

Exhibit L
References Form

#1 Agency	Hamilton County Department of Job and Family Services
Address	222 East Central Parkway
City,State,ZIP	Cincinnati, Ohio 45202
Contact Person	Kevin Holt
Telephone	(513) 946-2132
Date(s) of Service	January 2010 to Present
Type of Service	Transit Services
Comments:	
#2 Agency	City of Lancaster
Address	746 Lawrence Street
City,State,ZIP	Lancaster, Ohio 43130
Contact Person	Carrie S. Woody
Telephone	(740) 687-6858
Date(s) of Service	January 2011 to Present
Type of Service	Transit Services
Comments:	
#3 Agency	City of Valparaiso
Address	166 Lincolnway
City,State,ZIP	Valparaiso, Indiana
Contact Person	Tyler Kent
Telephone	(219) 462-1161
Date(s) of Service	September 2010 to Present
Type of Service	Transit Services
Comments:	

THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL

Exhibit L
Conflict of Interest Disclosure Form

I HEREBY CERTIFY that

2. I (*printed name*)
Alaina Macia _____ am the
(*title*) President and CEO _____ and the duly authorized representative of the firm of
(*Firm Name*) Ride Right, LLC _____ whose address is
16 Hawk Ridge Drive, Lake St. Louis, MO 63367 _____,
and that I possess
the legal authority to make this affidavit on behalf of myself and the firm for which I am acting; and,

2. Except as listed below, no employee, officer, or agent of the firm have any conflicts of interest, real or apparent, due to ownership, other clients, contracts, or interests associated with this project; and,

3. This proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same services, and is in all respects fair and without collusion or fraud.

EXCEPTIONS (List)

Signature: Alaina Macia

Printed Name: Alaina Macia

Firm Name: Ride Right, LLC

Date: 4/21/11

Sworn to and subscribed before me this 21st day of April 2011

Personally Known X
OR Produced Identification _____, Type of Identification _____

My Commission Expires 8/19/2012

Gina M. Vogel
(Printed, typed or stamped commissioned name of notary)

GINA M. VOGEL
Notary Public - Notary Seal
St. Louis County
STATE OF MISSOURI
My Commission Exp: 8/19/2012
#08561446

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Compliance with Public Records Law Form

Upon award recommendation or ten (10) days after opening, submittals become "public records" and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes. Proposers must invoke the exemptions to disclosure provided by law in the response to the solicitation, and must identify the data or other materials to be protected, and must state the reasons why such exclusion from public disclosure is necessary. The submission of a proposal authorizes release of your credit data to the County.

If you submit information exempt from public disclosure, you must identify with specificity which page(s)/paragraph(s) of your proposal package is (are) exempt from the Public Records Act and identify the specific exemption section that applies to each. The protected information must be submitted to the County in a separate envelope marked accordingly.

By submitting an offer in response to this solicitation, you specifically agree to defend and indemnify the County, and its officers, employees and agents, and hold them harmless from any claim or liability and defend any action brought against them for their refusal to disclose copyrighted material, trade secrets or other proprietary information to any person making a request therefore.

Company Name: Ride Right, LLC

Authorized representative (printed): Alaina Macia

Authorized representative (signature): *Alaina Macia*

Date: 4/21/11

Project Number: RFP-006-0-2011/AT

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Exhibit L
Standard Assurances

Name of Proposer: Ride Right, LLC

At this time, we understand all the requirements of this Proposal and affirm and declare that we will comply with all the stipulations included in the Proposal package as outlined below.

1. That the Proposer is of lawful age and that no other person, agency, firm or corporation has any interest in this Proposal or in the contract that may result from this Proposal; other than as described in the Proposal.
2. That this Proposal is made without any understanding, agreement or connection with any other person, agency, firm or corporation making a Proposal for the same project and is in all respects fair and without collusion of fraud.
3. That the Proposer has carefully examined the jurisdiction of the work and that from his/her investigations has been satisfied as to the nature and location of the work, the kind and extent of the equipment and other facilities needed for the performance of the work, the general and local conditions, all difficulties to be encountered and all other items which in any way affect the work or its performance.
4. That the Proposer is in full compliance with all federal, state and local laws and regulations and intends to fully comply with same during the entire term of the contract.

In witness whereof, this Proposal is hereby signed by the duly authorized representative of the Proposer and sealed as of the date indicated.

PROPOSER:

ATTEST:

Alaina Macia
Signature

Gina Vogel
Witness

Alaina Macia, President and CEO
Name and Title

4/21/11
Date

(Seal)

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Exhibit L

Certification regarding Debarment, Suspension and other Responsibility Matters

49 C.F.R Part 29
Executive Order 12549

The Proposer, Ride Right, LLC, certifies to the best of its knowledge and belief, that its principals;

Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department of agency;

Have not within a three-year period preceding this bid been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with the commission of any offenses enumerated in paragraph (2) of this certification; and

Have not within a three-year period preceding this Proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

Where the Proposer is unable to certify to any of the statements in this certification, such participant shall attach an explanation to this Proposal.

THE PROPOSER, Ride Right, LLC, CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATIO AND UNDERSTANDS THAT THE PROVISIONS OF 31, U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.

Alana Nacia'
Signature of Authorized Official

Date 4/21/11

President and CEO
Title of Authorized Official

Gina Vogel
Witness

Date 4/21/11

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Exhibit L

Certification of Drug-Free Workplace

By signing this Proposal, I certify, that we will comply with all requirements of the Drug-Free Workplace, pursuant to Section 112.0455, F.S., 59A-24, F.A.C., 60L-36.005, F.A.C., 41 USC 701, 49 CFR Part 29, and 49 CFT Part 382, et al.

AUTHORIZED SIGNATURE <i>Alaina Macia</i>		PRINTED NAME Alaina Macia		DATE 4/21/11	
COMPANY Ride Right, LLC					
MAILING ADDRESS 16 Hawk Ridge Drive			SOCIAL SECURITY OR FEDERAL TAX NO. 26-3937729		
CITY Lake St. Louis	STATE MO	ZIP CODE 63367	PHONE (636) 561-5686		

THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL

Norman R. Whitaker

5027 Lodgewood Dr. Lakeland, Fl. 33810

(863) 899-2911

e-mail: nrwtrans@yahoo.com

Summary of Qualifications: During my employment with Lakeland Area Mass Transit, I have hired, trained employees, developed training procedures, assisted in development of policies and procedures, assisted with advertising, promotions, special projects, employee, customer, and community relations, street supervision, accident investigation, safety and security, run cutting, route/service planning and development. I acted as a liaison between all Citrus Connection customers, communities served, and the Lakeland Area Mass Transit District employees. In 2008 I assisted Central Florida Regional Transportation Assoc. (LYNX), with the planning and design of the Model Orlando, Fl. Regionally Efficient Travel Management Coordination Center (TMCC) project. I also provide assistance and support to the Polk County, Fl. Transportation Services (PCTS). Hold CDL Commercial Drivers License (CDL Class B, Airbrakes, Endowments NPT)

Objective: I am looking for a Transit Agency who would benefit from my Management, Safety and Training, Operations, Para-transit, Service Planning and Design skills. My strengths are in fixed Route, Para-transit and Trolley Services. I am offering my experience and dedication to your agency, and I will work diligently towards your transit goals, and success.

Representative Experience: Twenty Eight Years of Experience in Mass Transit Operations.

AREAS OF EXPERTISE

Transit Management

- I held the positions of Operations Manager and Interim/Acting Executive Director. I directly managed five Operations Supervisors, one Transportation Coordinator, one Control Center Supervisor, three Dispatchers, two Para-transit Schedulers, eighty six full time bus Operators, and ten part-time Bus Operators. Established and oversaw the Bus Operators, Classroom, CDL training and I was a TSI Accident Investigator at the advanced level. My responsibilities included hiring, discipline and terminating of the Operations Staff.
- Assisted and supported other departments.
- Responsible for employee, customer, and community relations.
- Assisted with advertisements and promotions.
- Assisted with run cutting, route, service design, etc.

Service Planning And Design

- Designed, established, and managed twenty fixed, twelve Para-transit and one downtown/Florida Av. trolley service bus routes. Recommended and established inter-modal fixed route service, fixed route scheduling, and run cutting.
- Participated in location and design of bus stop locations, shelters, and amenities, for Lakeland Area Mass Transit District (LAMTD), d.b.a. the Citrus Connection. Lakeland, Fl.
- Evaluated, recommended, and assisted with the establishment of seven fixed service bus routes for Winter Haven Transit/Polk County Transit Services (W.H.A.T./PCTS) in Winter Haven and Bartow, Fl.
- Evaluated and recommended service hours, and routing designs for approximately ten new fixed bus route services, for the newly established Polk Transit Authority (PTA) Polk County, Fl.
- Directly participated with the Central Florida Regional Transportation Authority (LYNX), in the planning and design of the Model Orlando, Fl. Regionally Efficient Travel Management Coordination Center (TMCC) project.
- Federal Mass Transit Title VI Guidelines: Created and established a Federal Title VI plan and policy for the Lakeland Area Mass Transit District d.b.a. the Citrus Connection.
- Directly participated in establishing the Automatic Vehicle Locator (AVL) and Automatic People Counter (APC) implantation for the Lakeland Area Mass Transit District d.b.a. the Citrus Connection.
- Directly responsible for purchase orders and transference of funds up to one million dollars (\$1,000,000.00) from the Florida SBA account to the Lakeland Area Mass Transit Districts bank account.
- Implemented the Safe Place Program for children at the Lakeland Area Mass Transit District d.b.a. the Citrus Connection.

Transit Operator Training

- Bus Operator Training Fixed Route, Para-transit, ADA, Customer Service, Safety Security, and Emergency Preparedness, using the U.S. Transportation Safety Institutes (TSI) training program. CPR First Aid Instructor American Red Cross, I also provided CDL training and was a CDL Examiner.
 - Created and established a Bus Operator training program which included defensive driving, customer service, safety and security, American with Disability Act (ADA) Para-transit, emergency preparedness, fatigue awareness, and drug and alcohol training for the Lakeland Area Mass Transit District d.b.a the Citrus Connection.
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EDUCATION

- 2009 Certificate in Internal Investigations George Washington University.
- 2008 Business Professional's Grammar & Writing Workshop.
- 2008 FTA Civil Rights Workshop U.S. Department of Transportation Federal Transit Administration.
- 2007 Fundamentals of Title VI, Environment Justice U.S.
- 2007 Transit Bus System Safety U.S. Department of Transportation Safety Institute.
- 2007 Fundamentals of Title VI, Environment Justice U.S. Department of Transportation National Highway Institute.
- 2006 Basic Workers Compensation Lorman Education Services.
- 2006 Transit Operator Fatigue National Transit Institute.
- 2006 Substance Abuse Management and Program Compliance U.S. Department of Transportation Safety Institute.
- 2006 Triennial Review Workshop Federal Transit Administration.
- 2005 Transit Operations Planning.
- 2005 Transit Bus Safety U.S. Department of Transportation Safety Institute CUTR University of South Florida.
- 2004 Windows XP Polk Community College.
- 2004 Grant Writing I & II Polk Community College.
- 2002 Commercial Driver License Examiner Florida Department of Transportation.
- 2001 Child Safety Program CUTR.
- 2000 CPR First Aid Instructor American Red Cross.
- 1998 Fatigue Awareness U.S. Department of Transportation Safety Institute.
- 1997 Third Party Commercial Driver Examiner Florida Department of Transportation.
- 1996 CTD Passenger Assistance Training to Proficiency University of Wisconsin.
- 1995 Transit Security U.S. Department of Transportation Safety Institute.
- 1995 Drug/Alcohol Supervisory Training U.S. Department of Transportation Safety Institute.
- 1995 Florida Driver Training – Passenger Relations University of Wisconsin.
- 1990 Advanced Bus Accident Investigation U.S. Department of Transportation Safety Institute.
- 1988 START Passenger and Vehicle Accident Prevention U.S. Department of Transportation Safety Institute.
- 1988 Bus Accident Investigation U.S. Department of Transportation Safety Institute.
- 1988 Mass Transit Bus Operator Instructor U.S. Department of Transportation Safety Institute.
- 1978 Management Training TSC Industries.
- 1972 Indiana University/Purdue University (IUPUI)
- 1969 Danville High School Danville, In. Diploma

PREVIOUS EMPLOYMENT

President and Chairman NRW Transportation Consulting Company, LLC. 2009 - 2011.

- Operations Manager, Lakeland Area Mass Transit District, Lakeland, FL, 1995 – 2009.
- Interim Executive Director, Lakeland Area Mass Transit District, Lakeland, FL, July 2005 – November 2005.
- Acting Executive Director, Lakeland Area Mass Transit District, Lakeland, FL, April 2005 – June 2005.
- Operations Supervisor, Lakeland Area Mass Transit District, 1987 – 1995.
- Bus Operator/Line Trainer, Lakeland Area Mass Transit District, Lakeland, FL, 1982 – 1987.
- Bus/Airport Limo Driver, Central Florida Transit, Lakeland, FL, June 1982 – December 1982.
- Retail Management/Regional Inventory Controller/Store Manager, TSC Industries Indianapolis, IN, Nashville, TN, Chicago, IL, and Sterling, IL, June 1977 – August 1981.
- Medical Assistant, Miami Heart Institute, Miami, FL, March 1975 – 1977.
- Animal Science Laboratory Technician, Indiana University/Purdue University Medical Center, Indianapolis, IN, 1972 – 1975.
- Truck Driver/Shipping Receiving, Indiana Farm Bureau Coop. Indianapolis, IN, 1969 -1972.

COMPUTER SKILLS: I have experience with Word, Excel, Outlook, Trapeze and PowerPoint.

REFERENCES: Upon request.

Jason Ellis

Director, Paratransit Technology



Career Summary

Ride Right, LLC, Lake St. Louis, MO, 2009 to Present

Director of Paratransit Technology

Jason manages the procurement and development of computer system improvements for projects and is instrumental in the implementation of the developed computer system improvements. He performs data evaluations to determine the viability of contract work, looking at trip data and multi-loading opportunities that a particular group of riders may present to Ride Right. Jason is an expert in Trapeze, StrataGen, and is a Certified TS™ Administrator for the RouteMatch software package. He also has experience in operational reviews of software to enhance the software's productivity and performance.

First Transit, North America, 2003 to 2009

Director of Transportation Technology

In his experience at First Transit, Jason was responsible for evaluating, planning, managing, and implementing new transit management software packages throughout the division. He developed the initial First Transit product, a website for transportation contract information. He also integrated and standardized the two information technology departments to incorporate best practices and corporate purchasing agreements. Because of his expansive knowledge and ability to communicate, Jason trained new customer service center staff on the new technology with an emphasis on efficiency.

DynTek, Pulaski, VA, 2002 to 2003

Transportation Technology Manager

As the Transportation Technology Manager at DynTek, Jason was responsible for the implementation, training, and management of IT, telephonic, and professional resources that support daily transportation functions. He was to audit, revise, and execute daily procedures and data elements that streamline brokerage functions and report any needs to local and state governments. While serving in this role, Jason completed the migration from their older system to Trapeze PASS. Upon completion of that project, Jason developed an interactive web interface for trip manifest delivery, reconciliation, and booking, creating more efficient processes and cost savings.

Trapeze Software Group, Scottsdale, AZ, 1999 to 2002

Technical Products Specialist, Project Manager, Training /Implementation Specialist

During his tenure at Trapeze Software Group, Jason combined his previous technical expertise with a thorough knowledge of the entire suite of Trapeze products. He used his new knowledge-base to train end-users, carry out successful implementations, and efficiently trouble shoot software issues. Jason excelled at scheduling resources and cost management and was able to train transportation staff to proficiency on Trapeze Pass. During this time, Jason presented at both the United States and European Trapeze User Conferences.



Career Highlights:

Efficiency producer, planning for future technology and anticipating needs

Highly experienced software migration and transition specialist with government agencies

Accomplished speaker with wide range of audiences with varied levels of technological savvy individuals

Over 10 years experience training users on technology software



Education

Northern Arizona University, Flagstaff, AZ
Bachelors of Science in Computer Information Systems, minor in English

Software Migrations for Government Agencies

Jason has installed, transitioned, upgraded software versions, or consulted at more than 60 transit or government agencies nationwide including:

- Seattle WA (King County)
- Bremerton WA
- Portland OR (TriMet)
- Salem OR (Cherriots)
- San Diego CA
- Orange County CA (OCTA)
- Eastern Contra Coasta CA (Tri Delta Transit)
- Glendale AZ (City of)
- Mesa AZ (City of)
- Phoenix AZ (SafeRide)
- Denver CO (RTA)
- Colorado Springs CO
- El Paso TX
- Austin TX (CARTS)
- Austin TX (Metro)
- Wichita Transit KS
- Lawrence KS
- Milwaukee WI
- Illinois (NETSPAP)
- St Louis MO
- Little Rock AR
- New Orleans LA (RTA)
- Jefferson Parish LA
- Louisiana (DHH)
- Ozark Regional Transit MS
- Mobile AL
- Indianapolis (IndyGo) IN
- Butler County OH (BCRTA)
- Columbus OH (COTA)
- Xenia OH
- Batavia OH
- Atlanta GA (Jewish Community Transportation)
- Jacksonville FL
- Bradenton FL (Manatee County Area Transit)
- Polk County FL
- Ann Harbor MI
- West Palm Beach FL
- Miami FL
- Martin County FL
- Roanoke VA
- Arlington VA
- Pulaski VA
- Washington DC
- Newark NJ
- Las Vegas NV
- NYC Para Transit NY
- Rochester NY
- Poughkeepsie NY
- Middletown CT
- West Hartford
- Hartford CT
- Northern Kentucky KY
- Springfield MA
- Framingham MA
- Lowell MA
- Cape Cod MA
- Haverhill MA
- Cedar Rapids IA
- Providence RI
- England
- Ireland
- Denmark

Previous NET Management Experience

Hartford CT – DSS contract

- Managed the development of a proprietary web application used by network providers to receive, reject, and reconcile their assigned transportation
- Coordinated the upgrade of the State and EDS to a secure FTP process as well as electronic upload of the Ambulance Prior Authorization program data
- Developed workflow and documented procedures to perform all NET management functions within the Trapeze system including: trip entry, transportation provider least cost pricing, public transit route identification, trip reconciliation, prior authorization for ambulance, and reporting

Illinois – Statewide NETSPAP program

- Project manager and lead architect of a five year million dollar software customization to StrataGen software to meet the needs of the client for the state of Illinois Health Care and Family Services (HFS)
- Project manager and lead architect of the web features built for the NETSPAP program including: online facility trip request, standing order renewal request, and automation of the RN to State liaison review process for transportation override requests
- Coordinated with state contract supervisor to ensure all functionalities and reporting aligned with contract and state requirements for NET transportation during the two moves of the call center, including both phone and data line installation

Salem OR – Coordinated transportation

- Assisted in a system audit of the phone system to identify increased call volume and routing issues
- Consulted on the procurement of a new scheduling package for the integrated Medicaid and ADA service to RouteMatch software
- Performed consulting to improve service through transportation network monitoring and data mining which identified the need to increase fleet size



Career Summary

Ride Right, LLC., Lake St. Louis, MO, 2009 to Present
Vice President of Para Transit Operations

Patrick provides oversight of Ride Right's paratransit operations and has been with Ride Right since its establishment in 2009. His responsibilities, in addition to managing Ride Right operations, include identifying new opportunities to expand paratransit operations and identifying areas where paratransit could be utilized in current or future Ride Right operations to provide quality, cost effective, and efficient transportation. Patrick assists with the development of pricing for new contracts and helps locate public transit and paratransit opportunities that could benefit from Ride Right's expertise in call center management and vehicle operations. Patrick has been crucial in developing partnerships with transportation providers to help leverage the synergies of combined operations to best meet the needs of the stakeholders and transit clients.

Laidlaw Transit Services/First Transit, Sherman Oaks, CA, 2001 to 2008
Area General Manager/Regional Vice President

As the Regional Vice President of Laidlaw Transit Services, Patrick managed Laidlaw's largest public transit contract in Orange County California, which consisted of over 350 buses and 500 employees. He successfully managed 33 contracts at 17 operating locations for Laidlaw's public transit division which included para-transit, fixed-route, commuter, university, and car rental shuttle operations. Patrick managed operations and annual budgeting responsibilities in excess of \$50 million, and had general oversight of operations, maintenance, marketing, safety, and training. Patrick managed project personnel, coordinated and managed all start-up activities, and assembled management teams. He reviewed and helped write proposals for existing and new business opportunities, and advocated for the company's position at city council meetings, local and state regulatory agencies, and transit board meetings.

Laidlaw Transit Services, Scottsdale, AZ, 1999 to 2001
Area General Manager

As Area General Manager, Patrick was responsible for all aspects of Laidlaw's medical (Safe-Ride Services) and transit projects in several states including Arizona, New Mexico, Nevada, and Illinois. He provided oversight of combined annual revenues of more than \$40 million, 400 vehicles, and 700 employees. Patrick was responsible for service implementations including contract negotiation, staff hiring, leases, training, maintenance and operations, and administrative/billing coordination.

Patrick regularly worked with major clients including Value Options, AHCCCS, Indian Health Services (IHS) New Mexico Medicaid, and Medicare via HMO Salud, United Healthcare, Blue Cross, Regional Transportation Commission of Las Vegas, City of Phoenix, and City of Tucson. He managed all aspects of the operations including labor negotiations, customer relations, operations management, driver training, vehicle maintenance, safety programs, and financial management. While in this position, Patrick served as the customer's primary contact for the company and advocated for the company's position with regulatory agencies including AHCCCS, New Mexico Medicaid, and Colorado Medicaid.



Career Highlights:

Provides oversight of all para transit operations within Ride Right, including new business opportunities, expansions, and partnerships

Accomplished manager of leading para transit transportation provider operations

Experienced at labor negotiations, budgeting, and financial management of successful para transit businesses

Ensures compliance to all regulatory agencies in contracted regions

Career Summary

(2)

First Transit, Houston, TX, 1997 to 1999

General Manager

As the General Manager of First Transit, Patrick managed 200 vehicles in their countywide para-transit system. He coordinated the pick-up and delivery of 2,200 disabled, elderly, and Alzheimer passengers per day utilizing 300+ employees. While serving in this role, Patrick received quarterly recognition for safety, on-time performance, and overall customer satisfaction. He managed operations to meet budgeted operational and financial goals and negotiated vendor agreements, leases, and contract extensions.

Laidlaw Transit Services, Van Nuys, CA, 1991 to 1997

Director of Operations

As Director of Operations, Patrick provided oversight of 18 of Laidlaw's public and medical transportation operations with annual revenues in excess of \$30 million. He was responsible for marketing, start-up, contractual compliance, system analysis, financial operations, management development, contract negotiations, client liaison, budgeting, billing, and implementation of Laidlaw policies and procedures. His clients included the State of California (Medi-Cal), City of Alhambra, Sunline Transit Agency, City of Burbank, City of Redondo Beach, and the City of Los Angeles.

Education

Cypress College, Cypress, CA

Business Management and Marketing coursework

University of California Berkeley Extension, Berkeley, CA

George Mason University, Fairfax, VA

Transit Leadership Development Program

Additional Information

American Public Transit Association, Salt Lake City, UT
Panelist
National Association for Pupil Transportation Member
Pancreatic Cancer Action Network Volunteer
Gilbert Mercy Hospital Volunteer
St. Vincent de Paul Society Member/Volunteer
United Blood Services Volunteer
Maricopa County Elections Department
Volunteer Marshal



Frank Ciccarella

Vice President, Safety, Training, and Security



Career Summary

Ride Right, LLC, Lake St. Louis, MO, 2010 to Present
Vice President, Safety, Training, and Security

As Ride Right's Vice President of Safety, Training, and Security, Frank brings with him 30 years of professional transportation experience and expertise. Frank uses his knowledge to build upon Ride Right's training processes for Ride Right employees, coordinating with departments to ensure a consistent corporate approach. Another goal of his is to provide more robust and organized training for our transportation providers that they can in turn utilize to train their drivers. He will standardize our training programs for transportation providers and drivers to ensure quality and safe transportation for our passengers. Frank reports directly to Gary Richardson, CFO, to ensure coordination of this role with HR activities.

First Transit, First Vehicle Services, Divisions of First Group America, Cincinnati, OH, 2007 to 2009
Vice President, Safety and Security

As the Vice President of Safety and Security, Frank led the integration and change management strategies for Laidlaw Transit and First Group America from October 2007 through January 2009. Frank used his transportation experience to conduct a best practices study and comparative analyses of safety practices across a dozen major transportation firms to establish a strategic plan. He was then able to develop a comprehensive approach to safety and risk management and to implement a System Safety and Security Program.

Frank created and implemented a World Class Safety program, in which risk-adverse behavior is considered a priority for every member of the organization, for more than 14,000 employees and 7,500 vehicles operating at 180 facilities across North America. From the World Class Safety program, he was able to implement strategies and programs including, employee recruitment, selection, orientation, job skills training, in-service education, leadership development, and performance support systems.

Laidlaw Transit Services, Inc., Overland Park, KS, 2002 to 2007
Vice President, Safety and Security

During his time as the Vice President of Safety and Security at Laidlaw Transit, Frank created a synergistic approach to managing safety in all areas of operation and also conceptualized and created the System Safety and Security Plan to standardize operational and safety practices across 120 locations. This plan included operator recruitment, selection, and hiring procedures, new operator training programs, continuing education courses for existing operators, security planning, incident alert/crisis communication planning, compliance programs for Federal, State, and Client Regulations, and safety and training budget guidelines. This plan also included the Substance Abuse Prevention Program, Collision and Injury Prevention Program, and Employee Safety Incentive Program.



Career Highlights:

Expert in managing a \$2.2 billion passenger transportation company

Skilled in motivating teams and departments to achieve remarkable results

Experienced in large scale change management process

Passionate about reducing accidents, injuries, and risks



Career Summary

(2)

Laidlaw Passenger Services

National Director of Driver Development and Safety, 1995 to 2002

Northeast Regional Director of Driver Development and Safety, 1990 to 1995

Regional Safety Manager, 1989 to 1990

Additional Information

Honored with 2007 APTA Gold Award for best overall safety program
Vice Chairman of the APTA Bus Safety Committee



Gary Richardson

Chief Financial Officer



Career Summary

Ride Right, LLC, Lake St. Louis, MO, 2009 to Present
Chief Financial Officer

Gary has been with Ride Right since its establishment in 2009 and is the executive oversight of all finance and accounting activities. His key responsibilities and accomplishments include managing and maintaining solid relationships with the banking community. This ensures Ride Right's ability to increase credit when needed and take advantage of high interest investments. Gary's in depth financial and business knowledge enables him to seek new solutions to old problems.

MV Transportation, Inc., Fairfield, CA, 1999 to 2008
Chief Financial Officer

As CFO for MV Transportation, Gary was able to expand their bank credit line from \$15M to \$85M through a series of expansions to account for their company's growth from one state with ten operating locations to twenty-six states and one hundred twenty locations. As equity is the most expensive form of capital, Gary recognized it is most cost effective to create a capital structure that secures the most funding, offers the lowest cost of capital, and maximizes return on equity. Thus, he was able to negotiate \$15M of coupon-only mezzanine debt.

Using best practices, he developed a scorecard system to benchmark performance of operating locations. Through his benchmarking, he was able to diagnose problems and develop action plans to improve struggling areas using key financial indicators. Gary also designed and organized an insurance captive that generated cash flows through tax deferrals of \$4.5M during a four year period ('04-'07). To minimize fraud and abuse, Gary launched an internal audit department within MV.

Laidlaw Transit Services, Inc., Overland Park, KS, 1995 to 1999
Controller of Western Areas

As controller for Laidlaw Transit Services, Gary developed an Excel budget model as an advanced user. Using this new budget, he successfully trained users. From this project, he consolidated and presented the results for one hundred twenty separate budgets. He then developed and implemented strategies, such as centralized monitoring with automated escalation processes, to maximize efficiencies within the company. This reduced the amount of day's sales outstanding which achieved annual savings of \$160K. Gary also performed an internal rate of return analysis and made recommendations on all capital expenditure decisions on approximately \$10M annually.



Career Highlights:

Extensive experience in financial management experience with large transportation contracting companies

Resourcing additional finances for company growth and expansion

Budget development of multi-million dollar operations

Analytical business executive with creative solutions to increase efficiency and cost savings

Expertise in building financial infrastructure, including people and systems, for rapidly growing companies

Education

California Certified Public Accountant

Inactive

Passed exam in one sitting

Northwestern University, Kellogg School of Business, Evanston, IL

Experienced Manager Seminar

University of California, Santa Barbara, CA

Bachelor of Science Degree in Economics with Accounting, honors

Additional Information

Vallejo Citizens Transportation Corporation - Local Motion ITS

- Board of Directors, recent member
- Mobility Risk Services

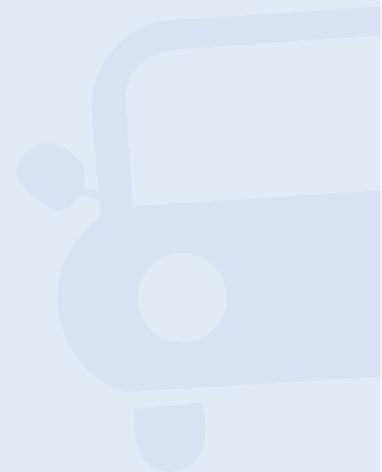
MV Transportation, Inc.

- Trustee

American Institute of Certified Public Accountants

- Financial Executives International

US Tennis Association (captained 2003 local team to Nationals in Tucson, AZ)



Alaina Maciá

President and CEO



Career Summary

Ride Right, LLC, MO, 2009 to Present *President and Chief Executive Officer (CEO)*

Alaina serves as both President and CEO of Ride Right. In these capacities, she provides the vision, mission, and corporate values that make Ride Right a great company. She oversees all aspects of Ride Right including operations, technology, sales and marketing, human resources, legal, finance, and accounting. Along with the other owners, Alaina sets and directs the corporate strategy. Her focus is to build an organization based on the strengths of its underlying team of employees. Hiring and further training the best candidates in the market guarantees high satisfaction for Ride Right clients.

Alaina has recruited leaders in their industry to work at Ride Right and bring successful practices with them. She leads efforts to analyze and streamline current operational processes to enhance efficiency and scalability of operations.

Medical Transportation Management, Inc., Lake St. Louis, MO, 2003 to Present *President and Chief Executive Officer (CEO)*

At MTM, Alaina serves as both President and CEO. In this role, she provides the vision, mission, and corporate values that make MTM a great company. She oversees all aspects of MTM including operations, technology, sales and marketing, human resources, legal, finance, and accounting. Along with the Board of Directors, Alaina sets and directs the corporate strategy. Her focus is to build an organization based on the strengths of its underlying team of employees. Hiring and further training the best candidates in the market guarantees high satisfaction for MTM clients.

Among her successes, Alaina has successfully established new operations for the States of Minnesota, South Carolina, Kansas, and the District of Columbia. She has also grown MTM's clients, both government and Managed Care Organizations, in numerous counties around the country. Alaina has successfully communicated our corporate message of **Helping People Access Healthcare through Quality Transportation Management.**

Alaina's leadership doesn't stop there. She has consolidated operations from two locations into one new state-of-the-art corporate headquarters with a new Customer Service Center utilizing a Voice over Internet Protocol telephone system, bringing new efficiencies and cost savings to our clients. She has revamped the sales and marketing structure, resulting in greater effectiveness educating potential clients of the benefits of the brokerage model, through which sales and revenues have increased. She has focused on technology solutions with the greatest efficiency to better serve our clients, their members, and the providers who serve them, resulting in an increase in customer satisfaction.



Career Highlights:

Recruited high quality senior executives Gary Richardson, CFO, Patrick McNiff, VP of Paratransit Operations and Elaine Sneed, VP Operations

Effective communicator of NEMT broker model

Creates transportation program solutions to meet unique community needs

Provides a clear vision for paratransit operations



Career Summary (cont.)

Maritz, Inc., St. Louis, MO, 2002 to 2003

Marketing Strategist, Corporate Strategy, and Marketing Leadership Dev. Program

Alaina led a taskforce to complete a thorough assessment of Maritz' market position, relative to the pharmaceutical market based on product portfolio, market needs, and reputation in the sector. From this assessment, Alaina made the recommendation and implemented the reorganization of a portion of the direct sales force. As she suggested, Maritz's sales force decided to focus entirely on developing the pharmaceutical sector to establish ownership, exploit expertise, and increase coordination around the sector.

Mallinckrodt Institute of Radiology,

Washington University Medical School, St. Louis, MO, 2001 to 2002

Research Engineer

While at Mallinckrodt, Alaina maintained and programmed Zymark and Hudson robotic arms for the routine production of radiopharmaceuticals used for medical research and clinical practices. In her thoroughness, Alaina developed a new automation program using Visual Basic computer software for radioactive decay analysis, resulting in a 30% reduction in production costs.

She was then tasked with the design and building of an automated radiopharmaceutical processing unit to decrease radiation exposure to technicians. To complete this task, she researched the need for \$3 million clinical cyclotron and reviewed proposals from GE, EBCO, and IBA. Based on these proposals and results of her benefit cost analysis and profitability forecasting, she made a business recommendation

Education

Olin School of Business, Washington University, St. Louis, MO

Master of Business Administration

Emphasis in corporate strategy and finance.

Member of Delta Gamma Sigma (top 20% of class)

Selected for Washington University's Monsanto Corporate Finance/Strategy Practicum:

Recommended corporate financial strategy after Pharmacia's divestiture of Monsanto

School of Engineering and Applied Science, Washington University, St. Louis, MO

Bachelor of Science in Biological Engineering, emphasis in Environmental Engineering

Missouri Bright Flight Scholarship and Academic Scholarship to Washington University

Additional Information

Nominated and accepted by the United States Naval Academy (declined)

Fluent in Spanish

Recipient of St. Louis Business Journal's Thirty Under Thirty Award, July 2004

Programs and Plans

Introduction

Employee training begins with our driver trainers who play a vital role in Ride Right's success. Although they rarely hold official supervisory responsibilities, these key employees exert significant influence over newly hired employees. They educate and train new employees in Ride Right's policies, procedures, processes, and techniques.

Most driver applicants come to Ride Right with no experience. They lack the knowledge and skills necessary to safely drive a van or paratransit vehicle. Even those who do have experience lack the level of professional driving skills required by Ride Right.

Our driver education program and training process is a highly regimented and professional developed courses built around a curriculum featuring learning opportunities in two major domains: Knowledge (education) and Skills (training).

Various delivery mechanisms such as classroom, multimedia presentations, closed course observation and behind the wheel skills building are used to support the learning process. Learning is evaluation through written quizzes, driving tests, and customer service skills evaluations.

Our curriculum features:

- Ride Right Classroom Manual
- Paratransit specific DVD's
- Facilitator Guides
- Participant Guides
- Behind the Wheel Manual
- Minimum Training Standards
- Written Tests
- Skills Assessment
- Proficiency Workbook

Employee On-Going Evaluation and Education

On-going employee evaluation, education, training, and retraining enforce concepts and skills learned early in an employee's career and provide an opportunity to learn new skills as well as improve on old ones. Areas of employee training that is impacted and improved upon are unsafe behaviors, vehicular collisions, passenger non-securement claims, sexual harassment claims, regulatory compliance, and on-the- job injuries.

Driver Qualifications

All drivers will have to meet Ride Right's qualification guidelines which are part of the Safety Check program. Safety Checks are performed for every employee who drives a revenue vehicle any may also be required for non-driving positions at the discretion of management. Safety Checks must comply with the standards set forth by the company (stricter standards may be imposed by state/local/client requirements) and must be maintained as a condition of continuing employment. Individuals with convictions or citations exceeding company/client standards are ineligible for employment or continuing employment. All safety checks will be completed prior to the employee driving or working on a revenue vehicle in revenue service.

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As a condition of employment and/or continuing employment, applicants and employees alike who operate Ride Right vehicles must have and maintain a satisfactory motor vehicle record per the minimum standards listed below. Driver License Record checks, (abstracts) will be reviewed once per year.

- No DWI, No DUI within 10 years of application date.
- No Manslaughter, No Leaving the Scene of a Collision, No Driving with a revoked License, No Felonies, No Possession of a Controlled Substance, No Failures to Report a Collision, Reckless Driving/ Speed Contests, No Making a False Accident Report.
- No Homicide, Manslaughter, or Assault arising out of the use of a motor vehicle.
- No Driving While License is Suspended or Revoked, Any Careless Driving, or Attempting to Elude a Police Officer.

Driver Decision Matrix for Hiring Drivers with violations and/or collisions:

	0 At Fault Collisions	1 At Fault Collision	2 At Fault Collisions	3 At Fault Collisions
0 Violations	CL	AC	UN	UN
1 Violations	AC	AC	UN	UN
2 Violations	AVC	BL	UN	UN
3 Violations	AC	BL	UN	UN
4 Violations	BL	UN	UN	UN

Key= AC – Acceptable, BL – Borderline, UN- Unacceptable

At Fault – Any collision where the driver is cited with a violation, or negligently contributes to the collision or any single vehicle collision where the cause is not equipment related. In addition,

the National Safety Council Guide to Determining Preventable vs. Non Preventable collision ratings will be used.

Note: Any applicant or employee with a BL rating can be hired or maintain employment providing they can demonstrate proficient driving abilities, attend regular safety meetings, and have written notification to their file regarding the improvement of their driving record.

Source: NIIIC suggested acceptability guidelines

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It is important that our drivers are aligned with our vision and values from the beginning. The process does not stop at orientation. Employees gain a sense of our culture during the training process. For this reason, we must make sure that all new drivers receive consistent messages about Ride Right policies and procedures.

Selecting new driver trainers starts with selecting and certifying good instructors. Ride Right has a selection and certification process for selecting instructors who fall into the following categories:

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The classroom instructor is responsible for facilitating the classroom portion of new driver training. Classroom training requires the development of lesson plans and understanding of how adults learn.

2. Behind the Wheel Instructor

The Behind the Wheel (BTW) instructor is responsible for conducting closed course exercises and on the road, behind the wheel instruction. The New Driver Training program consists of instructional DVD's, which are accompanied by facilitator guides and participant study guides.

- New Instructor candidates can obtain certification as both a classroom instructor and a behind the wheel instructor.

The Instructor Selection program guides management in selecting the best possible candidate to train for the Instructor position. In addition to driving skills, emphasis has been placed on the potential instructor's attitude and work record. All potential instructors must meet the following criteria before they can be considered for a position:

1. Work History

A complete investigation of the potential instructors work history will be conducted by local management. This will include a review of the employee personnel file, collision file, and attendance history.

2. The Structured Interview

When the individual's work history has been evaluated as satisfactory, a structured interview is completed. Candidates will be assessed on the following competencies:

- Communication Skills
- Mentoring
- Problem Solving
- Appreciation for Diversity
- Safety Orientation

Once the selection and interview process is completed, and the candidate has been graded as proficient in all areas, instructor training will begin. Training consists of the following areas:

- Lesson Plan Development
- Pass a Ride Along Driving evaluation
- Explain and Demonstrate basic driving and operation principals.
- Understand and demonstrate the ability to document training records.

Training

Driver Training is essential for the proper operation of this service. Ride Right takes pride in our proven ability to attract and retain the most qualified drivers. We know that nothing demonstrates the quality of the services we provide more than a well trained driver providing a safe, pleasant transportation experience to our customers. Our driver education program and training process is a highly regimented and professional developed courses built around a curriculum featuring learning opportunities in two major domains: Knowledge (education) and Skills (training).

Training Hours New Drivers

Behind-the-Wheel (BTW) Hours

Unit 1 - Closed-Course Group Work

Pre-Trip Inspections	1.0
Brake Use / Transmissions Use	0.5
Total	1.5

Unit 2 - Closed-Course Group Work

Steering	0.5
Turns	0.5
Intersections	1.0
Backing	1.0
Lane Change	0.5
Service Stops	0.5
Paratransit Review	0.5
Total	4.5

Unit 3 - Road Work 1:1

Pre-Trip Inspection	0.5
Defensive Driving Smith System	4.0
Steering	0.5
Turns	2.0
Intersections	2.0
Backing	1.0
Service Stops	2.0
Lane Change	2.0
Local / Specialized Area Driving	3.0
Final Evaluation	1.0
Total	18.

Total BTW Hours **24.**

In-Service Cadet Hours **14.**

Classroom Training Hours

Introduction, Policies and Procedures	1.0
ADA	1.0
The Basics of Safety	1.5
Substance Abuse	1.0
Security Awareness	1.5
Assistance Guideline for Elderly & Disabled Passengers	4.0
Passenger Relations / Customer Service	2.0
Accident Procedures / Emergency Situations	2.0
Map Reading / Use / Scheduling / Radio Use	3.0
Pre-Trip Inspection / Daily Vehicle Inspection	2.0
Defensive Driving Smith System	4.0
Required Paperwork	1.0

Total Classroom Hours **24.0**

Additional Course (if Required)

First-Aid / CPR	8.0
Commercial Driver's License	8.0
Total Classroom Hours	16.0

Total Classroom Hours **40.0**

In our Assistance Guidelines for Elderly and Disabled Passenger training program, we will be inviting the customers to participate in training. This will allow our drivers to fully understand the needs of the community we serve.

On Going Training

For our current employees, a program of training refreshers will be given. All drivers and staff will be required to attend 12 one hour safety refresher programs during the year. Each program will be tailored to review operational issues and selected topic reviews such as, Rail Road Crossing Safety, Wheel Chair Securement, Customer Service, Etc.

Driver Evaluation / Collision Based Retraining

Driver Evaluations

All drivers will be subject to two types of evaluations. One is a ride along evaluation completed by a trained Road Supervisor or a member of our training staff once every 12 months. This ride along evaluation will review the driver's knowledge and skill of their position. The other evaluation is an unobserved evaluation that can be completed by a member of our training staff or our road supervisors at any time. This type of evaluation is done by following our drivers in route and observing their behavior. In the event that any evaluation will cause a driver to be sent for additional retraining or training, the driver will receive a minimum of 2 hours. The time is broken down into classroom and behind the wheel training. Before a driver can be returned to revenue service, they must be proficient in driving skills and understanding before a trainer will release them to revenue service.

Collision Based Retraining

All drivers that have a collision which is deemed Preventable (At-Fault) will be required to attend re-training. This retraining is a minimum of 2 hours, and is both a classroom and behind the wheel program. The training is conducted by a Certified Instructor, and until the driver is proficient in operation, they will not be released back into service. In addition, a driver that has a Non-Preventable collision (Not a Fault), but it is deemed they could have performed differently may be placed into retraining. All retraining and any disciplinary issues are documented in the employees file. All collisions are reviewed individually and rated using the National Safety Council guide to determining preventability.

Substance Abuse Policy

Ride Right is committed to providing a safe, healthy, and productive work environment for our employees and customers. That commitment is jeopardized when any one of our employees is under the influence of alcohol or drugs while at work or possesses, distributes, or sells drugs or alcohol in the workplace. Everyone at Ride Right shares responsibility for maintaining a safe and drug free workplace. (See our Drug Free Work Place Statement)

The Substance Abuse Policy at Ride Right is compliant with 49 CFR 655, and 49 CFR Part 40. We work with a nationally recognized TPA (Third Party Administrator) that provides the following services:

- Policy Design and Upkeep
- Certified MRO – Fredrick Pope, MD.
- Substance Abuse Professional Services.
- Random Selections, Random Program Management
- Collection Site Network
- Training program for employee's
- Reasonable Suspicion Training

In addition, Ride Right will provide quarterly management reports summarizing test results and annual MIS reports. In addition, by the 5th day of the month, Ride Right will provide a listing of all Safety Sensitive Personnel that are in our random pool and eligible for selection. Our DAPM will be available to assist the county with any questions that may arise over our program.

System Safety and Security Plan

Ride Right's System Safety and Security Plan (SSSP) details the employment, training, vehicle safety, and record keeping standards for hiring, continuing employment as a Ride Right employee. We will supply a System Safety and Security Plan as required within 30 days after the award of the contract, a FDOT compliant SSSP. An overview of our program is listed below:

1. Requirements for Employment

Ride Right holds passenger and employee safety as a fundamental responsibility and goal. To that end, the company will employ only safe and responsible employees and requires all employment applicants to undergo a rigorous screening and evaluation process.

2. Requirements for Driver Training

Applicants are required to successfully complete a comprehensive training program prior to transporting passengers. Trainees are continually evaluated and tested throughout the training program and trainees who do not demonstrate the required level of proficiency are provided additional training or are removed from the program.

3. Requirements for Maintenance Training

Maintenance personnel are trained in shop safety, OSHA standards, and vehicle maintenance, in addition to receiving training in driving techniques and safety.

4. Requirements for Staff Training

Staff personnel are trained in Safety Leadership, Customer Service, and Supervisory Development including conflict resolution, Substance Abuse Training, OSHA Standards and Collision/Injury Prevention.

5. Requirements for Continuing Training and Evaluations

The SSSP provides for ongoing employee training and evaluations. The objectives of ongoing evaluations is met through a broad range of regularly scheduled management activities, including road observations, and ride along observations.

6. Requirements for Vehicle Safety and Driver Safety

Ride Right requires vehicles to be thoroughly inspected and compliant with rigid safety standards. Drivers likewise are required to be free of substance abuses that affect driving and critical decision making.

7. Requirements for Record Maintenance

Ride Right follows operators and mechanics qualifications on a program designed to ensure that a record of certifications, credentials, and training are current. Annual audits are conducted to verify employee data is accurate.

8. Fundamental Safety Practices

There are 10 Fundamental Safety Practices which all employees are expected to know and adhere to in order to maintain a safe work environment.

9. Hazard Identification and Resolution

Employees need to know how to identify hazards and resolve the issues that surround them. The Hazard Identification program will help employees understand the basics and prevent injury.

10. Safety Data Acquisition and Analysis

At Ride Right, understanding what happened and how it happened is critical to our reversing trends regarding collisions and injuries. Our program will provide us with reports critical to our operation.

11. Safety Standards for Contracted Services

The Ride Right Program will provide direction and material for the programs that need to be completed for contractors to the service. These programs are part of their contractual agreement and must be followed.

Ride Right has created a Managers Tool Box which, in times of crisis, will be a guide to help you work through the issues. Each section of our Security Program helps the manager prepare for a crisis by completing the educational programs and worksheets. The following topics outline our program:

1. Preparations – Facility and Management Training

2. Prevention –

Operational Database

Media Database

Law Enforcement Database

Facility Preparation

Security Checklist

Homeland Security Directives

Employee Identity Protection

3. Ride Right Position and Response

Bomb Threat Procedures

Suspicious Objects

Mail Room Security

4. Employee Identity Protection

5. Workplace Violence

6. Drills

Collision Response Plan

Collisions can be very unnerving for those involved and needlessly if handled improperly. Of vital importance is prompt medical attention for any injured persons, elimination or minimization of further hazards to traffic and nearby traffic area, protection of the collision scene, complete and accurate recording of facts for further investigation and protection. Every collision involving a Ride Right vehicle will be treated in the outlined manner regardless of the extent of damage. After review and investigation, a determination of preventability will be made and appropriate action taken. The six steps that we follow are:

1. Define the Collision
2. Operator Responsibility at the scene.
3. Staff Responsibility at the office (notification protocol)
4. Staff Responsibility at the Scene
5. Procedures to Follow at the Scene.
6. Documentation of the collision.

A Crisis Communication program has been developed and will be implemented at the Miami Dade County offices. All contact information will be documented and all staff will be trained on proper procedures to follow.

Dispatcher Training

The Ride Right Dispatcher Training program is designed to teach dispatchers the following critical areas:

- To be familiar with the guidelines and procedures for effective dispatching.
- Understand the importance and the promotion of team work and a positive attitude.
- Effective use of the communication system.
- Proper communication skills with drivers and customers.
- Dispatcher roles concerning accident procedures.
- Exemplary Customer Service Skills.
- Effective in keeping accurate and timely records.

Road Supervisor Training

The Road Supervisor Training program is a critical component in the operation organization. The -Ride Right training program provides the following training:

- Reporting and Managing a Worker Compensation Claim.
- Investigation and Reporting on Collisions.
- Providing Classroom, BTW, and Cadet Training for all potential drivers.
- Setting up and implementing a mentor program for new drivers.
- Understanding the process and procedures when facing a crisis situation.
- Security Awareness for the operation.
- Properly conducting Ride Along Evaluations and Road Observations.

In addition to these objectives our Road Supervisors are schooled in the contract requirements, client relationships, and resolving conflicts.

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Turns	0.5
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Backing	1.0
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Unit 3 - Road Work 1:1

Pre-Trip Inspection	0.5
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The Basics of Safety	1.5
Substance Abuse	1.0
Security Awareness	1.5
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3. Requirements for Maintenance Training

Maintenance personnel are trained in shop safety, OSHA standards, and vehicle maintenance, in addition to receiving training in driving techniques and safety.

4. Requirements for Staff Training

Staff personnel are trained in Safety Leadership, Customer Service, and Supervisory Development including conflict resolution, Substance Abuse Training, OSHA Standards and Collision/Injury Prevention.

5. Requirements for Continuing Training and Evaluations

The SSSP provides for ongoing employee training and evaluations. The objectives of ongoing evaluations is met through a broad range of regularly scheduled management activities, including road observations, and ride along observations.

6. Requirements for Vehicle Safety and Driver Safety

Ride Right requires vehicles to be thoroughly inspected and compliant with rigid safety standards. Drivers likewise are required to be free of substance abuses that affect driving and critical decision making.

7. Requirements for Record Maintenance

Ride Right follows operators and mechanics qualifications on a program designed to ensure that a record of certifications, credentials, and training are current. Annual audits are conducted to verify employee data is accurate.

8. Fundamental Safety Practices

There are 10 Fundamental Safety Practices which all employees are expected to know and adhere to in order to maintain a safe work environment.

9. Hazard Identification and Resolution

Employees need to know how to identify hazards and resolve the issues that surround them. The Hazard Identification program will help employees understand the basics and prevent injury.

10. Safety Data Acquisition and Analysis

At Ride Right, understanding what happened and how it happened is critical to our reversing trends regarding collisions and injuries. Our program will provide us with reports critical to our operation.

11. Safety Standards for Contracted Services

The Ride Right Program will provide direction and material for the programs that need to be completed for contractors to the service. These programs are part of their contractual agreement and must be followed.

Security Awareness

Ride Right has created a Managers Tool Box which, in times of crisis, will be a guide to help you work through the issues. Each section of our Security Program helps the manager prepare for a crisis by completing the educational programs and worksheets. The following topics outline our program:

1. Preparations – Facility and Management Training

2. Prevention –

Operational Database

Media Database

Law Enforcement Database

Facility Preparation

Security Checklist

Homeland Security Directives

Employee Identity Protection

3. Ride Right Position and Response

Bomb Threat Procedures

Suspicious Objects

Mail Room Security

4. Employee Identity Protection

5. Workplace Violence

6. Drills

Collision Response Plan

Collisions can be very unnerving for those involved and needlessly if handled improperly. Of vital importance is prompt medical attention for any injured persons, elimination or minimization of further hazards to traffic and nearby traffic area, protection of the collision scene, complete and accurate recording of facts for further investigation and protection. Every collision involving a Ride Right vehicle will be treated in the outlined manner regardless of the extent of damage. After review and investigation, a determination of preventability will be made and appropriate action taken. The six steps that we follow are:

1. Define the Collision
2. Operator Responsibility at the scene.
3. Staff Responsibility at the office (notification protocol)
4. Staff Responsibility at the Scene
5. Procedures to Follow at the Scene.
6. Documentation of the collision.

A Crisis Communication program has been developed and will be implemented at the Miami Dade County offices. All contact information will be documented and all staff will be trained on proper procedures to follow.

Dispatcher Training

The Ride Right Dispatcher Training program is designed to teach dispatchers the following critical areas:

- To be familiar with the guidelines and procedures for effective dispatching.
- Understand the importance and the promotion of team work and a positive attitude.
- Effective use of the communication system.
- Proper communication skills with drivers and customers.
- Dispatcher roles concerning accident procedures.
- Exemplary Customer Service Skills.
- Effective in keeping accurate and timely records.

Road Supervisor Training

The Road Supervisor Training program is a critical component in the operation organization. The -Ride Right training program provides the following training:

- Reporting and Managing a Worker Compensation Claim.
- Investigation and Reporting on Collisions.
- Providing Classroom, BTW, and Cadet Training for all potential drivers.
- Setting up and implementing a mentor program for new drivers.
- Understanding the process and procedures when facing a crisis situation.
- Security Awareness for the operation.
- Properly conducting Ride Along Evaluations and Road Observations.

In addition to these objectives our Road Supervisors are schooled in the contract requirements, client relationships, and resolving conflicts.



VEHICLE CLEANING CHECKLIST

Vehicle # _____ Date _____ Operator _____

DAILY

- _____ Sweep interior floors
- _____ Clean operator's area
- _____ Check for/report graffiti

EVERY TWO DAYS

- | | |
|--|--------------------------------------|
| _____ Spray wash all exterior surfaces | _____ Clean all exterior surfaces |
| _____ Front | _____ Windows |
| _____ Back | _____ Mirrors |
| _____ Sides | _____ Headlights |
| _____ Roof | _____ Rear lights |
| _____ Wheels | _____ Remove graffiti |
| _____ Fender wells | _____ Check for/report damaged seats |
| _____ Wheelhousing | |

EVERY TWO WEEKS

_____ Mop interior floors

_____ Mop step wells

_____ Clean interior doors

_____ Wipe down interior surfaces

_____ Windows

_____ Seats

_____ Stanchions

_____ Ceilings

_____ Ledges

_____ Interior walls

_____ Interior lights

_____ Repair damaged/torn upholstery

QUARTERLY

_____ Clean upholstery

DESCRIPTION OF DEFECTS & DAMAGE: _____



v-Line Transportation

Dec-10

<u>Regular Service</u>		Dec-10		Total Hours With Deadhead	
Revenue	Non Revenue				
1-Dec	36.65	39.68	Rescue for Yellow and Green	12/1 - 12/5	198.98
2-Dec	34.58	36.77		12/6 - 12/12	283.90
3-Dec	46.42	49.60	Rescue for Yellow and Green	12/13 - 12/19	249.00
4-Dec	50.70	53.48		12/20 - 12/26	213.78
5-Dec	23.88	25.88		12/27 - 12/31	194.77
6-Dec	34.58	37.60			
7-Dec	34.58	36.93		Total	1140.43
8-Dec	34.58	37.18			
9-Dec	35.75	38.43			
10-Dec	45.58	48.85	Rescue yellow and Green		
11-Dec	50.47	53.40			
12-Dec	22.33	25.92	Shut down 22:30 Orange stuck in mud missed last train and red loop		
13-Dec	1.45	2.35	Winter Weather Emergency all routes shut down for the day After 1st hour of Yellow and green		
14-Dec	35.37	37.43			
15-Dec	37.25	40.60	Sent rescue out twice this day for catch up yellow and green		
16-Dec	44.58	47.68	Added Red/Orange for winter Break to the train		
17-Dec	46.47	50.07			
18-Dec	50.47	53.48			
19-Dec	23.88	25.72			
20-Dec	35.62	38.13	Bus 5 to Art Hill Ford for new Transmission		
21-Dec	34.75	37.10			
22-Dec	34.58	37.10			
23-Dec	35.25	37.60			
24-Dec	16.62	17.88	Christmas Eve. Closed at 15:00 Yellow and Green day routes only		
25-Dec	0.00	0.00	Christmas Day no Routes		
26-Dec	23.88	25.55			
27-Dec	35.10	37.43			
28-Dec	34.58	36.93			
29-Dec	34.58	36.93			
30-Dec	38.83	41.68	Pick up bus 5 from Art Hill Ford Then pick up bus 3 from Penske and run Yellow and Green rescue		
31-Dec	44.58	47.60			
Total	1057.97	1135.02			



760 West Lincolnway
Valparaiso, Indiana 46385
(219) 479-9393

INVOICE

Date 12/31/10

Invoice No. 12VA10

Mr. Tyler Kent, Transit Manager
City of Valparaiso
166 Lincolnway
Valparasio, Indiana 48363

Professional services rendered for the operation of the V-Line for the month of **December , 2010**

Hours		Rate per Hour	Total
1057.97	@	38.22	\$40,435.61
Fuel			
Total Due		\$40,435.61

Thank you,

Don Lorntzen
General Manager

1)	Passenger Trips	6770
2)	Total Miles by route	14992.9
3)	Total Hours with deadhead	1140.43
4)	There were # Incidents	3
5)	There were # missed trips	35
6)	There were # deviations	147
7)	There were # road calls	2
8)	Number of lift uses for month	236



2010 RIDERSHIP BY ROUTE

Month	Yellow	Green	Brown	Orange	Red	TOTAL
January	1,789	1,865	1,563	271	37	5,525
February	1,890	2,019	1,376	333	54	5,672
March	2,386	2,460	712	148	35	5,741
April	1,235	1,184	484	107	49	3,059
May	1,969	1,807	461	61	25	4,323
June	2,375	2,374	0	0	0	4,749
July	2,682	2,705	0	0	0	5,387
August						0
September	2,356	2,343	2,115	298	126	7,238
October	2,550	2,327	2,108	338	67	7,390
November	2,697	2,203	1,556	291	98	6,845
December	2,621	2,332	1,483	186	148	6,770
Total	24,550	23,619	11,858	2,033	639	62,699

2010 RIDERSHIP BY FARE CATEGORY

	Adult	VU	50%	Passes	Trans.	Free	Tokens	Total
January	1,382	1,651	929	809	591	120	43	5,525
February	1,386	1,625	995	923	518	160	65	5,672
March	1,592	775	1,132	1,361	624	210	47	5,741
April	813	497	654	674	334	82	5	3,059
May	1,165	486	1,003	1,011	495	148	15	4,323
June	1,330	298	1,122	1,171	623	196	9	4,749
July	1,574	280	1,396	1,065	836	216	20	5,387
August								-
September	1,424	2,168	1,280	1,526	578	260	2	7,238
October	1,403	2,130	1,525	1,442	646	235	9	7,390
November	1,341	1,507	1,548	1,486	687	267	9	6,845
December	1,572	1,276	1,648	1,276	813	174	11	6,770
Total	14,982	12,693	13,232	12,744	6,745	2,068	235	62,699

2010 PERCENT RIDERSHIP BY ROUTE

	Yellow	Green	Brown	Orange	Red	TOTAL
January	32%	34%	28%	5%	1%	100.00%
February	33%	36%	24%	6%	1%	100.00%
March	42%	43%	12%	3%	1%	100.00%
April	40%	39%	16%	3%	2%	100.00%
May	46%	42%	11%	1%	1%	100.00%
June	50%	50%	0%	0%	0%	100.00%
July	50%	50%	0%	0%	0%	100.00%
August	0%	0%	0%	0%	0%	0.00%
September	33%	32%	29%	4%	2%	100.00%
October	35%	31%	29%	5%	1%	100.00%
November	39%	32%	23%	4%	1%	100.00%
December	39%	34%	22%	3%	2%	100.00%
Total	39%	38%	19%	3%	1%	100%

2010 PERCENT RIDERSHIP BY FARE CATEGORY

	Adult	VU	50%	Passes	Transfer	Free	Tokens	Total
January	25.0%	29.9%	16.8%	14.6%	10.7%	2.2%	0.8%	100.0%
February	24.4%	28.6%	17.5%	16.3%	9.1%	2.8%	1.1%	100.0%
March	27.7%	13.5%	19.7%	23.7%	10.9%	3.7%	0.8%	100.0%
April	26.6%	16.2%	21.4%	22.0%	10.9%	2.7%	0.2%	100.0%
May	26.9%	11.2%	23.2%	23.4%	11.5%	3.4%	0.3%	100.0%
June	28.0%	6.3%	23.6%	24.7%	13.1%	4.1%	0.2%	100.0%
July	29.2%	5.2%	25.9%	19.8%	15.5%	4.0%	0.4%	100.0%
August	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
September	19.7%	30.0%	17.7%	21.1%	8.0%	3.6%	0.0%	100.0%
October	19.0%	28.8%	20.6%	19.5%	8.7%	3.2%	0.1%	100.0%
November	19.6%	22.0%	22.6%	21.7%	10.0%	3.9%	0.1%	100.0%
December	23.2%	18.8%	24.3%	18.8%	12.0%	2.6%	0.2%	100.0%
Total	23.9%	20.2%	21.1%	20.3%	10.8%	3.3%	0.4%	100.0%



Break down ov V.U. Riders on Each Line						
2010	Yellow	Green	Brown	Orange	Red	V.U.Month
January	120	160	1167	188	16	1651
February	199	194	935	279	18	1625
March	133	96	445	96	5	775
April	180	135	606	161	14	497
May	72	95	274	41	4	486
June	125	173	0	0	0	298
July	106	174	0	0	0	280
August	0	0	0	0	0	0
September	71	191	1,642	207	57	2,168
October	87	166	1,572	275	30	2,130
November	52	154	1,047	218	36	1,507
December	47	139	910	129	51	1,276
TOTAL V.U. Riders	1,192	1,677	8,598	1594	231	12,693

<i>All other Riders(Adult, Reduced, Free and Passes)</i>						
2010	Yellow	Green	Brown	Orange	Red	Others Month
January	1673	1705	396	82	21	3,874
February	1691	1825	441	54	36	4,047
March	2253	2364	267	52	30	4,966
April	2176	2155	433	57	48	2,562
May	1897	1710	187	20	21	3,837
June	2250	2201	0	0	0	4,451
July	2531	2576	0	0	0	5,107
August	0	0	0	0	0	-
September	2,285	2,152	473	91	69	5,070
October	2,463	2,161	536	63	37	5,260
November	2,645	2,049	509	73	62	5,338
December	2,574	2,193	573	57	97	5,494
TOTAL Other Riders	24,438	23,091	3,815	549	421	50,006



December
2010
YELLOW

DAY	Date	Adult	V.U.	50%	Passes	Trans	Free	Token	TOTALS	Lift use	Deviations
Sunday											
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
Wednesday	12/1	40	2	42	20	17	4	0	125	4	2
Thursday	12/2	35	2	31	28	20	1	0	117	4	4
Friday	12/3	28	1	36	31	16	8	1	121	10	3
Saturday	12/4	18	2	16	34	10	1	0	81	2	0
Sunday	12/5								0		
Monday	12/6	35	0	25	23	12	6	0	101	4	0
Tuesday	12/7	31	3	31	22	20	3	0	110	8	2
Wednesday	12/8	25	4	30	18	12	4	0	93	14	2
Thursday	12/9	32	2	37	24	24	2	0	121	4	2
Friday	12/10	30	0	28	43	14	6	0	121	4	3
Saturday	12/11	16	0	17	16	7	0	0	56	0	6
Sunday	12/12								0		
Monday	12/13	1	0	1	0	0	0	0	2	0	0
Tuesday	12/14	22	0	24	23	7	4	0	80	4	3
Wednesday	12/15	29	1	31	34	10	6	0	111	0	5
Thursday	12/16	24	2	32	24	8	0	0	90	2	0
Friday	12/17	41	4	29	34	13	7	0	128	4	6
Saturday	12/18	17	0	13	18	9	5	0	62	0	2
Sunday	12/19								0		
Monday	12/20	35	2	29	31	17	7	0	121	0	2
Tuesday	12/21	23	1	24	32	8	2	0	90	2	3
Wednesday	12/22	33	4	36	40	18	4	0	135	4	6
Thursday	12/23	38	4	18	36	15	7	0	118	2	4
Friday	12/24	11	0	14	6	4	0	0	35	4	7
Christmas Day	12/25	0	0	0	0	0	0	0	0	0	0
Sunday	12/26								0		
Monday	12/27	32	8	44	37	16	6	0	143	8	8
Tuesday	12/28	29	3	27	31	20	0	0	110	10	7
Wednesday	12/29	27	0	40	31	17	0	0	115	4	3
Thursday	12/30	21	2	52	34	23	2	1	135	16	8
Friday	12/31	18	0	29	37	14	2	0	100	4	2
Saturday		0	0	0	0	0	0	0	0	0	0
Sunday											
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
Months total for Yellow		691	47	736	707	351	87	2	2621	118	90



December
2010
GREEN

DAY	Date	Adult	V.U.	50%	Passes	Trans	Free	Token	TOTALS	Lift use	Deviations
Sunday											
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
Wednesday	12/1	31	8	31	14	23	0	0	107	4	2
Thursday	12/2	23	8	40	17	32	0	0	120	6	0
Friday	12/3	25	6	36	15	19	0	1	102	4	4
Saturday	12/4	20	10	25	21	20	4	0	100	2	0
Sunday	12/5										
Monday	12/6	26	6	18	8	17	0	0	75	4	5
Tuesday	12/7	15	7	38	10	20	0	0	90	4	2
Wednesday	12/8	24	7	31	12	19	4	0	97	8	2
Thursday	12/9	26	6	44	20	3	0	0	99	4	2
Friday	12/10	27	4	37	23	23	3	1	118	4	4
Saturday	12/11	14	9	15	17	10	2	0	67	8	3
Sunday	12/12										
Monday	12/13	1	0	1	0	0	0	0	2	0	0
Tuesday	12/14	18	12	21	18	11	0	1	81	4	2
Wednesday	12/15	17	4	26	16	15	3	0	81	4	0
Thursday	12/16	24	11	32	23	14	1	0	105	6	4
Friday	12/17	26	6	31	16	20	0	0	99	4	4
Saturday	12/18	22	3	16	11	11	3	0	66	0	2
Sunday	12/19										
Monday	12/20	30	5	19	10	18	2	2	86	0	0
Tuesday	12/21	13	5	23	24	16	2	1	84	4	0
Wednesday	12/22	28	5	24	23	23	1	0	104	4	1
Thursday	12/23	29	3	26	23	13	0	0	94	4	5
Friday	12/24	21	1	8	7	13	0	0	50	4	0
Christmas Day	12/25										
Sunday	12/26										
Monday	12/27	27	1	26	25	26	0	0	105	0	0
Tuesday	12/28	26	4	44	18	18	0	1	111	4	2
Wednesday	12/29	24	2	29	17	22	0	0	94	4	3
Thursday	12/30	22	3	53	21	16	3	1	119	4	0
Friday	12/31	21	3	18	19	15	0	0	76	4	0
Saturday		0	0	0	0	0	0	0	0	0	0
Sunday											
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
Months total for Green		580	139	712	428	437	28	8	2332	98	47



December
2010
BROWN

DAY	Date	Adult	V.U.	50%	Pass	Trans	Free	Token	TOTALS	Lift use	Deviations
Sunday		0	0	0	0	0	0	0	0	0	0
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
Wednesday	12/1	4	28	3	4	0	3	0	42	0	0
Thursday	12/2	22	45	9	9	2	6	0	93	0	0
Friday	12/3	7	102	6	4	0	0	0	119	0	0
Saturday	12/4	8	78	6	8	0	3	0	103	0	0
Sunday	12/5	6	60	4	4	0	3	0	77	0	0
Monday	12/6	5	42	3	1	1	0	0	52	0	0
Tuesday	12/7	4	45	5	0	0	1	0	55	0	0
Wednesday	12/8	10	49	13	6	2	4	0	84	0	0
Thursday	12/9	12	27	1	7	0	0	0	47	0	0
Friday	12/10	7	88	13	5	0	3	0	116	0	1
Saturday	12/11	12	45	7	0	0	4	0	68	0	0
Sunday	12/12	4	14	0	2	1	0	0	21	0	0
Monday	12/13	0	0	0	0	0	0	0	0	0	0
Tuesday	12/14	9	54	4	7	0	1	1	76	0	0
Wednesday	12/15	8	65	8	3	0	3	0	87	0	0
Thursday	12/16	9	40	4	7	0	3	0	63	0	0
Friday	12/17	10	19	5	6	0	0	0	40	0	0
Saturday	12/18	8	14	6	3	0	1	0	32	0	0
Sunday	12/19	10	6	2	5	0	2	0	25	0	0
Monday	12/20	8	8	11	3	0	0	0	30	0	0
Tuesday	12/21	8	8	10	4	0	4	0	34	0	0
Wednesday	12/22	4	17	3	4	0	0	0	28	0	1
Thursday	12/23	11	3	3	3	0	1	0	21	0	0
Friday	12/24	0	0	0	0	0	0	0	0	0	0
Christmas Day	12/25	0	0	0	0	0	0	0	0	0	0
Sunday	12/26	6	10	7	3	6	4	0	36	0	0
Monday	12/27	10	10	8	1	0	4	0	33	0	0
Tuesday	12/28	6	8	2	4	0	0	0	20	0	0
Wednesday	12/29	6	12	1	7	0	0	0	26	0	0
Thursday	12/30	13	12	9	2	0	0	0	36	0	0
Friday	12/31	9	1	3	6	0	0	0	19	0	0
Saturday		0	0	0	0	0	0	0	0	0	0
Sunday		0	0	0	0	0	0	0	0	0	0
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
Months total for Brown		236	910	156	118	12	50	1	1483	0	2



December
2010
ORANGE

DAY	Date	Adult	V.U.	50%	Pass	Trans	Free	Token	TOTALS	Lift use	Deviations
Sunday		0	0	0	0	0	0	0	0	0	0
Monday											
Tuesday											
Wednesday	12/1										
Thursday	12/2										
Friday	12/3	5	7	0	0	1	0	0	13	0	0
Saturday	12/4	7	13	0	0	0	0	0	20	0	0
Sunday	12/5	5	25	0	0	0	0	0	30	0	0
Monday	12/6										
Tuesday	12/7										
Wednesday	12/8										
Thursday	12/9										
Friday	12/10	2	8	0	0	0	1	0	11	0	0
Saturday	12/11	1	15	0	0	0	0	0	16	0	0
Sunday	12/12	6	12	2	0	2	0	0	22	0	0
Monday	12/13										
Tuesday	12/14										
Wednesday	12/15										
Thursday	12/16	3	7	0	0	0	0	0	10	0	0
Friday	12/17	4	30	1	0	0	0	0	35	0	0
Saturday	12/18	7	6	0	0	1	0	0	14	0	0
Sunday	12/19	1	4	0	0	1	0	0	6	0	0
Monday	12/20										
Tuesday	12/21										
Wednesday	12/22										
Thursday	12/23										
Friday	12/24	0	0	0	0	0	0	0	0	0	0
Christmas Day	12/25	0	0	0	0	0	0	0	0	0	0
Sunday	12/26	1	0	0	0	1	0	0	2	0	0
Monday	12/27										
Tuesday	12/28										
Wednesday	12/29										
Thursday	12/30										
Friday	12/31	2	2	0	1	1	1	0	7	0	0
Saturday		0	0	0	0	0	0	0	0	0	0
Sunday		0	0	0	0	0	0	0	0	0	0
Monday											
Tuesday											
Months total Orange		44	129	3	1	7	2	0	186	0	0



December
2010
RED

DAY	Date	Adult	V.U.	50%	Pass	Trans	Free	Token	TOTALS	Lift use	Deviations
Sunday		0	0	0	0	0	0	0	0	0	0
Monday											
Tuesday											
Wednesday	12/1										
Thursday	12/2										
Friday	12/3	0	5	3	0	0	0	0	8	0	0
Saturday	12/4	2	4	7	1	1	0	0	15	2	0
Sunday	12/5	0	3	3	0	1	0	0	7	2	0
Monday	12/6										
Tuesday	12/7										
Wednesday	12/8										
Thursday	12/9										
Friday	12/10	1	8	3	2	0	2	0	16	0	0
Saturday	12/11	1	9	3	5	0	0	0	18	6	4
Sunday	12/12	7	7	5	5	1	2	0	27	4	0
Monday	12/13										
Tuesday	12/14										
Wednesday	12/15										
Thursday	12/16	1	2	0	0	0	0	0	3	0	0
Friday	12/17	3	4	0	2	0	0	0	9	0	0
Saturday	12/18	0	1	5	2	0	0	0	8	6	4
Sunday	12/19	2	3	8	1	0	0	0	14	0	0
Monday	12/20										
Tuesday	12/21										
Wednesday	12/22										
Thursday	12/23										
Friday	12/24	0	0	0	0	0	0	0	0	0	0
Christmas Day	12/25	0	0	0	0	0	0	0	0	0	0
Sunday	12/26	3	3	3	3	3	3	0	18	0	0
Monday	12/27										
Tuesday	12/28										
Wednesday	12/29										
Thursday	12/30										
Friday	12/31	1	2	1	1	0	0	0	5	0	0
Saturday		0	0	0	0	0	0	0	0	0	0
Sunday		0	0	0	0	0	0	0	0	0	0
Monday											
Tuesday											
Months total Orange		21	51	41	22	6	7	0	148	20	8



December

2010

PASSENGER SUMMARY

DAY	Date	Adult	V.U.	50%	Pass Usage	Transfers	Free	Tokens	TOTALS	Lift use	Deviations
Sunday		0	0	0	0	0	0	0	0	0	0
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
Wednesday	12/1	75	38	76	38	40	7	0	274	8	4
Thursday	12/2	80	55	80	54	54	7	0	330	10	4
Friday	12/3	65	121	81	50	36	8	2	363	14	7
Saturday	12/4	55	107	54	64	31	8	0	319	6	0
Sunday	12/5	11	88	7	4	1	3	0	114	2	0
Monday	12/6	66	48	46	32	30	6	0	228	8	5
Tuesday	12/7	50	55	74	32	40	4	0	255	12	4
Wednesday	12/8	59	60	74	36	33	12	0	274	22	4
Thursday	12/9	70	35	82	51	27	2	0	267	8	4
Friday	12/10	67	108	81	73	37	15	1	382	8	8
Saturday	12/11	44	78	42	38	17	6	0	225	14	13
Sunday	12/12	17	33	7	7	4	2	0	70	4	0
Monday	12/13	2	0	2	0	0	0	0	4	0	0
Tuesday	12/14	49	66	49	48	18	5	2	237	8	5
Wednesday	12/15	54	70	65	53	25	12	0	279	4	5
Thursday	12/16	61	62	68	54	22	4	0	271	8	4
Friday	12/17	84	63	66	58	33	7	0	311	8	10
Saturday	12/18	54	24	40	34	21	9	0	182	6	8
Sunday	12/19	13	13	10	6	1	2	0	45	0	0
Monday	12/20	73	15	59	44	35	9	2	237	0	2
Tuesday	12/21	44	14	57	60	24	8	1	208	6	3
Wednesday	12/22	65	26	63	67	41	5	0	267	8	8
Thursday	12/23	78	10	47	62	28	8	0	233	6	9
Friday	12/24	32	1	22	13	17	0	0	85	8	7
Christmas Day	12/25	0	0	0	0	0	0	0	0	0	0
Sunday	12/26	10	13	10	6	10	7	0	56	0	0
Monday	12/27	69	19	78	63	42	10	0	281	8	8
Tuesday	12/28	61	15	73	53	38	0	1	241	14	9
Wednesday	12/29	57	14	70	55	39	0	0	235	8	6
Thursday	12/30	56	17	114	57	39	5	2	290	20	8
Friday	12/31	51	8	51	64	30	3	0	207	8	2
Saturday		0	0	0	0	0	0	0	0	0	0
Sunday		0	0	0	0	0	0	0	0	0	0
Monday		0	0	0	0	0	0	0	0	0	0
Tuesday		0	0	0	0	0	0	0	0	0	0
TOTALS BY CATEGORY		1572	1276	1648	1276	813	174	11	6770	236	147
Yellow		691	47	736	707	351	87	2	2621		
Green		580	139	712	428	437	28	8	2332		
Brown		236	910	156	118	12	50	1	1483		
Orange F-S-Sun		44	129	3	1	7	2	0	186		
Red		21	51	41	22	6	7	0	148		
Color totals		1572	1276	1648	1276	813	174	11	6770	236	147
						Month's total			6770		



December
2010

REVENUE MILEAGE SUMMARY

DAY	Date	YELLOW	GREEN	BROWN	ORANGE F/S/S	RED	TOTAL
nday				0.0	0.0	0.0	0.0
nday		0.0	0.0	0.0			0.0
sday		0.0	0.0	0.0			0.0
dnesday	12/1	192.0	203.7	98.1			493.8
rsday	12/2	188.4	189.2	101.6			479.2
day	12/3	197.1	159.9	101.8	116.5	67.2	642.5
urday	12/4	182.9	188.1	101.3	177.0	95.5	744.8
nday	12/5			100.5	176.3	103.8	380.6
nday	12/6	187.6	196.7	102.5			486.8
sday	12/7	188.3	194.0	102.7			485.0
dnesday	12/8	187.4	189.4	99.7			476.5
rsday	12/9	186.4	198.4	101.8			486.6
day	12/10	189.4	198.1	99.9	117.3	75.1	679.8
urday	12/11	185.7	187.0	103.6	175.9	106.6	758.8
nday	12/12			89.2	161.5	84.3	335.0
nday	12/13	7.4	12.8	0.0			20.2
sday	12/14	181.9	202.8	85.3			470.0
dnesday	12/15	183.9	188.7	99.3			471.9
rsday	12/16	185.4	188.8	102.1	117.3	64.2	657.8
day	12/17	190.6	185.5	100.8	145.0	68.1	690.0
urday	12/18	185.6	188.6	97.6	174.4	100.8	747.0
nday	12/19			99.2	174.6	104.4	378.2
nday	12/20	188.1	184.6	101.6			474.3
sday	12/21	188.0	189.2	101.5			478.7
dnesday	12/22	188.6	185.3	101.6			475.5
rsday	12/23	184.0	186.0	92.9			462.9
day	12/24	119.6	119.4	0.0	0.0	0.0	239.0
ristimas Day	12/25						0.0
nday	12/26			101.6	175.3	102.7	379.6
nday	12/27	188.5	192.2	101.4			482.1
sday	12/28	189.1	188.8	101.3			479.2
dnesday	12/29	186.7	191.6	102.6			480.9
rsday	12/30	198.4	201.9	101.7			502.0
day	12/31	188.2	179.6	101.4	116.5	68.5	654.2
urday							
nday							
nday							
venue Miles by route		4639.2	4690.3	2794.6	1827.6	1041.2	14992.9



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DAILY FARE COLLECTIONS

WEEK 1	Date	YELLOW	GREEN	BROWN	ORANGE	RED	Deposit \$	TOKENS	Pass Usage
Sunday				\$ -	\$ -	\$ -		0	0
Monday		\$ -	\$ -	\$ -				0	0
Tuesday		\$ -	\$ -	\$ -				0	0
Wednesday	12/1	\$ 61.00	\$ 46.50	\$ 6.50			\$ 114.00	0	38
Thursday	12/2	\$ 50.50	\$ 43.00	\$ 25.00			\$ 118.50	0	54
Friday	12/3	\$ 46.00	\$ 43.00	\$ 10.00	\$ 5.00	\$ 1.50	\$ 105.50	2	50
Saturday	12/4	\$ 26.00	\$ 32.50	\$ 10.50	\$ 7.00	\$ 6.50	\$ 82.50	0	64
Sub Totals		\$ 183.50	\$ 165.00	\$ 52.00	\$ 12.00	\$ 8.00			

WEEK ONE \$ 420.50 2 206

WEEK 2	Date	YELLOW	GREEN	BROWN	ORANGE	RED	Deposit \$	TOKENS	Pass Usage
SUNDAY	12/5			\$ 7.50	\$ 5.00	\$ 1.50	\$ 14.00	0	4
MONDAY	12/6	\$ 47.50	\$ 35.00	\$ 7.00			\$ 89.50	0	32
TUESDAY	12/7	\$ 50.00	\$ 34.00	\$ 6.50			\$ 90.50	0	32
WEDNESDAY	12/8	\$ 40.00	\$ 39.50	\$ 16.50			\$ 96.00	0	36
THURSDAY	12/9	\$ 50.50	\$ 48.00	\$ 12.50			\$ 111.00	0	51
FRIDAY	12/10	\$ 44.00	\$ 45.50	\$ 13.50	\$ 2.00	\$ 2.50	\$ 107.50	1	73
SATURDAY	12/11	\$ 24.50	\$ 21.50	\$ 15.50	\$ 1.00	\$ 2.50	\$ 65.00	0	38
Sub Totals		\$ 256.50	\$ 223.50	\$ 79.00	\$ 8.00	\$ 6.50			

WEEK TWO \$ 573.50 1 266

WEEK 3	Date	YELLOW	GREEN	BROWN	ORANGE	RED	Deposit \$	TOKENS	Pass Usage
SUNDAY	12/12			\$ 3.50	\$ 7.00	\$ 9.50	\$ 20.00	0	7
MONDAY	12/13	\$ 1.50	\$ 1.50	\$ -			\$ 3.00	0	0
TUESDAY	12/14	\$ 34.00	\$ 28.50	\$ 10.50			\$ 73.00	2	48
WEDNESDAY	12/15	\$ 43.50	\$ 30.00	\$ 12.00			\$ 85.50	0	53
THURSDAY	12/16	\$ 40.00	\$ 40.00	\$ 11.00	\$ 3.00	\$ 1.00	\$ 95.00	0	54
FRIDAY	12/17	\$ 55.50	\$ 41.50	\$ 11.50	\$ 4.50	\$ 3.00	\$ 116.00	0	58
SATURDAY	12/18	\$ 23.50	\$ 27.50	\$ 11.00	\$ 7.00	\$ 2.50	\$ 71.50	0	34
Sub Totals		\$ 198.00	\$ 169.00	\$ 59.50	\$ 21.50	\$ 16.00			

WEEK THREE \$ 464.00 2 254

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DAILY FARE COLLECTIONS

WEEK 4	Date	YELLOW	GREEN	BROWN	ORANGE	RED	Deposit \$	TOKENS	Pass Usage
SUNDAY	12/19			\$ 11.00	\$ 1.00	\$ 6.00	\$ 18.00	0	6
MONDAY	12/20	\$ 49.50	\$ 39.50	\$ 13.50			\$ 102.50	2	44
TUESDAY	12/21	\$ 35.00	\$ 24.50	\$ 12.00			\$ 71.50	1	60
WEDNESDAY	12/22	\$ 51.00	\$ 40.00	\$ 5.00			\$ 96.00	0	67
THURSDAY	12/23	\$ 47.00	\$ 42.00	\$ 12.50			\$ 101.50	0	62
FRIDAY	12/24	\$ 18.00	\$ 25.00	\$ -	\$ -	\$ -	\$ 43.00	0	13
Christmas Day	12/25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0	0
Sub Totals		\$ 200.50	\$ 171.00	\$ 54.00	\$ 1.00	\$ 6.00			
WEEK FOUR							\$ 432.50	3	252

WEEK 5	Date	YELLOW	GREEN	BROWN	ORANGE	RED	Deposit \$	TOKENS	Pass Usage
SUNDAY	12/26			\$ 9.50	\$ 1.00	\$ 4.00	\$ 14.50	0	6
MONDAY	12/27	\$ 54.00	\$ 40.00	\$ 14.00			\$ 108.00	0	63
TUESDAY	12/28	\$ 42.00	\$ 48.00	\$ 7.00			\$ 97.00	1	53
WEDNESDAY	12/29	\$ 47.00	\$ 37.50	\$ 6.50			\$ 91.00	0	55
THURSDAY	12/30	\$ 47.00	\$ 48.50	\$ 17.50			\$ 113.00	2	57
FRIDAY	12/31	\$ 32.50	\$ 30.00	\$ 10.00	\$ 2.00	\$ 1.50	\$ 76.00	0	64
SATURDAY								0	0
Sub Totals		\$ 222.50	\$ 204.00	\$ 64.50	\$ 3.00	\$ 5.50			
WEEK FIVE							\$ 499.50	1	122

WEEK 6	Date	YELLOW	GREEN	BROWN	ORANGE	RED	Deposit \$	TOKENS	Pass Usage
SUNDAY							\$ -	0	0
MONDAY							\$ -	0	0
TUESDAY							\$ -	0	0
Sub Totals		\$ -	\$ -	\$ -	\$ -	\$ -			
WEEK SIX							\$ -	0	0

Total Months Fares	\$	2,390.00
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December
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DAILY FARE RECONCILIATION

DAY	DATE	YELLOW	GREEN	BROWN	ORANGE	RED	Day Total
iday				\$0.00	\$0.00	\$0.00	\$0.00
iday		\$0.00	\$0.00	\$0.00			\$0.00
sday		\$0.00	\$0.00	\$0.00			\$0.00
inesday	12/1	\$3.50	\$0.00	\$1.00			\$4.50
rsday	12/2	\$0.50	\$2.50	-\$1.50	\$0.00	\$0.00	\$1.50
lay	12/3	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
riday	12/4	\$0.50	\$0.50	-\$0.50	\$0.00	\$0.00	\$0.50
iday	12/5			-\$0.50			-\$0.50
iday	12/6	\$0.50	\$0.00	\$0.50			\$1.00
sday	12/7	\$3.50	\$1.50	\$0.00			\$5.00
inesday	12/8	\$1.00	\$1.50	\$2.50			\$5.00
rsday	12/9	\$0.00	\$3.50	\$0.00	\$0.00	\$0.00	\$3.50
lay	12/10	\$0.00	\$1.00	\$2.50	\$0.00	\$0.00	\$3.50
riday	12/11	\$0.00	\$0.00	\$3.00	\$0.50	\$0.00	\$3.50
iday	12/12			-\$0.50			-\$0.50
iday	12/13	\$0.00	\$0.00	\$0.00			\$0.00
sday	12/14	\$3.50	\$0.50	-\$0.50			\$3.50
inesday	12/15	-\$1.00	\$1.00	\$1.50			\$1.50
rsday	12/16	\$1.00	\$0.50	\$0.00	\$0.00	\$0.00	\$1.50
lay	12/17	\$4.50	\$2.00	-\$1.00	\$0.00	\$0.00	\$5.50
riday	12/18	\$0.00	-\$2.50	\$1.00	\$0.00	\$0.00	-\$1.50
iday	12/19			\$1.00	\$0.00	\$0.00	\$1.00
iday	12/20	\$1.00	\$0.00	\$1.50			\$2.50
sday	12/21	\$2.00	\$0.00	-\$1.00			\$1.00
inesday	12/22	\$1.00	\$0.00	-\$0.50			\$0.50
rsday	12/23	\$0.00	\$0.00	\$0.00			\$0.00
lay	12/24	\$0.50	\$1.00	\$0.00	\$0.00	\$0.00	\$1.50
istmas Day	12/25						\$0.00
iday	12/26	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
iday	12/27	\$2.00	\$0.00	\$0.00			\$2.00
sday	12/28	-\$0.50	\$0.00	\$0.00			-\$0.50
inesday	12/29	\$1.00	-\$1.00	\$0.00			\$0.00
rsday	12/30	\$3.00	\$2.50	\$1.50			\$7.00
lay	12/31	\$2.00	\$1.50	-\$0.50	\$0.00	\$0.00	\$3.00
r		26.50	16.50	15.00	0.50	0.00	58.50
ler		-1.50	-3.50	-4.50	0.00	0.00	-9.50
lor total		25.00	13.00	10.50	0.50	0.00	49.00

Deposit for the Month \$ 2,390.00



Ride Right Emergency Preparedness Plan

Introduction

This Emergency Preparedness Plan (EPP) will attempt to ensure that, if confronted with a security event or major emergency, Ride Right personnel will respond effectively, using good judgment, ensuring due diligence, and building on best practices, identified in drills, training, rules and procedures.

This Plan has processes for:

- Coordinating with law enforcement and other public safety agencies to manage response to an incident that occurs on a vehicle or affects operations, and
- Identifying a process for integrating company resources and capabilities into the community response effort to support management of a major event affecting the community.

Management expects all employees, especially those working directly with passengers, to support this Plan.

Division of Responsibilities

All Personnel

All personnel must understand and adopt their specific roles and responsibilities as identified in the EPP, thereby increasing their own personal safety and the safety of our passengers and the motoring public in emergency conditions.

To ensure the success of the EPP, the following functions must be performed by personnel:

- Immediately reporting all suspicious activity, no matter how insignificant it may seem, to the General Manager or his/her designee;
- Immediately reporting all security incidents
- Using proper judgment when managing disruptive passengers and potentially volatile situations
- Participation in all emergency preparedness training, including drills and exercises
- Becoming familiar with, and operating within, all emergency preparedness procedures for the assigned work activity
- Notifying the Vice President of Training and Safety or his/her designee when a physical or mental condition, or required medications or therapies, may impair the employee's ability to perform security or emergency preparedness functions
- Accurately completing "Employee Statements" and appropriate reports as quickly as possible
- Cooperating with/assisting first responders as necessary

Vice President of Training and Safety

The Vice President of Training and Safety has the overall authority to develop and execute the company's EPP. Ultimate accountability for implementation of the EPP rests with the Vice

President of Training and Safety. In addition, the Vice President of Training and Safety is responsible for the following specific activities:

- Ensuring that sufficient resources and attention are devoted to the EPP, including:
 - Development of standard operating procedures related to employee security duties
 - Development and enforcement of safety and security regulations;
 - Development of emergency operating procedures to maximize company response effectiveness and minimizing service interruptions during emergencies and security incidents;
 - Provision of proper training and equipment to employees to allow an effective response to security incidents and emergencies
- Development of an effective notification and reporting system for security incidents and emergencies
- Designating a Point of Contact (POC) to manage the EPP
- Establishing a Security Committee
- Communicating emergency preparedness as top priorities to all employees
- Developing relations with outside organizations that contribute to the EPP Program, including local public safety and emergency planning agencies

EPP Point of Contact (POC)

To ensure coordinated development and implementation of the EPP, the Vice President of Training and Safety has designated the General Manager as the Security and Emergency Preparedness Point of Contact (POC) for development and implementation of the EPP. The POC has been granted the authority to utilize specific company resources to develop the EPP, to monitor its implementation, and to ensure attainment of emergency preparedness goals and objectives.

The General Manager has the responsibility for overseeing the EPP on a daily basis. The General Manager will be the direct liaison with the company's drivers and dispatchers, regarding the Program. The General Manager will also serve as the primary contact with public agencies. To the extent that liaison is necessary with local, state and federal agencies, The General Manager will serve as the lead liaison for the company. The General Manager will also be responsible for the agenda items for Security Committee meetings and actions.

In managing this Program, the POC will:

- Be responsible for successfully administering the EPP and establishing, monitoring, and reporting on the company's emergency preparedness objectives
- Review current company emergency policies, procedures, and plans, and identifying needed improvements on a semi-annual basis
- Develop and implement plans for addressing identified improvements
- Coordinate with local public safety agencies, local community emergency planning agencies, and local human services agencies to address emergency preparedness; including participation in formal meetings and committees
- Develop, publish, and enforce reasonable procedures pertinent to company activities for emergency preparedness

- Provide adequate driver training and continuing instruction for all employees (and volunteers and contractors) regarding emergency preparedness
- Ensure performance of at least one emergency exercise annually

Supervisors

Supervisors are responsible for communicating the company's emergency preparedness plan and procedures to all employees. For this reason, supervisors must have full knowledge of all rules and policies. Supervisors must communicate those plans and procedures to operations personnel in a manner that encourages them to incorporate EPP practices into their everyday work. The specific responsibilities of supervisors include the following.

- Having full knowledge of all standard and emergency operating procedures, and are strongly encouraged to be trained in the National Incident Command System (NIMS).
- Ensuring that drivers make emergency preparedness a primary concern when on the job.

In addition, when supporting response to an incident, supervisors are expected to:

- Provide leadership and direction to employees;
- Handle minor non-threatening rule violations;
- Defuse minor arguments;
- Determine when to call for assistance;
- Make decisions regarding the continuance of operations;
- Respond to service complaints;
- Complete necessary reports;
- Cooperate and coordinate with all outside agencies at incident scenes

Drivers

In addition to the general responsibilities identified for ALL PERSONNEL, drivers are responsible for exercising maximum care and good judgment when responding to emergencies. Each driver will:

- Attempt to handle minor non-threatening rule violations
- Respond verbally to complaints
- Attempt to defuse minor arguments
- Determine when to call for assistance
- Maintain control of the vehicle
- Report all incidents to dispatch
- Complete all necessary reports
- Support community emergency response activities as directed by company policies, plans, and procedures

Other Personnel

Other personnel also have responsibilities for the EPP.

Dispatchers are expected to:

- Receive calls for assistance
- Dispatch supervisors and emergency response personnel

- Coordinate with law enforcement and emergency medical service communications centers
- Notify supervisory and management staff of serious incidents
- Establish on-scene communication
- Complete any required reports
- Provide direction to on-scene personnel

Other Critical Roles and Responsibilities

- *Location Response Coordinator:* This person will be responsible for carrying out all required activities at his/her operating location. This person may direct others at their location to assist in accomplishing necessary actions, but must be kept fully informed of progress and activities for immediate reporting to the Security Crisis Response Coordinator. The Location Response Coordinator will directly report to the Security Crisis Response Coordinator during the use of this plan.
- *Passenger Assistance Coordinator:* This person will be designated to coordinate and assist all affected passengers to ensure their comfort and safety. This person will also be responsible to answer calls of family members regarding the status and whereabouts of affected passengers. Other staff members may be assigned to assist in responding to family calls as needed.
- *Driver Support and Direction Coordinator:* This person will be responsible for attending to drivers' needs during the crisis and preparing them for resumption of normal activities. This person will also be responsible for answering calls from family members regarding the status and whereabouts of the driver.

Emergency Preparedness Practices & Actions

Summary

A summary of the existing proactive methods, procedures, and actions include:

- Participation in local law enforcement and emergency response training and drills
- Review of local law enforcement and emergency response materials
- Annual meeting with local emergency management agency
- Review of company emergency plans
- Review of TSA documentation on system emergency preparedness
- Coordinate with DHS/TSA
- Posting of contact data for law enforcement and DHS/TSA
- Evaluation of emergency response procedures for completeness and accuracy
- Conducting crisis training for employees
- Defining system shutdown protocols
- Conducting mock system shutdown
- Coordinating with public emergency response organizations
- Conducting Business Continuity Exercise

Coordination with Public Safety Agencies

To support improved emergency preparedness and response the company will participate in, at a minimum, one exercise or drill with local public safety organizations in order to:

- Review current plans and policies
- Identify current emergency considerations
- Develop procedures (if necessary)
- Establish and maintain ongoing communication
- Update communications plan, ensure interoperability with local law enforcement in service areas

Evaluation

Internal

The EPP is a “living document” and needs to address issues associated with system emergency preparedness on a timely and proactive basis. It is incumbent upon all appropriate personnel to constantly evaluate the effectiveness of the EPP as well as implementation. The POC will ensure that the EPP is evaluated for effectiveness every 6 months.

External

The EPP POC will also serve as the company liaison with external agencies involved in the auditing of existing procedures associated with the EPP.

Modification and Update

If necessary following internal or external evaluations the company will revise its EPP and supporting documentation and training to reflect new practices, policies, and procedures.

Emergency Contact Directory

COMPANY:

ADDRESS:

COMPANY CONTACTS:

EPP POC (Emergency Response Coordinator):

General Manager:

Safety Director:

LOCAL GOVERNMENT AGENCIES

Emergency Services (OES):

Sheriff/Coroner:

Police:

Coroner:

Health Dept.:
 Animal Control:
 Mental Health Services:
 Crisis Line:

LOCAL MEDICAL CENTERS:

Hospital Emergency:
 _____ Clinic:
 _____ Clinic:
 _____ Clinic:
 Mental Health Services:
 Crisis Line:

Emergency Evacuation/Shelter Procedures and Routes

Emergency evacuation/shelter procedures have been developed. Each employee receives these procedures when hired, reassigned, etc. Persons accountable for this task are:

NAME	TITLE	WORK AREA

Evacuation/shelter master maps have been posted in each identified work area and are kept current. Persons accountable for this task are:

NAME	TITLE	WORK AREA

Evacuation/shelter assistance during emergencies will be provided by designated employees in each work area. These employees will have received training in assisting employees during evacuation movements to shelter locations.

NAME	WORK AREA	TRAINING RECEIVED	DATE OF TRAINING	NAME OF TRAINER

Training is/was provided for employees when:

- a. The plan was initiated or has changed
- b. Responsibilities change
- c. Employees are hired or transferred

Persons accountable for this task are:

NAME	TITLE	WORK AREA	DATE OF TRAINING	NAME OF TRAINER

Emergency Shutdown Procedures

During some emergency situations, it will be necessary for some specifically assigned and properly trained employees to remain in work areas that are being evacuated long enough to perform critical operations. These assignments are necessary to ensure proper emergency control. The following personnel have been assigned these duties.

NAME	WORK AREA	JOB TITLE	DESCRIPTION OF ASSIGNMENT

These individuals have received special instructions and training by their immediate supervisors to ensure their safety in carrying out the designated assignments. A training record describing the instructions provided and the detailed procedures to be followed is maintained in the Emergency Response Coordinator's Office.

Record of Emergency Shutdown Procedures/Critical Operations Training

NAME	ASSIGNMENT	DATE OF TRAINING	NAME OF TRAINER

Emergency Evacuation Procedures

Employee Accountability

Each supervisor is responsible for accounting for each assigned employee following an emergency evacuation. This will be accomplished by performing the procedures established for such an eventuality.

1. Reassembly locations have been established for all evacuation/shelter routes and procedures. These locations are designated on each posted work area evacuation/shelter route map.
2. All work area supervisors and employees must report to their designated reassembly locations immediately after an evacuation or move to a sheltered location.
3. Each employee is responsible for reporting to his or her supervisor so that an accurate head count can be made. Supervisors will check off the names of all those reporting and will report those not checked off as missing to the Emergency Response Coordinator.
4. The Emergency Response Coordinator will be located at one of the following locations:
 - A. Primary Location: _____
 - B. Secondary Location: _____
5. The Emergency Response Coordinator will determine the method to be utilized to locate missing personnel.

Emergency Response, Rescue and Medical Duties

It may become necessary in an emergency to respond to the source of the emergency (e.g. fire) to rescue personnel and perform some specified medical duties, including first-aid treatment. All employees assigned to perform such duties will have been properly trained and equipped to carry out their assigned responsibilities properly and safely.

The following employees have accepted specific assignments and received specific training:

NAME	LOCATION	SPECIFIC ASSIGNMENT	SPECIFIC TRAINING PROVIDED	DATE OF TRAINING	NAME OF TRAINER

Assistance to Emergency Responders

It may be necessary to assist emergency responders in entering and searching facilities. All employees assigned to perform such duties will have been properly trained and equipped to carry out their assigned duties properly and safely.

NAME	ASSIGNMENT	TRAINING PROVIDED	DATE OF TRAINING	NAME OF TRAINER

All personnel performing emergency rescue and medical duties must follow these instructions:

Ride Right, LLC
Statement of Operations

YTD - December 2010
Current

Revenue	
Paratransit	3,662,873

Total Revenue	3,662,873
Cost of Sales	
Intake & Dispatch	628,807
Transportation	570

Total Cost of Sales	629,377

Gross Profit	3,033,496
Expenses	
Operating Expense	328,905
Depreciation	229,424
Payroll Expense	1,509,692
Employee Benefits	14,195
Professional Fees	9,562
Computer Systems	766
Travel & Entertainment	39,713
Insurance	359,656
Repairs & Maintenance	78,176
Utilities	30,985

Total Expenses	2,601,073

Income from Operations	432,423
Other Income and (Expense)	
Other Income	2,303
Other expense	-111,561
Gain/Loss	-2,817

Total Other Income and (Expense)	-112,074

Net Income	320,349
	=====

CONFIDENTIAL

Ride Right, LLC
Balance Sheet

December
2010

Assets

Current Assets

Cash and Cash Equivalents	137,345
Securities	0
Accounts Receivable	377,126
Other Receivables - Related Parties	0
Prepaid Expenses and Other	123,190

Total Current Assets	637,660
----------------------	---------

Prepaid Expense	0
Restricted Investment	0

Property and Equipment, at Cost

Land	0
Building	0
Furniture and Equipment	1,527,457

	1,527,457
Less: Accumulated Depreciation	245,641

1,281,817

Total Assets	1,919,477
---------------------	------------------

Liabilities and Stockholders' Equity

Current Liabilities

Current Maturities of Long-term Debt	288,146
Accounts Payable	5,206
Other Payables - Related Parties	585,291
Accrued Expenses	59,393

Total Current Liabilities	938,036
---------------------------	---------

Long-Term Debt	878,637
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Other Long Term Liabilities	0
------------------------------------	----------

Stockholders' Equity

Common Stock	5,000
Retained Earnings	97,804
Noncontrolling Interest	0
Advances from Stockholders and Affiliates	0
Capital Contributions	0

Total Stockholders' Equity	102,804
----------------------------	---------

Total Liabilities and Stockholders' Equity	1,919,477
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CONFIDENTIAL

Ride Right, LLC
Statement of Operations

YTD - December 2009
Current

Revenue	
Paratransit	281,560

Total Revenue	281,560
Cost of Sales	
Intake & Dispatch	48,333

Total Cost of Sales	48,333

Gross Profit	233,226
Expenses	
Operating Expense	64,323
Depreciation	14,726
Payroll Expense	161,112
Employee Benefits	0
Travel & Entertainment	3,966
Insurance	39,188
Repairs & Maintenance	29,890
Utilities	832

Total Expenses	314,037

Income from Operations	-80,810
Other Income and (Expense)	
Other expense	-13,734

Total Other Income and (Expense)	-13,734

Net Income	(94,544)
	=====

CONFIDENTIAL

Ride Right, LLC
Balance Sheet

December
2009

Assets

Current Assets

Cash and Cash Equivalents	12,746
Securities	0
Accounts Receivable	36,589
Other Receivables - Related Parties	0
Prepaid Expenses and Other	25,463

Total Current Assets	74,798
----------------------	--------

Prepaid Expense	0
Restricted Investment	0

Property and Equipment, at Cost

Land	0
Building	0
Furniture and Equipment	145,450

	145,450
Less: Accumulated Depreciation	16,800

128,650

Total Assets	203,448
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Liabilities and Stockholders' Equity

Current Liabilities

Current Maturities of Long-term Debt	20,410
Accounts Payable	50,496
Other Payables - Related Parties	120,090
Accrued Expenses	21,074

Total Current Liabilities	212,069
---------------------------	---------

Long-Term Debt	80,923
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Other Long Term Liabilities	0
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Stockholders' Equity

Common Stock	5,000
Retained Earnings	(94,544)
Noncontrolling Interest	0
Advances from Stockholders and Affiliates	0
Capital Contributions	0

Total Stockholders' Equity	(89,544)
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Total Liabilities and Stockholders' Equity	203,448
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CONFIDENTIAL

Medical Transportation Management, Inc.

Accountants' Report and Consolidated Financial Statements

December 31, 2009 and 2008

CONFIDENTIAL

Medical Transportation Management, Inc.

December 31, 2009 and 2008

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Independent Accountants' Report

Board of Directors
Medical Transportation Management, Inc.
Lake St. Louis, Missouri

We have audited the accompanying consolidated balance sheets of Medical Transportation Management, Inc. (formerly MTM Holdings, Inc.) for the years ended December 31, 2009 and 2008, and the related consolidated statements of income, stockholders' equity and cash flows for the years then ended. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on the financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Medical Transportation Management, Inc. as of December 31, 2009 and 2008, and the results of its operations and its cash flows for the years then ended in conformity with accounting principles generally accepted in the United States of America.

As discussed in Note 1, in 2009 the Company changed its method of accounting for noncontrolling interests in its consolidated financial statements.

BKD, LLP

April 19, 2010

Medical Transportation Management, Inc.

Consolidated Balance Sheets

December 31, 2009 and 2008

Assets

	<u>2009</u>	<u>2008</u>
Current Assets		
Cash and cash equivalents	\$ 52,994	\$ 2,120
Accounts receivable, net of allowance; 2009 – \$69,527, 2008 – \$478,174	5,552,878	3,387,990
Other receivables – related parties	272,053	26,915
Prepaid expenses and other	<u>533,059</u>	<u>253,388</u>
Total current assets	<u>6,410,984</u>	<u>3,670,413</u>
Property and Equipment, At Cost		
Land	188,505	188,505
Building	4,416,372	4,416,372
Furniture and equipment	<u>6,452,339</u>	<u>4,834,239</u>
	11,057,216	9,439,116
Less accumulated depreciation	<u>4,680,561</u>	<u>3,986,182</u>
	<u>6,376,655</u>	<u>5,452,934</u>
Other Assets		
Prepaid expenses	210,000	330,000
Restricted certificates of deposit	<u>6,228,819</u>	<u>6,066,405</u>
	<u>6,438,819</u>	<u>6,396,405</u>
	<u>\$ 19,226,458</u>	<u>\$ 15,519,752</u>

Liabilities and Stockholders' Equity

	<u>2009</u>	<u>2008</u>
Current Liabilities		
Checks issued in excess of bank balance	\$ 672,181	\$ 508,017
Current maturities of long-term debt	472,328	567,836
Accounts payable	7,140,764	5,329,309
Other payables – related parties	-	183,340
Accrued expenses	<u>1,882,388</u>	<u>2,167,166</u>
Total current liabilities	<u>10,167,661</u>	<u>8,755,668</u>
Long-Term Debt	7,629,398	7,004,836
Other Long-Term Liabilities	285,000	330,000
Stockholders' Equity		
Common stock; Class A voting; \$0.10 par value; authorized 10,000 shares; issued and outstanding 5,000 shares	500	500
Common stock; Class B non-voting; \$0.10 par value; authorized 90,000 shares; issued and outstanding 45,000 shares	4,500	4,500
Additional paid-in capital	5,005,000	5,005,000
Accumulated deficit	(892,850)	(3,692,384)
Advances to stockholders	<u>(1,998,208)</u>	<u>(945,703)</u>
Total Medical Transportation Management, Inc. stockholders' equity	<u>2,118,942</u>	<u>371,913</u>
Noncontrolling Interest	(974,543)	(942,665)
Total stockholders' equity (deficit)	<u>1,144,399</u>	<u>(570,752)</u>
	<u>\$ 19,226,458</u>	<u>\$ 15,519,752</u>

Medical Transportation Management, Inc.

Consolidated Statements of Income

Years Ended December 31, 2009 and 2008

	<u>2009</u>	<u>2008</u>
Net Sales	\$ 68,891,770	\$ 62,989,754
Operating Expenses		
Transportation expense	45,113,643	42,733,093
Intake and dispatch	10,870,044	9,611,835
General and administrative	<u>9,772,844</u>	<u>9,059,347</u>
	<u>65,756,531</u>	<u>61,404,275</u>
Operating Income	<u>3,135,239</u>	<u>1,585,479</u>
Other Income (Expense)		
Interest income	116,201	66,079
Interest expense	(497,001)	(702,785)
Gain (loss) on sale of equipment	300	(13,780)
Other income	<u>12,917</u>	<u>36,204</u>
	<u>(367,583)</u>	<u>(614,282)</u>
Net Income	2,767,656	971,197
Less: Net Loss Attributable to the Noncontrolling Interest	<u>(31,878)</u>	<u>(96,915)</u>
Net Income Attributable to Medical Transportation Management, Inc.	<u>\$ 2,799,534</u>	<u>\$ 1,068,112</u>

Medical Transportation Management, Inc.
Consolidated Statements of Stockholders' Equity
Years Ended December 31, 2009 and 2008

	Common Stock	Additional Paid-in Capital	Accumulated Deficit	Advances To Stockholders	Noncontrolling Interest	Total
Balance, January 1, 2008	\$ 5,000	\$ 5,005,000	\$ (4,760,496)	\$ (148,840)	\$ (950,753)	\$ (850,089)
Net advances to stockholders	-	-	-	(796,863)	-	(796,863)
Capital distribution	-	(5,000,000)	-	-	-	(5,000,000)
Net income (loss)	-	-	1,068,112	-	(96,915)	971,197
Capital contribution	-	5,000,000	-	-	105,003	5,105,003
Balance, December 31, 2008	5,000	5,005,000	(3,692,384)	(945,703)	(942,665)	(570,752)
Advances to stockholders	-	-	-	(1,052,505)	-	(1,052,505)
Net income (loss)	-	-	2,799,534	-	(31,878)	2,767,656
Balance, December 31, 2009	<u>\$ 5,000</u>	<u>\$ 5,005,000</u>	<u>\$ (892,850)</u>	<u>\$ (1,998,208)</u>	<u>\$ (974,543)</u>	<u>\$ 1,144,399</u>

Medical Transportation Management, Inc.
Consolidated Statements of Cash Flows
Years Ended December 31, 2009 and 2008

	2009	2008
Operating Activities		
Net income before attribution of noncontrolling interest	\$ 2,767,656	\$ 971,197
Net loss attributable to noncontrolling interest	(31,878)	(96,915)
	2,799,534	1,068,112
Net income attributable to Medical Transportation Management, Inc.		
Items not requiring (providing) cash		
Depreciation	937,669	833,847
(Gain) loss on sale of equipment	(300)	13,780
Accrued deferred compensation	75,000	-
Changes in		
Receivables	(2,410,026)	2,202,175
Prepaid expenses and other assets	(159,671)	(401,724)
Accounts payable and accrued expenses	1,223,337	(1,669,112)
Noncontrolling interest in subsidiary	(31,878)	(96,915)
	2,433,665	1,950,163
Net cash provided by operating activities		
Investing Activities		
Advances to stockholders	(1,052,505)	(796,863)
Proceeds from sales of available-for-sale securities	-	189,541
Purchase of equipment	(1,179,782)	(101,371)
Proceeds from sale of equipment	300	600
Purchase of restricted certificate of deposit	(162,414)	(271,105)
	(2,394,401)	(979,198)
Net cash used in investing activities		
Financing Activities		
Change in outstanding checks in excess of bank balance	164,164	508,017
Borrowings (repayments) on revolving credit agreement	630,356	(439,469)
Payments on long-term debt	(465,074)	(1,383,615)
Borrowings on long-term debt	-	500,000
Payments on capital lease obligations	(317,836)	(351,153)
Capital contributions	-	5,105,003
Capital distributions	-	(5,000,000)
	11,610	(1,061,217)
Net cash provided by (used in) financing activities		
Increase (Decrease) in Cash and Cash Equivalents	50,874	(90,252)
Cash and Cash Equivalents, Beginning of Year	2,120	92,372
Cash and Cash Equivalents, End of Year	\$ 52,994	\$ 2,120
Supplemental Cash Flows Information		
Interest paid	\$ 628,898	\$ 702,785
Equipment acquired through capital lease obligation	\$ 681,608	\$ 350,971

Medical Transportation Management, Inc.
Notes to Consolidated Financial Statements
December 31, 2009 and 2008

Note 1: Nature of Operations and Summary of Significant Accounting Policies

Nature of Operations

The Company's core business line is non-emergency medical transportation (NEMT). Purchasers of NEMT are primarily state and county governments (Government Opportunities) and Medicaid and Medicare insurers (Commercial Opportunities).

The Company's revenues are earned from providing transportation services throughout the United States. The Company extends unsecured credit to its customers, which include state organizations, health care organizations and related entities.

Principles of Consolidation and Change in Accounting Principle

The consolidated financial statements include the accounts of MTM Holdings, Inc. (the holding company), and its wholly-owned subsidiary, Medical Transportation Management, Inc. ("MTM"). Effective December 30, 2009, MTM Holdings, Inc. was merged into MTM. The stockholders of MTM Holdings, Inc. exchanged each share of common stock for one share of MTM common stock.

In addition, the Company consolidates LPG Properties II, LLC, a variable interest entity (VIE) from which it leases its office building under a long-term operating lease that expires in August 2014. The Company's majority stockholders own the VIE. The assets of the VIE consist primarily of the office building and real estate, which has a carrying value of \$3,608,394 and \$3,781,439 at December 31, 2009 and 2008, respectively, and is included in property and equipment in the accompanying consolidated balance sheets. The building serves as collateral for the VIE's long-term debt of \$4,400,990 and \$4,536,198 for 2009 and 2008, respectively.

The majority stockholders have personally guaranteed the debt of the VIE and are legally obligated to fund any deficit in the VIE, but the creditors have no direct recourse to the Company.

Effective January 1, 2009, the Company adopted the guidance in Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) 810-10-65, Transition Related to FASB Statement No. 160, *Noncontrolling Interests in Consolidated Financial Statements, an amendment of ARB No. 51*. Upon adoption, minority interest previously presented in the other asset section of the consolidated balance sheet has been retrospectively reclassified as noncontrolling interest within equity. In addition, the net income presented in the consolidated statements of income and stockholders' equity has been retrospectively revised to include the net loss attributable to the noncontrolling interest and to distinguish between the interests of the controlling and noncontrolling owners. Any changes in ownership after January 1, 2009, that do not result in a loss of control are accounted for as equity transactions.

All significant intercompany accounts have been eliminated in consolidation.

Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the

Medical Transportation Management, Inc.
Notes to Consolidated Financial Statements
December 31, 2009 and 2008

date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Cash Equivalents

The Company considers all liquid investments with original maturities of three months or less, except those classified as restricted cash deposits, to be cash equivalents. Cash equivalents consists of an overnight sweep account, a certificate of deposit and a brokerage account.

The financial institution holding the Company's cash accounts is participating in the FDIC's Transaction Account Guarantee Program. Under that program, through June 30, 2010, all noninterest-bearing transaction accounts are fully guaranteed by the FDIC for the entire amount in the account.

Effective October 3, 2008, the FDIC's insurance limits increased to \$250,000. The increase in federally insured limits is currently set to expire December 31, 2013. At December 31, 2009, the Company's interest-bearing cash accounts did not exceed federally insured limits.

Accounts Receivable

Accounts receivable are stated at the amounts billed to customers plus any accrued and unpaid interest. The Company provides an allowance for doubtful accounts, which is based upon a review of outstanding receivables, historical collection information and existing economic conditions. Accounts receivable are ordinarily due 30 days after the issuance of the invoice. Accounts past due more than 120 days are considered delinquent. Delinquent receivables are written off based on individual credit evaluation and specific circumstances of the customer.

Restricted Certificates of Deposit

\$4,550,000 of certificates of deposit are pledged as collateral to a bank on a personal loan to the Company's stockholders. Additionally, \$1,678,819 of certificates of deposit are pledged as collateral for certain contracts as security in the event of non-performance. At December 31, 2009, the Company's certificates of deposit exceeded the FDIC's insurance limits of \$250,000 per institution by \$5,978,819.

Property and Equipment

Property and equipment are depreciated over the estimated useful life of each asset. Annual depreciation is primarily computed using both straight-line and accelerated methods.

Revenue Recognition

Revenue is earned under both fee for service arrangements and capitated agreements. Revenue earned from capitated agreements is recognized in the month in which services are rendered. Revenue earned under fee for service arrangements is recognized as such services are rendered.

Medical Transportation Management, Inc.

Notes to Consolidated Financial Statements

December 31, 2009 and 2008

Income Taxes

The Company has elected to have its income taxed as an "S" Corporation and the VIE is taxed as a partnership under provisions of the Internal Revenue Code and similar sections of state income tax laws. Therefore, taxable income or loss is reported to the individual stockholders and partners for inclusion in their respective tax returns and no provision for federal and state income taxes is included in these consolidated financial statements. The Company and the VIE are no longer subject to U.S. federal and related local jurisdictions tax examinations by tax authorities for years before 2006.

Stock Appreciation Plan

At December 31, 2009, the Company has a share-based employee compensation plan, which is described more fully in Note 6. The Company has elected to measure the corresponding liability under the intrinsic value method.

Subsequent Events

Subsequent events have been evaluated through April 19, 2010, which is the date the financial statements were available to be issued.

Reclassifications

Certain reclassifications have been made to the 2008 financial statements to conform to the 2009 financial statement presentation. These reclassifications had no effect on net income.

Note 2: Notes Payable and Long-Term Debt

Notes payable and long-term debt at December 31, 2009 and 2008, consisted of the following:

	2009	2008
Note payable, bank (A)	\$ 2,840,000	\$ 2,209,644
Note payable, bank (B)	4,400,990	4,536,198
Note payable, bank (C)	-	329,865
Equipment lease obligations (D)	860,736	496,965
	<u>8,101,726</u>	<u>7,572,672</u>
Less current maturities	472,328	567,836
Noncurrent portion	<u>\$ 7,629,398</u>	<u>\$ 7,004,836</u>

- (A) Revolving credit agreement with bank, providing for borrowings up to \$4,000,000; expiring January 1, 2010; interest payable monthly at the bank's prime rate plus 2%, minimum of 6%; collateralized by accounts receivable, investments, property and equipment and personally guaranteed by certain stockholders of the Company. Subsequent to year end, the agreement

Medical Transportation Management, Inc.
Notes to Consolidated Financial Statements
December 31, 2009 and 2008

was amended to provide for interest payable monthly at LIBOR plus 5%, through the maturity date of January 1, 2011.

- (B) Installment note payable by the Company's consolidated VIE with bank; payable in monthly installments of \$36,197 (which includes interest at the bank's prime rate plus 2%, minimum of 6%) with remaining balance due on January 1, 2010; collateralized by accounts receivable, investments, property and equipment and personally guaranteed by certain stockholders of an affiliate. Subsequent to year end, the note was amended to provide for interest at LIBOR plus 5%, through the maturity date of January 1, 2011.
- (C) Installment note payable with bank; matured and paid in full in November 2009; paid in monthly installments of \$31,078 (which included interest at 7.25%); collateralized by accounts receivable, interest, property and equipment, a real estate deed of trust and personally guaranteed by certain stockholders of the Company.
- (D) Capital leases covering telephone system and computers; payable in monthly installments ranging from \$250 to \$15,285 (which includes interest ranging from 3.65% to 14.95%); expiring at various dates through 2013.

In connection with the note payable to the bank described in (A) above, the Company is required to meet certain financial covenants. The covenants relate to net worth, limitations on advances made to stockholders and other related parties, limitations on distribution of dividends to stockholders and limitations on compensation to certain stockholders and the ratio of total liabilities to net worth. At December 31, 2009, the Company was not in compliance with a certain covenant, which was subsequently waived by the bank.

Aggregate annual maturities of long-term debt and payments on capital lease obligations at December 31, 2009, are:

	Long-Term Debt	Capital Lease Obligations
2010	\$ 169,761	\$ 336,733
2011	7,071,229	286,491
2012	-	206,188
2013	-	91,707
	\$ 7,240,990	921,119
Less amount representing interest		60,383
Present value of future minimum lease payments		\$ 860,736

Medical Transportation Management, Inc.

Notes to Consolidated Financial Statements

December 31, 2009 and 2008

Property and equipment include the following property under capital leases:

	<u>2009</u>	<u>2008</u>
Telephone equipment	\$ 1,968,298	\$ 1,376,679
Computers	<u>206,973</u>	<u>206,973</u>
	2,175,271	1,583,652
Less accumulated depreciation	<u>1,258,959</u>	<u>921,709</u>
	<u>\$ 916,312</u>	<u>\$ 661,943</u>

Note 3: Operating Leases

The Company has operating leases for several office space locations that expire through 2013. Rent expense under all operating leases amounted to \$820,244 and \$454,856 for the years ended December 31, 2009 and 2008, respectively.

Future minimum lease payments at December 31, 2009, were as follows:

2010	\$ 365,124
2011	217,008
2012	66,832
2013	<u>18,364</u>
	<u>\$ 667,328</u>

Note 4: Profit-Sharing Plan

The Company has a 401(k) profit-sharing plan covering employees meeting certain eligibility requirements. An employee may elect to defer a portion of his/her salary subject to IRS limitations. The Company provides a 25% matching contribution, up to the first 5% of employee earnings. The Company contributed \$45,381 and \$-0- in 2009 and 2008, respectively.

Note 5: Related Party Transactions

Advances to stockholders, which are classified as a decrease to stockholders' equity, represent advances to the stockholders of the Company. At December 31, 2009 and 2008, advances to the stockholders totaled \$1,998,208 and \$945,703, respectively.

Medical Transportation Management, Inc.

Notes to Consolidated Financial Statements

December 31, 2009 and 2008

The stockholders contributed a \$5,000,000 certificate of deposit to serve as additional collateral for certain bank debt and recorded it as a capital contribution. The certificate of deposit was released from all collateral requirements in February 2008 and distributed to the stockholders at that time, which reduced additional paid-in capital in 2008. In December 2008, the stockholders contributed another \$5,000,000 in certificates of deposit which are pledged against non-company obligations and have recorded it as a capital contribution as of December 31, 2008. During 2009, \$450,000 was released from all collateral requirements. As of December 31, 2009 and 2008, the \$4,550,000 and \$5,000,000, respectively, is included as "restricted certificates of deposit" on the accompanying consolidated balance sheets.

The Company receives certain services from affiliates that are related through common ownership and management. Expenses incurred for such services are not significant in relation to the Company's overall operations.

Note 6: Executive Incentive Compensation Plan

In 2009, The Company adopted an Incentive Compensation Plan (Stock Appreciation Plan). The Company has one executive employee that participates in the plan. The Company granted a total of 2,500 stock appreciation rights (SARs) and an additional 2,500 rights may be earned over a period of 10 years, beginning January 1, 2011, if certain goals are met. The employee is fully vested upon rights being granted and rights may be exercised anytime after January 1, 2020, but not later than January 1, 2025. The Company recorded compensation expense of \$75,000 for the year ended December 31, 2009, related to the stock appreciation plan.

Note 7: Significant Estimates and Concentrations

Accounting principles generally accepted in the United States of America require disclosure of certain significant estimates and current vulnerabilities due to certain concentrations. Those matters include the following:

Revenues From Customers

Approximately 70% of the Company's revenues were from three customers for the year ended December 31, 2009. These customers accounted for approximately 72% of the accounts receivable balance at December 31, 2009.

General Litigation

The Company is subject to claims and lawsuits that arise primarily in the ordinary course of business. It is the opinion of management that the disposition or ultimate resolution of such claims and lawsuits will not have a material adverse effect on the consolidated financial position, results of operations and cash flows of the Company.

Medical Transportation Management, Inc.

Notes to Consolidated Financial Statements

December 31, 2009 and 2008

Self-Insurance Liabilities

The Company is self-insured for auto liability coverage up to a maximum amount of \$100,000 per claim. At December 31, 2009, the Company is not aware of any outstanding claims related thereto.

Letters of Credit

The Company had \$2,200,300 at December 31, 2009, in outstanding letters of credit as security on certain contractual arrangements.

Current Economic Conditions

The current protracted economic decline continues to present businesses with difficult circumstances and challenges, which in some cases have resulted in large and unanticipated declines in the fair value of assets, declines in the volume of business, constraints on liquidity and difficulty obtaining financing. The consolidated financial statements have been prepared using values and information currently available to the Company.

Current economic conditions could adversely affect the Company's results of operations in future periods. Further, the effect of economic conditions on state and local governments may have an adverse affect on the Company's cash flows.

In addition, given the volatility of current economic conditions, the values of assets and liabilities recorded in the consolidated financial statements could change rapidly, resulting in material future adjustments in asset values and allowances for accounts receivable that could negatively impact the Company's ability to meet debt covenants or maintain sufficient liquidity.

Supplementary Information

CONFIDENTIAL

Independent Accountants' Report on Supplementary Information

Board of Directors
Medical Transportation Management, Inc.
Lake St. Louis, Missouri

Our 2009 audit was made for the purpose of forming an opinion on the basic consolidated financial statements taken as a whole. The nature of our audit procedures is more fully described in our report on the basic consolidated financial statements. The accompanying consolidating information is presented for purposes of additional analysis of the consolidated financial statements rather than to present the financial position and the results of operation of the individual companies and is not a required part of the basic consolidated financial statements. Such information has been subjected to the procedures applied in the audit of the basic consolidated financial statements and, in our opinion, is fairly stated, in all material respects, in relation to the basic consolidated financial statements taken as a whole.

BKD, LLP

St. Louis, Missouri
April 19, 2010

Medical Transportation Management, Inc.
Consolidating Schedule – Balance Sheet Information
December 31, 2009

Assets

	Medical Transportation Management, Inc.	LPG Properties II, LLC	Eliminations	Consolidated
Current Assets				
Cash and cash equivalents	\$ 10,002	\$ 42,992	\$ -	\$ 52,994
Accounts receivable, net of allowance of \$69,527	5,546,048	6,830	-	5,552,878
Other receivables – related parties	232,404	39,649	-	272,053
Prepaid expenses and other	781,739	1,000	(249,680)	533,059
	<u>6,570,193</u>	<u>90,471</u>	<u>(249,680)</u>	<u>6,410,984</u>
Property and Equipment, At Cost				
Land	-	188,505	-	188,505
Building	-	4,416,372	-	4,416,372
Furniture and equipment	6,450,782	1,557	-	6,452,339
	<u>6,450,782</u>	<u>4,606,434</u>	<u>-</u>	<u>11,057,216</u>
Less accumulated depreciation	3,682,521	998,040	-	4,680,561
	<u>2,768,261</u>	<u>3,608,394</u>	<u>-</u>	<u>6,376,655</u>
Other Assets				
Prepaid expenses	210,000	-	-	210,000
Restricted certificates of deposit	6,228,819	-	-	6,228,819
	<u>6,438,819</u>	<u>-</u>	<u>-</u>	<u>6,438,819</u>
	<u>\$ 15,777,273</u>	<u>\$ 3,698,865</u>	<u>\$ (249,680)</u>	<u>\$ 19,226,458</u>

Medical Transportation Management, Inc.
Consolidating Schedule – Balance Sheet Information
December 31, 2009

Liabilities and Stockholders' Equity

	Medical Transportation Management, Inc.	LPG Properties II, LLC	Eliminations	Consolidated
Current Liabilities				
Checks issued in excess of bank balance	\$ 672,181	\$ -	\$ -	\$ 672,181
Current maturities of long-term debt	302,567	169,761	-	472,328
Accounts payable	7,140,764	-	-	7,140,764
Accrued expenses	1,859,650	272,418	(249,680)	1,882,388
Total current liabilities	9,975,162	442,179	(249,680)	10,167,661
Long-Term Debt	3,398,169	4,231,229	-	7,629,398
Other Long-Term Liabilities	285,000	-	-	285,000
Stockholders' Equity (Deficit)				
Common stock	5,000	-	-	5,000
Additional paid-in capital	5,005,000	-	-	5,005,000
Accumulated deficit	(892,850)	(268,738)	268,738	(892,850)
Advances to stockholders	(1,998,208)	(705,805)	705,805	(1,998,208)
	2,118,942	(974,543)	974,543	2,118,942
Noncontrolling Interest	-	-	(974,543)	(974,543)
Total stockholders' equity (deficit)	2,118,942	(974,543)	-	1,144,399
	\$ 15,777,273	\$ 3,698,865	\$ (249,680)	\$ 19,226,458

Medical Transportation Management, Inc.
Consolidating Schedule – Statement of Income Information
Year Ended December 31, 2009

	Medical Transportation Management, Inc.	LPG Properties II, LLC	Eliminations	Consolidated
Net Sales	\$ 68,795,914	\$ 1,006,038	\$ (910,182)	\$ 68,891,770
Operating Expenses				
Transportation expense	45,113,643	-	-	45,113,643
Intake and dispatch	10,870,044	-	-	10,870,044
General and administrative	9,917,086	765,940	(910,182)	9,772,844
	<u>65,900,773</u>	<u>765,940</u>	<u>(910,182)</u>	<u>65,756,531</u>
Operating Income	<u>2,895,141</u>	<u>240,098</u>	<u>-</u>	<u>3,135,239</u>
Other Income (Expense)				
Interest income	116,201	-	-	116,201
Interest expense	(225,025)	(271,976)	-	(497,001)
Gain on sale of equipment	300	-	-	300
Other income	12,917	-	-	12,917
	<u>(95,607)</u>	<u>(271,976)</u>	<u>-</u>	<u>(367,583)</u>
Net Income (Loss)	2,799,534	(31,878)	-	2,767,656
Less: Net Loss Attributable to the Noncontrolling Interest	<u>-</u>	<u>-</u>	<u>(31,878)</u>	<u>(31,878)</u>
Net Income (Loss) Attributable to Medical Transportation Management, Inc.	<u>\$ 2,799,534</u>	<u>\$ (31,878)</u>	<u>\$ (31,878)</u>	<u>\$ 2,799,534</u>

ACORDTM**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)

04/25/2011

PRODUCER Phone: 717-766-7080 Fax: 717-766-7081

NATIONAL INTERSTATE
4999 LOUISE DRIVE SUITE 202
MECHANICSBURG PA 17055

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE

NAIC #

INSURED
RIDE RIGHT, LLC
DBA RIDE RIGHT TRANSIT, LLC
16 HAWK RIDGE DR.
LAKE SAINT LOUIS MO 63367

INSURER A: National Interstate

32620

INSURER B:

INSURER C:

INSURER D:

INSURER E:

COVERAGES

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

INSR LTR	ADDL INSR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	EGL 0000452-02	01/02/11	01/02/12	EACH OCCURRENCE	\$ 1,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
						MED. EXP (Any one person)	\$ 5,000
						PERSONAL & ADV INJURY	\$ 1,000,000
						GENERAL AGGREGATE	\$ 2,000,000
						PRODUCTS-COMP/OP AGG.	\$ 1,000,000
A		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	EAL 0000452-02	01/02/11	01/02/12	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
						BODILY INJURY (Per person)	\$
						BODILY INJURY (Per accident)	\$
						PROPERTY DAMAGE (Per accident)	\$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT	\$
						OTHER THAN AUTO ONLY: EA ACC	\$
						AGG	\$
		EXCESS / UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE	\$
						AGGREGATE	\$
							\$
							\$
		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below				WC STATUTORY LIMITS	OTHER
						E.L. EACH ACCIDENT	\$
						E.L. DISEASE-EA EMPLOYEE	\$
						E.L. DISEASE-POLICY LIMIT	\$
A		OTHER: OTHER THAN COLLISION COLLISION	EAL 0000452-02	01/02/11	01/02/12	\$5,000 DEDUCTIBLE	\$5,000 DEDUCTIBLE

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/ SPECIAL PROVISIONS

THE LOCATION OF THIS INSURED IS AT 850 NW FEDERAL HIGHWAY, STUART, FL 34994

COVERAGES CAN BE PROVIDED AND THE FOLLOWING ENTITY CAN BE NAMED AS ADDITIONAL INSURED UPON THE AWARDED OF THE CONTRACT TO MTM:

SUMTER COUNTY AND THE SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS

CERTIFICATE HOLDER**CANCELLATION****EVIDENCE OF COVERAGE.**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Tony J. Mercurio
Tony J. Mercurio

Attention:



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/25/2011

PRODUCER Integrated Transportation Resources, Inc. 16 Hawk Ridge Drive Suite 125 Lake St. Louis MO 63367 (636) 561-0048	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
	INSURERS AFFORDING COVERAGE	NAIC #
INSURED Ride Right, LLC 16 Hawk Ridge Drive Lake Saint Louis MO 63367-	INSURER A: Chartis Insurance Co.	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES

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

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS								
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$								
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$								
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$								
	EXCESS / UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$								
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below	001609169	12/31/2010	12/31/2011	<table border="1"> <tr> <td>WC STATUTORY LIMITS</td> <td>OTHER</td> </tr> <tr> <td>E.L. EACH ACCIDENT</td> <td>\$1,000,000</td> </tr> <tr> <td>E.L. DISEASE - EA EMPLOYEE</td> <td>\$1,000,000</td> </tr> <tr> <td>E.L. DISEASE - POLICY LIMIT</td> <td>\$1,000,000</td> </tr> </table>	WC STATUTORY LIMITS	OTHER	E.L. EACH ACCIDENT	\$1,000,000	E.L. DISEASE - EA EMPLOYEE	\$1,000,000	E.L. DISEASE - POLICY LIMIT	\$1,000,000
WC STATUTORY LIMITS	OTHER												
E.L. EACH ACCIDENT	\$1,000,000												
E.L. DISEASE - EA EMPLOYEE	\$1,000,000												
E.L. DISEASE - POLICY LIMIT	\$1,000,000												
	OTHER												

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 The location of this insured is at 850 NW Federal Highway, Stuart, FL 34994.

CERTIFICATE HOLDER	CANCELLATION	AI SUM
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.	
EVIDENCE OF INSURANCE	AUTHORIZED REPRESENTATIVE	
		



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/25/2011

PRODUCER Integrated Transportation Resources, Inc. 16 Hawk Ridge Drive Suite 125 Lake St. Louis MO 63367 (636) 561-0048	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
	INSURERS AFFORDING COVERAGE	NAIC #
INSURED Ride Right, LLC 16 Hawk Ridge Drive Lake Saint louis MO 63367-	INSURER A: Granite State Ins. Co.	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES

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

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	02-LX-022853176-0	06/25/2010	06/25/2011	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP AGG \$1,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
A	EXCESS / UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ 10,000	02-UD-019657497-0 "Follow Form"	06/25/2010	06/25/2011	EACH OCCURRENCE \$3,000,000 AGGREGATE \$3,000,000 \$ \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below				WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	OTHER Abuse & Molestation	02-LX-022853176-0	06/25/2010	06/25/2011	Per Occurrence 1,000,000
A	Professional Liability	02-LX-022853176-0	06/25/2010	06/25/2011	Aggregate 1,000,000 Prof. Liability \$1MM / \$3MM

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 The location of this insured is at 850 NW Federal Highway, Stuart, FL 34994.

COVERAGES CAN BE PROVIDED AND THE FOLLOWING ENTITY CAN BE NAMED AS ADDITIONAL INSURED UPON THE AWARDED OF THE CONTRACT TO MTM: SUMTER COUNTY AND THE SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS, ET AL.

WAIVER OF SUBROGATION

CERTIFICATE HOLDER

CANCELLATION

AI SUMTER

EVIDENCE OF INSURANCE

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE



SOLUTION OVERVIEW

SmartDrive Safety™

A Breakthrough in Driver Safety and Claims Resolution

Reduces collision frequency by up to 50%

- Decreases liability, physical damage, workers' comp
- Improves claims accuracy and speeds resolution

Protects drivers

- Improves driver safety and security
- Exonerates drivers from issues caused by others

Decreases operational cost of fleet management

- Reduces maintenance expense
- Conserves fuel through safer, greener driving

Proven to reduce collision frequency by up to 50%

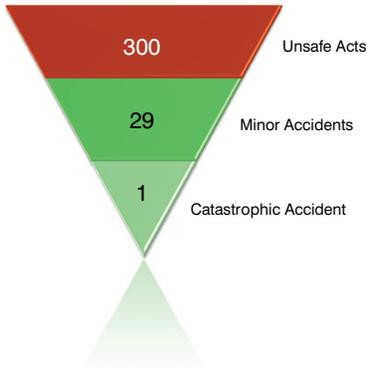


SmartDrive Safety reduces collisions, protects drivers and saves money. SmartDrive captures comprehensive in-vehicle data from triggered events, then reviews and prioritizes safety performance. This provides comprehensive insight, with eye-opening video and simple driver coaching tools – all through an easy-to-use managed service.

When collisions do happen, SmartDrive helps determine causality, exonerating not-at-fault drivers, reducing liability and minimizing fraud. It's like having a virtual "seat in the cab", allowing fleet and safety managers to know what is really happening on the road to coach drivers and reinforce positive behaviors, improving driver safety in just minutes.

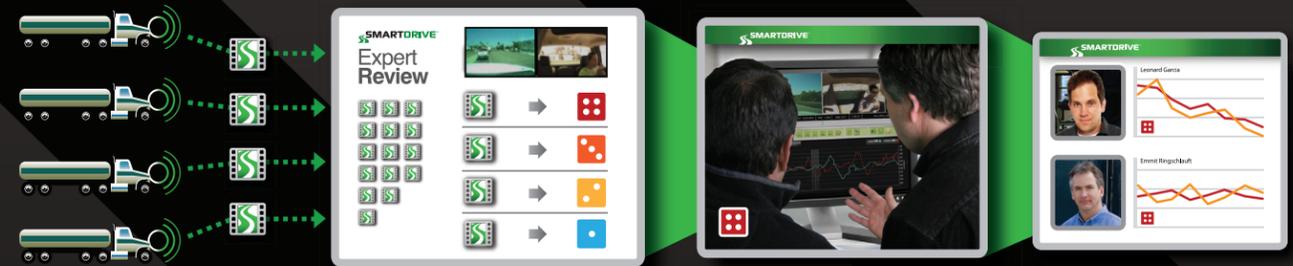
Prevention is possible.

Collisions are a significant risk to drivers, community and fleet assets. But prevention is possible. Research has shown that for every 300 unsafe acts on the road, there will be 29 minor collisions and one major collision. The key to eliminating major collisions is tackling the unsafe acts.



SMARTDRIVE is Safety Made Easy

As a fully-managed service, SmartDrive makes it easy for fleet and safety managers to focus on their day-to-day responsibilities, while being armed with the information and tools necessary to gain visibility and take control of driver safety in minutes.



We Record
One device captures video, audio, speed and location.

We Review
SmartDrive scores every event for quick response.

You Respond
Present the facts and coach with confidence.

and Reinforce
Easily see improvements and continuing problems.

→ **We Record**
SmartDrive SmartRecorder™

→ **We Review & Recommend**
SmartDrive Expert Review™

→ **You Respond**
SmartDrive Response Center™

→ **and Reinforce**

The **SmartRecorder System** is an innovative event recording system, capturing comprehensive vehicle data from triggered events. The SmartRecorder is triggered by an advanced process including a multi-axis accelerometer that measures sudden movements such as swerving and sudden braking and a speed sensor that determines when a driver exceeds a safe speed. Captured data includes 15 seconds of video footage before the triggered event and 15 seconds after the trigger, both inside the cab and front-of-vehicle, as well as audio, location, speed and more.



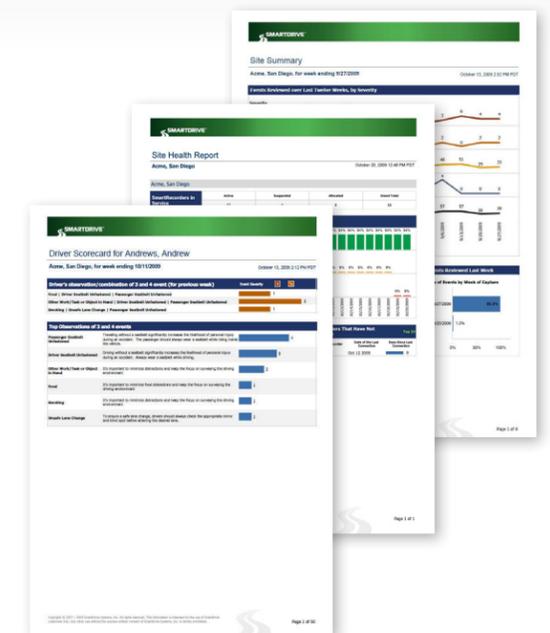
The **SmartDrive Expert Review** is a 55-point quality-controlled safety review conducted by a highly trained staff of safety screeners led by a Six Sigma Green Belt Certified & Malcolm Baldrige Certified Safety Director. The analysis combines objective observations such as seat belt use, cell phone use and obeying traffic laws, with common defensive driving strategies like keeping a safe following distance, maintaining appropriate speed and scanning the driving environment. Individual events are scored based on specific observations and severity.



SmartDrive makes it easy for fleet, risk and safety managers to respond with instant, online access to video clips, interactive reports, easy coaching tools and more, through the **SmartDrive Response Center** – a fleet manager’s destination for gaining a clear picture of what’s really happening on the road. Pinpointing problem areas and behaviors is easy with powerful filters and integrated maps. Managers can easily retrieve individual driver history and video events to replay and discuss, resulting in objective and prescriptive coaching sessions.



Successful SmartDrive customers engage in continuous improvement, leveraging the tools and interactive reports in the SmartDrive Response Center to benchmark results over time. By continually stressing safety through individual driver coaching, team safety reviews and bonus programs to reward drivers for avoiding collisions and minimizing risky driving behaviors, SmartDrive helps improve relationships between drivers and managers.



Finally, a definitive picture of what actually happens.

SmartDrive is more effective than other driver safety programs at delivering sustained savings. Our focus is on providing a clear picture, enabling accurate analysis of what's really happening on the road and making it fast and easy-to-take action.



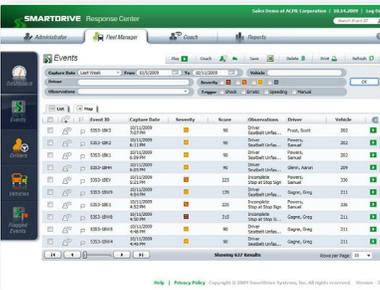
Capture video and much more

- Comprehensive forward and cab-facing video, before and after trigger
- Accurate speed, location and vehicle telematics
- Advanced in-vehicle hardware combined with a state-of-the-art customer portal



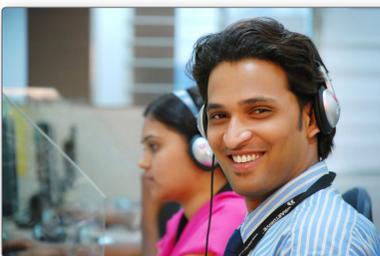
Get an accurate view of incident causality

- Reduces fraud and exonerates drivers when not at fault
- Objective information for driver coaching



See coaching opportunities quickly

- Simple, interactive tools, not static reports
- Advanced event filters and integrated maps to quickly pinpoint events
- Coach in minutes



Feel confident with SmartDrive Expert Review

- We record and review all events, making it easy for customers to respond
- Large team of safety screeners and dedicated account managers

SmartDrive Safety Components:

SmartDrive SmartRecorder System

- Two-way video and audio recording
- Accurate speed via engine computer
- Location via integrated GPS
- Multi-axis accelerometer
- 200+ event storage capacity
- Integrated nighttime illumination
- Backup battery (optional)

SmartDrive Expert Review

- 55-point safety review
- Events are reviewed, scored and prioritized

SmartDrive Response Center

- Online portal for event review, coaching and management
- Powerful event filters and integrated maps
- Integrated SmartDrive Player for quick, easy event review



SmartDrive Systems, Inc
9276 Scranton Road
Suite 500
San Diego, CA 92121
www.smartdrive.net

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Road Supervisor Training

Objective

The objective of this program is to provide knowledge, guidelines, and procedures for the road supervisor to:

- Report a worker injury
- Investigate and report an accident
- Provide support for the training and retraining of drivers
- Properly conduct a ride along evaluation and road observation.

Introduction

This training program will teach you the important information about being a Road Supervisor. The job of the Road Supervisor is one of the most challenging jobs around. You will have the ability to handle problems, resolve them, and you have a serious impact on our company operation. This job will require you to handle details with consistency as well as to see how things fit together in forming the big picture. All the skills that are needed are interrelated and interdependent. Above all, you must have the ability to interact and work well with management, drivers, and customers. In addition, you must always be fair, approachable, friendly, and concerned in your dealings with everyone.

Incident Investigations – Worker Injuries

All worker injuries must be treated and investigated like an accident. Don't just take a report. If the injury is serious, call 911 and get medical attention immediately. If the injury is not serious and does not require emergency treatment, arrange to have transportation to our clinic for medical attention. Some steps to follow:

1. In the event the injury is not serious and we are transporting to the medical clinic, always call ahead and speak to a doctor or nurse to describe what has happen and the alleged injury.
2. Investigate- How did the injury occur and gather all investigation documentation such as witness statements, police reports, pictures, etc.
3. Notify – If the employee request it or if emergency medical treatment is required, call the employee's designated significant other and notify them of the injury.
4. Reporting – If is required that worker injuries are reported to the insurance company as soon as practical, but no more than 24 hours after the company has been notified that an injury has occurred. Reporting is done by notifying our insurance company via phone and making a report. You must have all of the information at hand before you call. You

will also be required to make out a company incident report, a first report of injury, and complete the OSHA log.

5. Prevention- After determining what occurred to cause the employee injury, you must take steps to ensure it will not happen again. This process may be completed through employee education, or by physically changing the environment.

Incident Investigation – Collisions

Collisions can be very unnerving for those involved and needlessly expensive if handled improperly. Of vital importance is prompt medical attention for any injured person, elimination or minimization of further hazards to traffic and nearby area, protection of the collision scene, complete and accurate recording of facts for further investigation, and protection of the company's financial interest.

There are Five Rules that apply to any collision:

1. The first priority is to ensure that any injured person or property are taken care of.
2. Notify dispatch and call 911
3. The vehicle that is involved in the collision should never be left unattended alongside the road after an accident.
4. Operators are never permitted, under any circumstance, to drive a vehicle after bad brakes were alleged to have been the cause of a collision. Call a tow truck.
5. If towing is necessary and/or injured persons are transported from the scene to a medical facility, and/or there is a fatality, drivers are never permitted to drive the vehicle after the collision. Drug and Alcohol testing must be completed immediately following a collision and the driver will remain off work until the results of the tests are given to the company.

At the Scene of a Collision:

Make sure that you have an accident kit with you.

1. Check for any injuries.
2. Notify Dispatch
3. Take Safety Precautions
 - o Place safety triangles out.
 - o Handle passengers courteously, but give instructions.
 - o Keep passengers safe, keep off the street, highway, etc.
 - o Provide First Aid if necessary.
4. Observe and Record All Facts
 - o Begin completion of the accident pack.
 - o Record exact time and place of the collision.
 - o Make a list of injured persons, name, address, phone number.
 - o Ascertain nature and extent of injuries as you know them.
 - o Record the first aid that has been given to the injured (if any).
 - o Have passengers sign a release form for no injuries occurred (if applicable).

- Document any other witness names, addresses, and phone numbers.
- Do not discuss the collision with anyone except Ride Right supervision, company insurance adjusters, or emergency personnel.
- Cooperate with the police.
- Make no agreements, settlements, or commitments.
- Obtain names and badge numbers of investigating officers and emergency personnel.
- If any media shows up, refer them to your manager. Do not answer any of their questions or make any comments to them. A safe statement is:
 “The collision is under investigation and we have no results at this time. Please contact: _____.”

At The Garage:

Complete the accident documentation packet and work with personnel that will be reporting the collision to the insurance company to insure proper information.

Training and Re-Training of Drivers

The Road Supervisor plays an integral role in the education of the Ride Right driver. It is vitally important that the rules, policies, and procedures of the organization are presented in a clear manner and are fully understood by both the instructor and the driver.

Road Supervisors should become familiar with all information for classroom education and those techniques that enhance the learning of that material by new drivers. These topics are generally presented by developed lesson plans.

The topics require the general understanding and attitude of safety, that is, classroom education demands that the instructor begin to generate an awareness of safety in the student with regard to all the various topics.

Retraining

Retraining of drivers occurs after a Preventable collision occurs or it is evaluation based retraining. All retraining, regardless of cause, is 2 hour minimum. The first hour is spent in the classroom reviewing proper position, reviewing the reason for retraining, and the corrective measures. The second hour is spent on the road, teaching and observing driving habits. Driver must pass the retraining with a “Proficient” grade before being allowed to return to service.

The Ride Right Driver Evaluation sheet should be used to document retraining and evaluations. The document should be used to grade drivers. Each item to be reviewed and correctly marked as P for Proficient, FT for Further Training, and N/A for Not Applicable.

Evaluation

Every driver must have a yearly evaluation (ride along) that is documented on the Ride Right Driver Evaluation Sheet. Road Supervisors must pay attention to the following areas:

1. Pre-Trip Inspection
2. Brake Use
3. Defensive Driving Techniques
4. Following Distance and Space Cushion Driving
5. Acceleration, Braking, and Stopping Distance
6. Lane Use, Lane Change, and Passing.
7. Left and Right Turns
 - o Does the driver slow to 5 MPH during turns
8. Intersections
 - o Does the driver know the 4 rules of intersections.
 - o Does the driver cover the brake
 - o Does the driver “rock and roll” before making turns.
9. Backing – Does the driver back the vehicle properly?
10. Rail Road Crossing – Is the proper procedure followed?
11. Hand Position – Does the driver use proper hand position.
12. Boarding and Discharge – Does the driver position the vehicle safely?

Road Observations

Road observations are necessary as a “quality control” of driving habits and actions, and the Road Supervisor is charged with doing a monthly observation. The Road Supervisor should observe the safe operation of the vehicle, the normal driving of the operator in service, and the practice of the policies and procedures of Ride Right.

Is speed reasonable for conditions

Is there proper following distance

Are traffic lights, signs, and stop signs observed.

Does driver operate in proper traffic lanes.

Is the drivers appearance proper?

Is backing executed properly?

Are all of the starts and stops smooth

Are proper stopping procedures followed at all railroad crossings?

Are loading zone procedures executed well?

Is the route followed properly

Is the driver on time and safe?

Was the pre trip completed properly?

Other Duties as Assigned

Other duties can be wide and varied. Road Supervisors generally work with the ops manager to handle problems, schedule, and time checks, passenger problems, client relations etc. You must be able to keep accurate records of your activities and document conversations.