



August 28, 2007

Mr. Mark Taylor, Management Analyst
City of Costa Mesa
77 Fair Drive
Costa Mesa, CA 92626

Dear Mr. Taylor:

Western Transit Systems is pleased to submit the following proposal to the City's Request for Proposals for the operation of the City of Costa Mesa Senior Mobility Program-Driver Services. Western Transit is the current operator and a longtime provider of public transportation services in Southern California and is well positioned to be thoroughly responsive to the Request for Proposals. Western Transit looks forward to the opportunity to lend the value of this experience to the continued operation of the service under a new contract.

Western Transit Systems, with offices at 1619 East Lincoln Avenue in Anaheim, has been providing public transportation services since 1983. Western Transit's sister company, Yellow Cab Company of Greater Orange County, has been operating transportation services continuously in the Southern California area since 1945.

As operations manager of Western Transit, I, Diane Slagle, will serve as the primary source of contact with the City through the period of the proposal evaluation, and can be contacted at the address and phone number identified at the bottom of this page. In addition, either Brian Sullivan, Senior Vice President, or I are authorized to conduct all negotiations and to bind the company contractually.

Western Transit is uniquely qualified to manage and operate the Senior Mobility Program-Driver Services for the City of Costa Mesa for the following reasons:

- Western Transit/Yellow Cab of Greater Orange County has over fifty years of experience as an operator of transportation services in Southern California.
- Company is based locally and is actively involved in the operation.
- The company has a five year record of successful operation of the City of Costa Mesa SMP Service and has in place all of the resources necessary for the continuation of this service. This will result in a seamless transition in which the passengers of the service will notice only the continuation of the high quality transportation services. Additional resources can include the MIDAS-PT automated scheduling and dispatch system, as well as the infrastructure resources available at the Anaheim facility (training, maintenance, and administration) should the City require them in the future.

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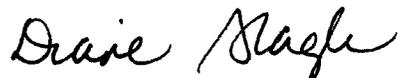
- Experienced and highly qualified proposed management team has direct experience with paratransit service similar to the proposed program in the City of Costa Mesa. The management team is positioned to operate the service in a manner that will meet all of the City's requirements.

The following proposal is submitted to the City in compliance with all of the requirements of the Request for Proposals for the operation of the Costa Mesa Senior Mobility Program-Driver Services.

Western Transit/Yellow Cab appreciates the opportunity to respond to the City's Request for Proposals for the management and operation of the City's paratransit service. We are fully confident in our ability to successfully provide these services and to meet the City's quality and operational goals. We are hopeful and optimistic that the City will recognize the operational expertise and experience that Western Transit brings to this proposal response. And we would welcome the opportunity to add further clarification to our proposal during an interview session, should the City so desire.

If I may add any further clarification with regard to our proposal response, please do not hesitate to contact me. We look forward to the City's evaluation and response.

Sincerely,



Diane Slagle
Operations Manager
714.535.0156 x102

/dc



Costa Mesa Senior Mobility Program

B. Company Data:

1. **Official Name and Address:** Western Transit Systems, Inc.
1619 East Lincoln Avenue
Anaheim, CA 92805
2. **Type of Entity:** Western Transit Systems is a corporation
Date of incorporation –1983
3. **Federal I.D. Number:** 33-006-7597
4. **Company Location:** All Western Transit Systems, Inc. administration and operations are provided from the following location:

1619 East Lincoln Avenue
Anaheim, California 92805
714.535.0156 voice
714.535.8768 fax
5. **Company Ownership:** Western Transit Systems is a sister corporation of Yellow Cab Company of Northern Orange County, Inc. also located at 1619 East Lincoln Avenue in Anaheim, California.
6. **Service Provider:** Western Transit Systems is committed to providing all services, supplies, materials and equipment required by this RFP. Although Yellow Cab Company of Northern Orange County, Inc. will not be providing services described in the scope of work to the City of Costa Mesa, Yellow Cab Company is a resource that may be considered for interim service expansion and supplemental service in case of emergency such as vehicle breakdown.
7. **Number of years in business:** Western Transit Systems, Inc. has been in operation and continuously providing transportation service for 24 years. Yellow Cab Company has been in continuous operation for 60 years.
8. **Number of years providing related services:** The company has been providing similar transportation services for 29 years.

Costa Mesa Senior Mobility Program

9. **Experience:** Number of years Yellow Cab/Western Transit originally began providing shared-ride service in 1977 under contract with Orange County Transit District. Additional contracts since that time have included:

Year	Type of Contract	Contracting Agency
95-99	Access Sedan Service	OCTA
00-present	Adult Day Services of O C	Huntington Beach
88-present	Client Transportation	Regional Center-O. C.
77-07	Senior/Disabled-Dial-A-Ride	City of Whittier
89-99	Paratransit Program	Los Angeles County
97-00	Senior Transportation Prog.	So.County Senior Srv
96-present	Senior Transportation-Medical	Hoag Hospital
97-05	Transportation-Medical Appts.	St. Joseph Hospital
97-01	Transportation-Medical Appts.	St. Jude Hospital
02-present	Senior Nutrition/Dial-A-Ride	City/Anaheim
00-present	Senior Nutrition/Dial-A-Ride	City/La Habra
96-present	Senior Nutrition/Brea Express	City/Brea
02-present	Senior Transportation	City/Costa Mesa
98-05	Senior Transportation	City/Orange
97-06	Senior Transportation/SA-Southwest	City/Santa Ana
99-present	Senior Transportation	City/Seal Beach

10. **Any Failure to Complete a Contract?:** No, Western Transit/Yellow Cab has never defaulted or been terminated from a contract. In fact, the company has had the opportunity to acquire additional business when another contractor could/would not meet their obligations (i.e. Regional Center Contract, John Wayne Airport Taxi Service Contract).
11. **Western Transit Financial Interests:** Western Transit/Yellow Cab has concentrated on providing quality public transportation for over 50 years.
12. **Point of Contact:** Diane Slagle, 1619 East Lincoln Avenue, Anaheim, CA 92805, 714.535.0156 x 102.

Costa Mesa Senior Mobility Program

C. RESUMES and QUALIFICATIONS of PERSONNEL:

Name: MS. DIANE SLAGLE

Classification: Project Manager

Education:

Ms. Slagle received her education at the California State University of Fullerton.

Experience:

She was raised in the transportation industry and understands all aspects of the service from the ground up. In her current position, Ms. Slagle is responsible for the operation of all shuttles, paratransit, senior and disabled programs.

Ms. Slagle has considerable knowledge and experience in the implementation and management of numerous types of transportation services, including dial-a-ride, demand response, fixed-route, rail feeder services and several Senior Mobility Programs in Orange County. She is very well versed in the unique requirements of transporting senior citizens and special needs patrons.

Ms. Slagle currently serves on the Vendor Advisory Committee for Regional Center of Orange County and is a member of the Taxicab Paratransit Association of California.

Costa Mesa Senior Mobility Program

Name: MR. VICTOR TABLAS

Classification: Assistant Project Manager

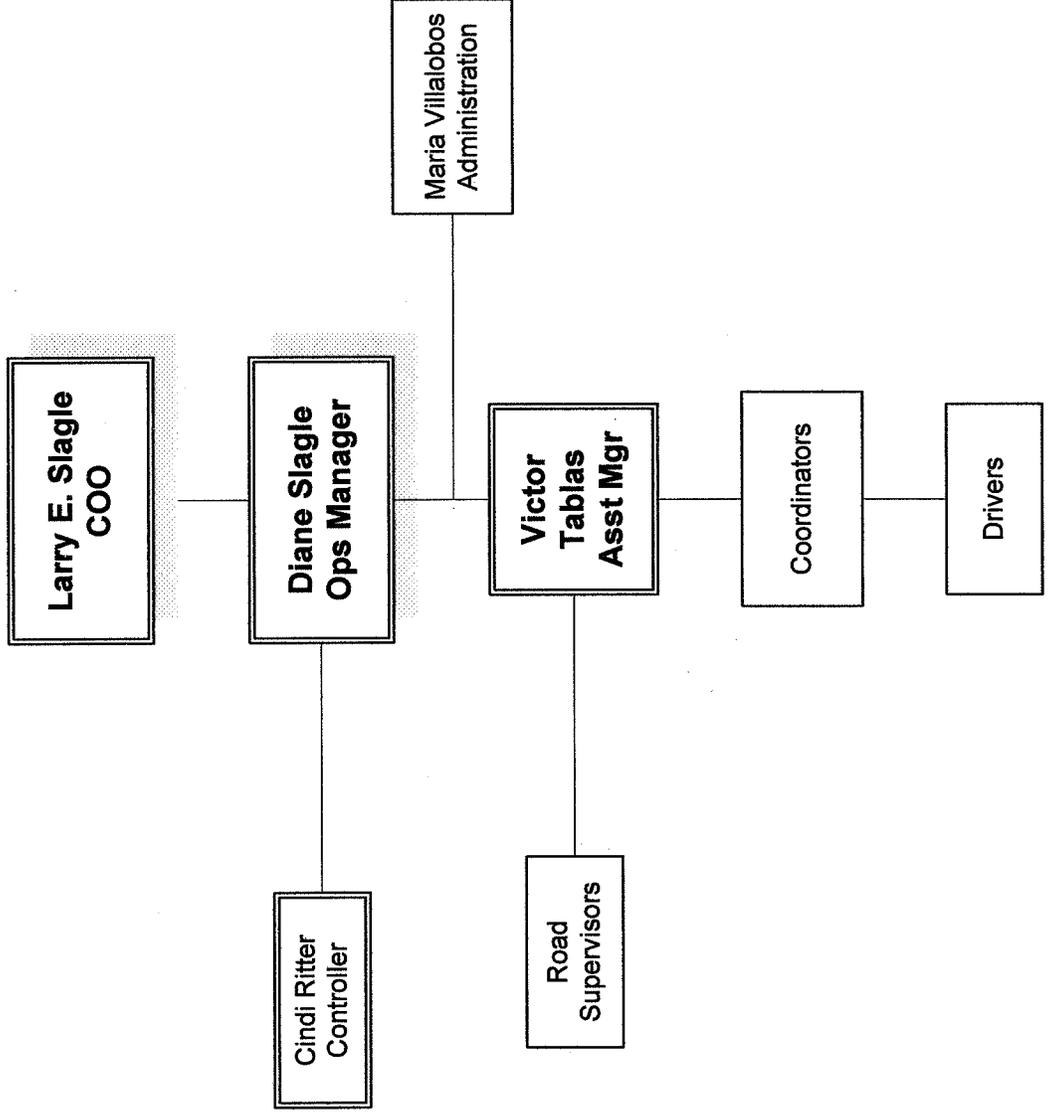
Experience: Mr. Tablas has an extensive background in the public transportation field and his 17 year career at Western Transit has spanned a variety of assignments including Driver, Trainer, Scheduler and finally Assistant Operations Manager. In these positions, Mr. Tablas has been responsible for insuring the proper training of drivers and various other issues related to contract compliance. He has been instrumental in updating the company's training program and insuring that it meets all applicable state and federal requirements.

Mr. Tablas is familiar with the requirements of each of our programs and directly oversees the scheduling of drivers and addresses all customer service issues that may arise.

Western Transit

Organizational Chart

August 2007



Costa Mesa Senior Mobility Program

Firm's Name: City of Anaheim
Street Address: 200 S. Anaheim Blvd.
City, State, and Zip Code: Anaheim, CA 92805
Contact Person: Ms. Jan Branich
Title: Director
Telephone: (714) 765-4512
Length of Service: 2002 to Present
Annual Mileage: 25,000
Service Description: Senior Mobility Program

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Firm Name: City of La Habra
Street Address: 101 W. La Habra Blvd
City, State, and Zip Code: La Habra, CA 90633
Contact Person: Ms. Josie Anderson
Title: Director of Senior Services
Telephone: (562) 905-9708
Length of Service: 1999 to Present
Annual Mileage: 37,200
Service Description: Senior Transportation/Nutrition Program

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Firm's Name: City of Brea
Street Address: 1 Civic Center Circle
City, State, and Zip Code: Brea, CA 92821
Contact Person: Ms. Maggie Le
Title: Program Administrator
Telephone: (714) 990-7760
Length of Service: 1994 to Present
Annual Mileage: 33,600
Service Description: Senior Transportation/Nutrition Program

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Firm's Name: Orange County ARC
Street Address: 225 Carl Karcher Way
City, State, and Zip Code: Anaheim, CA 92805
Contact Person: Ms. Joyce Hearn
Title: Director
Telephone: (714) 744-5301 x101
Length of Service: 1986 to Present
Annual Mileage: 20,200
Service Description: Client transportation to daily programs in Orange County

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Costa Mesa Senior Mobility Program

Firm's Name: Regional Center of Orange County
Street Address: 801 Civic Center Drive
City, State, and Zip Code: Santa Ana, CA 92703
Contact Person: Mr. Doug Miller
Title: Division Director
Telephone: (714) 796-5249
Length of Service: 1989 to Present
Annual Mileage: 520,800
Service Description: Client transportation to daily programs in Orange County



Firm Name: City of Whittier
Street Address: 7333 Greenleaf Avenue
City, State, and Zip Code: Whittier, CA 90602
Contact Person: Mr. Martin Browne
Title: Transit Manager
Telephone: (562) 698-2131
Length of Service: 1977 to 2007
Annual Mileage: 204,000
Service Description: Senior/Disabled Dial-A-Ride Transportation

Costa Mesa Senior Mobility Program

Understanding:

Western Transit Systems, Inc. a closely held California corporation under the same ownership and control as its parent company, Yellow Cab Company of Northern Orange County, provides a full spectrum of public transportation services in Southern California. In continuous operation since 1983, Western Transit Systems was formed as the public transportation arm of Yellow Cab and currently operates a variety of public transportation services including: fixed route, shuttle, dial-a-ride, and Regional Center services. Yellow Cab Company of Northern Orange County, Western Transit's parent company, has been in operation since 1945 and is the leading provider of taxicab services in Orange County. Western Transit Systems and Yellow Cab Company of Northern Orange County share corporate offices located at 1619 E. Lincoln Avenue in Anaheim, California.

Western Transit currently operates fifteen primary contracts providing services in thirty-two communities throughout Orange and Los Angeles counties. The combined companies operate a fleet numbering in excess of 230 vehicles with services being provided through the dedicated efforts of more than 300 employees.

Western Transit has a lengthy history of providing services throughout Orange County, and our close working relationship with Yellow Cab means that we are extremely experienced in the provision of services throughout the entire Los Angeles basin. From our present day senior services in La Habra and Brea, to recent operations in Southern Orange County, and our long-standing service throughout the county for the Regional Center, Western Transit possesses both the ability and the expertise to provide effective senior transportation services to all eligible citizens throughout Costa Mesa. Our highly skilled staff of schedulers and dispatchers will be able to contribute their considerable knowledge and experience to help ensure that the Senior Mobility Program is an immediate success. We successfully coordinate a large number of varied transportation services throughout the year, and we believe that we alone possess the combination of both experience and resources necessary to provide critical flexibility to continue operating a quality program such as the Senior Mobility Program.

Our record of successful startups dates back to the late 1970s with the original OCTD Dial-A-Ride program. In recent years we have been called upon by agencies such as the Los Angeles County Dept. of Public Works and the City of Brea to develop totally new transportation programs; these programs continue to operate to the present day.

We have a long history as a technological innovator, and our state-of-the-art computer systems will be immediately capable of handling the needs of the Senior Mobility Program. We also have in-house staff capable of developing both the recurring reports required by Senior Mobility Program operations as well as occasional ad hoc reports that may be desired by interested parties.

Costa Mesa Senior Mobility Program

Finally, Western Transit/Yellow Cab maintains a 24-hour operation, which means that if it becomes necessary the complete array of our transportation resources can be brought to bear. This means that although the service may be closed, the Senior Mobility Program operation will always benefit from the support of the full resources of Western Transit/Yellow Cab.

Approach:

As the current service provider, Western Transit would like to offer the following scenario for the operation of the Senior Mobility Program. These options can be modified in numerous ways to best meet the needs and expectations of the City of Costa Mesa.

Staff Requirements - The RFP describes a number of key positions, which are necessary for the successful operation of the City's transportation program. Western Transit is able to address this requirement by proposing a thorough staffing system, with adequate personnel resources dedicated to all of the critical operating areas.

Project Manager - The single most important position for the success of an operation is that of the Project Manager. Western Transit is proposing Ms. Diane Slagle as the Project Manager for the Senior Mobility Program. Ms. Slagle has been involved in transit for over 30 years and is well experienced in all facets of public transportation. Ms. Slagle will be the primary point of contact with the City for contractual matters and will be responsible for addressing any and all of the City's concerns.

Ms. Slagle will receive regular and effective support from the corporate officers of Western Transit. Such support will include management training, accounting assistance, and contract negotiation and administration support. In turn, Ms. Slagle will provide support to all of the personnel directly involved with the delivery of the Senior Mobility Program.

Assistant Project Manager - Western Transit is proposing Mr. Victor Tablas as the Assistant Project Manager for the Senior Mobility Program. Mr. Tablas has over 15 years of experience in the transportation field and is currently providing day-to-day operational support for Western Transit's current senior transportation programs.

Mr. Tablas will be empowered to, and will be expected to be responsive to the City's day-to-day issues and concerns. Through this level of front-line, proactive management attention to issues as they arise; the City can count on rapid resolution of operational issues. This will prevent minor problems from lingering and perhaps growing into more major issues. To the greatest degree possible, the decision making process will be driven to the lowest possible level, in an effort to maximize the effectiveness of the services delivered. By way of example, if the Program Driver/Trip Scheduler or Road Supervisor becomes aware of a particular situation regarding a passenger pickup, and a change made to improve the pickup, the change will be implemented on the spot and the situation immediately improved.

Costa Mesa Senior Mobility Program

Coordinator – A full-time Coordinator is responsible for daily driver assignments. The Coordinator is responsible for matching the assigned vehicle and driver to insure that all service is operated as scheduled. The Coordinator is the first person that the driver checks in with in the morning and delivers to the driver his or her assignment for the day, including vehicle assignment. At the conclusion of the day, the Coordinator receives all of the daily paperwork from the drivers and insures that these documents are completed thoroughly and accurately. As you know, the same driver is assigned to the program each day and a substitution is made for illness or absence only. This provides consistent knowledge of the program and a familiar driver increases the comfort for the passengers.

The Coordinator will initiate the assignment of an extra-board driver to a route in the event that a driver calls in absent or in the event that a driver does not report to work. The Coordinator will also be responsible for the dispatch log will insure that all of the day's activities are recorded in the log so that a history of the day is maintained.

The Coordinator will monitor driver check-in, assign vehicles and routes, respond to emergencies, communicate with the Corporation to insure sufficient vehicle status, document daily operating status and incidents, and oversee driver check-out at the end of each shift.

Training - Western Transit utilizes a comprehensive, in-house driver training program. Mr. Victor Tablas will direct the Safety and Training Department. Mr. Tablas is a certified Driver Training Instructor with over eleven years of experience in passenger transportation safety. Mr. Tablas is assisted by behind-the-wheel Trainers. All of the behind-the-wheel Trainers have completed specific training presented by the company and are authorized to conduct the behind-the-wheel portion of the company's training program.

In addition to the new-driver training program, the Safety & Training department will be responsible for the ongoing in-service training of all of the drivers. This training will take the form of safety meetings and ride-along road checks as well as other unobserved road checks.

Road Supervisors - Western Transit utilizes Road Supervisors to insure the quality of the services operated. These positions will insure that road supervision is available during hours of vehicle operations. Road Supervisors must have at least one year of driving experience and be qualified as a behind-the-wheel trainer. Road Supervisors respond to situations in the field requiring assistance. These situations could include vehicle accidents, breakdowns, disturbances aboard the bus, investigation of a reported safety hazard, and other such incidents. In addition to assisting with these situations, Road Supervisors will also perform regular monitoring of the service through the performance of road observations. This monitoring will take the form of observed (e.g. a ride-along evaluation), and unobserved checks.

Costa Mesa Senior Mobility Program

Drivers - Western Transit uses a full-time driver to operate this service. The driver is knowledgeable regarding the service area, the passenger qualification requirements and routing for purposes of efficient scheduling of passenger reservations. This scheduling allows for the most cost-effective operation of the service. The current driver and backup drivers assigned to this service will meet all of the requirements identified in the RFP. Specifically, the drivers will possess a class B or A license with a P (passenger) endorsement and have a current CPR/First Aid certification. The drivers' motor vehicle records will be checked prior to hiring, and every six months thereafter, to verify that they have not incurred violations that exceed the company's requirements. All of the drivers will have a good working knowledge of the English language and will be able to speak, read and write English.

Passenger relations and empathy/sensitivity training are presented in the Western Transit Driver Training Program. A major thrust of this training is to insure that the drivers understand the capabilities and needs of special passenger, as well as the means to interact with other passengers in more routine settings. Through the presentation of this training, and the development of these passenger relations skills, the Western Transit Vehicle Operators are able to consistently interface with their passengers in a professional, courteous manner and to provide assistance when needed.

Staffing Policies - A coordinator confirms every day that each driver has reported for work in a clean and presentable uniform. The shirts are gray in color with the company logo above the pocket. Black trousers are to be worn and were chosen for their practicality. Dark socks and dark shoes with a slip resistant sole are required. The shoes must cover the foot completely and must provide safe and secure footing for the operator. Only company issued and approved hats may be worn.

Driver Substitutions and Replacements - Western Transit is uniquely positioned to quickly respond in the event of a vehicle breakdown. The driver is required to immediately contact the System Dispatcher via two-way radio or cellular phone. Each Western Transit vehicle is equipped with a radio to call for mechanical assistance, send or receive information related to the route or passenger, etc. The driver is asked to relay pertinent information as to location, number of passengers on board, vehicle equipment requirements, and evaluate vehicle symptoms. The dispatcher or coordinator then dispatches a mechanic or an extraboard driver in the appropriate vehicle to exchange or take over the route as the situation dictates. Extraboard drivers are scheduled in addition to drivers assigned to routes for the purpose of providing backup personnel in the event of absence or vehicle breakdown. These drivers are our most experienced employees and are trained in most routes so that they can assume a service route in a skilled and efficient manner. Our response time for vehicle and driver substitution is usually between 5-25 minutes depending on the location of the breakdown.

A Road Supervisor may also be utilized if vehicle size and supervisor location permit.

Costa Mesa Senior Mobility Program

Personnel Policies - Western Transit utilizes an employee handbook to define all of the company's personnel policies.

The Employee Handbook addresses a number of fundamental work rules and policies. A sampling of these policies include:

- Western Transit is an Equal Opportunity Employer
- Weapons are not allowed to be in an employee's possession on client or company vehicles or property
- Purchasing or consuming alcoholic beverages while in uniform is not allowed
- Smoking is not allowed aboard any company or client owned vehicle
- Compliance with the Company's Substance Abuse Policy is a condition of employment

A system of progressive discipline is used to identify and correct improper or inappropriate actions or behavior.

Driver Recruitment - Safety involves people, and the starting point for people in a business is the recruiting and screening process. Western Transit has learned that it is mandatory to hire individuals with demonstrated positive safety records in order to have safe employees and, accordingly, safe operations. To this end, Western Transit utilizes a thorough selection process in order to identify the safety attributes of all of its' applicants.

Application Review - When an applicant arrives at Western Transit to fill out an application for employment, they are given a job description that describes in detail all of the aspects of the job that the applicant will be expected to perform if they are selected for the position. This lets the applicant know up front the requirements of the job and makes a statement very early on to the applicant about the importance of safety in the operation.

The review of the application includes statements by the applicant regarding their previous employment history, their previous driving record history, any history of vehicle accidents, and any history of workplace injuries. This lets the supervisor who will review the application know about potential 'red-flags' that may exist in an applicant's background as far as safety is concerned.

Motor Vehicle Record Check - Each applicant is required to submit a current H-6 printout from the Department of Motor Vehicles, which details the applicants' driving record for the past ten years. Only original, current H-6 reports are accepted. Any applicant who is unable to produce this document is not given further consideration for employment.

Costa Mesa Senior Mobility Program

Interview - All of the supervisors, who are responsible for interviewing are trained in specific questions to ask that, among other things, will identify an individual's safety awareness. The purpose of the interview is to add clarification and further detail to the information contained on the application form. Individuals, who demonstrate during the interview that they are able to follow directions, and that they maintained satisfactory relationships with their former supervisors and coworkers, have been found to be strong candidates to become safe employees.

Reference Checks - The applicants must identify on the application form their three most recent employers. In addition, they must sign an authorization form, which gives permission to their former employer to comment upon their performance as an employee. The employment references that each applicant identifies are contacted and questioned about the work performance of the applicant. Any warning signs regarding safe working practices of the applicant will raise serious questions as to their suitability as a Western Transit employee. All of the responses gained through these references are documented in order to provide organization and structure to the process.

Criminal Background Check - All applicants who will drive in paratransit service are required to complete a criminal background check. This check, conducted by the Department of Justice of the State of California, will identify any criminal convictions that the applicant may have incurred within the past seven years.

Physical and Drug Test - All Western Transit employees must pass a physical examination and a drug screen prior to being accepted as an employee. The company's physical examination meets the Department of Transportation requirement and results in a DOT medical card. The company's drug screening program is conducted by MD Medical Clinic and meets all Federal Transit Administration guidelines.

In order to become a Western Transit employee, an applicant must successfully complete each of the steps in the screening process. Only when the company is convinced that an applicant has the demonstrated capability to be a safe employee, is an offer of employment finalized.

Driver Retention - Western Transit, as an experienced provider of public transportation services, recognizes the importance of a stable driver workforce, and minimizing driver turnover in order to deliver consistently high quality service. Western Transit has achieved considerable success in this area and currently, more than 55% of Western Transit's drivers have more than five years of service. Several factors, including a competitive compensation and effective personnel practices have contributed to this success. As mentioned previously in this proposal, Western Transit strives to provide an environment where every employee is treated with professionalism and respect. The employees are also encouraged to become responsible for their area, and to feel a part of the overall service that is being delivered. The offshoot of this sense of involvement is to see their efforts as being critical to the success or failure of the service. By keeping the employees informed and involved, the satisfaction with their work environment is heightened resulting in reduced turnover.

Costa Mesa Senior Mobility Program

Recruiting is a critical component to the success of any transportation operation. This is doubly true in Orange County where the tight labor market makes the job of filling the necessary position with qualified employees even more difficult. Experience has taught Western Transit that the recruiting effort cannot begin when the operation notices that it is growing short of drivers. A successful program must anticipate this need far before it happens and institute effective practices that will result in the successful recruitment and training of the required personnel.

The entire Western Transit management team is responsible for implementing a number of ongoing and creative measures in order to insure a consistent flow of qualified applicants. Employers can no longer rely on just the classified ads in order to attract a sufficient quantity of quality applicants. New and creative measures must be implemented to supplement the traditional measures, such as classified ads. Some of the measures that the company utilizes to supplement its recruiting efforts include:

- Presenting and hosting job fairs
- Proactive relationships with local college job offices
- Advertising in nontraditional sources (local community publications, etc.)
- High visibility recruitment events at shopping centers, fairs, swap meets, etc.
- Working with the Private Industry Council

Existing employees will also be used to assist in proactive recruiting campaigns by being encouraged to refer qualified applicants. Experience has shown that our existing employees are a valuable resource to tap for quality driver candidates. Our employees understand the requirements of the positions and what is required for an individual to be successful. Armed with this knowledge, they are able to steer people with whom they interact, and who meet these requirements for success, to the company. In order to further motivate the employees to refer candidates for employment, Western Transit offers a cash bonus to any existing employee who refers a candidate who ends up being hired, and completes their probationary period. This expense has shown to be a good investment, as a high percentage of employee-referred candidates go on to become very successful employees.

Monitoring - Drivers' motor vehicle records are monitored through the State of California "PULL" program in which an updated MVR report is generated every six months, or whenever there is activity on an individual's record. This insures that the company always has an up-to-date report for each of the employees. The safe driving and operating practices of the drivers are monitored through periodic observations in the field. These observations take the form of both observed (this is where the driver knows they are being monitored, for example, a ride-aboard evaluation with a behind-the-wheel trainer), and unobserved checks (this is where a supervisor watches a driver's practices without the driver knowing that they are being observed. All of these observations are documented and serve to provide valuable feedback to the employees regarding their performance.

Costa Mesa Senior Mobility Program

We like nothing better than to “catch an employee doing something right” and to document this on an observation form. Every Western Transit manager and supervisor is charged with continually completing performance observations and is expected to observe and document the performance of the operators as they go about their normal daily routines.

Driver Trip Sheets and Mileage - Drivers will utilize daily trip sheets to capture all of the raw data for the service. The trip sheets will be used to record the hours and miles of operation, number of passengers transported, pickup and drop-off time, and revenue collected.

Driver Pre-Operational Inspections - Each vehicle utilized to provide the Senior Mobility Program will undergo a comprehensive pre-trip inspection prior to being placed into service each. This inspection not only complies with the California Highway Patrol requirements, but also, serves to identify any potential problems with the vehicle prior to being placed into service where it might result in a negative impact on the service. The pre-trip inspection is performed and documented by the vehicle operator each day prior to service. The pre-trip inspection looks at all critical vehicle systems with a special emphasis on safety equipment and the wheelchair lift. During the pre-trip inspection, the wheelchair lift is fully cycled to verify its’ functioning prior to service.

Performance Standards - It is consistent with industry best-practices that a “break-in” period for the new contract be observed to monitor and determine the appropriate standards. Appropriate standards to be agreed to with the City, will serve to attain the overall goals of performance standards that will enhance the effectiveness and efficiency of the service.

Data Collection/Reporting - Western Transit will provide the following documents as designated by the City of Costa Mesa:

Daily report of ridership data including but not limited to number of passengers, type of trip, number of service miles, number of service house and number of non-service miles.

Weekly report, on a city-provided form, of the number of trips, type of trips, number of passengers, number of service miles and number of service hours. The weekly report will be due to the city no later than Monday at 2:00PM for the previous week’s activity.

Other special reports as requested by the City.

Costa Mesa Senior Mobility Program

Drug and Alcohol Policy - Western Transit is dedicated to providing safe, dependable, and economical transportation services to our transit system passengers. In compliance with these goals, and the Federal Transit Administration's requirements, the company has adopted a Substance Abuse Policy. The Goals of the policy are:

- To insure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner.
- To create a workplace environment free from the adverse effects of drug and alcohol substance abuse or misuse.
- To prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances.
- To encourage employees to seek professional assistance anytime personal problems, including alcohol or drug dependency, adversely affect their ability to perform their assigned duties.

This policy applies to all safety-sensitive and non-safety sensitive Western Transit/Yellow Cab employees and paid part-time employees. This safety-sensitive function is any duty related to the safe operation of transit service including the operation, dispatch, and maintenance of a revenue service vehicle.

Illegally used controlled substances which will be tested for include marijuana, amphetamines, opiates, phencyclidine (PCP), and cocaine, as well as any drug not approved for medical use by the United States Drug Enforcement Agency or United States Food and Drug Administration. Illegal use includes: use of any illegal drug, misuse of legally prescribed drugs, and use of illegally obtained prescription drugs. The use of beverages containing alcohol or substances including any medication such that alcohol is present in the body while performing transit business is prohibited.

The following activities are prohibited under the Western Transit/Yellow Cab Substance Abuse Policy:

- Manufacture, trafficking, possession, and use while on company property, in transit vehicle, in uniform, or while on company business
- Having the appearance of being intoxicated or under the influence of a prohibited substance may subject an employee to a reasonable suspicion test
- Alcohol use is not permitted while on duty or for four hours prior to reporting for duty
- Refusal to comply with the Policy's testing requirements will result in termination
- Failure to comply with any treatment requirements indicated under the Policy will result in discipline up to and including termination
- Failure to notify the company of a criminal drug conviction will result in termination

Disregard or misuse of the Policy by a supervisor will result in discipline up to and including termination

Costa Mesa Senior Mobility Program

All safety-sensitive and non-safety-sensitive employees shall be subject to the following testing:

- Pre-employment
- Reasonable suspicion
- Post-accident
- Return to duty after a leave of absence exceeding 30 days

Those employees who perform safety-sensitive functions shall also be subject to random testing.

All testing will be conducted consistent with the procedures put forth in the 49 CFR Part 40. MD Medical Clinic in Anaheim conducts the company's drug screening program. Analytical urine testing shall be used for drug testing. Tests for alcohol concentration will be conducted utilizing a National Highway Traffic Safety Administration approved evidential breath testing device (EBT) operated by a trained breath alcohol technician (BAT). Any employee that has a confirmed positive drug or alcohol test will be removed from his/her position, informed of educational and rehabilitation programs available, and evaluated by a substance abuse professional. A positive drug and/or alcohol test will also result in disciplinary action up to and including termination.

A copy of the company's Substance Abuse Policy is included in the Appendix

Costa Mesa Senior Mobility Program

Western Transit's participation in the Senior Mobility Program will receive the full support of our corporate Information Services (IS) department. Once driver manifests have been reviewed for accuracy, data collection will be to either a SQL Server 2000 or MS Access database. This will enable the subsequent creation of a variety of reports, limited solely by the content of the collected data. Our IS staff possess expertise in various report writing applications and can work with City staff to design and produce all required reports, both on a recurring and an ad hoc basis. In addition to preparing paper reports, it is also possible that reports could be filed in various electronic formats, such as Microsoft Excel.

Western Transit Systems

OPERATIONS EXPENSE

OPERATOR REGULAR SALARIES	\$	22,518
OPERATOR OVERTIME	\$	4,389
SUBTOTAL OPERATORS/ATTENDANTS WAGES	\$	26,907
SUBTOTAL SUP/DISPATCHERS/CALL TAKERS	\$	-
F.I.C.A.	\$	2,058
F.I.C.A. - SAFETY & TRAINING	\$	13
UNEMPLOYMENT INSURANCE	\$	64
SUBTOTAL DIRECT LABOR TAXES	\$	2,135
HEALTH & WELFARE	\$	5,688
UNIFORM CLOTHING ALLOWANCE	\$	150
SUBTOTAL DIRECT LABOR BENEFITS	\$	5,838
SUBTOTAL FUEL	\$	-
BI/PD PREMIUMS	\$	4,857
SUBTOTAL DEPRECIATION	\$	-
SUBTOTAL OPERATING EXP - OTHER	\$	-
OPERATIONS EXPENSE	\$	39,737
SAFETY AND TRAINING	\$	-
TRAINING WAGES	\$	166
SUBTOTAL DIRECT LABOR - TRAINING WAGES	\$	166
SAFETY AND TRAINING	\$	166
	\$	-
MAINTENANCE EXPENSE	\$	-
SUBTOTAL MAINTENANCE WAGES	\$	-
SUBTOTAL MAINTENANCE LABOR BEN/TAXES	\$	-
TIRES & TUBES	\$	-
MAINTENANCE EXPENSE TOTAL	\$	-
G & A EXPENSE	\$	-
SUBTOTAL PAYROLL EXPENSES	\$	-
SUBTOTAL TAXES/BENEFITS	\$	-
SUBTOTAL T&E	\$	-
PHYSICAL EXAM FEES - OPERATIONS	\$	31
SUBTOTAL RECRUITING & TRAINING	\$	31
START UP COSTS	\$	1
G & A EXPENSE	\$	32
TOTAL EXPENSES	\$	39,935
TOTAL OPERATING EXPENSES	\$	39,935
Fee and Overhead	\$	27,502
Annual Project Revenue	\$	67,437
Project Revenue Hourly Rate	\$	29.50

Costa Mesa Senior Mobility Program

COST PROPOSAL

TO: CITY OF COSTA MESA
Attn: City Clerk's Office
77 Fair Drive, 1st Floor Room 100
Costa Mesa, CA 92626

FROM: WESTERN TRANSIT SYSTEMS
1619 East Lincoln Avenue
Anaheim, CA 92805

Request for Proposal No. 1114

Driver Services for Senior Mobility Program

Annual service hours shall not exceed 2,286, unless prior written authorization is provided by the City.

Hourly Rate: \$ 29.50 x 2,286 hours per year = \$67,437.00 Yearly Cost

Yearly Cost: \$67,437.00 x 3 years = Total Proposal Amount \$202,311.00

TOTAL PROPOSAL AMOUNT: Two Hundred Two Thousand, Three Hundred Eleven Dollars and 00 Cents

Hourly pricing includes all costs and fees associated with providing services, including all wages, overhead, insurance, benefits, training and other expenses. No unidentified fees, costs or charges will be billed.

Term of Offer: It is understood and agreed that this Proposal may not be withdrawn for a period of ninety (90) days from the Submittal Deadline, and at no time in case of successful Proposer.

Proposer's Acknowledgement of His Understanding of the Terms and Conditions: Signature below verifies that Proposer has read, understands and agrees to the conditions contained herein.

Costa Mesa Senior Mobility Program

Representations Made Under Penalty of Perjury: The representations herein are made under penalty of perjury. We hereby offer to sell the City of Costa Mesa the above item(s) at the prices shown and under the terms and conditions herein, attached, or incorporated by referenced.

WESTERN TRANSIT SYSTEMS

X 
Signature of Authorized Representative

Proposer Name

Brian Sullivan

1619 East Lincoln Avenue

Name of Authorized Representative

Address

Senior Vice President

Anaheim, CA 92805

Title of Authorized Representative

City, State, Zip Code

714.535.0156 x 102

714.535.8768

Telephone Number

Fax Number

SECTION V: OFFEROR'S PROPOSAL RESPONSE REQUIREMENTS

Proposals must be concise and sufficient detail to allow accurate evaluation and comparative analysis.

Firm Name: Western Transit Systems

Address: 1619 East Lincoln Avenue

Anaheim, CA 92805

Telephone: (714) 535-0156 x102 Fax: (714) 535-8768

E-mail address: dslagle@yellowcabanaheim.com

Federal Tax I.D. Number: 33-006-7597 Incorporated: Yes No Date 1983

Name, Address, and telephone number of Proposer's point of contact resulting from this RFP:

Diane Slagle (714) 535-0156 x102

1619 East Lincoln Avenue, Anaheim, CA 92805

Company History/Background of qualifications for this RFP:

Complete response- Section B, page 1 and 2

Length of time Proposer has been providing services described in this RFP. Provide a brief description.

Complete response- Section B, page 1 and 2

Signature: _____

Circle One: Owner Partner Officer

Print Name: Brian Sullivan

Title: Senior Vice President

Date: 8/28/07

COUNCIL POLICY – DRUG FREE WORKPLACE

CITY OF COSTA MESA, CALIFORNIA

COUNCIL POLICY

SUBJECT	POLICY NUMBER	EFFECTIVE DATE	PAGE
DRUG-FREE WORKPLACE	100-5	8/08/89	1 OF 3

BACKGROUND

Under the Federal Drug-Free Workplace Act of 1988, passed as part of omnibus drug legislation enacted November 18, 1988, contractors and grantees of Federal funds must certify that they will provide drug-free workplaces. At the present time, the City of Costa Mesa, as a subgrantee of Federal funds under a variety of programs, is required to abide by this Act. The City Council has expressed its support of the national effort to eradicate drug abuse through the creation of a Substance Abuse Committee, institution of a City-wide D.A.R.E. program in all local schools and other activities in support of a drug-free community. This Policy is intended to extend that effort to contractors and grantees of the City of Costa Mesa in the elimination of dangerous drugs in the workplace.

PURPOSE

It is the purpose of this Policy to:

1. Clearly state the City of Costa Mesa's commitment to a drug-free society.
2. Set forth guidelines to ensure that public, private, and nonprofit organizations receiving funds from the City of Costa Mesa share the commitment to a drug-free workplace.

POLICY

The City Manager, under direction by the City Council, shall take the necessary steps to see that the following provisions are included in all contracts and agreements entered into by the City of Costa Mesa involving the disbursement of funds.

1. Contractor or subgrantee hereby certifies that it will provide a drug-free workplace by:
 - A. Publishing a statement notifying employees that the unlawful manufacturer, distribution, dispensing, possessing, or use of a controlled substance is prohibited in Contractor's and/or subgrantee's workplace, specifically the job site or location included in this contract, and specifying the actions that will taken against the employees for violation of such prohibition;
 - B. Establishing a Drug-Free Awareness Program to inform employees about:
 1. The dangers of drug abuse in the workplace;

CITY OF COSTA MESA, CALIFORNIA
COUNCIL POLICY

SUBJECT	POLICY NUMBER	EFFECTIVE DATE	PAGE
DRUG-FREE WORKPLACE	100-5	8/08/89	2 OF 3

- 2. Contractor's and/or subgrantee's policy of maintaining a drug-free workplace;
 - 3. Any available drug counseling, rehabilitation and employee assistance programs; and
 - 4. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
- C. Making it a requirement that each employee to be engaged in the performance of the contract be given a copy of the statement required by Subparagraph A.
- D. Notifying the employee in the statement required by Subparagraph 1.A that, as a condition of employment under the contract, the employee will:
- 1. Abide by the terms of the statement; and
 - 2. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such violation.
- E. Notifying the City of Costa Mesa within ten (10) days after receiving notice under Subparagraph 1.D.2 from an employee or otherwise receiving the actual notice of such conviction.
- F. Taking one of the following actions within thirty (30) days of receiving notice under Subparagraph 1.D.2 with respect to an employee who is so convicted:
- 1. Taking appropriate personnel action against such an employee, up to and including termination; or
 - 2. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health agency, law enforcement, or other appropriate agency.
- G. Making a good faith effort to maintain a drug-free workplace through implementation of Subparagraph 1.A through 1.F, inclusive.
2. Contractor and/or subgrantee shall be deemed to be in violation of this Policy if the City of Costa Mesa determines that:
- A. Contractor and/or subgrantee has made a false certification under Paragraph 1 above.

CITY OF COSTA MESA, CALIFORNIA

COUNCIL POLICY

SUBJECT	POLICY NUMBER	EFFECTIVE DATE	PAGE
DRUG-FREE WORKPLACE	100-5	8/08/89	3 OF 3

B. Contractor and/or subgrantee has violated the certification by failing to carry out the requirements of Subparagraphs 1.A through 1.G above.

C. Such number of employees of Contractor and/or subgrantee have been convicted of violations of criminal drug statutes for violations occurring in the workplace as to indicate that the Contractor and/or subgrantee has failed to make a good faith effort to provide a drug-free workplace.

3. Should any Contractor and/or subgrantee be deemed to be in violation of this Policy pursuant to the provisions of 2.A, B and C, a suspension, termination or debarment proceeding subject to applicable Federal, State, or local laws shall be conducted. Upon issuance of any final decision under this section requiring debarment of a Contractor and/or subgrantee, the Contractor and/or subgrantee shall be ineligible for award of any contract, agreement or grant from the City of Costa Mesa for a period specified in the decision, not to exceed five (5) years. Upon Issuance of any final decision recommending against debarment of the Contractor and/or subgrantee, the Contractor and/or subgrantee shall be eligible for compensation as provided by law.

DRUG-FREE WORKPLACE ACKNOWLEDGEMENT

The contractor acknowledges that he has read and understands the City of Costa Mesa's Council Policy #100-5 for a "Drug-Free Workplace" included above in number five and hereby agrees to comply with required policy.

Deane Stagle

Authorized Signature