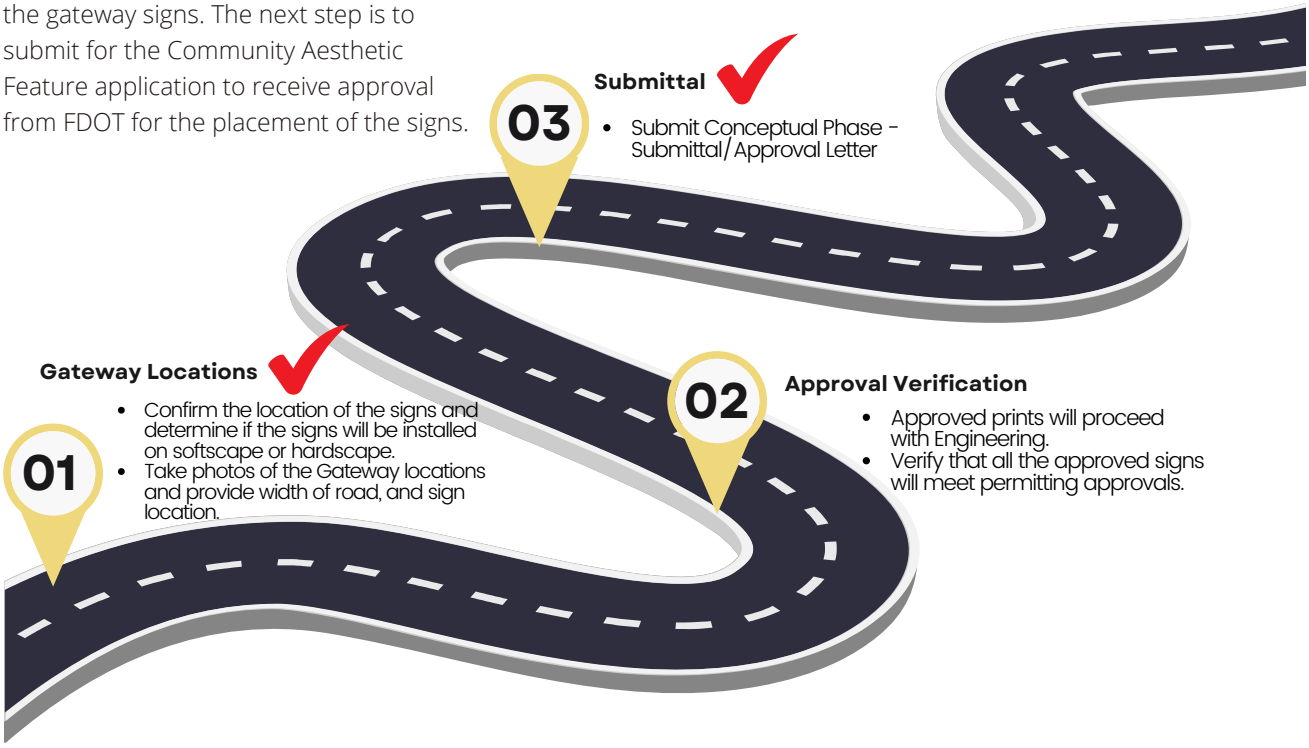


Wayfinding

The City of Fort Pierce/Fort Pierce Redevelopment Agency issued a Request for Proposals (RFP) for the design, permitting, production, and installation of various types and quantities of wayfinding signs throughout the city. RFP 2023-010 was issued on December 28, 2021 and ten (10) proposals were received by the deadline of February 21, 2023.

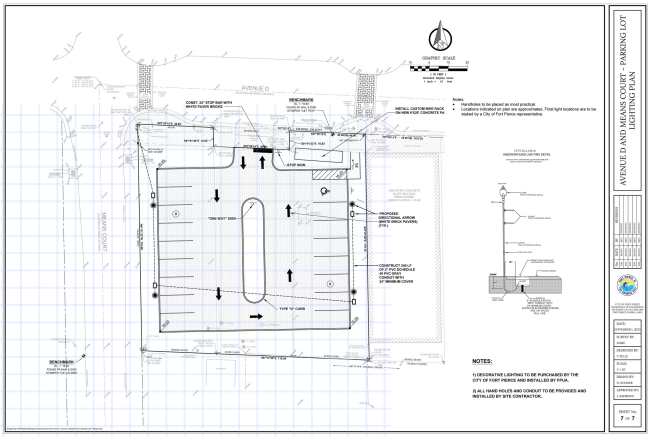
Staff received authorization to negotiate a contract with the highest ranked respondent, Don Bell Signs, Inc. of Port Orange, Florida for a Comprehensive Wayfinding Program consisting of approximately 62 sign assets (Gateway/Entrance Signs, Wayfinding Directional Signs, District Brand Signs and Public Parking Signs) on May 9, 2023. Staff has received final design locations for the gateway signs. The next step is to submit for the Community Aesthetic Feature application to receive approval from FDOT for the placement of the signs.



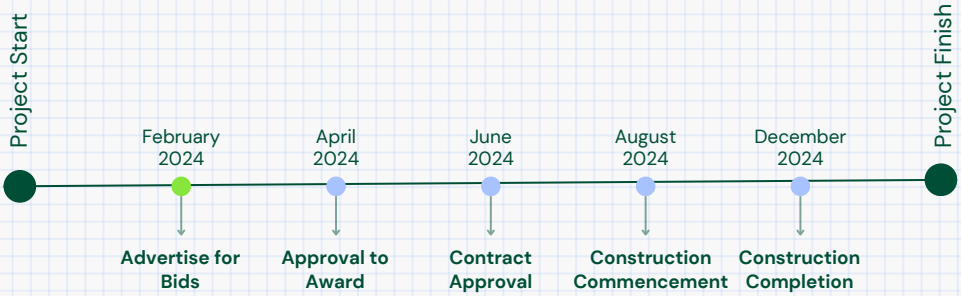



SUNRISE THEATRE
SUUNRISE THEATRE ON THE VERGE CONCERT SERIES
PRESENTS-THE AJ GHENT BAND
FRIDAY MARCH 30 TH@8PM IN THE BLACK BOX
DOWNTOWN
FORT PIERCE
Step into History
Step into Fort Pierce

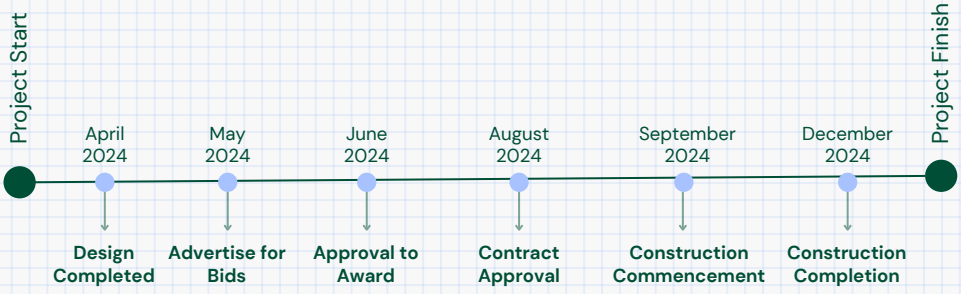
Parking Infrastructure



Project Timeline
1200 Avenue D



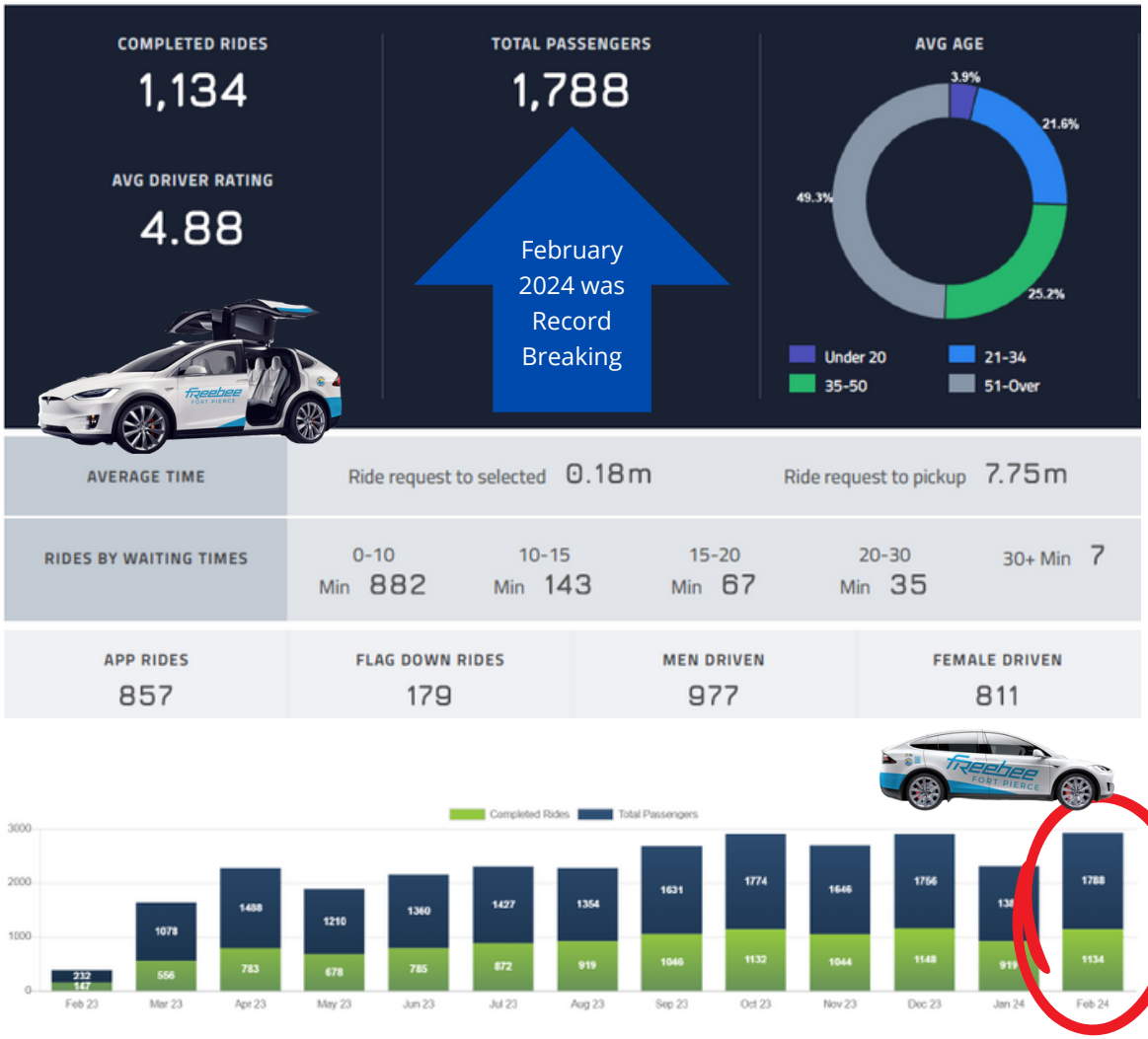
Project Timeline
JC Penney Parking Lot



Freebee

Zone Summary

February Ridership



On-Demand Transit Services

The evaluation committee evaluated the 4 submittals, staff will be going before the FPRA board with recommendations to award to the highest ranked respondent.

In August, 2023, the FPRA Board voted in favor of issuing a Request for Proposal (RFP) from qualified firms for on-demand transportation services to enhance ride share services and transport users within the FPRA Boundaries. This Program will include short-distance on-demand electric vehicle services within the FPRA limits, and this will be free to the users.

The FPRA issued the Request for Proposals for a more long term on-demand transit service provider to continue and expand the service after the pilot program expires.

Proposals were due February 7, 2024 and four (4) proposals were received.

Surplus Property

The restoration of Fort Pierce's neighborhoods is a key strategy to revitalizing the Fort Pierce Redevelopment Area (FPRA). An effective strategy to accomplish this goal is by selling surplus property owned by the FPRA. When the FPRA Board formally designates a property as surplus, it will be put up for sale to the public through a Request for Proposals (RFP) process. This will allow interested parties to submit their proposals for the development or utilization of the surplus property, thereby contributing to the overall revitalization efforts of the area. At the FPRA Board meeting on November 14, 2023, the FPRA Board approved resolutions authorizing the sale and development agreements for 424 Douglas Court, 426 Douglas Court, and 612 N 25th Street. The City Attorney is currently in the process of preparing closing documents for the title company. The sale of these three surplus properties is still pending and we will provide an update once the transfer of title is complete.

The evaluation criteria used by the City to assess proposals will include, but are not limited to, the following factors:

- Proposed improvements or utilization of the property.
- Project timeline for the development
- The economic impact the proposed project may have on the area.
- The experience of the developer or the narrative from the owner/occupant, if applicable.



Commercial Façade Grant

The primary objective of the Fort Pierce Redevelopment Agency (FPRA) Commercial Façade Grant is to promote the revitalization of commercial corridors within the FPRA district. The grant's primary objective is to encourage private investments that will enhance the overall look of buildings and properties, while also addressing issues related to blight and non-conforming design standards.
By participating in this program, property owners and businesses are motivated to enhance the visual appeal of their establishments, leading to a positive impact on property values, higher tenant occupancy rates, and fostering economic development.

The FPRA Board reviewed the recommendations made from the CRA Advisory Committee for the Commercial Façade Grant at their February 13, 2024, meeting. They approved the following property for funding:

- St Lucie Sheriff PAL – 2203 Orange Ave - $15,000

The program will be open for new applications in March 2024.

Paint Program

The FPRA Paint Program was established to encourage commercial and residential property owners to improve the exterior of their structures. The purpose of this program is to brighten and transform both residential and commercial properties situated within the FPRA District. The program offers financial support in the form of a reimbursable grant, providing up to $1,000 per home or business to cover the expenses related to exterior paint and paint supplies.

The FPRA Paint Program is successfully achieving the goals by helping property owners to revitalize and renovate their commercial and residential properties within our district. This program sets in motion the catalytic effect of making neighborhoods more welcoming and enticing to visitors, residents, and potential homebuyers.



"The FPRA Paint Program is one of the best things I've ever seen the City of Fort Pierce do. Helping Fort Pierce business owners and residents make their properties beautiful is an amazingly smart adventure to go on. Its programs like these that energize the people that come through our city."

Jim Goertler

We have approved a total of thirty-seven properties for reimbursement, totaling $29,164.33. As a result, we currently have $20,835.67 remaining funds for the program.

Out of the approved properties, eighteen are commercial and nineteen are residential.

Our ultimate goal is to create a thriving and vibrant community that becomes a sought-after destination for both businesses and residents.



123 N 14TH ST





The Commercial Sign Program remains open for application submissions.



Commercial Sign Program

As part of the commitment to increase local business awareness, economic productivity, and the overall visual appeal of the Fort Pierce Redevelopment Agency (FPRA), the FPRA has launched the Commercial Sign Grant Program. This program encourages property owners to upgrade their signage, replacing old and outdated ones with modern and visually appealing signs. Upgrading signage is not only more aesthetically attractive for the residents and visitors in our community but also increases the brand exposure of businesses to improve the chances of new customer acquisition and repeat business.

The program provides financial assistance by offering a reimbursable grant of up to $5,000 per property. This grant is being offered to existing businesses and can be used towards a new sign or to upgrade and replace old and outdated signs with modern and visually appealing signs.

The property must be located within the FPRA District to be eligible for this program. The funds will be distributed on a first-come, first-served basis until all funds are depleted.

We have approved three applications for reimbursement totaling $11,994.00.

The last commercial property that was approved was located at 117 N 5th Street the property owner is James Goertler. These applicants completed their Commercial Sign projects and successfully met all the requirements.

Interior Uplift Grant

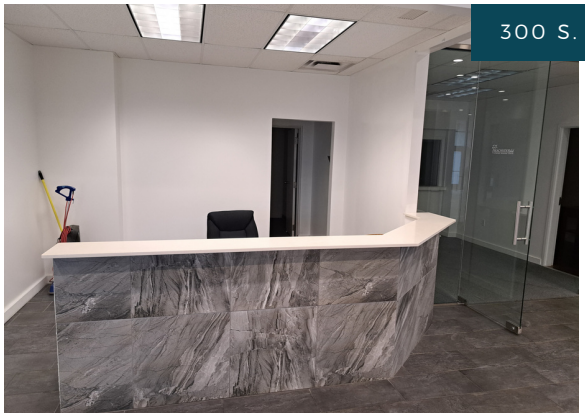
The Fort Pierce Redevelopment Agency (FPRA) Commercial Interior Uplift Grant is a program offered to commercial property owners and businesses for interior upgrades. The primary focus of this initiative is to address the degraded building systems and contribute to the long-term economic sustainability of the property. Our goal is to eliminate functional obsolescence, remedy deterioration, and enhance the energy efficiency of existing buildings within the FPRA District.

By bringing these buildings up to current building codes and making them more suitable for occupancy, we strive to improve the overall appeal and viability of the area and contribute to the revitalization of the FPRA District.

The Interior Uplift Grants were awarded on August 9, 2022, to the following properties 616 Atlantic Avenue, 118 N 9th Street, 709 S 5th Street, 300 S 6th Street, and 710 Orange Avenue. The recipients were given 18 months to complete their projects and submit their requests for reimbursement.

The grantees listed above have completed their Interior Uplift Grant projects and submitted their requests for reimbursement.

300 S. 6TH ST.







Old St. Anastasia



Exterior Restoration

On August 8, 2023, through a competitive bid process, the Fort Pierce Redevelopment Agency (FPRA) selected Innovative Masonry Restoration, LLC (IMR) as the contractor to restore the exterior structure of the Old St. Anastasia Catholic School Building. The building is situated on 10th Street and Orange Avenue, and the FPRA Board has allocated a budget of $588,168.46 for the exterior restoration. As part of the pre-construction activities, IMR recently completed a conditions assessment and with additional feedback from the FPRA Board, an update will be presented at the next meeting. Other aspects of the pre-construction phase include submitting applications for a certificate of appropriateness through the City's planning department and obtaining building permits.
The project's objective is to enhance the community's aesthetic appeal while also eliminating slum and blight. The restoration will entail repairing and revitalizing the building's exterior to resemble its original appearance.

Future Site Redevelopment

At the November 14, 2023, FPRA Board Meeting, the FPRA Board directed staff to develop a Request for Proposals (RFP) for the interior rehabilitation of the Old St. Anastasia building with the option of redeveloping the adjacent vacant land. Staff is expecting to complete the RFP by the first quarter of 2024.





PAD Mural Program

The Fort Pierce Redevelopment Agency (FPRA) has successfully secured three properties for murals located at 526 Ave A, 717 Orange Ave, and 117 N. 5th St. Interested artists may apply by submitting their applications online via the PAD Mural Program webpage until March 13, 2024. The deadline for completion of the murals is the summer of 2024. The Peacock Arts District (PAD) continues to expand with more artwork and an increasing number of properties and artists collaborating to support this initiative. Through the power of art, we aim to attract positive attention, promote economic development, and enhance the aesthetic appeal of the area.

For additional program details and artist applications, please visit

PEACOCK ARTS DISTRICT


LINCOLN
PARK
Explore the Rich Heritage of Fort Pierce

Oaks at Moore's Creek

The 15 new single-family homes will be located on Means Court, between Avenue B and Moore's Creek. Phase II will offer potential first-time home buyers four different residential models. The models are all 3 bedroom, 2 baths ranging from 1200 square feet to 1700 square feet. The homes will sell between $289k-$349k and will be sold to first-time homebuyers who are income eligible.

With the completion of the infrastructure and the closing on the Oaks at Moore's Creek property, the City of Fort Pierce/Fort Pierce Redevelopment Agency have met the contractual obligations of the Development Agreement with OMCII, LLC. The developers are continuing to identify potential homebuyers for the proposed 15 single-family housing units.

The Developer has acquired the project site and initiated pre-construction activities, including geotechnical testing and surveying. Building permits for lots 4, 5, 6, and 7 have been fully paid, with lot 11's permit expected to be paid soon. Purchase and Sale Agreements are being executed for lots 6 and 11. The Developer is awaiting construction financing closure for lot 6 and is seeking alternative funding sources to increase construction speed. Efforts are ongoing to engage potential homebuyers and market the affordable housing project to major city employers.

Highwaymen Museum

The City of Fort Pierce was awarded an African American Cultural and Historical Grant from the Department of State in the amount of $483,662 for the renovation of the Jackie L. Caynon Building to create the City of Fort Pierce Florida Highwaymen Museum. Slated to open in January 2024, the museum, honoring historic African American Highwaymen artists, will showcase works of art that originated in Fort Pierce. The project will be presented to the Historic Preservation Board in January 2024 because the building is located in Lincoln Park, a historical district. Work on the renovation project is expected to begin soon as project contractors are finalizing the plans for submission to the Building Department for permitting, the fire suppression plan has received approval from the St. Lucie County Fire District and the plan received approval from the Historic Preservation Board.

Permit applications for the Highwaymen Museum Project, including the fence, generator, fire alarm, and fire sprinklers have been submitted. The fire system plans are under review by the Fire Department, and the building improvements are expected to be completed by July 31, 2024. Once the permits are issued, the contractor estimates it will take three months to complete the project.

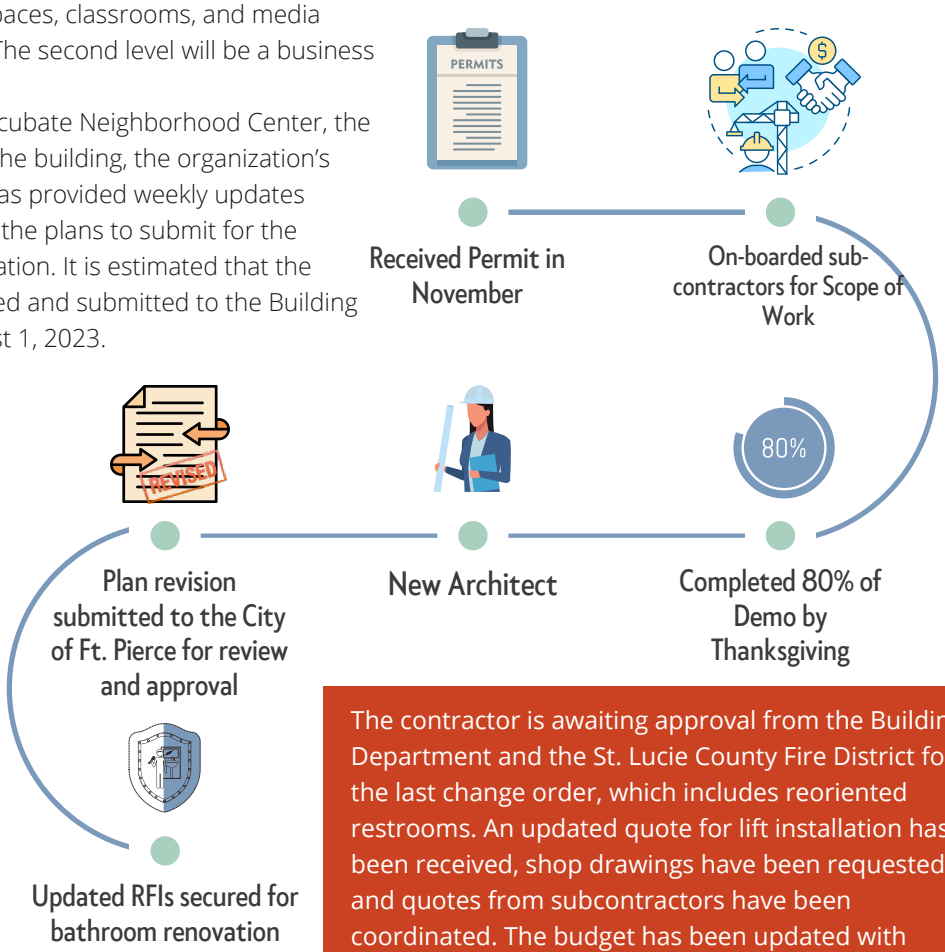


Incubate Neighborhood Center

The project, proposed by the Incubate Neighborhood Center, to transform the historically significant Means Court Center into a multi-service community resource hub that offers classes to help startup companies and entrepreneurs develop their businesses as well as homeownership, workforce development, and financial-lending programs. The multi-purpose facility will provide space for co-located nonprofits to offer social services in one central location on the first level, along with meeting spaces, classrooms, and media production facilities. The second level will be a business incubator.

Since meeting with Incubate Neighborhood Center, the primary occupant of the building, the organization's design professional has provided weekly updates regarding developing the plans to submit for the Change of Use application. It is estimated that the plans will be completed and submitted to the Building Department by August 1, 2023.

In November, Incubate Neighborhood Center received its permit to begin Phase I of the organization's proposed improvements to the Means Court Center. The work involves renovations to the first floor to include the installation of ADA accessible restrooms and an elevator lift to provide ADA access to the second level of the facility. The work is projected to be completed in March 2024.



The contractor is awaiting approval from the Building Department and the St. Lucie County Fire District for the last change order, which includes reoriented restrooms. An updated quote for lift installation has been received, shop drawings have been requested, and quotes from subcontractors have been coordinated. The budget has been updated with current quotes, with the final ones from HVAC and Elevator contractors still pending.

The ROOT

The ROOT, which stands for Recognizing Ourselves and Others Together, is a concept led by Lincoln Park Young Professionals that involves the concept to create a nonpermanent outdoor venue for community gatherings. It will feature classrooms, a library, a kitchen, an area for entertainment, food truck vendors, a sound booth, and pop-up events for local small business owners. The proposed concept involves the creation of an open-air community engagement space utilizing repurposed shipping containers.
Lincoln Park Young Professionals are working with Remnant Construction, the new contractor of record for the project, to determine how much progress was made and what work has been done by and the previous contractor.

Once this review is complete, the organization will be able to ascertain how work still needs to be done and what permits are needed to complete the project. Construction site fencing has been installed at 1134 and 1138 Avenue D, signaling the commencement of work.

The contractor met with the Building Department to develop a revised scope of work for the project that will receive successful approval. Once the building permit is approved, the project is expected to resume with a streamlined Phase 1 and an anticipated duration of 60 days.

Avenue D Model Block Project

Through a multi-agency partnership, St. Lucie County Government, the City of Fort Pierce, and the Fort Pierce Redevelopment Agency (FPRA) are working together to bring a mixed-use development with affordable housing to the Lincoln Park District. The proposed site consists primarily of county-owned parcels located at Ave. D and 7th Street and a few parcels belonging to the City and FPRA.
In April of 2023, the County, City, and FPRA entered into an interlocal agreement and issued a Request For Information (RFI) through the County's Procurement Department to obtain input from members of the real estate development community to gauge general interest toward the creation of a Request for Proposal (RFP).

On January 7, 2024, the County published an RFP for the Moore's Creek/Ave D Model Block Redevelopment Project. The RFP closed February 7, 2024 and the County received one response. County and City staff are in the process of scheduling meetings to determine the next steps.

Sunrise Theatre

February 2024 brought an array of captivating events to the cultural hub of Fort Pierce. Throughout the month, the theatre showcased diverse performances that left a lasting impact to audiences of all ages.

Visit the link below for tickets

https://sunrisetheatre.com











DOWNTOWN
DETAIL

During the month of February 2024, there were a total of 20 FPRA details worked for the downtown area. There were 54 calls for service during the detail times. The top three activities logged were traffic stops, patrols, and responding to suspicious persons.

During this time 6 case reports were completed.

- One case involved a traffic stop resulting in an arrest for battery on law enforcement.
- Two cases involved drunken activity resulting in a Marchman Act.
- One case involved a victim reporting a stolen bicycle.
- Two cases involved traffic accidents with no serious injury.

Table 1 - Calls for service in Downtown area

Nature	Calls
VEHICLE OR TRAFFIC STOP	12
CLOSE PATROL	7
SUSPICIOUS PERSON	7
CONDUCT INVESTIGATION	5
DISTURBANCE	5
ANIMAL RELATED	4
FOOT PATROL OR PARK AND WALK	3
ASSIST TO MOTORIST	2
TRAFFIC ACCIDENT	2
DRUNK PEDESTRIAN	1
FIRE	1
FLAGDOWN	1
LARCENY	1
SICK/INJURED PERSON	1
TRESPASSING COMPLAINT	1
UNKNOWN	1
Total	54

Table 2 – Incident Date and Time

Incident	Date	Time
Suspicious Person	02/02/24	9:06 PM
Drunk Pedestrian	02/09/24	11:48 PM
Traffic Accident	02/10/24	8:11 PM
Bicycle Theft	02/11/24	9:12 AM
Traffic Accident	02/17/24	3:11 PM
Traffic stop	02/25/24	12:56 AM

Map 1 - Calls for service in Downtown area



PATROL AREA

The Downtown area is east of US1, between Seaway Drive and Citrus Avenue with extra patrol of the Galleria (Orange / Avenue 2nd Street) and the alleyways between 113 and 121 N 2nd (Kraaz and Kraaz Building and FRLS building).

HOURS OF PATROL

Fridays
6:30pm – 2:30am

Saturdays
8:00am – 2:00pm
3:00pm – 9:00pm
9:00pm – 3:00am

Sundays
8:00am – 12:00pm

JETTY PARK
DETAIL

During the month of February 2024, there were a total of 12 FPRA details worked for the Jetty Park area. There were 21 calls for service during the detail times. The top three activities logged were patrols, recovering property, and responding to flagdowns.

During this time 4 case reports were completed.

- One case involved a trespassing complaint.
- One case involved assisting a with a citizen flagdown.
- One case involved recovering property.
- One case involved a traffic accident with no serious injury.

Table 1 - Calls for service in Jetty Park area

Nature	Calls
FOOT PATROL OR PARK AND WALK	4
CLOSE PATROL	3
FLAGDOWN	2
RECOVERED PROPERTY	2
ANIMAL RELATED	1
BOAT OR WATER RELATED	1
CONDUCT INVESTIGATION	1
DISTURBANCE	1
DRUNK PEDESTRIAN	1
SUSPICIOUS INCIDENT	1
SUSPICIOUS PERSON	1
SUSPICIOUS VEHICLE	1
TRAFFIC ACCIDENT	1
UNWELCOME PERSON	1
TOTAL	21

Table 2 – Incident Date and Time

Incident	Date	Time
UNWELCOME PERSON	02/24/24	5:27 PM
TRAFFIC ACCIDENT	02/16/24	11:29 PM
RECOVERED PROPERTY	02/10/24	10:20 PM
FLAGDOWN	02/10/24	1:57 PM

PATROL AREA

Off-duty officers assigned to patrol Jetty Park and its surrounding areas are responsible for ensuring the safety and security of park visitors, the parking lots, Jetty boardwalk, beach area, and adjacent businesses.

HOURS OF PATROL

Fridays
7:00pm – 1:00am
Saturdays
8:00pm – 2:00am
Sundays
6:00pm – 12:00am

Map 1 - Calls for service in Jetty Park area



School Resource Officers





SRO Mary Stephens Dan McCarty Middle School

Officer Stephens continues to mentor Dan McCarty students. She continues to create connections with the students through conversations, actions and relationship building. Officer Stephens completed four threat assessments that contributed to safety of staff and students. Dan McCarty Middle School participated in the monthly drills. Officer Stephens is currently working a Campus Crime Watch Program to help the students understand the value of speaking up and reporting suspicious activity.

Training attended by SRO's during October related to SRO

Officer Goz and Officer Stephens attended department bike training and vehicle operations training. Officer Goz completed web-based training for Civilian Response to Active Shooter Events Instructor. Honor Guard Training (Stephens) and Drone Operator Training (Goz).

SRO Jorge Goz C.A. Moore

Officer Goz continues to be a positive role model through mentoring his 4th and 5th grade Safety Patrol. Officer Goz completed school drills required for the month. Officer Goz had no threat assessments in the month of February. Officer Goz also continues providing students in need with food for the weekend through the partnership of Grace Pack, food bank and donations. Officer Goz initiated a Safety Campus Meeting called See Something – Say Something. During this month Safety Patrol attended the first meeting where we discussed C.A Moore campus concerns, St. Lucie County Fair Safety and properly reporting suspicious information to a trusted adult.

SRO Backup Alberto Delgado

Officer Delgado covered both Dan McCarty Middle School and C.A. Moore Elementary in the month of February. As Officer Stephens attended Honor Guard training and Officer Goz attended a Drone Unit Conference. Officer Delgado familiarized himself with staff and students and is available to assist when necessary.



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