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January 15, 2026

To whom it may concern:

Ride Solution again appreciates the opportunity to apply for the position of Community Transportation Coordinator for Putnam County, Florida. It has been an honor to serve the citizens of Putnam, and we hope to be able to continue to do so.

Ride Solution's long-term strategy to provide the most service for the funding available has been through the utilization of the flex-route format. A complete discussion of this format as it relates to the Putnam system can be found in Appendix # 4. Multiloading cuts passenger trip costs by 50% with the first additional passenger. Short of autonomous vehicles, no service strategy can reduce trip costs to the extent that multiloading can. The flex-routing format excels at multiloading by getting the random demand response trips to book to a schedule and then opening that scheduled service to general public walk-ons. The result in Putnam, before Medicaid Reform, was a county-wide system that served both the human service agencies and the general public.

We look forward to a renewed Chapter 427 and an extension of the precepts of Coordination into greater aspects of public transportation. Thank you for your consideration.

Sincerely,

Boyd Thompson  
Executive Director

**RIDE SOLUTION PROPOSAL  
COMMUNITY TRANSPORTATION COORDINATOR  
RFP 2026  
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**RIDE SOLUTION, INC.  
PROPOSAL COMMUNITY TRANSPORTATION COORDINATOR (CTC)  
JANUARY 2026**

**1. Experience and ability to coordinate transportation services.**

a. Provide a plan describing how the CTC will coordinate and deliver coordinated transportation services to meet the needs of the transportation-disadvantaged population in Putnam County. This plan shall address the needs identified in the TDSP.

- *Chapter 427.011(11) states, "Coordination" means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services." The reduction of duplication of effort and the creation of economies of scale are the basis for the CTC's monopoly on human service transportation in each county and the reason for Chapter 427. Individual human service agency fleets, such as ARC, COA, or Headstart, are often 5 vehicles or less whereas a 20 vehicle fleet, which would not be atypical of a rural CTC, represents a fourfold increase in economies of scale over the 5 vehicle fleet. Rural economies of scale both grow and diminish very quickly.*
- *Similarly, cost savings due to load factors grow and diminish quickly. Two passengers on board is a load factor of 2.0 and represents a 50% savings in cost per passenger over the one passenger, 1.0 load factor. Three passengers are a 3.0 load factor and a 66% savings, while four passengers have a 4.0 and a 75% savings. Therefore, with just four passengers onboard, the cost per passenger has been reduced by 75% in comparison to the independent contractor format which simply eliminates employee benefits, an approximately 30% maximum reduction in per trip costs.*
- *The multiloading of subscription passengers, such as ARC or dialysis, is relatively self-organizing and produces high levels of multiloading. The multiloading of traditional demand response trips, such as random Medicaid or TD trips, is more difficult, typically resulting in load factors of under 2.0 even with day prior advanced reservation and GIS based routing-scheduling software.*
- *Flex-routing, however, which is a form of demand response, organizes the demand response trips by requiring they be booked according to a published*

*schedule. This simple reservation requirement increases productivity by 50% over traditional demand response and the fact that the general public can also walk-on access the same routed-scheduled flex route service increases productivity by another 50%, resulting in an overall doubling of productivity over traditional demand response. This is the operating strategy that Ride Solution has followed for forty years and, up until Medicaid Reform, which for Medicaid NET was driven by the independent contractor format, resulted in unparalleled access to rural public transportation for the citizens of Putnam County.*

- *In December 2023 the in-county flex routes were closed due to the loss of Medicaid and Medwaiver trips. In the 2025 Legislative Session, Ride Solution received a \$1.293M appropriation to reopen the routes for a year and in the interim, we are, with the assistance of FDOT, looking for ways to sustain the in-county routes without the benefits of Chapter 427. Given Putnam County's status as an Area of Persistent Poverty and a historically disadvantaged community, it is essential that the productive advantages of the flex-route format be made available to its citizens. We feel that the permanent reestablishment of the in-county flex routes is the only acceptable solution, both in terms of trip costs and passenger access.*

b. Describe the agency/firm's experience with developing a Memorandum of Agreement and Service Plan.

- *Historically, in Putnam County, development of the MOA and TDSP have, fortunately, required little from the CTC, with the planning function being the contractual responsibility of the Northeast Florida Regional Council. While the Putnam TDSP notes six barriers to Coordination, the first five of which relate to lack of funding, the Duval TDSP very succinctly states, "In Duval County, the primary barrier to coordination is funding. The demand for service exceeds available funding. The Duval County Transportation Board is working with the CTC to stretch the limited funding available to provide as much service as possible. Also, with the new Medicaid managed health care system approach we no longer have a coordinated transportation system in Florida." In Putnam, Medicaid Reform, rather than any planning issues within the scope of the TDSP, resulted in the loss of the in-county flex route system in 2023 that had been running in its entirety since 1995 and begun in 1988.*
- *While such a comprehensive breach of Chapter 427 was not contemplated within the statute, a beginning at repair of Coordination would be possible were 427.0135 Purchasing agencies; duties and responsibilities (4) and (5), which require the agencies to identify the funding that they are spending on*

**transportation and 427.015 Function of the metropolitan planning organization or designated official planning agency in coordinating transportation for the transportation disadvantaged (1), which requires the planning agency to identify the cost and revenue that will be derived from transportation disadvantaged services in its area, made functional so that it was apparent to all the amount of tax dollars flowing around Chapter 427. That viewpoint alone, which has never been available, would provide the necessary impetus for a rebuilding of Coordination.**

c. Describe the agency/firm's accounting, invoicing, and reporting procedures that are to be used to meet the reporting requirements of the Annual Operating Report to the CTD, and monthly and operating invoicing required by the LCB and the NEFRC.

- **Please refer to Exhibit A for Ride Solution's CTD Invoicing and Reporting procedure**

d. Describe the procedure used from the time a call requesting a trip is received by the CTC through reconciliation of billing. This shall include, but not be limited to, handling of calls, operator assignments, establishing driver routing sheets, recording actual trips provided by the agency, and preparation of an agency invoice. Indicate the computer software that will be used to perform these tasks and provide examples of manifests, invoices, etc.

- **Please refer to Exhibit B for Ride Solution's Dispatch and Customer Service procedure**

e. Describe the agency/firm's program for sensitivity training of administrative, office, and call in-take personnel. Also, describe key personnel's familiarity with purchasing agencies' program requirements.

- **All agency personnel are trained in the Bus Transit Agency System Safety Training curriculum. On an annual basis, a 4-hour training session on SSPP (Appendix 1), excerpts of the SPP, and the Employee Manual (Appendix 2) is performed. This is an all-employee training session that encourages interaction between administrative personnel, drivers, and maintenance.**
- **This training session is scheduled before the end of the first quarter of each calendar year, preferably to coincide with the annual review of the previously referenced documents.**

f. Describe how the agency/firm has satisfied and will continue to satisfy provisions of Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, and other applicable federal, state, and local requirements governing handicapped accessibility.

- **Ride Solution vehicles are equipped with lifts; our drivers are trained in how to secure and manage passengers who use wheelchairs. Ride Solution also operates five (5) low-floor buses.**
- **Agency is fully compliant with all Title VI requirements, and our TDSP provides the community with a process to report grievances, if any.**
- **Title VI notices are posted in each vehicle in conjunction with phone numbers passengers may use to report complaints**

g. Describe the agency/firm's specific experience in coordinating multi-agency transportation needs, documentation of reduced trip costs resulting from coordination, ability to apply for transportation grants and contracts, and efficiently manage the contracts and accounting procedures to document individual trips and agency costs.

- **Please refer to Exhibit C Grant Invoicing and Cost Allocation procedure, which depicts the complexity of the grants management process for the agency. Despite the complexity, we have been able to achieve a 45-day invoicing turnaround for all of our FDOT grants and less than 30 days for CTD.**

h. Describe the agency/firm's specific experience in coordinating multi-agency resources, including the ability to negotiate school bus use, coordinate with public transit systems, subcontract with private sector operators, and work with governmental agencies to maximize use of agency resources and improve coordinated transportation for the transportation disadvantaged.

- **N/A**

i. Submit a signed statement certifying that the agency/firm is not on the state or federal list of ineligible or disbarred contractors in accordance with Florida Statutes section 287.133(3) (a)

- **(see Exhibit D).**

j. Submit a signed statement certifying that the agency/firm is a Drug-Free Workplace in accordance with Florida Statutes section 287.087

- **(see Exhibit D).**

**2. Quality Assurance. The CTC will be responsible for developing a program to ensure that the coordinated system provides high-quality service for its users.**

a. Describe the quality assurance plan for the CTC and any contracted operators and coordination contractors.

- ***The quality assurance for the CTC comprises sections of the agency's SSPP as it relates to Adverse Incident management and Reporting (section 10.14, pages 32-33, and Appendix F of SSPP on pages 93-105); and section 4 of the current TDSP***

b. Describe the procedure for providing customer service. Describe how the following will be monitored and reported: complaints/commendations, no-shows, cancellations, and trip denials.

- ***See Exhibit B Ride Solution Dispatch and Customer Service Procedure***

c. Describe vehicle maintenance schedules for daily checks, weekly and monthly checks, and scheduled preventative maintenance schedules. Demonstrate adherence to schedules.

- ***The agency's vehicle maintenance plan is depicted in section 10.0 of the agency's SSPP Appendix 1. This plan complies with all Rule 14-90 F.A.C. requirements. During our last FDOT triennial review conducted in May 2024, no schedule adherence findings were noted.***
- ***We manage our vehicle maintenance program using a Computerized Maintenance Management System that tracks equipment maintenance, manages work orders, and controls inventory.***

d. The CTC will be required to obtain input from the users of the system. Describe your plan to achieve this and how this input will be used.

- ***Annually, the NEFRC conducts an audit of our runs with no findings***
- ***Survey conducted by the Regional Transit Working Group demonstrated that Putnam County had the highest engagement of all the agencies included in the survey. The public was highly complimentary of the agency and the need for the continued service we provide.***
- ***During 2026, a Putnam County transit study will be conducted. This study is being funded by FDOT, and the completion is anticipated to be late 2026. It will cover public involvement and operational analysis. The study aims to develop a realistic, community-driven plan for Putnam County, focusing on actionable recommendations and funding strategies.***

e. Provide a statement of your agency/firm's or organization's philosophy on balancing the cost of transportation services with the need to maintain a sufficient number of stable, well-trained drivers, with the constraints of funding.

- *Rural transit competes with the rural fast-food industry for employees, particularly drivers. Driver turnover has a greater impact on system safety than Chapter 14-90. Every effort must be made to retain employees, particularly drivers. It is essential, therefore, that the work environment be as free as possible from the stresses and distortions of hierarchy while supporting employee equality and lateral organization. Given the fact that many people expect a dominant or be dominated work environment, damping out those expectations has to be approached as a long-term effort, with adjustments made as the opportunities present. An example of this type of countermeasure can be seen in our adaptation to the requirement that our drivers direct boarding passengers to sit in their seats, not blocking the aisles, and to use their seatbelts. We felt this would be a burden on the driver to repeat this direction for each passenger, day after day, and that it would produce an unnecessary friction between the driver and passenger from their point of first encounter. We therefore devised an electronic announcement to deliver that message which was triggered when the passenger door opened. Drivers now have to listen to the announcement all day long but it's better for them and more reliable in meeting the requirement than having drivers do the announcements themselves and it helps them have a better relationship with their passengers...and they are aware that we helped them with the impact of that agency requirement.*
- *Our driver pool's average length of service is 8 years.*

### **3. Management Resources**

a. Provide the agency/firm organizational structure.

- *See Appendix 2, page 8*

b. Provide the resume of the proposed resident manager.

- *See Exhibit E*

c. Describe the required personnel and the general job descriptions necessary to coordinate the transportation disadvantaged services.

- *See Exhibit E for job descriptions of the following key positions*
  - *Executive Director*
  - *Director of Administration/Operations*
  - *Maintenance Supervisor*
  - *Dispatch/Customer Service*

- *Bus Driver*
- *Maintenance Mechanic*

d. Provide current contact information for at least three (3) references for the agency/firm and three (3) references for the proposed resident manager.

- **AGENCY REFERENCES**

- *Shawn Dale Goddard – VP Putnam Chamber of Commerce  
([shawndalegoddard@chamberpc.com](mailto:shawndalegoddard@chamberpc.com))*
- *Bill Pickens – Board Member and previous Board President  
([peninsularautoparts@yahoo.com](mailto:peninsularautoparts@yahoo.com))*
- *Leota Wilkinson – Chair, Putnam County BOCC and Chair of Local  
Coordinating Board ([leota.wilkinson@putnam-fl.gov](mailto:leota.wilkinson@putnam-fl.gov))*

- **RESIDENT MANAGER REFERENCES**

- *Carol Coffie – Ride Solution Board President –  
([ladylovecoffie@yahoo.com](mailto:ladylovecoffie@yahoo.com))*
- *Sheila Mc Coy – Ride Solution Board member and Executive Director of  
Palatka Christian Service Center – ([sheila@heartofputnam.com](mailto:sheila@heartofputnam.com))*

#### **4. Transportation Operations**

a. How do you intend to provide coordinated services?

Full brokerage

Partial brokerage

*Coordinator/Operator*

b. Describe the process for procuring and contracting with operators, if applicable.

- **Not Applicable**

c. Describe how your agency/firm will comply with federal and state laws or Commission policies relating to alcohol and drug testing and drug education to maintain a drug-free workplace.

- **Section 9.0, of Appendix 1 SSPP pages 20 through 24, delineates the agency's process to comply with all federal, state, and CTD's policies regarding alcohol and drug testing. This document complies with all requirements of Rule 14-90.004 F.A.C.; 49 C.F.R. Part 32 and 49 C.F.R. Parts 40 and 655**

d. Describe the criteria and processes used to evaluate employees' performance, including drivers, employment procedures, EEO Policy, DBE Policy, personnel training procedures, personnel discipline procedures, and termination policies.

- ***Our guiding document on this subject is the employee manual "Employee Road Map to Success," Appendix 2. Employees receive a copy of this document upon hiring and are trained annually or when the document is updated.***

e. Describe the company training policies and experience relating to sensitivity training in the transportation of elderly, disabled, and other disadvantaged persons.

- ***All of our personnel are trained on the FDOT driver training modules and retrained every three (3) years or on an as-needed basis. Details of the composition of this training are found on page 16 of the SSPP Appendix 1***

f. In the event of a vehicle breakdown or a no-show driver, describe the procedure used to operate transportation on time and as scheduled.

- ***The agency's driver supervisor and maintenance senior mechanic are on call and trained to handle these situations.***
- ***The driver supervisor will be the first individual to be contacted by Dispatch in the case of a no-show driver situation. This individual will coordinate staffing of the affected service. If there is no available team member to cover this service, the supervisor will staff the route himself/herself.***
- ***Section 10.10, page 30 of the SSPP on Appendix 1, further describes how road calls will be handled.***

g. Describe the procedure to monitor in accordance with Chapter 14-90, F.A.C.:

- Driver screening, selection, and training;
- Sensitivity and first aid training for employees; and
- Vehicle safety inspection and maintenance training
  - ***See section 6.0 – 7.0 of the agency's SSPP pages (14-18) and Appendix 1***
  - ***See Section 10.5 of the SSPP Daily vehicles inspections page 27***

## **5. Financial Capacity to Undertake Project**

a. Describe the agency/firm's assets, financial, and capital, and include the latest financial audit of the agency/firm prepared by an independent auditor or Certified Public Accountant

- ***Exhibit F depicts FY 2025 fully audited financial statements for the***

b. Provide proposed fleet (vehicle type, capacity, accessibility, year) at service start-up. Include a statement concerning the agency/firm's ability to acquire additional capital equipment as may be required to provide this service.

- ***Exhibit G portrays a list of our existing revenue service vehicles. During FY 2027 grant submissions, we have requested 5311 and 5310 funding for 3 additional revenue vehicles.***

c. Because of the payment schedule to the purchasing agencies, the CTC must have a 45-day cash reserve based on the estimated proposed annual budget. Document that the reserve will be available and will be utilized only in the Putnam County coordinated system.

- ***Ride Solution operates with over one million dollars in cash availability in our operating account. 45 days of our estimated annualized budget would equate to \$350,000.00***

## **6. Finance Plan and Proposed Rates**

a. Provide a detailed proposed annual budget showing expected revenues by source and expenditures. The finance plan shall be sufficiently detailed so that a Fully Allocated Cost can be determined and shall identify rates to be charged per trip for management services, inclusive of coordination and operations. Rates must be calculated by the CTD's Rate Calculation Model.

- ***Appendix 3 depicts the following***
  - ***Ride Solution's FY27 detailed line-item budget with fully allocated cost per route or service***
  - ***The CTD's Standardized Rate Model to define passenger miles and passenger trip rates for ambulatory passengers and passengers who use wheelchairs.***
  - ***The Administrative and Scheduling line-item percentages in the line-item budget to identify rates to be charged per trip for management services, inclusive of coordination and operations, as calculated by the CTD's Rate Calculation Model.***

## **7. Understanding of the Request for Proposals**

a. Provide a Transition Plan describing the process and schedule to ensure a smooth changeover. Each activity listed in the Transition Plan must include a description of the task, a scheduled start date, and a scheduled completion date. Indicate the capital resources and time required for initiating the start-up, effective July 1, 2026.

- **Not Applicable**

b. Identify any obstacles that would prevent the CTC from performing its responsibilities in the most cost-efficient and effective manner.

- ***Per 427.011(11) “Coordination” means the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost-effective, efficient, and reduces fragmentation and duplication of services.” This is the sole reason Chapter 427 exists. Per page 62 of the APPROVED Duval TDSP 2021-26 Sept 2025, “...with the new Medicaid managed health care system approach we no longer have a coordinated transportation system in Florida.”***
- ***The inclusion of Medicaid NET in Medicaid Reform destroyed much of what was physically possible to coordinate under Chapter 427. In the five years following the roll-out of Medicaid Reform in 2014, about a third of the rural counties lost their existing CTCs. In Putnam County, the in-county flex routes closed in 2023, due to loss of Medicaid and Medwaiver revenues, and the fleet size contracted from 33 vehicles to 18. Trip count reduced from 140,569 in 2019, to 67,914 in 2023, to 35,840 in 2025. Cost per trip rose from \$14.35 in 2019 to \$63.68 by 2025, due to inflation, the loss of economies of scale, and the need to retain scheduling and mechanic staff for the anticipated reopening of the routes.***
- ***The inclusion of Medicaid NET in Medicaid Reform was ruinous to Chapter 427 and to the efficiencies that were its mission. This attack upon responsible government must be recognized in our political circles if the ethics of Chapter 427 are to be passed to our children.***



**EXHIBIT A**

**CTD INVOICING AND REPORTING PROCEDURE**



**RIDE SOLUTION  
GENERAL MANAGEMENT PROCEDURE  
CTC INVOCING AND REPORTING PROCEDURE**

**SOP NUMBER: RS-GM-006**

**SOP TITLE: CTC INVOCING AND REPORTING PROCEDURE**

	NAME	SIGNATURE	DATE
Author	M. Beltran		11/5/2025
Authorized	B. Thompson		11/5/2025
Effective Date:			11/5/2025
Review Date:			

**1. PURPOSE**

Establish the standards and methodology for identifying, documenting, allocating, and reimbursing invoicing of operating and capital expenses under grant agreements with the Center for Transportation Disadvantaged ensuring compliance with the Public Transportation Grant Agreement (PTGA), Florida Statutes, and federal requirements (2 CFR Part 200).

**2. INTRODUCTION**

This document outlines the procedures for processing all Ride Solution's invoices to the Center for Transportation Disadvantaged.

**3. SCOPE**

This procedure applies to all trips charged to a Florida Commission for the Transportation Disadvantaged Trip & Equipment Grant Agreement.

**4. DEFINITIONS**

Term	Definition
Grant	The contract between the Agency and the Center for Transportation Disadvantaged.
CTD	The <b>Florida Commission for the Transportation Disadvantaged (CTD)</b> is an independent state agency, housed within the Florida Department of Transportation (FDOT),



**RIDE SOLUTION**  
**GENERAL MANAGEMENT PROCEDURE**  
**CTC INVOICING AND REPORTING PROCEDURE**

Term	Definition
	responsible for coordinating transportation services for residents who cannot drive themselves or access public transit due to age, income status, or physical or mental disability.
<b>NS Trips</b>	<b>Non-sponsored trips</b> are passenger trips for eligible individuals that are not subsidized by any other federal, state, or local governmental agency. These trips are funded primarily through the <b>Transportation Disadvantaged Trust Fund (TDTF)</b> via Trip & Equipment (T&E) grants.
<b>CTD Invoice Form</b>	The CTD Invoice Form is a standardized Microsoft Excel workbook designed to ensure uniform reporting across all Florida counties. The form is comprised of three main integrated parts that automate much of the calculation process
<b>AOR</b>	The <b>Annual Operating Report (AOR)</b> is a mandatory, comprehensive report that captures macro-level, systemwide operational data for a county's coordinated transportation system
<b>TRAPEZE</b>	Enterprise management platform used by the agency, designed specifically for public transit and rail agencies. It provides a centralized suite of tools to automate complex operational tasks, from back-office planning to real-time vehicle monitoring.

## 5. INVOICING PROCEDURE

### A. General Requirements

- Only trips provided to individuals certified as "transportation disadvantaged" may be invoiced. Please refer to procedure RS-CS-001 TRANSPORTATION FOR THE DISADVANTAGED PROGRAM for eligibility and certification requirements and process flow.
- Ride Solution will strive to submit all invoices/reimbursement requests to the CTD within 30 days of the close of the invoice period.



**RIDE SOLUTION**  
**GENERAL MANAGEMENT PROCEDURE**  
**CTC INVOCING AND REPORTING PROCEDURE**

- Source documentation must be retained for all transactions for a minimum of 7 years or as required by the grant.

**B. Determination of trips to be invoiced**

- Upon the close of the invoice period, all trips provided by the agency are downloaded from the TRAPEZE software application into an Excel workbook.
- Trips are audited for accuracy in the Funding source, distance, pick up drop off, and time.
- NS trips are segregated into a separate worksheet and sorted by Space Type
- Trips are uploaded into the CTD invoice form for the corresponding month by space type.
- The following information is uploaded for each modality:
  - Date
  - Passenger Name
  - Mode
  - Pick up time
  - Pick up origin address
  - City
  - Drop Off time
  - Destination address
  - Destination City
  - Miles
- The CTD invoice Excel template automatically highlights fields that may be non-compliant with required formats.
- The invoice template will automatically aggregate data to calculate the total for:
  - Total Passenger Trips
  - Total miles travelled
  - Based on the unit cost as determined by the grant, reimbursement by type of service is calculated and aggregated into a subtotal to be reimbursed. The Local Match % is applied, and the total reimbursement for the period is calculated.
- A PDF document including the Trip Invoice and Trip Summary Report worksheets is created and submitted to the Project Manager at the CTD, who will verify for accuracy, request any corrections to the agency if any, and submits for reimbursement.



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GENERAL MANAGEMENT PROCEDURE  
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**6. AOR REPORTING METHODOLOGY**

**A. Purpose**

- The AOR provides a systemwide profile of all transportation services delivered to the transportation disadvantaged (TD) population.
- The CTC uses AOR data to evaluate the performance of individual Coordinated Transportation Coordinators (CTCs) and the state system as a whole.
- Mandated by Section 427.013, Florida Statutes, the AOR forms the basis for the **Annual Performance Report (APR)** delivered to the Governor and Legislature every January 1st.

**B. Reporting Details**

- The AOR covers the state fiscal year (July 1 through June 30).
- It is generated via a data download for all trips provided by the agency during the referenced fiscal year.

**C. Key Data Categories**

- Basic details about the CTC
- Qualitative data on the network type and operating environment.
- Quantitative data: Total unduplicated passenger counts, total trips, and vehicle miles by service type (e.g., paratransit, fixed route).
- Fleet inventory, driver information, road calls, and chargeable accidents.
- Comprehensive summary of revenues from purchasing agencies and detailed system expenses (labor, fuel, insurance, etc.)

**7. CONTROLS AND AUDITING**

- **Annual Review:** This procedure will be reviewed and updated annually, or whenever there is a significant change in operating structure or funding requirements.



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CTC INVOICING AND REPORTING PROCEDURE**

- **Audit Readiness:** All documentation and records relating to the costs and the service hours used for allocation must be organized and readily available for the CTD, FDOT, and/or Federal Transit Administration (FTA) reviews and audits.

**8. INTERNAL AND EXTERNAL REFERENCES**

**8.1 Internal References**

- RS-CS-001 Transportation For the Transportation Disadvantaged
- RS-CS-003 Creating and Updating Client Information
- Rs-GM-001 Financial Reporting Procedure

**8.2 External References**

- Chapter 427, Florida Statutes - <http://www.leg.state.fl.us/Statutes/>
- 2 CFR Part 200
- 48 CFR 31
- F.S. 112.061

SOP no.	Effective Date	Significant Changes	Previous SOP no.
RS-GM-004	11/5/2025	New Procedure	N/A



**EXHIBIT B**  
**DISPATCH AND CUSTOMER SERVICE PROCEDURE**



**RIDE SOLUTION**  
**CUSTOMER SERVICE OPERATING PROCEDURE**  
**DISPATCH AND CUSTOMER SERVICE PROCEDURE**

SOP Number RS-CS-002 Rev 0

SOP Title DISPATCH AND CUSTOMER PROCEDURE

	NAME	TITLE	SIGNATURE	DATE
Author	M. Beltran	Customer Service		11/5/2025
Approved by:	B. Thompson	Executive Dir.		11/5/2025

Effective Date:	11/5/2025
Review Date:	

#### 1. PURPOSE

Define the roles; responsibilities and process flow of the Dispatch/Customer Service team to assure compliance with all regulatory requirements. The primary purpose of this procedure is to delineate the activities that will ensure service reliability while providing real-time information to the public.

#### 2. INTRODUCTION

This document outlines the process flow of the Customer Service team who is the vital nerve center that connects operational field activities with passenger needs.

#### 3. SCOPE

This procedure applies to all members of the Customer Service team, including dispatch, scheduling, and billing personnel.

#### 4. DEFINITIONS

Term	Definition
TRAPEZE	A specialized transportation system designed for transit agencies
CSR	Customer Service / Dispatch team member
RUN	A group of trips assigned to a specific driver, date, and vehicle combination. It defines the trip sequencing from pull-out to pull-in.



**RIDE SOLUTION**  
**CUSTOMER SERVICE OPERATING PROCEDURE**  
**DISPATCH AND CUSTOMER SERVICE PRODEDURE**

Term	Definition
<b>RUN LOG</b>	Daily assignment log of Runs, drivers, and vehicles for a specific day. It also depicts pull-out and pull-in times
<b>SSPP</b>	The System Safety Program Plan is a requirement from FDOT that serves as the governing framework for the agency's safety policies.

## 5. PROCEDURE

- Management of Incoming Calls
  - a. Customer Service Representatives must remain courteous and attentive to the caller's request, whether a client, driver or a third party.
  - b. The customer service team is responsible for responding to the general public's inquiries regarding transit route and schedule information.
- Trip Booking and Scheduling
  - a. Identify the client
    - Open the client database to find the caller's profile. Call-takers have immediate access to complete client information, including eligibility rules and travel preferences.
  - b. Enter trip details using the trip booking screen in TRAPEZE
    - To and From location; requested or negotiated pick up times; trip purpose; provider; and funding source. Make sure that the correct passenger type and fare type are displayed.
    - Add any special instructions to the driver, such as assistance requirements, gate codes, etc.
    - Provide the client with their potential scheduled pick-up window as a reminder.
  - c. Scheduling trips
    - Scheduler will identify unscheduled trips for the specific date being processed
    - Trips will be scheduled, addressing the most urgent bookings first





**RIDE SOLUTION**  
**CUSTOMER SERVICE OPERATING PROCEDURE**  
**DISPATCH AND CUSTOMER SERVICE PRODEDURE**

**7. CHANGE HISTORY**

SOP no.	Effective Date	Significant Changes	Previous SOP no.
RS-CS-002 Rev 0	11/5/2025	New Updated procedure	N/A



**EXHIBIT C**

**GRANT INVOICING AND COST ALLOCATION PROCEDURE**



**RIDE SOLUTION**  
**GENERAL MANAGEMENT PROCEDURE**  
**Grant Invoicing and Cost Allocation**

SOP NUMBER: RS-GM-004

SOP TITLE: Grant Invoicing and Cost Allocation Procedure

	NAME	SIGNATURE	DATE
Author	M. Beltran		11/5/2025
Authorized	B. Thompson		11/5/2025

Effective Date:	11/5/2025
Review Date:	

**1. PURPOSE**

Establish the standards and methodology for identifying, documenting, allocating, and reimbursing invoicing of operating and capital expenses under grant agreements with the Florida Department of Transportation (FDOT), ensuring compliance with the Public Transportation Grant Agreement (PTGA), Florida Statutes, and federal requirements (2 CFR Part 200).

**2. INTRODUCTION**

This document outlines the procedures for processing all Ride Solution's grant invoices.

**3. SCOPE**

This procedure applies to all expenses (personnel, operational, and capital) charged to FDOT-funded projects, including those utilizing state and federal (FTA) funds, and specifically details the use of Service Hours as the allocation base for shared costs.

**4. DEFINITIONS**

Term	Definition
PTGA	Public Transportation Grant Agreement, the contract between the Agency and FDOT.
Service Hour	The time a revenue vehicle is available to the general public or disadvantaged clientele for the purpose of carrying passengers, as defined in the PTGA. <i>(This is the primary allocation base.)</i>



**RIDE SOLUTION**  
**GENERAL MANAGEMENT PROCEDURE**  
**Grant Invoicing and Cost Allocation**

Term	Definition
<b>Direct Cost</b>	An expense specifically identified with a particular cost objective (e.g., driver wages for a specific route, fuel used by a grant-funded vehicle).
<b>Indirect Cost</b>	An expense incurred for a common or joint objective that cannot be readily identified with a particular final cost objective (e.g., Administration staff salary, facility rent).
<b>Allocation Base</b>	The measure (e.g., service hours, vehicle miles, employee count) used to distribute indirect or shared costs to benefiting programs.
<b>NTD</b>	National Transit Database, the federal reporting system that dictates certain financial and operating definitions.

## 5. COST IDENTIFICATION AND DOCUMENTATION (DIRECT COSTS)

### A. General Requirements

- All costs must be **Allowable, Allocable, and Reasonable** as defined by 2 CFR 200, Subpart E, and the terms of the PTGA.
- Ride Solution will strive to submit all invoices/reimbursement requests to FDOT within 60 days of the close of the invoice period.
  - Source documentation must be retained for all transactions for a minimum of 7 years or as required by the PTGA

### B. Personnel Costs (Salaries & Benefits)

- **Direct Charging:** Employee time that is 100% dedicated to an FDOT grant-funded service (e.g., maintenance salaries charged to a 5311 PM grant) is charged directly to the project budget code.
- **Payroll Documentation:** Payroll registers, canceled checks/EFT documentation, and detailed fringe benefit calculations must be retained.
- **Time Distribution (for personnel supporting multiple programs/grants):**
  - Payroll expenses for employees splitting between multiple programs will be allocated based on service hours allocation percentages between services.



**RIDE SOLUTION**  
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**Grant Invoicing and Cost Allocation**

**C. Non-Personnel Direct Costs**

- **Capital Purchases:** Vehicle purchases, equipment, or facility construction costs charged to the grant must have a signed purchase order, vendor invoice, and proof of payment.
  - **Materials & Supplies:** Must be supported by vendor invoices and proof of payment.
  - **Travel:** Must adhere to F.S. 112.061 and the FDOT PTGA requirements, with receipts for all expenses.

**6. COST ALLOCATION METHODOLOGY (SHARED & INDIRECT COSTS)**

The Agency utilizes the Service Hours Allocation Process to distribute costs that benefit multiple transit programs or grants in an equitable manner.

**A. Step 1: Segregation of Costs (Direct vs. Indirect)**

- **Direct Costs:** All costs that can be directly assigned to a specific grant, mode (i.e., 5311 Preventive Maintenance), or function are charged as Direct Costs (e.g., mechanics' wages, tires for a specific bus fleet).
- **Shared/Indirect Cost Pool:** Costs benefiting all services (e.g., administrative salaries, office supplies, facility overhead, fuel for mixed fleets) are accumulated into an Indirect Cost Pool.

**B. Step 2: Selection of Allocation Base - Service Hours**

- **Service Hour** is the primary allocation base because they represent the fundamental unit of transit service output, ensuring that the grants receiving the largest benefit (the most service hours) bear the largest portion of the shared costs.
- The total cost in the Indirect Cost Pool is divided by the Agency's Total Revenue Service Hours during the invoicing period to determine the Service Hour Cost Rate.

**C. Step 3: Allocation to Grants**

- The Service Hour Cost Rate is multiplied by the actual **Service Hours** provided for the specific FDOT grant project during the invoice period.
- This calculated **Allocated Cost** is the maximum amount of shared/indirect costs that can be claimed for reimbursement under that specific PTGA.



**RIDE SOLUTION**  
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**7. INVOICING AND REIMBURSEMENT PROCEDURE**

**A. Monthly/Quarterly Invoice Preparation**

The Finance Department will compile the following documents for the reimbursement request package:

- **FDOT Invoice Transmittal Form (or equivalent):** Completed, signed, and certified.
- **Summary of Expenses:** A spreadsheet listing all claimed expenses by category (Personnel, Operations, Capital) and Grant/Contract Number.
  - *Direct Costs:* Summarized from General Ledger (GL) by the specific grant project GL code.
  - *Allocated/Indirect Costs:* Summarized using the calculation in Section V(C).
- **Service Hours Report:** A detailed report from the agency's scheduling or operations system confirming:
  - Total Agency Revenue Service Hours for the period.
  - Revenue Service Hours specifically billed to the FDOT Grant project.
  - **Source Documentation Packet:** Copies of vendor invoices, payroll registers, check images/proof of EFT for all expenses claimed, clearly cross-referenced to the Summary of Expenses

**B. Review and Approval**

- **Operations:** The Operations Manager must review and certify the accuracy of the **Service Hours Report**.
- **Finance Review:** The Grant Accountant must perform a detailed compliance check to ensure:
  - Costs are allowable per the PTGA and budget.
  - Allocation methodology was applied correctly.
  - Source documentation is complete and verifiable.
- **Final Approval:** The Executive Director or an officer of the Board of Directors signs and certifies the FDOT Invoice Transmittal Form.

**C. Submission and Tracking**

- The complete invoice package is submitted to the designated FDOT District contact.
- The Finance Department logs the submission date and claimed amount and tracks the invoice status with FDOT until reimbursement is received.
- The receipt of funds is reconciled against the submitted amount and recorded in the General Ledger.



**RIDE SOLUTION**  
**GENERAL MANAGEMENT PROCEDURE**  
**Grant Invoicing and Cost Allocation**

**8. CONTROLS AND AUDITING**

- **Consistency:** The cost allocation methodology (Service Hours) shall be applied consistently across **all** shared funding programs (FTA, State, Local, Non-Transit programs) to prevent **double-billing**.
- **Annual Review:** This procedure and the resulting Service Hour Cost Rate calculation will be reviewed and updated annually, or whenever there is a significant change in operating structure or funding requirements.
- **Audit Readiness:** All documentation and records relating to the costs and the service hours used for allocation must be organized and readily available for FDOT and/or Federal Transit Administration (FTA) reviews and audits.

**9. INTERNAL AND EXTERNAL REFERENCES**

**9.1 Internal References**

- RS-GM-001 Financial Reporting Procedure

**9.2 External References**

- Chapter 427, Florida Statutes - <http://www.leg.state.fl.us/Statutes/>
- 2 CFR Part 200
- FDOT Procurement Guidance for Transit Agencies 2025
- F.S. 112.061

SOP no.	Effective Date	Significant Changes	Previous SOP no.
RS-GM-004	11/5/2025	New Procedure	N/A



**EXHIBIT D**

**SWORN STATEMENT F.S. 287.133**

**DRUG FREE WORKPLACE**

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

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

1. This sworn statement is submitted for Center For Transportation Disadvantaged Put nam County CTC RFP.
2. This sworn statement is submitted by Ride Solution, Inc.  
Whose business address is: 220 N 11th Street, Palatka , Florida, 32177  
and (if applicable) its Federal Employer Identification Number (FEIN) is 59-244-3380  
(If entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: \_\_\_\_\_)
3. My name is Boyd Thompson and my relationship to the entity named above is I am the Executive Director
4. I understand that a "public entity crime" as defined in Section 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
5. I understand that "convicted" or "conviction" as defined in Section 287.133 (1) (b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without adjudication of guilt, in any federal or state trial court of record, relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an "affiliate" as defined in Section 287.133(1) (a), Florida Statutes, means: (1) A predecessor or successor of a person convicted of a public entity crime; or (2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
7. I understand that a "person" as defined in Section 287.133(1) (e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the

provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

8. Based on information and belief, that statement which I have marked below is true in relation to the entity submitting this sworn statement. [Please indicate which statement applies.]

X Neither the entity submitting this sworn statement, nor one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of public entity crime subsequent to July 1, 1989.

There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the Final Order.]

The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the Final Order.]

The person or affiliate has not been placed on the convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

Date: 1-15-26

Signature: [Handwritten Signature]

STATE OF: Florida

COUNTY OF: Putnam

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who after first being sworn by me, affixed his/her signature in the space provided above on this 15 day of January, in the year 2026.

My commission expires: Sep 12 2026

[Handwritten Signature]  
Notary Public

Kimberly Troiano  
Print, Type, or Stamp of Notary Public

KIMBERLY TROIANO  
NOTARY PUBLIC  
STATE OF FLORIDA  
NO. HH 311279  
MY COMMISSION EXPIRES SEP. 12, 2026

Personally known to me, or Produced Identification:

FL DL  
Type of ID

### DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statue 287.087 hereby certifies that

RIDE SOLUTION, INC. does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the Drug-Free statement.
4. Notify the employees that as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

  
\_\_\_\_\_  
Authorized Signature  
BOYD HORTON  
\_\_\_\_\_  
Print Name  
1-14-26  
\_\_\_\_\_  
Date



## **EXHIBIT E**

- **RESIDENT MANAGER RESUME**
  - **JOB DESCRIPTIONS**



# BOYD THOMPSON

boyd@theridesolution.org | 386.325.9999 | Crescent City, FL 32112

## Summary

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Visionary professional known for innovative solutions and advocacy in sustainable transportation. Adept in financial analysis and strategic planning, committed to maximizing operational effectiveness and driving impactful change within the community.

## Skills

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- Innovation and creativity
- Financial analysis
- Strategic planning
- Risk management
- Social work
- Operational efficiency
- Budget management

## Experience

---

Ride Solution, Inc. | Palatka, Florida  
**Executive Director**  
*11/2018 - 01/2026*

- Led strategic planning initiatives for community transportation services.
- Developed partnerships with local organizations to enhance service offerings.
- Oversaw budget management and resource allocation for operational efficiency.
- Advocated for policy changes to support sustainable transportation solutions.
- Managed the organization's financial resources and operations to maximize efficiency and effectiveness.

Ride Solution, Inc. | Palatka, Florida  
**Director of Operations**  
*01/1986 - 01/2017*

- Oversaw daily operations to ensure efficiency and effectiveness across departments.
- Developed and implemented operational strategies to maximize efficiency, reduce costs, and improve customer satisfaction.
- Identified areas where process improvements could be made resulting in increased productivity.
- Oversaw the implementation of new technology solutions designed to streamline processes.
- Developed and implemented operational strategies to improve efficiency and reduce costs.
- Developed and directed financial and budget activities to fund operations.

BECTEL | Palatka, Florida  
**AFL-CIO Journeyman Carpenter**  
*01/1982 - 01/1985*

- Industrial Carpenter

 Haskell Small Projects Division |  
Jacksonville, Fla.  
**Equipment Operator, Welder**  
01/1979 - 01/1981

- Operated backhoes and dozers to complete jobs quickly and correctly.
- Welded structural steel

DESCO | St. Augustine, Fla.  
**Wedger**  
01/1977 - 01/1978

- Worked planking crew on last commercial wooden boat production line in the US. Built 73' shrimp boats.

HRS | Palatka, Florida  
**Child Welfare Case Manager**  
01/1975 - 01/1977

- Conducted comprehensive assessments of child welfare cases.
- Developed and maintained case management plans for clients.
- Facilitated family meetings to discuss case progress and concerns.
- Advised foster families on how best to meet the needs of their foster children.

Putnam Community Hospital | Palatka, FL  
**Hospital Social Worker**  
01/1973 - 01/1975

- Coordinated patient services with healthcare teams and community resources.
- Provided crisis intervention and emotional support to patients and families.
- Educated patients about available social services and financial assistance programs.

Jewish Guild For The Blind | New York  
City, NY  
 **Social Worker Case Manager**  
01/1972 - 01/1973

- Facilitated individual and group therapy sessions to solve problems, set and achieve goals and improve communication skills.
- Performed administrative tasks such as scheduling appointments or completing paperwork associated with client cases.

## Education and Training

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University of California, Los Angeles | Los Angeles, CA  
**Bachelor of Arts in Psychology**  
06/1972

## Certifications & Licenses

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California Chauffer's (Bus Driver) License 1966

California Class A Mechanic's License 1969

## Awards & Honors

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FTA National Award for Innovation in Public Transportation 1996

Commission for the Transportation Disadvantaged William Bell Award 1999



# Ride Solution

## JOB DESCRIPTION

**POSITION:** Executive Director

**PURPOSE:** Responsible for the overall operations required to make of Ride Solution, Inc. a well managed agency. Some of these requirements are but not limited to:

- To assure compliance with local, state, federal laws and regulations, requirements of all transportation funding source as well as all Ride Solution policies and procedures.
- To maintain and enforce guidelines for program operation and evaluation.
- To oversee all functions in transportation.
- Ensure that all transportation needs are coordinated in a manner that will be the safest, cost effective and convenient method as possible, while still promoting the coordinated system in order to maintain services for the majority of the transportation disadvantaged of Putnam County.
- Ensure accurate data collection for the various contracts that provide funding for transportation.

**EFFECTIVE DATE:** January 2000

**RESPONSIBLE TO:** Board of Directors

**POSITIONS SUPERVISED:** All staff employed by Ride Solution

**REQUIRED QUALIFICATIONS:**

1. High School Diploma
2. Local/Federal background screening
3. Pass a FDOT drug screen
4. Minimum of two years in management

**DESIRED QUALIFICAITONS:**

1. Business degree
2. Overall comprehension of Ride Solution's Policy & Procedures
3. An understanding of policy and procedure implementation
4. Organizational skills

**STANDARDS:**

1. **Good moral character with a willingness to make personal adjustments in order to maintain a consistent and positive outlook**
2. **Ability to work well with administration, drivers and passengers**
3. **Needs to remain approachable by reflecting a sense of fairness towards all**
4. **Ability to communicate effectively, orally and in writing**

**RESPONSIBILITIES:**

1. **Preparing reports and presenting them to Ride Solution's Board of Directors**
2. **Meeting with Local Coordinating Board to ensure quality transportation**
3. **Preparing annual budget**
4. **Ensure all vehicles are maintained according to FDOT guidelines**
5. **Accident/Incident investigation**
6. **Grant preparation and oversight**



220 North 11<sup>th</sup> Street ▪ Palatka, FL 32177  
Phone: 386-325-9999 ▪ Fax: 386-328-9410  
[www.TheRideSolution.org](http://www.TheRideSolution.org)

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**JOB TITLE:** Director of Administration

**DEPARTMENT:** Administration

**PURPOSE:** To provide Administrative Support to the Executive Director

**RESPONSIBLE TO:** Executive Director

## **JOB DESCRIPTION**

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- 1.) Accounts Receivables
- 2.) Perform cash management and bank reconciliations
- 3.) Grant billing and applications
- 4.) Company policies and procedures
- 5.) Payroll Processing
- 6.) Human Resources including benefits
- 7.) Substance Abuse Manager
- 8.) Accident and Workers Comp reporting
- 9.) Support daily operations

### **QUALIFICATIONS AND SKILLS: (experience, training education):**

- 1.) Bachelor's degree or a minimum of five (5) years of experience
- 2.) Must have excellent communications skills, oral and written, strong analytical skills, and understanding of service cost and budget impacts.
- 3.) Excellent organizational, administrative and computer skills.
- 4.) Proficiency in Microsoft Office Suite.
- 5.) Must be able to work in a fast paced environment.
- 6.) All other duties as assigned.

**APPROVED BY:**

**Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**ATTESTATION: I have read and understand this job description and hereby certify that I am qualified to perform this job and can perform the essential functions of this job.**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



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## POSITION DESCRIPTION

**JOB TITLE:** Maintenance Supervisor

**DEPARTMENT:** Operations

**PURPOSE:** Responsible for the maintenance and repair of Ride Solution's vehicle fleet to ensure a sufficient number of clean, safe, and reliable units to meet transportation operations requirements. Supervise, train, and monitor the work of mechanics and other staff engaged in maintaining, servicing, and repairing buses and other vehicles. Coordinates with Customer Service associates on vehicle availability and scheduling.

**RESPONSIBLE TO:** Director of Operations

**MAJOR DUTIES AND RESPONSIBILITIES:**

- 1.) Manages the use of MP2 software to schedule and track preventive maintenance, issue work orders and organize and track equipment inventory.
- 2.) Conducts/supervises vehicle inspections and records defects requiring repair or replacement; supervises the completion of preventative maintenance activities, including oil analysis, engine and transmission performance analysis, lubrication and oil and filter changes and adjustment or replacement of worn parts or components.
- 3.) Inspects completed work, monitors maintenance and repair activities on the shop floor, and coordinates the completion of repairs and other services.
- 4.) Responsible for maintaining detailed records on work and parts orders and inspection to assure compliance with all state and federal regulations.
- 5.) Reviews all daily Vehicle Checklists Reports generated by bus drivers and takes corrective action as needed.
- 6.) Maintains and takes action on all meter readings and vehicle mileage logs.
- 7.) Oversees DOT vehicle inspections and implement corrective action as needed.
- 8.) Coordinates the performance of functional responsibilities with peers and staff to meet operational requirements and minimize unscheduled maintenance and road failures, which interrupt service.

- 9.) Updates to Customer Service, a list of vehicles ready for daily route operations, and acts on any vehicle malfunctions while in operation.
- 10.) Any other duties as assigned by supervisor.

**QUALIFICATIONS AND SKILLS: (experience, training education):**

- 1.) High school diploma or G.E.D.
- 2.) At least five years of increasingly responsible fleet maintenance and repair experience in a public transit agency; or an equivalent combination of training and experience.
- 3.) Must have excellent communication skills, oral and written, strong analytical skills, and an understanding of service cost and budget impacts.
- 4.) Able to pass level 2 background investigation and pre-employment drug test
- 5.) Must be able to work in a fast-paced environment.

**EQUIPMENT USED:**

- 1.) Computer, two way radio, general office equipment.
- 2.) Engine diagnostics equipment
- 3.) Column lifts
- 4.) A/C recovery/charge machine
- 5.) Press, tire changer/balancer
- 6.) Alignment machine and other general shop tools.
- 7.) Welders, torch

**APPROVED BY:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

**ATTESTATION:** I have read and understand this job description and hereby certify that I am qualified to perform this job and can perform the essential functions of this job.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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## POSITION DESCRIPTION

**JOB TITLE:** Intake - Dispatch Scheduler

**DEPARTMENT:** Operations/Customer Service

**PURPOSE:** This position is accountable for receiving, booking, and dispatching calls for the Ride Solution. Position records all transactions in the passenger management transportation system (TRAPEZE). This work is done in compliance with the procedures defined by the client and in conformance with company procedures. The duties involve daily communication and interaction with drivers and clients as well as the Shop Supervisor if vehicle related. Position is responsible to organize and conduct activities to assure safe, cost-effective, and on-time operating performance.

**RESPONSIBLE TO:** Director of Operations

### MAJOR DUTIES AND RESPONSIBILITIES:

1. Responds to inquiries from the general public regarding transit route and schedule information, Greyhound inquiries, and ticket sales.
2. Uses a computer system to retrieve scheduled information. Uses reference material to quickly and accurately determine the best method to assist clients.
3. Books appointments for clients in TRAPEZE making sure that these are entered based on available scheduled routes and verifying eligibility criteria for clients.
4. Creates and updates client's information in TRAPEZE based on Transportation Eligibility forms (TD).
5. Assists drivers with inquiries regarding their schedule and or with pertinent information regarding their route or clients.
6. Documents calls for pick-ups and/or returns on dispatch logs and communicates with drivers accordingly.
7. Prepares the daily schedule and updates manifests information in the TRAPEZE system.
8. Assures all routes are filled as assigned and bus drivers are provided with timely instructions and responses to requests for operational information throughout the day.

- 9. Manages emergencies for vehicle operators coordinating with maintenance and/or emergency services.
- 10. May assist with CTD invoicing, QuickBooks, and NS fares collection and reconciliation.
- 11. Any other duties as assigned by the supervisor.

**QUALIFICATIONS AND SKILLS: (experience, training, education):**

- 1.) High School Diploma or GED
- 2.) Previous Customer Service experience.
- 3.) Proficient knowledge of Microsoft Office Suite
- 4.) Good physical condition and free from communicable diseases
- 5.) Able to pass level 2 background investigation and pre-employment drug test.
- 6.) Good communication skills
- 7.) Must be able to work in a fast-paced environment.
- 8.) Must have excellent public relations and conflict resolution skills.

**EQUIPMENT USED:**

- 1.) Computer, two-way radio, general office equipment.

**APPROVED BY:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

**ATTESTATION:** I have read and understand this job description and hereby certify that I am qualified to perform this job and can perform the essential functions of this position.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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## POSITION DESCRIPTION

**JOB TITLE:** Bus Driver (DOT)

**DEPARTMENT:** Operations

**PURPOSE:** Drives bus to transport passengers over specified routes to local or distant points according to schedule published by Customer Service department. Must be capable of assisting individuals with special needs, elderly and general population.

**RESPONSIBLE TO:** Director of Operations

**MAJOR DUTIES AND RESPONSIBILITIES:**

- 1.) Performs daily pre-trip and post-trip inspections of assigned vehicle.
- 2.) Picks up and delivers clients to the designated location as per scheduled run manifest.
- 3.) Updates route manifest documentation with actual pick up/drop-off times and any additions and/or cancellations.
- 4.) Updates Customer Service on any deviations from assigned routes and/or any passenger related issues.
- 5.) Assists passenger with physical or developmental limitations with boarding and onboarding vehicles and assures that all safety standards are followed.
- 6.) Promptly reports accidents and incidents that occur in, on or around company vehicles to Customer Service and if it affects service operations.
- 7.) Follows all safety and traffic rules and adheres to time schedules.
- 8.) Collects fares, verifies appropriate use of bus pass and deposits at designated location at shift end.
- 10.) Disinfects bus/van in between runs using fogger, assures all passengers are using PPE.
- 11.) Any other duties as assigned by supervisor.

**QUALIFICATIONS AND SKILLS:** (experience, training education):

- 1.) High school diploma or possession of an acceptable equivalency diploma.
- 2.) Florida CDL class A or B license with Passenger endorsement (Preferred)
- 3.) Clean driving record
- 4.) Able to pass level 2 background investigation and pre-employment drug test.
- 5.) Must be able to operate wheelchair lifts to assist clients with disabilities

**EQUIPMENT USED:**

- 1.) Fire Extinguisher
- 2.) Safety Lift
- 3.) First Aid Kits
- 4.) Fogger
- 5.) Phones and two way Radio



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## POSITION DESCRIPTION

**JOB TITLE:** Maintenance Mechanic

**DEPARTMENT:** Operations

**PURPOSE:** Under the supervision of Maintenance supervisor performs scheduled and unscheduled maintenance on vans and, busses and transit equipment in accordance with manufacturers' recommendations statutory requirements and departmental policy and procedures. Diagnoses and repairs diesel and gasoline powered engines and wheel chair lifts.

**RESPONSIBLE TO:** Maintenance Supervisor

**MAJOR DUTIES AND RESPONSIBILITIES:**

- 1.) Performs preventive maintenance and repairs on all transit equipment
- 2.) Performs complex diagnostic evaluations.
- 3.) Performs functional inspection and repairs wheelchair restraint systems.
- 4.) Performs emergency road service to transit equipment
- 5.) Updates detailed preventive and predictive maintenance records and reports in a timely manner.
- 6.) Performs repairs to vehicle safety equipment
- 7.) Any other duties as assigned by supervisor.

**QUALIFICATIONS AND SKILLS:** (experience, training education):

- 1.) High school diploma or G.E.D.
- 2.) Minimum one year experience with fleet maintenance and repair activities in a public transit agency; or an equivalent combination of training and experience.
- 3.) Must have excellent communications skills.
- 4.) Able to pass level 2 background investigation and pre-employment drug testing
- 5.) Must be able to work in a fast paced environment.

**EQUIPMENT USED:**

- 1.) Engine diagnostics equipment
- 2.) Column lifts
- 3.) A/C recovery/charge machine
- 4.) Press, tire changer/balancer
- 5.) Alignment machine
- 6.) Other general Shop tools

**APPROVED BY:**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

**ATTESTATION:** I have read and understand this job description and hereby certify that I am qualified to perform this job and can perform the essential functions of this job.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## **EXHIBIT F**

- **FY 2025 Audited Financial Statements**



December 12, 2025

**Partners**

W. Ed Moss, Jr.  
Joe M. Krusick  
Ric Perez  
Cori G. Novinich  
Renee C. Varga

To the Board of Directors  
Ride Solution, Inc.  
Palatka, Florida

We have audited the financial statements of Ride Solution, Inc. (the "Organization") for the year ended June 30, 2025, and we will issue our report thereon dated December 12, 2025. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards, *Government Auditing Standards* and the Uniform Guidance, as well as certain information related to the planned scope and timing of our audit. We have communicated such information in our letter to you dated July 1, 2025. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Matters

*Qualitative Aspects of Accounting Practices*

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the Organization are described in Note 2 to the financial statements. No new accounting policies were adopted and the application of existing policies was not changed during 2025. We noted no transactions entered into by the Organization during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimate affecting the financial statements was:

Management's estimate of the allocation of functional expenses between programs is based on direct usage or management's estimate of the amount of space being used by either program staff or administrative staff. We evaluated the methods, assumptions, and data used to develop the allocation of functional expenses in determining that it is reasonable in relation to the financial statements taken as a whole.

The financial statement disclosures are neutral, consistent, and clear.

*Difficulties Encountered in Performing the Audit*

We encountered no significant difficulties in dealing with management in performing and completing our audit.

*Corrected and Uncorrected Misstatements*

Professional standards require us to accumulate all misstatements identified during the audit, other than those that are clearly trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements. Material adjustments were made related to capital expenditures and deferred revenue, however they were known by management prior to the start of the audit.

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To the Board of Directors  
December 12, 2025  
Page 2

*Disagreements with Management*

For purposes of this letter, a disagreement with management is a disagreement on a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

*Management Representations*

We have requested certain representations from management that are included in the management representation letter dated December 12, 2025.

*Management Consultations with Other Independent Accountants*

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to the Organization's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

*Other Audit Findings or Issues*

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as the Organization's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Matters

With respect to the supplementary information accompanying the financial statements, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with U.S. generally accepted accounting principles, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.

This information is intended solely for the use of the Board of Directors and management of Ride Solution, Inc. and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,

*Moss, Krusick & Associates, LLC*

Winter Park, Florida

**RIDE SOLUTION, INC.**

**Audited Financial Statements and  
Supplementary Information**

**June 30, 2025 and 2024**

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## INDEPENDENT AUDITOR'S REPORT

### *Partners*

W. Ed Moss, Jr.  
Joe M. Krusick  
Ric Perez  
Cori G. Novinich  
Renee C. Varga

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To the Board of Directors of  
Ride Solution, Inc.  
Palatka, Florida

### **Report on the Audit of the Financial Statements**

#### ***Opinion***

We have audited the accompanying financial statements of Ride Solution, Inc. (the "Organization") (a nonprofit organization), which comprise the statements of financial position as of June 30, 2025 and 2024, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Organization as of June 30, 2025 and 2024, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

#### ***Basis for Opinion***

We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Organization and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### ***Responsibilities of Management for the Financial Statements***

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

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

#### ***Auditor's Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting

***Auditor's Responsibilities for the Audit of the Financial Statements (continued)***

from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

***Supplementary Information***

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of federal awards and state financial assistance, as required by Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the schedule of expenditures of federal awards and state financial assistance is fairly stated, in all material respects, in relation to the financial statements as a whole.

***Other Reporting Required by Government Auditing Standards***

In accordance with *Government Auditing Standards*, we have also issued our report dated December 12, 2025, on our consideration of the Organization's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Organization's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Organization's internal control over financial reporting and compliance.

***Moss, Krusick & Associates, LLC***

Winter Park, Florida  
December 12, 2025

**RIDE SOLUTION, INC.**  
**STATEMENTS OF FINANCIAL POSITION**  
**JUNE 30, 2025 AND 2024**

	<u>2025</u>	<u>2024</u>
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$ 1,533,878	\$ 1,404,518
Accounts receivable	467,140	693,001
Inventories	39,830	32,810
Prepaid expenses	<u>55,157</u>	<u>50,885</u>
<b>TOTAL CURRENT ASSETS</b>	<b>2,096,005</b>	<b>2,181,214</b>
Operating lease right-of-use asset	-	3,282
Property and equipment, net	<u>776,875</u>	<u>793,327</u>
<b>TOTAL ASSETS</b>	<b><u>\$ 2,872,880</u></b>	<b><u>\$ 2,977,823</u></b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 51,135	\$ 104,938
Accrued expenses	106,055	106,277
Deferred revenue	65,574	50,885
Operating lease liability	<u>-</u>	<u>3,282</u>
<b>TOTAL CURRENT LIABILITIES</b>	<b>222,764</b>	<b>265,382</b>
<b>NET ASSETS</b>		
Without donor restrictions	<u>2,650,116</u>	<u>2,712,441</u>
<b>TOTAL NET ASSETS</b>	<b><u>2,650,116</u></b>	<b><u>2,712,441</u></b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b><u>\$ 2,872,880</u></b>	<b><u>\$ 2,977,823</u></b>

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

**RIDE SOLUTION, INC.**  
**STATEMENT OF ACTIVITIES**  
**YEAR ENDED JUNE 30, 2025**

	Without Donor Restrictions	With Donor Restrictions	Total
<b>REVENUES</b>			
Service contract revenue	\$ 109,243	\$ -	\$ 109,243
State grants	-	606,205	606,205
Federal grants	-	1,785,844	1,785,844
Local support	-	30,000	30,000
Fare box revenues	11,768	-	11,768
Interest	1,307	-	1,307
Other income	36,110	-	36,110
Contributed non-financial assets	20,900	-	20,900
Loss on disposal of assets	(2,825)	-	(2,825)
Net assets released from restrictions	2,422,049	(2,422,049)	-
<b>TOTAL REVENUES</b>	<b>2,598,552</b>	<b>-</b>	<b>2,598,552</b>
<b>EXPENSES</b>			
Program services	2,285,041	-	2,285,041
Management and general	375,836	-	375,836
<b>TOTAL EXPENSES</b>	<b>2,660,877</b>	<b>-</b>	<b>2,660,877</b>
<b>CHANGES IN NET ASSETS</b>	<b>(62,325)</b>	<b>-</b>	<b>(62,325)</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>2,712,441</b>	<b>-</b>	<b>2,712,441</b>
<b>NET ASSETS, END OF YEAR</b>	<b>\$ 2,650,116</b>	<b>\$ -</b>	<b>\$ 2,650,116</b>

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

**RIDE SOLUTION, INC.**  
**STATEMENT OF ACTIVITIES**  
**YEAR ENDED JUNE 30, 2024**

	Without Donor Restrictions	With Donor Restrictions	Total
<b>REVENUES</b>			
Service contract revenue	\$ 147,423	\$ -	\$ 147,423
State grants	-	546,401	546,401
Federal grants	-	1,381,271	1,381,271
Local support	-	30,000	30,000
Fare box revenues	18,538	-	18,538
Interest	2,343	-	2,343
Other income	5,441	-	5,441
Contributed non-financial assets	16,518	-	16,518
Net assets released from restrictions	1,957,672	(1,957,672)	-
<b>TOTAL REVENUES</b>	<b>2,147,935</b>	<b>-</b>	<b>2,147,935</b>
<b>EXPENSES</b>			
Program services	2,437,759	-	2,437,759
Management and general	461,475	-	461,475
<b>TOTAL EXPENSES</b>	<b>2,899,234</b>	<b>-</b>	<b>2,899,234</b>
<b>CHANGES IN NET ASSETS</b>	<b>(751,299)</b>	<b>-</b>	<b>(751,299)</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>3,463,740</b>	<b>-</b>	<b>3,463,740</b>
<b>NET ASSETS, END OF YEAR</b>	<b>\$ 2,712,441</b>	<b>\$ -</b>	<b>\$ 2,712,441</b>

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

**RIDE SOLUTION, INC.**  
**STATEMENTS OF CASH FLOWS**  
**YEARS ENDED JUNE 30, 2025 AND 2024**

	<u>2025</u>	<u>2024</u>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Changes in net assets	\$ (62,325)	\$ (751,299)
Adjustments to reconcile change in net assets to net cash provided by operating activities		
Depreciation	364,114	402,281
Loss on disposal of assets	2,825	-
Decrease (increase) in operating assets:		
Accounts receivable	225,861	731,249
Inventories	(7,020)	5,184
Prepaid expenses	(4,272)	6,132
Increase (decrease) in operating liabilities:		
Accounts payable	(53,803)	99,904
Accrued expenses	(222)	(20,409)
Deferred revenue	14,689	50,885
	<u>479,847</u>	<u>523,927</u>
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>		
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of property and equipment	(370,790)	-
Proceeds from sale of property and equipment	20,303	-
	<u>(350,487)</u>	<u>-</u>
<b>NET CASH USED IN INVESTING ACTIVITIES</b>		
<b>NET INCREASE IN CASH AND CASH EQUIVALENTS</b>	129,360	523,927
<b>CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR</b>	<u>1,404,518</u>	<u>880,591</u>
<b>CASH AND CASH EQUIVALENTS, END OF YEAR</b>	<u>\$ 1,533,878</u>	<u>\$ 1,404,518</u>

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

**RIDE SOLUTION, INC.**  
**STATEMENT OF FUNCTIONAL EXPENSES**  
**YEAR ENDED JUNE 30, 2025**

	Program Services	Management and General	Total
Salaries	\$ 845,156	\$ 88,592	\$ 933,748
Insurance	463,692	-	463,692
Depreciation expense	364,114	-	364,114
Vehicle expenses	280,749	5,094	285,843
Contractual services	4,394	226,994	231,388
Fringe benefits	201,596	21,132	222,728
Other	31,942	10,647	42,589
Telephone	36,068	-	36,068
Occupancy costs	23,791	7,931	31,722
Office supplies	17,864	5,955	23,819
Contributed non-financial expenses	15,675	5,225	20,900
Travel	-	4,266	4,266
<b>TOTAL EXPENSES</b>	<b>\$ 2,285,041</b>	<b>\$ 375,836</b>	<b>\$ 2,660,877</b>

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

**RIDE SOLUTION, INC.**  
**STATEMENT OF FUNCTIONAL EXPENSES**  
**YEAR ENDED JUNE 30, 2024**

	Program Services	Management and General	Total
Salaries	\$ 930,838	\$ 166,754	\$ 1,097,592
Insurance	440,978	-	440,978
Depreciation expense	402,281	-	402,281
Vehicle expenses	320,286	1,743	322,029
Fringe benefits	224,278	40,178	264,456
Contractual services	2,542	224,945	227,487
Telephone	37,818	-	37,818
Occupancy costs	23,328	7,776	31,104
Other	18,932	8,598	27,530
Office supplies	18,242	6,081	24,323
Contributed non-financial expenses	12,388	4,130	16,518
Equipment rental	5,848	-	5,848
Travel	-	1,270	1,270
<b>TOTAL EXPENSES</b>	<b>\$ 2,437,759</b>	<b>\$ 461,475</b>	<b>\$ 2,899,234</b>

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

**RIDE SOLUTION, INC.**

**NOTES TO FINANCIAL STATEMENTS**

**JUNE 30, 2025**

**NOTE 1 – ORGANIZATION**

Ride Solution, Inc. (the "Organization"), was organized as a Florida not-for-profit corporation on August 14, 1984 to provide transportation services to individuals in Northeast Florida who are classified as "Transportation Disadvantaged." Transportation Disadvantaged includes those individuals, who because of physical or mental disability, income status, or age, are unable to transport themselves or purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities.

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

1. Basis of Presentation

The accompanying financial statements have been prepared on the accrual basis of accounting in accordance with generally accepted accounting principles. Changes in net assets as a result of revenues, expenses, gains, and losses are classified based on the existence or absence of any donor-imposed restrictions. Accordingly, net assets of the Organization and changes therein are classified and reported as follows:

*Net Assets Without Donor Restrictions* - Net assets that are available for use in general operations and not subject to donor-imposed stipulations.

*Net Assets With Donor Restrictions* - Net assets subject to donor-imposed stipulations. Some donor-imposed stipulations are temporary in nature, such as those that will be met by the passage of time or other events specified by the donor. Other donor-imposed stipulations are perpetual in nature, where the donor stipulates that resources be maintained in perpetuity. Donor-imposed stipulations are released when a restriction expires, that is, when the stipulated time has elapsed, when the stipulated purpose for which the resource was restricted has been fulfilled, or both. Generally, the donor of these assets permits the Organization to use all or part of the income earned on related investments for general or specific purposes. As of June 30, 2025 and 2024, there were no net assets with donor restrictions.

2. Fair Value of Financial Instruments

All financial instruments are carried at amounts that approximate estimated fair value.

3. Cash and Cash Equivalents

Cash and cash equivalents includes all cash balances and highly liquid investments with an original maturity of 90 days or less.

**RIDE SOLUTION, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JUNE 30, 2025**

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

4. Accounts Receivable

Accounts receivable includes grant reimbursement requests for qualified expenditures, contract billings for services performed, and other immaterial receivables, and they are stated at the net amount that management expects to collect from outstanding balances. Receivables for program services are considered delinquent when the account is 30 days or more past due. Balances still outstanding after management has used reasonable collection efforts are written off. The Organization does not require collateral for receivable balances and does not assess finance charges against accounts considered past due. All accounts receivable were considered to be fully collectible by the Organization at June 30, 2025 and 2024, and consequently, no allowance for credit losses was deemed necessary.

5. Property and Equipment

Property and equipment that are purchased are carried at cost, or, if donated, at the approximate fair value at the date of donation. Donated property and equipment are reported as without donor restrictions unless the donor has restricted the donated asset to a specific purpose. Assets donated with explicit restrictions regarding their use and contributions of cash that must be used to acquire property and equipment are reported as with donor restrictions. Absent donor stipulations regarding how long those donated assets must be maintained, the Organization reports expirations of donor restrictions when the donated or acquired assets are placed in service as instructed by the donor. The Organization reclassifies with donor restrictions to without donor restrictions at that time. Expenditures for renewals or improvements that either materially add value or prolong the useful lives of assets are capitalized. Expenditures that are less than \$2,000 are expensed as incurred.

Building and improvements are depreciated using the straight-line method over their estimated useful lives, which range from 3 to 40 years. Furniture, fixtures, and equipment are depreciated using the straight-line method over their estimated useful lives, which range from 3 to 20 years. Vehicles are depreciated using the straight-line method over their estimated useful lives of 5 years. Land is not depreciated.

6. Inventory

The Organization values its inventory at the lower of cost or market. Cost is determined on the first-in, first-out method.

7. Revenue Recognition

The Organization follows Financial Accounting Standards Board (FASB) Accounting Standard Update (ASU) 2014-09, *Revenue from Contracts with Customers* (ASC 606), which outlines a five-step model whereby revenue is recognized as performance obligations within a contract are satisfied, and ASU 2018-08, *Not-for-Profit Entities: Clarifying the Scope and the Accounting Guidance for Contributions Received and Contributions Made* (ASC 958-605), which clarifies how transactions should be accounted for as contributions (nonreciprocal transactions) or exchange transactions and whether a contribution is conditional.

A significant portion of the Organization's revenue is derived from cost-reimbursable federal and state contracts and grants, which are conditioned upon certain performance requirements and/or the incurrence of allowable qualifying expenses. Amounts received are recognized as with donor restrictions and are released from restriction when the Organization has met performance requirements and incurred expenditures in compliance with specific contract or grant provisions.

**RIDE SOLUTION, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JUNE 30, 2025**

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

**7. Revenue Recognition (continued)**

Contributions received are recorded as net assets with or without donor restrictions, depending on the existence or nature of any donor restrictions. Support that is not restricted is reported as net assets without donor restrictions. All other support is reported as net assets with donor restrictions. When a restriction expires (that is, when a stipulated time restriction ends or purpose restriction is accomplished), net assets with donor restrictions are reclassified to net assets without donor restrictions and reported in the Statement of Activities as net assets released from restrictions.

Deferred revenue is comprised of amounts received from grantor agencies by the Organization prior to meeting the revenue recognition criteria. In subsequent periods, when the revenue recognition criteria have been met, the liability for deferred revenue is reduced and revenue is recognized.

**8. Compensated Absences**

Employees accrue vacation pay at a rate based on their length of service according to the following schedule:

<u>Years of Service Hours Earned/Month</u>	
0-3 years	8 hours
4-5 years	10 hours
6-9 years	12 hours
10+ years	14 hours

Employees may carry 120 hours of earned annual leave to the following year; any hours exceeding 120 are forfeited. While the inclusion of unused annual leave in an employee's final paycheck will be solely at the Executive Director's discretion, the accrued vacation liability recorded at June 30, 2025 and 2024, totaling \$56,146 and \$56,102, respectively, was computed using the total number of unpaid hours earned as of June 30, 2025 and 2024 and is recognized within accrued expenses on the Statement of Financial Position.

**9. Functional Expense Allocation**

The costs of providing the Organization's programs and other activities have been summarized on a functional basis in the Statement of Activities. Accordingly, certain costs have been allocated among programs and other supporting services benefited.

**10. 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 certain reported amounts and disclosures. Such estimates primarily relate to unsettled transactions and events as of the date of the financial statements. Accordingly, actual results could differ from those estimated. The nature of these estimates, however, is that any such variances from actual results are held to be immaterial.

**RIDE SOLUTION, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JUNE 30, 2025**

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

**11. Accounting Pronouncements Implemented**

Effective July 1, 2023, the Organization adopted FASB ASU 2016-13, *Financial Instruments – Credit Losses (ASC 326): Measurement of Credit Losses on Financial Instruments*, as amended, which modifies the measurement of expected credit losses on certain financial instruments. The adoption had no significant impact on the Organization's financial statements.

**12. Leases**

The Organization follows Accounting Standards Update (ASU) 2016-02, *Leases*, that requires lessees to put most leases on their Statement of Financial Position and recognize expenses on their statement of activities in a manner similar to current capital lease accounting. For lessors, the guidance modified the classification criteria for accounting for sales-type and direct financing leases. See Note 8 for more information.

**NOTE 3 – LIQUIDITY AND AVAILABILITY OF FINANCIAL ASSETS**

The Organization is partially supported by restricted contributions and grants. Because a donor's restriction requires resources to be used in a particular manner or in a future period, the Organization must maintain sufficient resources to meet those responsibilities to its donors. Thus, financial assets may not be available for general expenditure within one year. The Organization considers all expenditures related to its ongoing activities to support the mission to be general expenditures. As part of the Organization's liquidity management, it has a policy to structure its financial assets to be available as its general expenditures, liabilities, and other obligations come due.

The following reflects the Organization's financial assets as of the statement of financial position date June 30, 2025 and 2024. There were no contractual or donor-imposed restrictions within one year of the statement of financial position that would reduce amounts available for general use.

	<u>2025</u>	<u>2024</u>
Cash and cash equivalents	\$ 1,533,878	\$ 1,404,518
Accounts receivable	467,140	893,001
Financial assets available to meet general expenditures within one year	<u>\$ 2,001,018</u>	<u>\$ 2,097,519</u>

**NOTE 4 – INCOME TAXES**

The Organization follows FASB ASC 740-10, *Accounting for Income Taxes*, which clarifies the accounting for uncertainty in income taxes recognized in an entity's financial statements. The interpretation prescribes a recognition threshold and measurement attribute for the financial statement recognition and measurement of a tax position taken or expected to be taken in a tax return. Based on analysis of various federal and state filing positions of the Organization, management believes that its income tax filing positions and deductions are well documented and supported.

**RIDE SOLUTION, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JUNE 30, 2025**

**NOTE 4 – INCOME TAXES (continued)**

As of June 30, 2025 and 2024, the Organization had no temporary differences relating to the recognition of income and expenses for financial and tax reporting purposes. Accordingly, no deferred tax assets or liabilities are recorded. Additionally, as of June 30, 2025 and 2024, the Organization had no uncertain tax positions that would qualify for either recognition or disclosure in the financial statements. Therefore, no reserves for uncertain income tax positions have been recorded pursuant to FASB ASC 740-10.

There have been no increases or decreases in unrecognized tax benefits for current or prior years since the date of adoption. Furthermore, no interest or penalties have been included since no reserves were recorded and no significant increases or decreases are expected to occur within the next 12 months. When applicable, such interest and penalties will be reported as income tax expense. Since tax matters are subject to some degree of uncertainty, there can be no assurance that the Organization's tax returns will not be challenged by the taxing authorities and that the Organization will not be subject to additional tax, penalties, and interest as a result of such challenge. At June 30, 2025, the periods that remain open to examination under federal statute are for the fiscal years ended June 30, 2023 through 2025.

**NOTE 5 – INVENTORIES**

Inventories consisted of the following:

	<u>2025</u>	<u>2024</u>
Bus parts and gas	<u>\$ 39,830</u>	<u>\$ 32,810</u>
Total	<u>\$ 39,830</u>	<u>\$ 32,810</u>

**NOTE 6 – PROPERTY AND EQUIPMENT**

Property and equipment consisted of the following:

	<u>2025</u>	<u>2024</u>
Land	<u>\$ 22,442</u>	<u>\$ 22,442</u>
Building and improvements	<u>373,827</u>	<u>360,422</u>
Furniture, fixtures, and equipment	<u>625,066</u>	<u>625,066</u>
Vehicles	<u>5,529,970</u>	<u>5,396,519</u>
	<u>6,551,305</u>	<u>6,404,449</u>
Accumulated depreciation	<u>(5,774,430)</u>	<u>(5,611,122)</u>
Property and equipment, net	<u>\$ 776,875</u>	<u>\$ 793,327</u>

Depreciation expense was \$364,114 and \$402,281 for the years ended June 30, 2025 and 2024, respectively. Vehicles purchased with Federal and State funds are subject to lien in favor of grantor.

**NOTE 7 – NET ASSETS RELEASED FROM DONOR RESTRICTIONS**

Net assets are released from donor restrictions by incurring expenses satisfying the restricted purpose or by occurrence of other events specified by donors. Net assets released during the years ended June 30, 2025 and 2024, totaling \$2,422,049 and \$1,957,672, respectively, were utilized for program expenditures.

**RIDE SOLUTION, INC.**

**NOTES TO FINANCIAL STATEMENTS**

**JUNE 30, 2025**

**NOTE 8 – OPERATING LEASES**

The Organization leases equipment under an operating lease which was required to be included on the Statement of Financial Position under ASC 842.

As of June 30, 2025 and 2024, the operating lease right of use (ROU) asset had a balance of \$0 and \$3,282, respectively, as shown in noncurrent assets on the Statement of Financial Position; the operating lease liability had a balance of \$0 and \$3,282, respectively, and is included in current liabilities. The operating lease asset and liability were calculated utilizing the risk-free discount rate (4.460%), according to the Organization's elected policy. The operating lease has no remaining life and was not renewed as of year end.

**NOTE 9 – RETIREMENT PLAN**

The Organization sponsors a SIMPLE IRA program (the "Program") covering all employees who meet the eligibility requirements. The Organization matches up to 3% of employee salary. Total payments under the Program were \$14,436 and \$15,646 for the years ended June 30, 2025 and 2024, respectively.

**NOTE 10 – ADVERTISING**

The Organization uses advertising to promote its programs and fundraising activities. The costs of advertising are expensed as incurred. For the years ended June 30, 2025 and 2024 advertising expenses totaled \$6,227 and \$2,584, respectively, and are included in other expenses on the Statement of Functional Expenses.

**NOTE 11 – CONCENTRATION OF CREDIT RISK**

The Organization maintains its cash balances with high quality financial institutions. Accounts at these institutions currently are insured by the Federal Deposit Insurance Corporation ("FDIC") up to \$250,000. At times, such balances may be in excess of the FDIC insurance limits. As of June 30, 2025 and 2024, the Organization's uninsured cash balances totaled \$1,249,635 and \$1,121,528, respectively.

**NOTE 12 – OTHER CONCENTRATIONS OF RISK**

The Organization received approximately 92% and 90% of its support through Federal and State government funding for the years ended June 30, 2025 and 2024, respectively. Consequently, changes in government funding levels in future periods have the potential to significantly impact the financial position and operations of the Organization.

**RIDE SOLUTION, INC.**  
**NOTES TO FINANCIAL STATEMENTS**  
**JUNE 30, 2025**

**NOTE 13 – CONTRIBUTED NON-FINANCIAL ASSETS**

The Organization records the value of donated goods or services when there is an objective basis available to measure their value. Donated services of a professional or skilled nature are presented at the estimated value of such services. Donated facilities are reflected in the accompanying statements at their estimated market rate for similar office space. Contributed non-financial assets for the years ended June 30, were as follows:

	2025	2024
Facilities	\$ 14,400	\$ 14,400
Services	6,500	2,118
Total	\$ 20,900	\$ 16,518

Additionally, a number of volunteers periodically donate significant amounts of time to the Organization. No amounts have been reflected in the statements for these contributed services since the contribution of these services did not create or enhance non-financial assets or require specialized skills.

**NOTE 14 – SUBSEQUENT EVENTS**

The Organization has evaluated events and transactions for potential recognition disclosure in the financial statements through December 12, 2025, the date the financial statements were available to be issued. No subsequent events have been recognized or disclosed in the financial statements.

**SUPPLEMENTARY INFORMATION**

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**INDEPENDENT AUDITOR'S REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

**Partners**

W. Ed Moss, Jr.  
Joe M. Krusick  
Ric Perez  
Cori G. Novinich  
Renee C. Varga

To the Board of Directors of  
Ride Solution, Inc.  
Palatka, Florida

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Miramar, FL 33025  
11450 Interchange Circle  
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We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Ride Solution, Inc. (the "Organization") (a nonprofit organization), which comprise the statement of financial position as of June 30, 2025, and the related statements of activities, and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated December 12, 2025.

**Report on Internal Control over Financial Reporting**

In planning and performing our audit of the financial statements, we considered the Organization's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control. Accordingly, we do not express an opinion on the effectiveness of the Organization's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements, on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

**Report on Compliance and Other Matters**

As part of obtaining reasonable assurance about whether the Organization's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

**Purpose of This Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Organization's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Organization's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

*Moss, Krusick & Associates, LLC*

Winter Park, Florida  
December 12, 2025



**INDEPENDENT AUDITOR'S REPORT ON COMPLIANCE FOR EACH MAJOR PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE**

**Partners**

W. Ed Moss, Jr.  
Joe M. Krusick  
Ric Perez  
Cori G. Novinich  
Renee C. Varga

To the Board of Directors of  
Ride Solution, Inc.  
Palatka, Florida

**Report on Compliance for Each Major Federal Program**

***Opinion on Each Major Federal Program***

We have audited Ride Solution, Inc.'s (the "Organization") compliance with the types of compliance requirements identified as subject to audit in the OMB *Compliance Supplement* that could have a direct and material effect on each of Ride Solution, Inc.'s major federal programs for the year ended June 30, 2025. The Organization's major federal programs are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

In our opinion, the Organization complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2025.

***Basis for Opinion on Each Major Federal Program***

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Our responsibilities under those standards and the Uniform Guidance are further described in the Auditor's Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of the Organization and to meet our other ethical responsibilities, in accordance with relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination of the Organization's compliance with the compliance requirements referred to above.

***Responsibilities of Management for Compliance***

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules, and provisions of contracts or grant agreements applicable to the Organization's federal programs.

***Auditor's Responsibilities for the Audit of Compliance***

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on the Organization's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing

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***Auditor's Responsibilities for the Audit of Compliance (continued)***

standards, *Government Auditing Standards*, and the Uniform Guidance will always detect material noncompliance when it exists. The risk of not detecting material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgment made by a reasonable user of the report on compliance about the Organization's compliance with the requirements of each major federal program as a whole.

In performing an audit in accordance with generally accepted auditing standards, *Government Auditing Standards*, and the Uniform Guidance, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the Organization's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances.
- Obtain an understanding of the Organization's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control over compliance. Accordingly, no such opinion is expressed.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

**Report on Internal Control over Compliance**

A *deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the Auditor's Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance. Given these limitations, during our audit we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, material weaknesses or significant deficiencies in internal control over compliance may exist that were not identified.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

*Moss, Krusick & Associates, LLC*

Winter Park, Florida  
December 12, 2025

**RIDE SOLUTION, INC.**  
**SCHEDULE OF FINDINGS AND QUESTIONED COSTS**  
**JUNE 30, 2025**

**Section I – Summary of Auditor’s Results****Financial Statements**

- |   |               |
|---|---------------|
| 1. Type of auditor’s report issued:   | Unmodified    |
| 2. Internal control over financial reporting:   |               |
| a. Material weakness(es) identified?  | No            |
| b. Significant deficiencies identified that are not considered to be material weaknesses? | None reported |
| 3. Noncompliance material to financial statements noted?                                  | No            |

**Federal Awards**

- |   |               |
|---|---------------|
| 1. Type of auditor’s report issued on compliance for major programs:                                  | Unmodified    |
| 2. Internal control over financial reporting:   |               |
| a. Material weakness(es) identified?  | No            |
| b. Significant deficiencies identified that are not considered to be material weaknesses?             | None reported |
| 3. Audit findings disclosed that are required to be reported in accordance with the Uniform Guidance? | No            |
| 4. Dollar threshold used to distinguish between Type A and Type B programs                            | \$750,000     |
| 5. Auditee qualified as low-risk auditee?   | Yes           |

Identification of major programs:

<u>Name of Federal Program</u>	<u>ALN</u>
Formula Grants for Rural Areas	20.509

**Section II – Financial Statement Findings**

There were no matters (significant deficiencies, material weaknesses, fraud, illegal acts, violations of provisions of contracts and grant agreements, or abuse) related to the financial statements reported for the year ended June 30, 2025, which *Government Auditing Standards* requires to be reported in a Uniform Guidance audit.

**RIDE SOLUTION, INC.**

**SCHEDULE OF FINDINGS AND QUESTIONED COSTS (continued)**

**JUNE 30, 2025**

**Section III – Federal Award Findings and Questioned Costs**

There were no matters (significant deficiencies, material weaknesses, fraud, illegal acts, violations of provisions of contracts and grant agreements, or abuse) involving federal awards that are material to a major program for the year ended June 30, 2025, which requires to be reported in a Uniform Guidance audit.

**Section IV – Status of Prior Year Audit Findings**

There were no findings related to federal programs reported for the year ended June 30, 2024, which *Government Auditing Standards* required to be reported in a Uniform Guidance audit.

## RIDE SOLUTION, INC.

## SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE

YEAR ENDED JUNE 30, 2025

<u>Federal/State Agency, Pass-through Entity</u>	<u>ALN/ CSFA Number</u>	<u>Contract Number</u>	<u>Expenditures</u>
<b>FEDERAL AWARDS:</b>			
<b><u>U.S. Department of Transportation</u></b>			
Passed through State of Florida			
Department of Transportation:			
Formula Grants for Rural Areas	20.509	G2X69	\$ 218,928
Formula Grants for Rural Areas	20.509	G2T88	511,993
Formula Grants for Rural Areas	20.509	G3892	235,387
Formula Grants for Rural Areas	20.509	G2Q74	411,441
Formula Grants for Rural Areas	20.509	G3880	<u>104,721</u>
Total Formula Grants for Rural Areas			1,482,470
Enhanced Mobility of Seniors and Individuals With Disabilities	20.513	G3069	<u>303,374</u>
Total U.S. Department of Transportation			<u>1,785,844</u>
Total Expenditures of Federal Awards			<u>\$ 1,785,844</u>
<b>STATE FINANCIAL ASSISTANCE:</b>			
<b><u>State of Florida Commission for the Transportation Disadvantaged</u></b>			
Trip/Equipment Grant	55.001	G2Z44	\$ 447,020
Trip/Equipment Grant	55.039	G2T27	<u>13,405</u>
Total State of Florida Commission for the Transportation Disadvantaged			<u>460,425</u>
<b><u>State of Florida Department of Transportation</u></b>			
Commuter Assistance	55.013	G2W67	89,278
Transit Corridor Development	55.013	G3878	<u>56,502</u>
Total State of Florida Department of Transportation			<u>145,780</u>
Total Expenditures of State Financial Assistance			<u>\$ 606,205</u>
<b>TOTAL FEDERAL AWARDS AND STATE FINANCIAL ASSISTANCE</b>			<u>\$ 2,392,049</u>

See independent auditor's report.

**RIDE SOLUTION, INC.**

**NOTES TO SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS  
AND STATE FINANCIAL ASSISTANCE**

**JUNE 30, 2025**

**NOTE 1 – BASIS OF PRESENTATION**

The schedule of expenditures of federal awards and state financial assistance (SEFA) includes the federal and state award activity of the Organization under programs and projects of the federal and state government for the year ended June 30, 2025. The information in this SEFA is presented in accordance with the requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Because the SEFA presents only a selected portion of the operations of the Organization, it is not intended to and does not present the financial position, changes in net assets, or cash flows of the Organization.

**NOTE 2 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

Expenditures reported on the SEFA are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the Uniform Guidance, wherein certain types of expenditures are not allowable or are limited as to reimbursement.

**NOTE 3 – INDIRECT COST RATE**

The Organization has elected not to use the 10% de minimis indirect cost rate under the Uniform Guidance.



## EXHIBIT G

- **REVENUE VEHICLES INVENTORY AS OF JANUARY  
2026**

## Ride Solution, Inc.

## Vehicle Inventory - January 2026

Agency Vehicle #	Agency	Vehicle Type	Make	Chassis	Year	VIN Number	FDOT Control #
14	Ride Solution	Bus	Ford	Transit	2017	1FDVU4XG1HKB38470	70216
15	Ride Solution	Bus	Ford	Transit	2017	1FDVU4XG5HKB38469	70215
16	Ride Solution	Cutaway	Ford	E-450	2017	1FDDE4FS2KDC37320	20028
17	Ride Solution	Cutaway	Ford	E-450	2017	1FDDE4FS4KDC37321	20029
18	Ride Solution	Cutaway	Ford	E-450	2018	1FDDE4FSH6HDC55683	CTD
21	Ride Solution	Cutaway	Champion	Chevrolet	2010	1GBE4V1G99F413083	80236
35	Ride Solution	Bus	Champion	Chevrolet	2014	1FVACWDT5EHFW6447	91284
41	Ride Solution	Bus	ARBOC	ARBOC	2019	1A9D0109XK6925251	20035
42	Ride Solution	Bus	ARBOC	ARBOC	2019	1A9D01091K6925252	20036
43	Ride Solution	Bus	ARBOC	ARBOC	2019	1A9D01112K6925253	20037
44	Ride Solution	Bus	ARBOC	ARBOC	2019	1A9D01114K6925254	20038
45	Ride Solution	Bus	ARBOC	ARBOC	2019	1A9D01116K6925255	20039
46	Ride Solution	Cutaway	Ford	E-450	2020	1A9D01116K6925255	CTD
47	Ride Solution	Bus	Ford	Champion	2021	1FDDE4FN0MDC20447	20063
48	Ride Solution	Cutaway	Champion	Ford	2021	1FDDE4FN2MDC20448	20070
49	Ride Solution	Cutaway	Champion	Ford	2021	1FDDE4FN0MDC40617	20082
50	Ride Solution	Cutaway	Champion	Ford	2021	1FDDE4FN2MDC40618	20083
51	Ride Solution	Cutaway	Turtle Top	Ford E450	2025	1FDDE4FNXSDD20925	20111
52	Ride Solution	Cutaway	Turtle Top	Ford	2025	1FDDE4FN7SDD21031	20123
63	Ride Solution	SUV	Ford	Transit	2021	NM0GS9E29M1501411	CTD



## APPENDIX 1

### SSPP



## System Safety Program Plan (SSPP)



**The System Safety Program Plan is one of the most important safety documents. It describes in detail, tasks to identify and mitigate hazards.**

Ride Solution, Inc.  
220 North 11<sup>th</sup> Street  
Palatka, FL 32177  
(386) 325-9999

Updated January 2025

System Safety Program Plan (SSPP)

SSPP DOCUMENT ACTIVITY LOG  
(Continued)

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Concerned Person (Signature)	Remarks
4/16/21	Updated pg 29 System descriptions organizational chart	Wanda Hagg	
4/16/21	Updated pg. 65 vehicle inventory	Wanda Hagg	
4/19/24	Updated Organizational chart pg. 11	Wanda Hagg	
4/19/29	Added item 107 on pg. 27	Wanda Hagg	Date should be 4/19/24
4/19/29	Updated vehicle inventory pg. 67	Wanda Hagg	" "
4/19/29	Updated Pre + Post tests pg. 75	Wanda Hagg	" "
1/5/25	Added App. I Training Requirements also	Robert	
1/5/25	pg. 14 added Background check 5 years	Robert	
1/5/25	pg. 14 Add Doctrines Training	Robert	
1/5/25	14.0 Annual Investigation Procedure updated in Appendix F	Robert	
1/5/25	Appendix J Added Training Hours monitoring	Robert	
1/5/25	Page 71 Added Preventive maint task Intervals	Robert	
1/5/25	Pages 93-103 new updated report for Self-inspection Procedure	Robert	
1/5/25	Page 117 Added 2025 Annual Cycle section	Robert	

Robert  
1/8/25

## System Safety Program Plan (SSPP)

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System Safety Program Plan (SSPP)

## 1.0 Management Safety Commitment and Policy Statement

14-90.004 (1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

The mission of Ride Solution is to give a lift to improve the mobility, health, and economic stability of Putnam County. We will accomplish this mission by providing safe, secure, clean, reliable, and efficient transportation services. These statements express management's commitment to and involvement in providing and maintaining a safe and secure transit system.

To ensure the safety and security of our services, Ride Solution has developed and adopted this System Safety Program Plan (SSPP). This plan complies with established safety standards set forth in Rule Chapter 14-90, Florida Administrative Code (F.A.C.), hereinafter referred to as Rule 14-90. This SSPP is intended to document all policies, functions and responsibilities of Ride Solution necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations and maintenance.

Ride Solution's management team is responsible for maintaining a coordinated safety system to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management has the responsibility for maintaining and implementing the SSPP and complying with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this SSPP. Any violation of safety and security practices is subject to appropriate administrative action. Management is ultimately responsible for enforcing the SSPP and maintaining a safe and secure system.



Boyd Thompson, Executive Director

Ride Solution, Inc.

January 6, 2025

System Safety Program Plan (SSPP)

## 2.0 System Safety Goals and SSPP

According to 14-90.002(19), "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage. 14-90.004(1) (a) specifies the safety elements and requirements that must be addressed by the SSPP.

Ride Solution has established the following goals for the system safety program:

- Achieve a high standard of system safety in all areas of the transportation system
- Develop and implement a comprehensive, systematic, and coordinated program to identify, evaluate, and control as many safety hazards as possible
- Develop and maintain a high level of safety awareness among all employees through pre-employment screening and systematic training and testing programs
- Ensure that system safety is integrated with daily operations through operational standards and procedures, vehicle maintenance, inspections, record keeping, audits, quality assurance and quality control
- Ensure that all vehicles and equipment operated by the agency meet safety standards
- Ensure a drug free workplace
- Comply with all regulatory requirements The purpose of this SSPP document is to:
- Establish and document system safety policies and procedures in compliance with Rule 14-90
- Establish a documented process to implement the SSPP to achieve system safety goals
  - Facilitate safety audits to identify, track, and resolve safety program deficiencies In accordance with Rule 14-90 the SSPP addresses the following safety elements and requirements:
    - Safety policies and responsibilities
    - Vehicle and equipment standards and procurement criteria
    - Operational standards and procedures
    - Bus driver and employee selection
    - Driving requirements
    - Bus driver and employee training
    - Vehicle maintenance
    - Investigations of events
    - Equipment for transporting wheelchairs
    - Safety data acquisition and analysis
    - Wireless communication plan and procedure

System Safety Program Plan (SSPP)

**2.1 SSPP Control and Update Procedures**

According to 14-90.010, each bus transit system shall annually submit a safety and security certification to the Department. One of the requirements that the certification shall attest is that the SSPP has been reviewed to ensure that the document is up to date.

Ride Solution management will review the SSPP annually, update the document as necessary, and implement the changes within a timeframe that will allow the agency to timely submit the annual self-certification of compliance to the Florida Department of Transportation (FDOT). The annual review of the SSPP will be conducted as part of an internal audit beginning January 1<sup>st</sup> of each calendar year and ending prior to the end of the same calendar year. Necessary updates outside the annual update window will be handled as SSPP addendums, which will be incorporated in the body of the SSPP during subsequent annual update.

All proposed changes will be documented by the management as proposed SSPP addendums and distributed to all affected parties. All parties must comment within two weeks of the issuance of the proposed changes unless otherwise specified. Following the approval of any modifications to the SSPP by the Executive Director, management staff will distribute the SSPP addendum to all affected parties, with a cover memo highlighting the changes. All parties receiving the updates are required to sign for its receipt and acknowledge their responsibility in implementing the changes. Management will document and retain the proof of SSPP receipt by all employees during initial hire and subsequent updates.

Agency's governing board will adopt the SSPP annually following the internal audit and a copy of the adopted SSPP will be distributed to all employees and contract service providers. A copy of the adopted SSPP will also be forwarded to the FDOT District Office. Document reviews of the SSPP by the local agency, any subsequent updates, and addendums, adoption, and distribution activities will be documented in the SSPP Document Activity Log included in this document.

## System Safety Program Plan (SSPP)

**3.0 Security Program Plan (SPP)**

14-90.004(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter.

In accordance with Rule 14-90, Ride Solution has adopted, and implemented a Security Program Plan (SPP), which covers the hazard and security portion of the system safety program. The SPP contains information about prevention, mitigation, preparedness, response, recovery, and associated organizational responsibilities. The purpose of the SPP is to specify:

- Actions required of employees on a daily, weekly, monthly, and annual basis to prevent or reduce the likelihood of security and emergency events from occurring, and to mitigate the effects of those events that do occur
- Measures needed to prepare for incidents which may occur within the transportation system and in the surrounding community
- Procedures that should be established to respond to security hazards and emergencies that affect the system and its customers
- Formal processes to recover from routine security events or major emergencies
- Roles, responsibilities, and interagency coordination required to respond to a disaster or security event

The SPP addresses the following hazard and security elements and requirements:

- Security policies, goals, and objectives
- Organization, roles, and responsibilities
- Emergency management processes and procedures for mitigation, preparedness, response, and recovery
- Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
- Procedures for the establishment of interfaces with emergency response organizations
- Procedures for interagency coordination with local law enforcement jurisdictions
- Employee security and threat awareness training programs
- Security data acquisition and analysis
- Emergency preparedness drills and exercises • Procedures for SPP maintenance and distribution.

The SPP has been adopted separately from the SSPP. Bus transit systems are prohibited by Section 119.071(3) (2), Florida Statutes, from publicly disclosing the SPP, as applicable under any circumstance. The document is maintained in a secure location by the management and access to the document is restricted to select agency personnel and appropriate FDOT personnel exercising oversight in this area. On-site access to the SPP is granted to regulatory authorities (FDOT, FTA, etc.) on as-needed basis. Select portions of the SPP may be shared with employees depending on their job responsibilities.

## System Safety Program Plan (SSPP)

## 4.0 System Description

FDOT, (or its contractor), is required through its Bus Transit System Safety Program (Topic # 725-030-009-i) to document system description during safety and security inspections and reviews. By electing to include your system description in the SSPP, this information would then be readily accessible to FDOT to facilitate future reviews.

### 4.1 History:

Ride Solution has been the Community Transportation Coordinator for Putnam County since 1984. It began as ARC Transit and was renamed to Ride Solution in 1986.

Ride Solution is known as one of the most innovative rural transit agencies in the country. It is the only agency in the State of Florida to be designated as a Greyhound service provider as well as a local transit agency. It is the only transit agency in the nation to design, build and operate its own vehicles. Our Advanced Rural Low Floor Vehicles were designed and built in our garage on 10<sup>th</sup> Street and were fully tested at the Federal Transit Administration's testing site and we are now searching for investors to help us build more of these buses in Putnam County.

### 4.2 Services Provided and Jurisdiction:

Ride Solution provides a range of transportation services that include fixed route with deviation (Flex Route), demand response, Inter-City (Greyhound) and vanpool services. Ride Solution's administrative office is located at 220 North 11<sup>th</sup> Street with the operation's and maintenance facilities located at 310 South 10<sup>th</sup> Street in Palatka.

The Greyhound and demand response services are provided seven days a week including holidays. These routes extend from St Augustine to Gainesville and into Orange Park and Jacksonville. The Flex Route services operate throughout Putnam County every weekday with hours varying by route.

The Administrative office including Customer Service and Dispatching is open seven days a week, not including holidays. The office is open Monday through Saturday from 6:00 A.M. to 6:30 A.M. and Sunday from 6:00 A.M. To 10:00 A.M. and 2:30 P.M. to 6:30 P.M.

### 4.3 System Profile (April 16th, 2024):

Total Number of Drivers: 10 Full-Time and 5 Part-Time

Number of operational buses: 15 Buses W/C accessible: 15

Number of Type I buses (>22' length) 11 Type II buses (<22' length) 4

Dispatch Location: 220 North 11<sup>th</sup> Street, Palatka, FL 32177

Maintenance Location: 310 South 10<sup>th</sup> Street, Palatka, FL 32177

System Safety Program Plan (SSPP)

## **5.0 Organization Structure and System Safety Responsibilities**

Management has the overall responsibility of safe and secure operations of Ride Solution. Each employee is required to carry out specific system safety responsibilities, depending on his/her position, in compliance with the SSPP. The organization information provided below describes each position and the reporting structure; the table in the following page shows system safety responsibilities of each position.

System Safety Program Plan (SSPP)

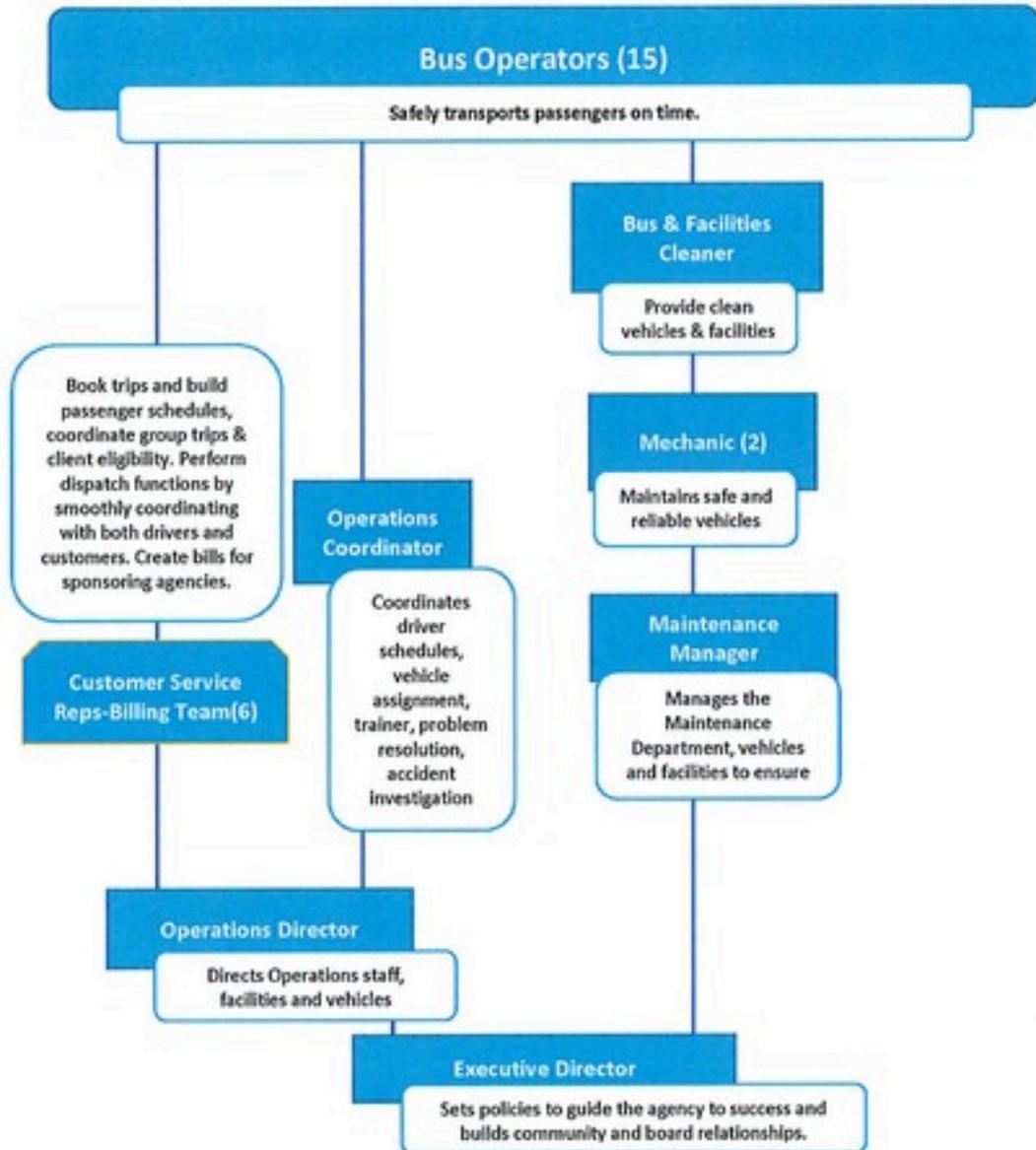
5.1 Ride Solution Organization Chart



**ORGANIZATIONAL SUPPORT CHART**

Giving a lift to improve the mobility, health, and economic stability of Putnam County

April, 2024



## System Safety Program Plan (SSPP)

## 5.2 Ride Solution System Safety Responsibilities by Position

System Safety Task	Frequency	Management Responsibility						Staff Responsibility		
		1	2					7	8	12
Oversee and assure SSPP and SPP compliance	Daily	✓	✓							
Random inspections of Departments for safety compliance (pre-trip, driver files, maintenance records, etc.)	Quarterly/ As needed		✓							
SSPP and SPP review, maintenance and distribution	Annual/ As needed	✓								
Intra-agency coordination and safety meetings	Quarterly	✓	✓							
Inter-agency coordination (FDOT, law enforcement, emergency response organizations, etc.)	As Needed	✓	✓							
Facility inspection	Bi-Annual		✓							
Employee safety training and testing with proper record keeping	Initial hire/As needed									
Drug free workplace (policy maintenance, employee training and testing, etc.)	Initial hire/ Quarterly	✓	✓							
Driver license validity check and record maintenance/MVR	Initial hire/ Annually									
Administrative/Human Resources safety actions	As needed	✓								
Safety and security data acquisition and analysis	Annually or as needed	✓	✓							
Medical examination of drivers and record keeping	Initial hire/ biennial									
Vehicle and equipment procurement	As needed	✓	✓							
Pre-trip inspections and record keeping	Daily		✓							✓
Vehicle maintenance and record keeping	Daily		✓						✓	
Annual safety inspections and record keeping	Annual		✓						✓	
Event investigation and record keeping/Hazard ID & resolution	As needed		✓							
Investigate safety complaints	As needed		✓							
Pre-employment screening	Initial hire									
Employee time recording maintenance	Daily									
Internal safety audits	Annually/As needed	✓	✓							
Records maintenance, retention, and distribution	Daily/As needed	✓								
Compliance with SSPP	Daily	✓	✓							
Self-certification of safety compliance	Annual	✓								

System Safety Program Plan (SSPP)

**5.3 System Safety Responsibilities of Contract Service Operator(s)**

14-90.004 requires establishing safety and security requirements for private contract service providers that provide continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system. The Rule also requires monitoring and assurance that each private contract transit provider complies with established safety and security requirements during the term of the contract. In the event that transit service is contracted or subcontracted through private service operators, the local transit agency must respond to these requirements. Agencies not currently contracting with private providers may wish however to consider incorporating this section in their SSPP for future provisions.

Ride Solution does not employ Contracted Services. If Ride Solution hires Contracted Services, the SSPP will be updated to reflect the requirements in 14.90.004.

## System Safety Program Plan (SSPP)

## 6.0 Qualification and Selection of Drivers

14-90.004(3) requires bus transit systems establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:

- (a) Driver qualifications and background checks meeting minimum hiring standards.
- (b) Driving and criminal background checks for all new drivers.
- (c) Verification and documentation of valid driver licenses for all employees who drive buses.
- (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.
- (e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised.
- (f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.
- (g) Bus transit systems shall maintain the following records for at least four years:
  1. Records of bus driver background checks and qualifications.
  2. Detailed descriptions of training administered and completed by each bus driver.
  3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.
- (h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

Ride Solution's Administrative Director is responsible for ensuring that the following minimum standards are met when hiring new drivers:

- Pass drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations and a signed acknowledgement of receipt and agreement to comply with drug-free zero tolerance workplace policy
- Pass a local and Level II Criminal background check; background checks will be performed every five (5) years
- Valid Social Security Card

System Safety Program Plan (SSPP)

- At least 24 years of age and if over 65 years old, must provide a current doctor's note stating they have no driving limitations
- Obtain and maintain a Department of Transportation (DOT) medical card, lift up to 50 pounds and bend to safely secure wheelchairs
- Complete employment application including employment reference checks: 3 personal and 2 professional
- Employment Eligibility Verification Form I-9 completed to comply with U.S. Citizenship and Immigration Services to establish the fact that an employee is eligible to work in the United States. Required identification documentation to be provided by the employee.
- Able to read, write and communicate in English and have a High School diploma or equivalent
- Valid and safe Florida driving license of appropriate class
- Five-year motor vehicle report with a clean driving record with:
  - No more than 3 moving violations or accidents (or combination) within the past 3 years
  - No major violations during the past 5 years. They include (but are not limited to):
    - Driving while intoxicated or under the influence (DWI/DUI/OWI/OUI)
    - Leaving the scene of an accident (hit and run)
    - Careless or reckless driving
    - Manslaughter/homicide or assault through use of a motor vehicle
    - Fleeing/eluding a police officer
    - Commission of a felony
  - No more than 3 vehicle related suspensions/reinstatements over a three-year period
- Able to maintain effective working relationships with employees and passengers including those from culturally diverse backgrounds, older adults and persons with disabilities
- Successful completion of required orientation, training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus
- Signed agreement to comply with drug-free workplace policy
- Signed acknowledgment of receipt of SSPP and compliance with the following written operational driving requirements before driving on a street or highway unsupervised:
  - Communication and handling of unsafe conditions, security threats, and emergencies.
  - Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices. Procedures are posted on each vehicle for driver reference. (See Appendix A, Ride Solution's Maintenance Plan, Exhibit D for Drivers Wheelchair Procedures)
  - Requirement to write and submit a daily bus inspection report.

Noncompliance with any regulatory or agency specific requirement may result in an employee administrative action up to and including suspension or termination of employment. It is the policy

System Safety Program Plan (SSPP)  
of Ride Solution to screen applicants to eliminate those that pose a safety or security threat to the agency or who would not be capable of carrying out agency safety and security policies.

## 7.0 Driver Safety Training and Testing

14-90.004(3) establishes driver training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.

All employees and drivers of Ride Solution are required to complete all training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. The Operations Coordinator is responsible for conducting and documenting all training and testing activities utilizing a certification process. Noncompliance with any regulatory or agency specific guideline or requirement may result in suspension or termination of employment. This section of the SSPP discusses the training and testing programs to be administered by the Operations Coordinator.

### 7.1 Initial Driver Training and Testing

Upon hire and prior to being placed into road service, all drivers are required to complete eleven modules in a computer based training and testing program provided by FDOT in the following areas:

1. Bus transit system safety and operational policies and procedures.
2. Operational bus and equipment inspections.
3. Bus equipment familiarization.
4. Basic operations and maneuvering.
5. Boarding and alighting passengers.
6. Operation of wheelchair lift and other special equipment.
7. Defensive driving.
8. Distracted Driving
9. Passenger assistance and securement.
10. Handling of emergencies and security threats.
11. Security and threat awareness.
12. Driving conditions.

As part of the driver-training program, specific procedures have been incorporated to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.

In addition, new drivers are required to successfully undergo a road test with Ride Solution's Operations Coordinator. A new-hire check list must be completed to ensure the employee has received all required 14-90 training and information before being authorized for over-the-road service.

#### System Safety Program Plan (SSPP)

After successful completion of each training and testing module, the agency is required to document and record the satisfactory completion of the employee's training and submit to the Administrative Director. Certificates of completion will be maintained in the driver files for a minimum of 4 years.

All newly hired employees are also provided instructional training by the Operations Coordinator per agency's SPP. Drivers are given instruction in Ride Solution rules and standard operating procedures in the following areas:

- General rules: General rules of the agency including employee conduct codes
- Personal appearance and conduct: Covers uniforms, grooming, and employee conduct.
- Customer service: Covers expectations of employees when dealing with the public; includes instruction on how and to whom to report security incidents, and types of individuals or situations to be aware of and report.
- Traffic laws: Covers applicable traffic-related laws and regulations, drug and alcohol testing, and drug and alcohol use restrictions.
- Fare handling: Covers fare collection procedures and provides instruction in dealing with fare disputes, conflict resolution, and notification of security personnel.
- Americans with Disabilities Act requirements: Provides instruction in complying with ADA requirements and providing service to disabled patrons.
- Radio and MDT procedures: Provides instruction on radio and MDT procedure for both routine and emergency radio traffic. Includes instruction on reporting crimes, suspicious acts, and potentially hazardous situations.
- Report writing: Provides instruction on report writing, and reporting requirements.
- Pre-trip & Post-trip reporting: Instructions on accurately completing Vehicle Check Reports (VCR)
- Substance abuse policy: Implements a drug and alcohol testing program.
- Occupational Safety and Health Administration (OSHA) standards: Covers blood borne pathogens and other occupational exposure to health hazards.
- Wheelchair Training: Safe Operation of Lift Equipment

All training and testing activities will be adequately documented by the Operations Coordinator.

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**7.2 On-Going/Refresher Training and Testing**

The Operations Coordinator will maintain a training manual for on-going and refresher training and testing of employees. The manual will contain training course content, curriculum, lesson plans, testing requirements, etc. On-going/refresher training and testing sessions will be conducted as necessary to remain compliant with Rule 14-90. All training and testing activities are to be recorded and retained in files for a minimum of four (4) years.

**7.3 Remedial Training and Testing**

Ride Solution will employ remedial training for drivers when necessary such as after an accident or a complaint. Depending on the circumstances, the Administrative Director and Operations Coordinator will determine the appropriate remedial training and testing, the results of which will also be documented and retained in files.

**7.4 Driver Training Requirements**

**See Appendix I**

**8.0 Records Management**

14-90 requires that system safety documents be maintained and retained by the agency for at least four years. Records of daily bus inspections and any corrective action documentation must be retained by the agency for a minimum of two weeks.

All safety and security documents of the agency (SSPP, SPP, etc.) will be periodically revised, as needed, to ensure that they are up to date. Revisions and updates will be communicated with employee and regulatory agencies as they occur or as deemed necessary by the management, depending on the nature of the revision or update. The SPP is considered a confidential document and will be retained in a secure location by management.

Ride Solution will maintain and retain the following records for at least four years:

- Records of bus driver background checks and qualifications
- Detailed descriptions of training administered and completed by each bus driver
- A record of each bus driver's duty status which will include total days worked, on duty hours, driving hours, and time of reporting on and off duty each day
- Event investigation reports, corrective action plans, and related supporting documentation
- Records of preventive maintenance, annual inspections, mechanic and/or driver requested maintenance, monthly inspections, and repairs performed for each bus.

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Documentation of all required corrective actions as a result of Vehicle Check Reports

- Completed and signed medical examination reports for each bus driver

In addition, Ride Solution will retain records of daily bus inspections (Vehicle Check Reports) that do not have any corrective action required for a minimum of two weeks.

An organized paper and electronic filing system will be maintained by the agency, adequately backed up to prevent potential loss of information. All sensitive personnel records will be protected from public access. When ready for disposal, both paper and electronic data will be disposed of in a secure manner ensuring that critical information is protected. See Appendix G for Ride Solution's Retention and Destruction Policy.

## 9.0 Drug and Alcohol Program

According to 14-90.004, each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and Testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009.

Ride Solution has established Zero Tolerance Substance Abuse Policy to comply with FTA drug and alcohol testing requirements to ensure employee fitness for duty, and to protect our employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. This policy is also intended to comply with and incorporate 49 CFR Part 32, The Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA, including the reporting of employees convicted of criminal drug offenses that occur in the workplace.

All employees are provided with a full Zero Tolerance policy and must sign an acknowledgement form stating that they understand the contents of the policy.

### 9.1 Covered Employees

This policy applies to all safety-sensitive transit system employees as identified and described herein. Paid part-time employees and contractors, when performing safety-sensitive duties, are also covered by this policy when performing any Ride Solution related business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work. Additionally, this policy applies to volunteers who perform safety sensitive duties who are required to hold a Commercial Driver's License, or who receive remuneration more than his or her actual expenses incurred while engaging in the volunteer activity.

This written policy shall be distributed to all employees and applicable volunteers in safety sensitive positions. Adherence to this policy and its provisions are a condition of employment in a safety sensitive position; per 49 CFR Part 655.

Safety-Sensitive Employees and Applicants for Safety-Sensitive Positions covered by this Policy include those who:

- a) Operate a revenue service vehicle, including when not in revenue service
- b) Operate a non-revenue service vehicle when such is required to be operated by a holder of a commercial driver's license
- c) Control the movement/dispatch of a revenue service vehicle
- d) Perform maintenance on a revenue service vehicle or equipment used in revenue service
- e) Carry a firearm for security purposes
- f) Perform any of the above safety sensitive functions in a supervisory or training role.

This policy is applicable to the following positions within Ride Solution

- Operators/Drivers
- Mechanics

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- Scheduling/Dispatchers
- Supervisors, managers and directors

## **9.2 Prohibited Substances**

In accordance with US DOT 49 CFR Parts 655 and 40, the following are prohibited substances:

- Cocaine
- Opioids (e.g., codeine, heroin, morphine, oxycodone, oxymorphone, hydrocodone, hydromorphone)
- Phencyclidine (PCP)
- Cannabinoids (Marijuana)
- Methylenedioxyamphetamine (MDA)
- Amphetamines (includes methamphetamine and MDMA- Ecstasy)
- Alcohol misuse as defined herein

## **9.3 Prescription and Over the Counter Medications**

The appropriate use of legally prescribed drugs and non-prescription medications are not prohibited. A legally prescribed drug means a prescription or other written approval from a physician for the use of a drug by an individual in the course of medical treatment. However, the use of any substance which carries a warning label that indicates mental functioning, motor skills, or judgment may be adversely affected, must be reported to supervisory personnel and medical advice must be sought before performing safety sensitive duties.

The misuse or abuse of legally prescribed drugs is prohibited; this includes the use of medication that is prescribed to another individual as well as illegally obtained prescription drugs. Employees are strongly encouraged to inform their prescribing physician of the safety-sensitive job functions that they perform, in order to ensure that appropriate medications are prescribed.

## **9.4 Employee Protections and Responsibilities**

The procedures that will be used to test for the presence of prohibited substances or misuse of alcohol shall be such that they protect the employee's privacy, the validity of the testing process and the confidentiality of the test results.

All urine drug testing and breath alcohol testing will be conducted in accordance with applicable with 49 CFR Part 40, as amended. All urine specimen collections, analysis and reporting of results shall to be in accordance with 49 CFR Part 40, as amended.

Drug and alcohol testing shall be conducted in a manner that will ensure the highest degree of accuracy and reliability using techniques, equipment, and laboratory facilities which have been approved by the U.S. Department of Health and Human Services (HHS).

Alcohol initial screening tests will be conducted using a National Highway Traffic Safety Administration (NHTSA)-approved Evidential Breath Testing Device (EBT) or non-evidential alcohol screening device that has been approved by NHTSA. Confirmatory tests for alcohol concentration will be conducted utilizing a NHTSA approved EBT.

Except as required by law or expressly authorized in this section, Ride Solution shall not release employee information that is contained in records maintained per 49 CFR Part 655.73. An employee may, upon written request, obtain copies of any records pertaining to that employee's

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use of alcohol or controlled substances, including any records pertaining to his or her alcohol or controlled substances tests.

Ride Solution may release information regarding an employee's records as directed, by the specific written consent of the employee authorizing release of the information to an identified person. Release of such information is permitted only in accordance with the terms of the employee's consent.

## **9.5 Testing Scenarios**

### **Pre-Employment Testing**

All safety-sensitive position applicants shall undergo a urine drug test prior to placement in a safety sensitive position. Ride Solution must be in receipt of a negative urine drug test result prior to the applicant's performance of any safety sensitive function. A cancelled test result will require an applicant to undergo a subsequent pre-employment urine drug test, until a negative test result can be obtained.

If an applicant's pre-employment urine drug test result is verified as positive, the applicant will be excluded from consideration for employment per Ride Solution authority. Applicant will be provided a referral to a Substance Abuse Professional meeting the required qualifications per 49 CFR Part 40.281, as amended.

An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test. Ride Solution must be in receipt of a negative drug test result prior to the employee being reinstated to safety sensitive duty.

### **Random Testing**

Employees in safety-sensitive positions shall be subject to random, unannounced testing. The minimum annual percentage rate for random alcohol testing and the minimum annual percentage rate for random controlled substances testing shall be in accordance with 49 CFR Part 655, as amended. The percentages of testing shall be based on the average number of safety-sensitive employees per calendar year.

The administering of random testing shall be spread reasonably throughout the calendar year and throughout all times of day when safety-sensitive functions are performed. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

Random alcohol testing shall be conducted on a safety sensitive employee during, just before or just after the performance of a safety-sensitive function.

Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty.

The selection of employees for random alcohol and drug testing shall be made by a scientifically valid method. The selection process shall provide each covered employee an equal chance of being tested each time selections are made. A computer based random number generator that is fair and equitable for the covered employees shall derive the list.

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**Reasonable Suspicion Testing**

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, and speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to be in compliance with FTA regulations. Reasonable suspicion testing for prohibited drugs may be conducted anytime an employee is on duty. Transport must be provided by a Ride Solution supervisor.

**Post-Accident Testing**

**Fatal Accident:** Safety-sensitive employees are required to undergo urine drug and breath alcohol testing as soon as practical following an accident involving a revenue service vehicle that results in a fatality (regardless of whether or not in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested. Transport must be provided by a Ride Solution supervisor.

**Non-Fatal Accident:** A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene or if one or more vehicles incurs disabling damage that requires towing from a site; unless Ride Solution management determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall also be tested. Transport must be provided by a Ride Solution supervisor.

All reasonable efforts shall be made to test the safety sensitive employee(s) within (2) two hours of the accident, but not after eight (8) hours for alcohol testing and thirty-two (32) hours for drug testing. If a drug or alcohol test required by this section is not administered within the required time following the accident, Ride Solution shall prepare and maintain on file, a record stating the reasons the testing was not promptly administered and efforts to conduct testing shall cease.

Any safety-sensitive employee involved in an accident must refrain from alcohol use for eight (8) hours following the accident or until the employee undergoes a post-accident alcohol test. Any safety-sensitive employee, who leaves the scene of the accident without a justifiable reason or explanation prior to submitting to drug and alcohol testing, shall be considered to have refused the test.

The testing requirements shall not delay necessary medical attention for injured persons, nor prohibit an employee from leaving the scene of an accident to obtain assistance.

In the rare event that an employee is unable to submit to a post-accident test within the required time period due to circumstances beyond Ride Solution's control, the results of a blood, urine or breath alcohol test conducted by a federal, state or local official having independent authority for the test, will be considered to meet the requirements for a post-accident test. The test must conform to the applicable federal, state, or local testing requirements and the results must be obtained by Ride Solution. (Per 49 CFR Part 655.44)

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**9.6 Refusal to Submit to Urine Drug Testing**

All safety-sensitive employees will be subject to urine drug testing and breath alcohol testing as described in Testing Scenarios sections. An employee who fails to cooperate with the testing process or attempts to thwart the testing process will be considered to have "refused testing". The following actions constitute a "refusal to test" in accordance with 49 CFR Part 40, as amended:

- a) Failure to appear for any test within a reasonable time, as determined by the employer, consistent with applicable DOT agency regulations, after being directed to do so by the employer (pre-employment testing not applicable).
- b) Failure to remain at the testing site until the testing process is completed (after the process has been started)
- c) Failure to provide a urine specimen for any drug test required by this part or DOT agency regulations
- d) In the case of a directly observed or monitored collection in a drug test, fail to permit the observation or monitoring of the provision of a specimen
- e) Failure to provide a enough urine when directed, and it has been determined, through a required medical evaluation, that there was no adequate medical explanation for the failure
- f) Failure or decline to take an additional drug test the employer or collector has required
- g) Failure to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by Ride Solution
- h) Failure to cooperate with any part of the testing process (e.g., refuse to empty pockets when directed by the collector, behave in a confrontational way that disrupts the collection process, fail to wash hands after being directed to do so by the collector)
- i) For an observed collection, failure to follow the observer's instructions to raise clothing above the waist, lower clothing and underpants, and to turn around to permit the observer to determine if any type of prosthetic or other device could be used to interfere with the collection process
- j) Possessing or wearing a prosthetic or other device that could be used to interfere with the collection process
- k) Admitting to the collector or MRO that the specimen was adulterated or substituted
- l) When the MRO verifies the drug test result as adulterated or substituted

Refusals to test will result in the employee's termination of employment and exclusion from hire.

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**10.0 Vehicle Maintenance Program**

14-90.004 (4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

- (a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.
- (b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.
- (c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.
- (d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:
  1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
  2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
  3. If not owned by the bus transit system, the name of any person furnishing a bus.
  4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.

The function of the maintenance plan component of this SSPP is to provide a consistent, systematic program to properly maintain vehicles to meet or exceed the manufacturer's recommended maintenance schedule.

Ride Solution vehicle maintenance program will ensure that all buses and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, tires, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

The Operations Director is responsible for ensuring that a Maintenance Plan consistent with 1490 has been developed and implemented by the agency. The Maintenance Manager will oversee the implementation of the Plan and ensure that all vehicles are regularly and systematically inspected

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and maintained according to the agency's Maintenance Plan and Preventative Maintenance Guidelines.

### **10.1 Maintenance Plan Goals**

It is the goal of Ride Solution to operate a proactive maintenance program as opposed to reactive. Scheduling work allows time, materials, tools, equipment, and labor to be managed easier than having unpredictable maintenance costs, workloads, and vehicle downtime.

The maintenance plan is a "living document" including schedules and reports which will be updated periodically to reflect changes in maintenance policies, equipment, and program improvements.

### **10.2 Fleet Summary**

A physical inventory of equipment shall be kept on file and updated annually. The inventory shall include the vehicle number, FDOT control number, year of manufacture, type of vehicle, vehicle identification number, current mileage, and average annual mileage, funding source and original purchase cost shall be on the list contained in the Appendix A, Ride Solution's Maintenance Plan, Exhibit A.

### **10.3 Vehicle History File**

Each vehicle will have an electronic written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed on that vehicle. The file shall be maintained for the life of the vehicle and include at a minimum the following information:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage, and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle; and
- The name and address of any business firm performing an inspection, maintenance, lubrication or repair.

A vehicle's history is valuable in identifying persistent problems and may serve to determine problems that could be classified as a fleet defect.

### **10.4 Information Management**

The work order, also referred to as a repair order, is the backbone of any maintenance performance monitoring program. Information on all aspects of maintenance performance can be obtained from work orders. Ride Solution monitors maintenance performance through the work order/repair order system software named MP2. The MP2 software tracks break downs, inspection repairs, service requested, verbal reporting and OEM recalls and to generate all work orders and annual, preventative and monthly inspections. MP2 records are maintained for at least four years and include the following information:

- Identification of the bus, the make, model, and license number or other means of positive identification and ownership
- Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed

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- If not owned by Ride Solution, the name of any person furnishing a bus
- The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair
- The Maintenance Manager and Operations Director will regularly perform Quality Control/Quality Assurance (QC/QA) checks to ensure that the inspections and repairs, are completed and documented properly.

### 10.5 Daily Vehicle Inspections (Pre-Trip and Post Trip Inspection Reports)

Bus Operators are to use the Pre-Trip Inspection form and inspect their vehicle before leaving on any revenue trip. The pre-trip inspection includes an inspection of the minimum following parts and devices to ascertain that they are in safe condition and in good working order:

- Service brakes
- Parking brakes
- Tires and wheels
- Steering
- Horn
- Lighting devices
- Windshield wipers
- Rear vision mirrors
- Passenger doors
- Exhaust system
- Equipment for transporting wheelchairs
- Safety, security, and emergency equipment

(See Appendix A, Ride Solution's Maintenance Plan, Exhibit D for a detailed list of both the Pre-Trip and Post-Trip check report)

This form must be completed with check marks and notations by any item needing attention or repair, signed by the operator and placed in a box mounted at the campus exit as they leave for their route. All post-trip inspections are reviewed and checked against the roster of drivers/vehicle each day to ensure that all vehicles were inspected by driver.

If the driver finds any mechanical or other problems that could compromise the safety of the vehicle at any point, the drivers will immediately inform the Maintenance Manager and the vehicle will not be scheduled for service until repaired. Failure to report deficiencies by drivers may result in an administrative action taken against the employee.

The Maintenance Manager or his/her designee will review all the daily pre-trip vehicle check reports and document the corrective actions taken because of any deficiencies identified by the operator. The daily inspection forms without deficiencies shall be retained for a minimum of two weeks. If a defect is noted and repaired, the inspection form will be attached to the work/repair order and filed in the vehicle's history file. The identified defects will be identified as:

**Out of Service** – The vehicle cannot be placed into service until repairs are completed. **Inspection Repair (Mechanic's Request)** – A defect that will gradually get worse and increase cost. The

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vehicle cannot be placed into service until repairs are completed, except for emergencies and must be authorized for use by the Maintenance Manager.

**Scheduled Request** – An elective mechanical defect is a defect that does not compromise safety, but can if operated beyond a pre-determined mileage. This defect can be scheduled on or before the next preventive maintenance inspection depending on mileage.

**Cosmetic Request** – The defect will not compromise safety and will not cause further damage or cost as it is an aesthetic defect. This vehicle can be scheduled for an off-peak time in the future or at the next preventive maintenance inspection to be repaired.

**Same Day Repairs** – When the driver notes deficiencies on the pre-trip inspection form and immediate attention is required or it is an item that can be repaired when the vehicle returns from revenue service, a Work Order is started by the mechanic performing the service. All labor and parts are logged on the Work Order and turned in with the Pre-Trip Inspection Form. A Work Order and number will be generated through MP2. All repairs reflecting parts and labor are recorded for that vehicle.

At the end of each shift, drivers are required to perform a post trip inspection and place the completed forms in a box located near the time clock. These post trip forms are checked daily by the Operations Coordinator. All safety compromised issues will result in communication with the Maintenance department for their further investigation and repair. The post-trip forms are then organized by date, filed and retained for a minimum of two weeks.

Random inspections are performed by the Operations Coordinator who pull a pre-trip inspection form from that morning and stop drivers on route and inspect their vehicle for any inconsistencies.

## 10.6 Preventive Maintenance

A preventative maintenance schedule defines regular inspections for safety hazards and to maintain vehicles in a manner conforming to safety regulations. Ride Solution performs monthly preventive maintenance safety inspections and a 7,500-mile service according to manufacturer's recommendations. Typically, in a month, all of Ride Solution's revenue vehicles are within 10% miles of the 7,500 mile target. During this service, engine oil is changed. All deficiencies discovered during the safety inspection shall be noted on the inspection form. Follow-up repairs of all safety related items will also be documented.

Any bus that is removed from service or dead-lined and disrupts the safety inspection schedule shall be inspected prior to being returned to service. The disruption will also be noted in the Remarks Section on the Ride Solution PM Form.

## 10.7 Maintaining Inactive Buses and Vehicles

Store in Secure Location. Cover if possible.

Protect from pests, weather, and thieves. Lock doors.

Clean Interior and Exterior

Get rid of water drops, salt air, sand, and bird droppings. Clean the underside for mud, grease, and tar. Clean crumbs and food particles which attract insects and rodents.

Tires

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You may inflate tires to the manufacturer maximum pressure indicated on the tire sidewall to account for loss of air pressure. Be alert to "flat spots." Check tire pressure at a minimum every two weeks and be sure to adjust to correct operating pressure when the vehicle returns to ser

#### Fluids (Oil, Coolant, Gas, Fuel Stabilizer)

Change the oil and filter before inactivity.

Top off all fluids. Fill the gas tank to prevent moisture collection. Adding a fuel stabilizer helps prevent corrosion and fuel separation. Ensure engine anti-freeze protection is sufficient. Top off windshield washer fluid with winter/cold temperature

#### Battery

Disconnect the negative battery cable or start the vehicle every week and drive for 15 minutes. Be sure to run the air conditioner.

#### Parking Brake

Avoid using the parking brake to avoid rotors and brake pads fusing together. Chock the wheels.

#### Pest Control

Cover any gaps at the exhaust pipe and air intake (steel wool is good). Mothballs spread along the perimeter will also help.

#### Windshield/Wiper Blades

If possible, remove and store wiper blades in a climate-controlled location. If blades are not removed, wrap with plastic, or leave them in the pop-out location wrapped.

#### Insurance

Reminder: All vehicles must remain insured regardless of vehicle usage.

### 10.8 Annual Bus Safety Inspections

Annual safety inspections are performed at least once every year on all buses operated by Ride Solution. The Maintenance Manager is responsible for ensuring that the individual performing bus safety inspections is qualified as follows:

- Understands the requirements set forth in Rule 14-90 and can identify defect components
- Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection
- Has at least one year of training and/or experience as a mechanic or inspector and has sufficient general knowledge of buses to recognize deficiencies or mechanical defects The annual safety inspection report will include the following information:
  - Serial number, Make and Model of Vehicle, Odometer, Tag number
  - The annual safety inspection report will be signed and dated by the qualified Ride Solution employee

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- The equipment and devices inspected including the identification of equipment and devices found deficient or defective
- Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s)

Records will be maintained in the Milestone Vehicle file of annual safety inspections and documentation of any required corrective actions will be retained for a minimum of four years for compliance review.

Each bus receiving an annual safety inspection shall be checked for compliance with the requirements for safety devices and equipment as referenced or specified by Rule 14-90. Specific operable equipment and devices as required by Rule 14-90 include the following as

applicable to Type I and II buses:

- Horn
- Windshield wipers
- Mirrors
- Wiring and batteries
- Service and parking brakes
- Warning devices
- Directional signals
- Hazard warning signals
- Lighting systems and signaling devices
- Safety equipment
- Working speedometer
- Handrails and stanchions
- Standee line and warning
- Doors and brake interlock devices
- Step-wells and flooring
- Emergency exits
- Tires and wheels
- Suspension system
- Steering system
- Exhaust system
- Seat belts
- Equipment for transporting wheelchairs

The Maintenance Manager and Operations Director will regularly perform Quality Control/Quality Assurance (QC/QA) checks to ensure that inspections and repairs are completed properly. Safety related items are always checked.

### 10.9 Lift Maintenance

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift shall be performed during the operator's pre-trip inspection. The operators will report, by the most immediate means available, any lift failures. (See Appendix A, Ride Solution's Maintenance Plan, Exhibit D for Drivers Wheelchair Procedures)

The lift will be serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operations of the lift or ramp will be carried or displayed in every accessible vehicle.

### 10.10 Road Calls

Monitoring road calls is arguably the single most important indicator of an agency's overall performance. Road calls are categorized as listed below.

#### Major Mechanical

A failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

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### **Other Mechanical**

A failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service.

Tire deflation/flat to cause a revenue vehicle from completing the scheduled trip is considered a road call by the maintenance department. The driver is to inform the dispatch/schedule operators of the concern. The road call maintenance employee will be dispatched immediately to their location.

Prior arrangements with a towing service that is competent in recovering vehicles the size and type operated by the transit agency will be made. After a determination is made of the status of a downed vehicle the towing service will be contacted in a timely manner to have the vehicle moved.

### **10.11 In-House Maintenance**

Each individual performing bus safety inspections shall be qualified as follows:

- (a) Can identify defective components.
- (b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.
- (c) Has at least one year of training and/or experience as a mechanic or inspector in vehicle maintenance program and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

### **10.12 Outsourced Maintenance**

Outsourcing will be utilized for services that require constant training and expensive tools. Automatic transmission repair, front end alignment, radiator repair, upholstery, and windshield replacement are some examples of specialized services.

When an outside maintenance contractor is responsible for maintaining the vehicles, Ride Solution will have a maintenance plan for the contractor to follow. Written reports will consist of completed preventive maintenance checklists and invoices for repairs from the contractor. The maintenance activities of the contractor will be monitored by quality assurance checks on vehicles and periodic inspections of the contractor's facility by a designated representative. As of this update, Ride Solution does not employ sub-contractors nor outsource preventative maintenance.

### **10.13 Cleaning**

During pre-trip inspections it is the duty of the operator to walk through the vehicle and ensure that no debris is located on the flooring or step wells that could result any falls or slips. Any unsafe condition must be corrected before any scheduled trips.

The driver must report all graffiti/etchings, gum, spills, or any other issues in the interior that would warrant extra material and labor from normal clean-up, on their post-trip report.

It is the responsibility of the Operations Coordinator to inspect the interior and exterior of the vehicles and determine if the cleaning is being performed to Ride Solution standards.

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### 10.14 Accidents

All accidents are tracked by the frequency, type, and which party was at fault. An investigation will be performed and documented. In the case of an accident in which the mechanical condition of the bus comes into question, the Maintenance Manager or designated employee will decide if the bus can be placed into service before repairs are made. The Maintenance Manager must also:

- (a) Retain a copy of the Accident Investigation Report
- (b) Perform an investigation and document in a final report
- (c) Identify causal factors that may have contributed to the accident
- (d) Identify corrective actions
- (e) Schedule the implementation of corrective actions

### 10.15 Material Handling

Employers are required to provide employees with instructions on safe handling, first aid treatment, emergency procedures, and proper clean up procedures of chemicals in the workplace. Also knowing the potential flammability, explosion, and reactivity of chemicals in the workplace are the rights of the employees under the Right-To-Know-Law.

#### Material Safety Data Sheets

All chemicals, lubricants, cleaners etc., purchased must accompany a Material Safety Data Sheet. A MSDS binder will be maintained and made available to the employee upon request. The binder will have a cover sheet index for quick reference in case of an emergency.

When a chemical is taken out of inventory the MSDS sheet will be taken out of the binders and placed in a dead file. All MSDS sheets must be kept on file for thirty years.

When purchasing products for different functions careful consideration will be taken as to the toxicity and flammability of chemicals used. Environmentally friendly products will be taken into consideration when purchasing products. Some include:

- Propylene-glycol antifreeze
- Re-refined motor oil
- Retread tires
- Water-based part cleaner and brake cleaner
- Reconditioned batteries

### 10.16 Parts Inventory

The potential effect on inventory include fleet size, fleet mix by vehicle type, number of different vehicle models, average annual miles per vehicle, and the average age of the fleet. The higher the inventory turnover the more efficiently the inventory level is managed relative to the demand for usage.

Indicators to be considered in inventory management:

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- Percent of items out of stock when requested.
- Number of open backorders.
- Vehicles out of service due to unavailability of parts.

### 10.17 Warranty

A warranty recovery system, warranty records, and annual summaries of warranty claims submitted and received will be maintained by the Maintenance Manager. Warranty repairs will be identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it can be checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program will be kept on file to guarantee the equipment manufacturer and not the agency pay the cost of the defects under warranty.

## 11.0 Facility Maintenance Program

Certain basic goals are essential to the success of a Facility Maintenance Program. These goals include performing timely, periodic maintenance, providing safe functional facilities, identifying potential problems, conserving energy and resources, and maintaining effective public relations.

Maintenance is the normally funded upkeep required to keep the agencies buildings and grounds in a functional condition. The basic Facility Maintenance functions are:

- Building Maintenance,
- Ground Maintenance,
- Custodial/Janitorial Services
- Maintenance of Customer Amenities.

This program's mission is to provide facility maintenance in a manner which fosters ownership and continuous improvement. Our long-term vision is focused on effective Preventive Maintenance programs that will extend the functionality of our facility investments.

### 11.1 Goals & Objectives

Goal 1 - Facilitate innovation in facility maintenance. Establish a proactive approach in preventive maintenance schedule development that provides valuable support to the agency.

Objective A - Transition from traditional reactive and breakdown maintenance practices to a proactive maintenance program.

Objective B - Adopt a data collection system that allows clarity in maintenance practices based on standardized data.

Objective C - Minimize interval or cycle based maintenance where appropriate and cost effective.

Goal 2 - Search out and implement standardized vehicle, equipment, and facilities maintenance management improvement practices that are applicable to our facilities maintenance programs.

Objective A - Develop and coordinate standardized facilities condition assessment policy and guidance.

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Objective B - Develop and coordinate facilities maintenance self-assessments.

Goal 3 - Create and maintain open communication, trust and free exchange of improvement ideas throughout the agency. Coordinate the development and dissemination of information resources.

Objective A - Maintain a clear facilities maintenance strategic plan.

## 11.2 Maintenance Level Examples

**Building Maintenance** includes the daily upkeep of all interior and exterior structural components i.e.: electrical, paint, concrete, roofing and other components permanently affixed to a building. Example Predictive, Preventive and Emergency Building Maintenance activities include:

Predictive Building Maintenance by repainting of curbs, fire lanes and wheel stops.

Preventive Building Maintenance by inspecting, reporting, and replacing electrical motors drawing too many amperes.

Emergency Building Maintenance by repairing or replacing ruptured water lines.

**Grounds Maintenance:** includes maintenance of grounds and outdoor facilities such as lawns, trees, shrubs, sidewalks, fences, signs, street lighting, storm drains, irrigation systems, and parking areas. Example Predictive, Preventive and Emergency Grounds Maintenance include:

Predictive Ground Maintenance by mowing the turf on the lawn;

Preventive grounds maintenance by inspecting and sealing cracks on asphalt parking lots.

Emergency Ground Maintenance by repairing or replacing broken outdoor light fixtures.

**Custodial Services** (sometimes called "Building Services" or "Janitorial Services") includes general cleaning, restroom sanitizing, indoor rodent and insect control, sweeping, mopping, trash removal, and window cleaning for buildings. Example Predictive, Preventive and Emergency Custodial Services activities include:

Predictive Custodial Services by emptying waste paper baskets.

Preventive Custodial Services by inspecting waxed floors that need stripping, cleaning, and refinishing.

Emergency Custodial Services by cleaning debris from a clogged and overflowing sink drains.

**Flex Route Customer Amenities:** includes; installation, moving and repair of bus stops. Maintenance of shelters, landscaping and trash pick-up at all areas where patrons board or alight transit buses. Example Predictive, Preventive and Emergency Flex Route Customer Amenities activities include:

Predictive Flex Route Customer Amenities Support by replacing sign and route numbers due to ultraviolet ray deterioration.

Preventive Flex Route Customer Amenities Support by scheduling pick-up of trash and lawn maintenance.

Emergency Flex Route Customer Amenities Support by repairing or replacing a bus stop or shelter damaged from an automobile accident.

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### 11.3 Maintenance Summary

Our present facilities consist of the following:

1. Operations Campus with:
  - o Shop/Maintenance Building
  - o Driver Lounge
  - o North Warehouse
  - o South Warehouse
  - o Parking Lot, Storage Containers, and Fueling Facilities
2. Train Station Administrative Offices
3. Bus Stop Shelters

### 11.4 Predictive and Preventive Facility Maintenance

All facilities will be inspected on a bi-annual basis based on inspection work orders generated by Ride Solution's maintenance software, MP2. Deficiencies will result in MP2 repair work orders that reference the initial inspection work order.

Facility Inspections will utilize the Ohio DOT Annual Building Inspection Checklist, which can be found at:

[www.dot.state.oh.us/Divisions/Planning/Transit/Documents/Rural%20Transit%20Manual/Rural%20Transit%20Manual%20Revised%202012/Sample%20Annual%20Facility%20Checklist.pdf](http://www.dot.state.oh.us/Divisions/Planning/Transit/Documents/Rural%20Transit%20Manual/Rural%20Transit%20Manual%20Revised%202012/Sample%20Annual%20Facility%20Checklist.pdf).

All equipment inspections will be performed according to the manufacturer's guidelines.

### 11.5 Facility Maintenance Record Organization

As with vehicle maintenance, hard copy facility and equipment MP2 inspection work orders will be retained in individual binders, as appropriate, for the life span of the item.

## 12.0 Safety Data Acquisition & Analysis

According to 14-90.004, the SSPP must address safety data acquisition and analysis as one of the safety elements.

Understanding safety data is an important step towards allocating scarce resources to implement safety program elements. Safety data relative to transit provider operations can be used to determine safety trends in system operation. The following data will be collected and retained by Ride Solution on an ongoing basis:

- Accident and incident data
- Maintenance data including daily vehicle inspection forms
- Passenger claims and complaints

• Records of crimes and rule violations occurring in and around the transit agency Ride Solution management both will analyze the data for safety hazard identification, resolution and risk management purposes. The analysis will be conducted annually in conjunction the submission of the CTD annual performance report and FDOT NTD report data. Data will be reviewed for frequency, severity, causal factors, and acceptability of occurrences. The analysis results will be useful for identifying necessary actions to minimize safety risks. Analysis of safety data will also help improve system performance, not only in respect to safety, but also in overall delivery of service to the public. In addition, trend analyses of safety data can help determine the effectiveness of safety initiatives that have been implemented. The results of such analysis will be shared with agency staff and if determined that a threat or danger could be possible it will also be shared with local law enforcement and considered, at minimal on an annual basis for awareness and support.

## 13.0 Hazard Identification and Resolution

According to 14-90.004 the SSPP must address hazard identification and resolution as one of the safety elements.

Hazard management is a mechanism by which hazards are identified, analyzed for potential impact on the operating system, and resolved in a manner acceptable to the management and regulatory agencies. Ride Solution's hazard management consists of three primary components – hazard identification, hazard categorization, and hazard resolution.

### 13.1 Hazard Identification

Ride Solution's management team will identify system hazards on an on-going basis through safety data acquisition, analysis and coordination.

### 13.2 Hazard Categorization

Once the key system hazards have been identified, the Operations Director will categorize the hazards based on severity and probability of occurrence.

Hazard severity is a subjective measure of hazard, supported by factual data, and will be categorized as follows –

- Catastrophic – Death or system loss
- Critical – Severe injury, severe occupational illness, or major system damage
- Marginal – Minor injury, minor occupational illness, or minor system damage
- Negligible – less than minor injury, occupational illness, or system damage

Hazard probability is a subjective measure of likelihood that a specific hazard will occur and will be categorized as follows –

- Frequent – Likely to occur frequently
- Probable – Likely to occur several times
- Occasional – Likely to occur sometime
- Remote – Unlikely but possible to occur
- Improbable – So unlikely that it can be rejected from consideration

### 13.3 Hazard Resolution

Once the hazards are identified and categorized, subsequent analysis will be undertaken to resolve the issue and minimize risk associated with the identified hazard. A hazard resolution matrix will be developed combining hazard severity and hazard frequency, as shown in the matrix on the following page, to identify the level of acceptance for a specific hazard/risk.

Hazard Resolution Matrix	Catastrophic	Critical	Marginal	Negligible
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Frequent	Unacceptable	Unacceptable	Unacceptable	Acceptable with reservation
Probable	Unacceptable	Unacceptable	Undesirable	Acceptable with reservation
Occasional	Unacceptable	Undesirable	Undesirable	Acceptable
Remote	Undesirable	Undesirable	Acceptable with reservation	Acceptable
Improbable	Acceptable with reservation	Acceptable with reservation	Acceptable with reservation	Acceptable

The Operations Director with the Executive Director on an as needed basis will identify appropriate actions and share the results of the analysis. All "unacceptable" hazards must be eliminated, and measures will be taken for the remaining risk acceptance categories to minimize risk. The results of such analysis will be shared with agency staff and law enforcement agencies on an as needed basis for awareness and support.

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## 14.0 Event Investigation

14-90.004 establishes the requirements for investigating events involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage.

For this SSPP, events are considered accidents or incidents that involve a transit vehicle or take place on Ride Solution controlled property.

### Definitions:

- **Accident** – An event that causes damage to a vehicle, individual property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles.
- **Incident** – An event that causes damage to a vehicle, individual; or property while the vehicle was not in motion or that involves property belonging to Ride Solution, Inc.

Any event involving a bus or if it takes place on property controlled by a transit system and resulting in a fatality, injury, or property damage will be investigated by Ride Solution. All events included but not limited to the following, will be investigated:

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. Ride Solution will investigate events resulting in property damage over \$1,000.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

In case of all events, drivers are required to contact the local law enforcement, dispatcher, and emergency medical services (as required) immediately. Operations Coordinator will be sent to the scene in the event of an accident. Each investigation will be documented in a final report that includes a description of the investigation activities, identified causal factors, and any identified corrective action plan. Each corrective action plan will identify the action to be taken by the bus transit system and the schedule for its implementation. The Operations Director (or it's representative) will monitor and track the implementation of each corrective action plan. Investigation reports, corrective action plans, and related supporting documentation will be maintained by the Operations Director (or it's representative )for a minimum of four years from the date of completion of the investigation.

Please refer to **Appendix F** for detailed Events Investigation and Reporting procedure

## 15.0 Medical Exams for Bus Operators

14-90.0041 requires that bus transit systems establish medical examination requirements for all applicants to driver positions and for existing drivers. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice, (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.

This section of the SSPP establishes Ride Solution's medical examination requirements for all applicants for driver positions and for existing drivers.

- Medical examination requirements include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.
- Medical examinations will be performed and recorded according to FDOT Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, included in Appendix E.
- A Doctor of Medicine or Osteopathy, Physician Assistant will perform medical examinations, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If a Physician Assistant or Advanced Registered Nurse Practitioner performs medical examinations, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.
- An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as it pertains to visual acuity, field of vision, and color recognition.
- Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.
- Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to Ride Solution.
- Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.
- Completed and signed medical examination certificate for each bus driver, dated within the past 24 months, will be maintained on file for a minimum of four years from the date of the examination.
- Ride Solution will not allow a driver to operate a transit bus without having on file, a completed medical examination certificate dated within the past 24 months.

## 16.0 Operating and Driving Requirements

14- 90.006 requires that bus transit systems establish operational and driving requirements. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under

14-90. to avoid redundancy of re-stating the requirements twice, (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.

The Director of Operations and Operations Coordinator are responsible for overall compliance with all operating and driving requirements of the SSPP. It is the responsibility of every Ride Solution employee who performs operational duties to adhere to the following strictly:

- Under no circumstances is a driver allowed to operate a vehicle without having the appropriate and valid driver's license in his or her possession.
- Drivers are not permitted to drive a bus when his or her driver license has been suspended, cancelled, or revoked. A driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked is required to notify his or her supervisor of the contents of the notice immediately, if possible; otherwise no later than the end of the business day following the day he or she received the notice. Violation of this policy may result in disciplinary actions including suspension or termination of employment.
- Ride Solution management will annually check Motor Vehicle Records (MVR) for all drivers for investigating information on license suspensions, revocations, accidents, traffic violations, unpaid summons, etc. Ride Solution management will also check driver license status of each driver utilizing the Florida Department of Highway Safety and Motor Vehicles website - <https://www6.hsmv.state.fl.us/DLCheck/main.jsp>.
- Buses must be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.
- Rule 14-90 defines "On Duty" and "Off Duty" status of drivers as follows -
  - o "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows: See **Appendix J** for Driving Hours Monitoring and Certification Process
    - a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system
    - b) Inspecting, servicing, or conditioning any vehicle
    - c) Driving
    - d) Remaining in readiness to operate a vehicle (stand-by)

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- e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle
  - o "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.
- Drivers are not permitted to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver is not permitted to drive until a minimum eight consecutive hours of off-duty time has been fulfilled. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.
- Drivers are not permitted to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days is required to have a minimum of 24 consecutive hours of off duty time prior to returning to on duty status.
- A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.
- Drivers are not permitted to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.
- Drivers will not report for duty or operate any vehicle while under the influence of alcohol or any other substance, legal or illegal, that may impair driving ability. All employees are required to comply with agency's Substance Abuse Policy.
- Drivers are required to conduct daily vehicle inspections and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.
- Drivers are required to immediately report any defect or deficiency that may affect safe operations or cause mechanical malfunctions. Any defect or deficiency found shall be properly documented on a Pre-Trip Inspection form and should be submitted to the Maintenance Manager.
- A bus with any passenger doors in the open position will not be operated with passengers aboard. The doors will not be opened until the bus is stopped. A bus with any inoperable passenger door will not be operated with passengers aboard, except to move a bus to a safe location.
- Drivers will ensure that during darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.
- Passengers will not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.
- Passengers will not be permitted to stand on buses not designed and constructed for that purpose.

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- Buses will not be refueled in a closed building. The fueling of buses when passengers are being carried will be reduced to the minimum number of times necessary during such transportation.
- Drivers are required to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.
- Buses will not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device will be properly set at any time the bus is left unattended.
- Buses will not be left unattended in an unsafe condition with passengers aboard at any time.

## 17.0 Wireless Communication

According to 14-90.004, bus transit systems must implement a wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:

- a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
- b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.

A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes must be developed that assure:

- a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and
- b. The use of a wireless communications device does not interfere with the operator's safety related duties.

Also, bus transit systems shall develop a driver educational training program addressing:

- a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and
- b. The hazards associated with driving and utilizing a wireless communications device.

"Wireless communication device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

"Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes.

"Use of a wireless communication device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; to execute a computational function, or to perform any other function that is not necessary for the health or safety of the person and that entails the risk of distracting the employee from a safety-critical task.

Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

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All drivers are required to fully comply with the following wireless communication policies:

- The use of a *personal* wireless communication device is prohibited while the transit vehicle is in motion.
- All personal wireless communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
- In an emergency, if a driver is unable to use the radio or MDT (e.g., driver is separated from the vehicle due to a need to evacuate, or the radio is inoperable because it is beyond the radio coverage area, or other malfunction), a personal cellular phone may be used to contact the agency. In such situation the driver must park the vehicle in a safe place off the road, leave the driver seat and call the direct line to the dispatcher.
- Drivers are not permitted to use any wireless communication device issued by Ride Solution while the transit vehicle is in motion except brief radio communications with the dispatcher. If the driver must use the radio or MDT for a long duration, he/she must stop the vehicle in a safe place off the road.
- The use of a wireless communication device is prohibited while loading or unloading a wheelchair patron or while conducting any other safety related duty that require the driver's undivided attention. If wireless communication is necessary, the driver will use a company issued wireless communication device before or upon completion of the safety related task.
- Employees are permitted to use wireless communication devices issued by Ride Solution in the following situations -
  - A driver needing to communicate with the dispatcher and vice-versa.
  - A driver requesting medical or emergency assistance.
  - A driver reporting an illegal activity, a traffic accident, a road hazard, or a safety or security threat.

Ride Solution requires all drivers to complete educational training and testing program on the proper use of a wireless communications device while in the performance of safety related duties and hazards associated with driving and utilizing these devices. The wireless communications device training and testing is included in Module 1 (Bus Transit System Safety and Operational Policies and Procedures) of the Computer Based Training and Testing program which all drivers are required to complete upon hire, before driving on a street or highway unsupervised.

## 18.0 Vehicle Equipment Standards & Procurement

14-90.007 establishes the vehicle equipment standards and procurement criteria. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice (both here in this header box and in the general text which would follow below), we are deferring to the general text below, which accurately states the 14-90 requirements.

Ride Solution will procure vehicles utilizing the Transit Research-Inspection-Procurement Services (TRIPS) program and other State Programs strictly adhering to the vehicle equipment standards and procurement criteria specified in 14-90.007.

- a) All buses procured and operated must meet the following minimum standards, as applicable:
- b) The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.
- c) Structural integrity that mitigates or minimizes the adverse effects of collisions.
- d) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, October 1, 2008, hereby incorporated by reference.
- e) Manufacturers or bus transit systems to the Department will submit proof of strength and structural integrity tests on new buses procured.

In addition, every bus operated by the agency will be equipped as follows:

- **Mirrors.** There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and so located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.
- **Wiring and Batteries.** Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to

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- or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment, which provides adequate ventilation and drainage.
- **Brake Interlock Systems.** All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.
  - **Standee Line and Warning.** Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.
  - **Handrails and Stanchions.** Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.
  - **Flooring, Steps, and Thresholds.** Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge, which contrasts with the step tread and riser, either light-on-dark or dark-on-light.
  - **Doors.** Power activated doors on all buses shall be equipped with a manual device designed to release door-closing pressure.
  - **Emergency Exits.** All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an

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emergency. All such windows and doors shall not be obstructed either inside or outside so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audiovisual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

- Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.
  - a. No bus shall be operated with a tread groove pattern depth:
    - I. Less than 4/32 (1/8) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
    - II. Less than 2/32 (1/16) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
  - b. No bus shall be operated with recapped, re-grooved, or retreaded tires on the steering axle.
  - c. Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.
- Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts, shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.
- Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.
- Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209-October 1, 2008, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C. F. R. 571.210 October 1,2008, hereby incorporated by reference.
- Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:
  - Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or a clearly marked compartment and be readily accessible.
    - i. Each fire extinguisher shall be maintained in efficient operating condition and equipped with some means of determining if it is fully charged.
    - ii. Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, Florida Statutes.

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- Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, October 1, 2008, hereby incorporated by reference, as well as the following:
  - Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded. ○ Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.
  - The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).
    - i. The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus or vertically beyond the lowest part of the rim of the wheel closest to the lift.
    - ii. Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:
      1. The manufacturer's name and address.
      2. The month and year of manufacture.
      3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.
- Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

System Safety Program Plan (SSPP)

## 19.0 Internal and External Safety Audits

According to 14-90:

- Each bus transit system shall implement and comply with the SSPP during the operation of the system
- Each bus transit system shall implement and comply with the SPP during the operation of the system
- Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety
- The Department, or its contractor, shall conduct safety and security review of bus transit system to ascertain compliance with the provisions of this rule chapter.

The Operations Director and/or Executive Director will conduct the internal safety audits of Ride Solution. Internal safety audits will be conducted annually or as needed and will utilize the internal audit checklist included in Appendix B. The annual audit results will be documented in a report containing the following:

- Identification of the findings, including a detailed description of any deficiency.
- Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.
- Any required suspension of bus transit system service should Ride Solution determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

Ride Solution management will work closely with regulatory agencies (FDOT, FTA, etc.) when external audit notifications are received and allocate resources, as necessary, to facilitate the audits.

## System Safety Program Plan (SSPP)

## 20.0 Certification

14-90.010 establishes the certification requirements that the agencies must follow when submitting annual safety and security certification to the Department. The 14-90 requirements relating to this section are noted below and presented as general text. The points noted below in black text are all requirements under 14-90. To avoid redundancy of re-stating the requirements twice (both here in this header box and in the general text which would follow below), we are deferring to the general text below which accurately states the 14-90 requirements.

The Executive Director and Operations Director will submit an annual safety and security certification to the FDOT utilizing the self-certification form included in Appendix H. The certification will be submitted no later than February 15, for the prior calendar year period unless otherwise required by FDOT. The certification will attest to the following:

- The adoption of an SSPP and an SPP in accordance with established standards set forth in Rule 14-90.
- Compliance with the adopted SSPP and SPP.
- Performance of safety inspections on all buses operated by the system in accordance with Rule 14-90.
- Reviews of the SSPP and SPP have been conducted to ensure they are up to date. The certification will also include:
  - The name and address of Ride Solution, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from Ride Solution.
  - A statement signed by the Chief Executive Officer/signatory authority responsible for the management of Ride Solution attesting to compliance with Rule 14-90.

System Safety Program Plan (SSPP)

## **21.0 Appendices**

### Appendix A: Maintenance Plan

Exhibit A – Vehicle Inventory

Exhibit B - PM Safety Inspection & Maintenance Milestones

Exhibit C – Annual Safety Inspection

Exhibit D - Vehicle Check Report (VCR) Pre & Post Trip

(Procedures & Wheelchair Lift Inspection Included)

## **21.2**

Appendix B: Internal Safety Audit Checklist

Appendix C: Bi-Annual Building Inspection Checklist

Appendix D: Facility & Equipment Inspection Checklist

Appendix E: FDOT Medical Form

Appendix F: Accident/Incident Protocol & Reporting Forms

Appendix G: Retention and Destruction Policy

Appendix H: Certification

Appendix I: Driver Training Requirements

Appendix J. Driver Hours Monitoring and Certification

System Safety Program Plan (SSPP)

**21.1 Appendix A: Ride Solution Maintenance Plan**



Preventative Maintenance  
Planning & Training

# Maintenance Plan

*Prepared by:*

*The Marketing Institute*

*At Florida State University College of Business*

*Submitted by:*

*Julie Hotaling, Project Manager*

*Steve Stopiak, Maintenance Consultant – November 2009*

*Updated & Revised for Ride Solution, Inc.*

*CTC for Putnam County*

*Fleet Size: 22 Buses & Vans*

*December 2010*

*March 2012*

*July 2012*

*December 2013*

*December 2014*

*July 2015*

*March 2018*

*April 2021*

System Safety Program Plan (SSPP)



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System Safety Program Plan (SSPP)

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## **Introduction**

The mission of Ride Solution is to provide safe, reliable, clean, and well-maintained vehicles. The function of the maintenance plan is to provide a consistent systematic program that will enable Ride Solution to properly maintain and service vehicles to meet or exceed the manufacturer's recommended maintenance schedule. It is designed to keep vehicle repair and maintenance costs to a minimum. Good preventative maintenance requires accountability for specific roles and is a result of all employees working together as a team.

### **Maintenance Plan Goals**

It is the goal of Ride Solution to operate a proactive maintenance program as opposed to reactive. Scheduling work allows time, materials, tools, equipment, and labor to be managed easier than having unpredictable maintenance costs, workloads, and vehicle downtime. A maintenance plan has been adopted to make these goals attainable.

The maintenance plan is a "living document" including schedules and reports which will be updated periodically to reflect changes in maintenance policies, equipment, and program improvements.

The goals of the maintenance plan include:

- An effective preventive maintenance program;
- Defect Reporting;
- The proper management of parts, equipment, and fleet;
- A warranty recovery program;
- Quality assurance

### **Fleet Summary**

A physical inventory of equipment shall be kept on file and updated annually. The Ride Solution vehicle number, FDOT control number, insurance, year of manufacture, type of vehicle, make, vehicle identification, ADA information, total mileage, seating capacity, vehicle length, current mileage, equipment, funding type, type of service, and value shall be on the list.

See Exhibit A – Copy of Ride Solution's Vehicle Inventory

## **Vehicle History File**

Each vehicle will have a written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed. A vehicle's history is also valuable in locating persistent problems and may serve to determine problems that could be classified as a fleet defect.

Such records shall be maintained for the life of the vehicle and include at a minimum the following information:

- Identification of the vehicle, including make, model, license number or other means of positive identification and ownership;
- Date, mileage, and description of each inspection, maintenance, repair or lubrication performed;
- If not owned by the transit agency, the name of the person or company furnishing service with this vehicle; and
- The name and address of any business firm performing an inspection, maintenance, lubrication or repair.

## **Preventive Maintenance**

The checklists for preventive maintenance will be consistent with the current operating fleet and in particular with the minimum maintenance requirements for vehicles under warranty to ensure maximum vehicle longevity. Below is a guideline of a preventive maintenance sequence. However, mileage can vary depending on the manufacturer's requirements.

A preventative maintenance schedule is implemented to inspect for safety hazards and to maintain vehicles in a manner conforming to safety regulations. Ride Solution will perform

Monthly preventive maintenance safety inspections and a 7,500-mile service according to manufacturer's recommendations. Typically in a month, all of Ride Solution's revenue vehicles are within 10% miles of the 7,500 mile target. Any bus that is removed from service or dead-lined so as to disrupt the safety inspection schedule shall be inspected prior to being returned to service. It will also be noted in the Remarks Section on the Ride Solution PM Form that the vehicle scheduled was redlined and was out of service during the month. Ride Solution performs both A & B inspections and is documented on its Preventive Maintenance Safety Inspection form. All deficiencies discovered during the safety inspection shall be noted on the inspection form. Follow-up repairs of all safety related items should be documented.

See Exhibit B – Ride Solution's PM Safety Inspection form & Maintenance Milestones

## **Annual Safety Inspections**

1.) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system.

- (a) Horn.
- (b) Windshield wipers.
- (c) Mirrors.
- (d) Wiring and battery (ies).
- (e) Service and parking brakes.
- (f) Warning devices.
- (g) Directional signals.
- (h) Hazard warning signals.
- (i) Lighting systems and signaling devices.
- (j) Handrails and stanchions.
- (k) Standee line and warning.
- (l) Doors and interlock devices.
- (m) Step wells and flooring.
- (n) Emergency exits (o) Tires and wheels.
- (p) Suspension system.
- (q) Steering system.
- (r) Exhaust system.
- (s) Seat belts.
- (t) Safety equipment.
- (u) Equipment for transporting wheelchairs

2.) A safety inspection report shall be prepared by the individual(s) performing the inspection which shall include the following:

- (a) Identification of the individual(s) performing the inspection.
- (b) Identification of the bus transit system operating the bus.
- (c) The date of the inspection.
- (d) Identification of the bus inspected.
- (e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.
- (f) Identification of corrective action(s) for deficient or defective items and date(s) of completion of corrective action(s).

The Fleet Manager or designated employee will perform regularly scheduled Quality Assurance (QA) checks to ensure that inspections and repairs are completed properly. Safety related items are always checked.

**Please see Exhibit C – Ride Solution’s Annual Safety Inspection Form**

### **Vehicle Check Report (VCR) Pre-Trip & Post-Trip**

The VCR used for pre-trips establishes a procedure to identify items by operators prior to operating assigned vehicle. The daily pre-trip inspection must be documented with the operator’s signature and a check by any item on the pre-trip form needing attention or repair and any additional comments that are needed.

Ride Solution shall review daily inspections and document the corrective actions taken as a result of any deficiencies identified by the operator. Once defects are noted they will be prioritized and sorted into categories. Daily inspections without deficiencies shall be retained for a minimum of two weeks. If a defect is noted and repaired on the inspection form this documentation will be attached to the work/repair order and filed in the vehicles history file.

To review a copy of the VCR and Procedures – See Exhibit D

### **Same Day Repairs**

When a driver notes deficiencies on the VCR and immediate attention is required or it is an item that can be repaired when the vehicle comes in from revenue service, a Work Order is generated from the Fleet Management Program. The Work Order contains the following information:

- Equipment number
- The mechanic performing the service
- The date the work was done
- All labor and parts
- Comments on the repairs if any

The Work Order is filed with the VCR reflecting the Work Order number generated through Ride Solution's Fleet Management Program. Thus all repairs reflecting parts and labor are recorded for that vehicle in the Fleet Management Program

### **Pre-Trip Inspection**

The pre-trip inspection is required at the beginning of the trip to make certain the vehicle is in good working order and can operate safely. The form used for the daily pre-trip inspection is the VCR (Vehicle Check Report).

Please see Exhibit D

If an operator finds a defect on a pre-trip inspection, the (VCR) it must be determined by the Fleet Manager or designated employee if the vehicle can be put in operation at that time and the defect can be repaired at a later date.

### **Lift Maintenance**

As part of the preventative maintenance on wheelchair lifts, a complete cycle of the lift shall be performed during the operator's pre-trip inspection. Vehicle Lift Inspection instructions are posted on all lift equipped vehicles. Each item to be checked is numbered, in order for the operator to indicate on the pre-trip any item not working properly or post-trip if a malfunction should occur during operations. The operators will also report, by the most immediate means available, any lift failures.

See Exhibit D – VCR and Wheelchair Lift Inspection

The lift will be serviced on preventative maintenance inspections according to the manufacturer's specifications. Instructions for normal and emergency operations of the lift or ramp will be carried or displayed in every accessible vehicle.

## **Road Calls**

Monitoring road calls is arguably the single most important indicator of an agency's overall performance. Road calls are categorized as listed below.

### **Major Mechanical**

A failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

### **Other Mechanical**

A failure of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service.

Prior arrangements with a towing service that is competent in recovering vehicles the size and type operated by the transit agency will be made. After a determination is made of the status of a downed vehicle the towing service will be contacted in a timely manner to have the vehicle moved.

#### **In-House Maintenance**

Each individual performing bus safety inspections shall be qualified as follows:

- a) Can identify defective components.
- b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.
- c) Has at least one year of training and/or experience as a mechanic or inspector in vehicle maintenance program and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

## **Outsourced Maintenance**

Outsourcing will be utilized for services that require constant training and expensive tools. Automatic transmission repair, front end alignment, radiator repair, upholstery, and windshield replacement are some examples of specialized services.

When an outside maintenance contractor is responsible for maintaining the vehicles, Ride Solution will have a maintenance plan for the contractor to follow. Written reports will consist of completed preventive maintenance checklists and invoices for repairs from the contractor. The maintenance activities of the contractor will be monitored by quality assurance checks on vehicles and periodic inspections of the contractor's facility by a designated representative. As of this update, Ride Solution does not employ subcontractors.

Preventive maintenance inspections and invoices for repairs from contractors will be kept at the transit agency's office.

## **Cleaning**

During pre-trip inspections it is the duty of the operator to perform a walkthrough on the vehicle and ensure that any debris on the flooring or step wells that could result any falls or slips. Any unsafe conditions must be corrected before any scheduled trips.

The driver must report all graffiti/etchings, gum, spills, or any other issues in the interior that would warrant extra material and labor from normal clean-up, on their post-trip report.

It is the responsibility of the Driver Supervisor to inspect the interior and exterior of the vehicles and determine if the cleaning is being performed to company standards.

## **Accidents**

All accidents are tracked by the frequency, type, and which party was at fault. An investigation will be performed and documented. In the case of an accident in which the mechanical condition of the bus comes into question, the Fleet Manager or designated employee will decide if the bus can be placed into service before repairs are made.

### **Accident Investigation Report**

- Events are investigated and documented in a final report
- Description of investigation activities
- Identified causal factors
- Corrective actions
- Schedule of implementation of corrective actions

In the event of an accident the primary responsibility of all staff is to ensure the safety of the passengers. The driver will immediately report the time and location of the accident to the Supervisor/Dispatcher. Because accident situations are unpredictable, it is standard that procedures allow enough flexibility to accommodate for each condition.

### **Information Management**

The work order, also referred to as a repair order, is the backbone of any maintenance performance monitoring program. Information on all aspects of maintenance performance can be obtained from work orders. Ride Solution monitors maintenance performance through the work order/repair order system.

### **Material Handling**

Employers are required to provide employees with instructions on safe handling, first aid treatment, emergency procedures, and proper clean up procedures of chemicals in the workplace. Also knowing the potential flammability, explosion, and reactivity of chemicals in the workplace are the rights of the employees under the Right-To-KnowLaw.

### **Material Safety Data Sheets**

All chemicals, lubricants, cleaners etc., purchased must accompany a Material Safety Data Sheet. A MSDS binder will be maintained and made available to the employee upon request. The binder will have a cover sheet index for quick reference in case of an emergency.

When a chemical is taken out of inventory the MSDS sheet will be taken out of the binders and placed in a dead file. All MSDS sheets must be kept on file for thirty years.

When purchasing products for different functions careful consideration will be taken as to the toxicity and flammability of chemicals used. Environmentally friendly products will be taken into consideration when purchasing products. Some include:

- Propylene-glycol antifreeze
- Re-refined motor oil
- Water-based part cleaner and brake cleaner
- Reconditioned batteries

### **Parts Inventory**

The potential effect on inventory include fleet size, fleet mix by vehicle type, number of different vehicle models, average annual miles per vehicle, and the average age of the fleet.

The higher the inventory turnover the more efficiently the inventory level is managed relative to the demand for usage.

Indicators to be considered in inventory management:

- Percent of items out of stock when requested.
- Number of open backorders.
- Vehicles out of service due to unavailability of parts.

## **Warranty**

A warranty recovery system, warranty records, and annual summaries of warranty claims submitted and received will be maintained by the transit agency.

Warranty repairs will be identified by maintaining a list of items from the manufacturer that are under warranty and when the warranty expires. When a component fails it can be checked against the list for time and/or mileage to determine if it is still under warranty. Documentation of warranty repairs, claims, and a recovery program will be kept on file to guarantee the equipment manufacturer and not the agency pay the cost of the defects under warranty.

*For more information on the Preventive Maintenance Planning and Training Program Contact:*

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*(850) 644-6954*

*Updated for Ride Solution by Wanda Nye in consult w/ Ride Solution's Director of Operations, Boyd Thompson and Bill Thompson, Maintenance Supervisor*

*Original – December 2010*

*1<sup>st</sup> Revision – March 2012*

*2<sup>nd</sup> Revision – July 2012*

*3<sup>rd</sup> Revision – December 2013*

*4<sup>th</sup> Revision – December 2014*

*5<sup>th</sup> Revision – July 2015*

*6<sup>th</sup> Revision – April 2018*

*7<sup>th</sup> Revision – January 2019*

*8<sup>th</sup> Revision – April 2021*

*9<sup>th</sup> Revision April 2024*

# Exhibit A

## Vehicle Inventory

## RIDE SOLUTION VEHICLE INVENTORY APRIL 2024

#	Vehicle Type	Year	VIN Number	FDOT Control #	MILEAGE APRIL 2024	STATUS
14	Bus	2017	1FDVU4XG1HKB38470	70216	190,715	
15	Bus	2017	1FDVU4XG5HKB38469	70215	176,937	NIS
16	Bus	2019	1FDFE4FS2KDC37320	20028	246,965	
17	Bus	2019	1FDFE4FS4KDC37321	20029	235,945	
18	Cutaway	2017	1FDFE4FSH6HDC55683	CTD	154,171	
19	Cutaway	2018	1FDFE4FS9HDC57184	70225	226,539	
20	Cutaway	2018	1FDFE4FS6HDC57188	20008	238,080	
21	Cutaway	2010	1GBE4V1G99F413083	80236	199,775	NIS
35	Bus	2014	1FVACWDT5EHFW6447	91284	173,170	
41	Bus	2019	1A9D0109XK6925251	20035	85,426	NIS
42	Bus	2019	1A9D01091K6925252	20036	114,149	
43	Bus	2019	1A9D01112K6925253	20037	96,766	NIS
44	Bus	2019	1A9D01114K6925254	20038	118,761	
45	Bus	2019	1A9D01116K6925255	20039	95,025	
46	Cutaway	2020	1FDFE4FS1KDC66548	CTD	95,429	
47	Cutaway	2020	1FDFE4FN0MDC20447	20063	131,372	
48	Cutaway	2021	1FDFE4FN2MDC20448	20070	120,592	
49	Cutaway	2021	1FDFE4FN0MDC40617	20082	115,264	
50	Cutaway	2021	1FDFE4FN2MDC40618	20083	120,928	
63	Connect XL	2021	NMOGS9E20M1501411	CTD	32,889	B/U VANPOOL
64	Connect XL	2021	NMOGS9E20M1501412	CTD	18,880	VANPOOL

# Exhibit B

## PM Safety Inspection & Maintenance Milestones



**PREVENTATIVE MAINTENANCE SAFETY INSPECTION**  
A and B Inspections

Bus #	Date:	Start Time:	Technician Name:
Odometer		End Time:	310 South 10th St. Palatka, FL 32177
Component Condition Key: I = Okay D = Defect Found N = Not Applicable R = Repair Made			
Check current VCR for defects & note repairs on R.O.		Condition	Comments
<b>Interior</b>			
1	Entrance door seal & operation (interlocks and/or starter interrupt)		
2	Standee Line, Warning entrance step & tread condition		
3	Flooring/Steps/panels clean and good condition		
4	Passenger seats and belts for securement and condition		
5	Wheelchair belts and floor anchors		
6	Stanchions and hand rails		
7	Roof hatch operation and warning buzzers		
8	Emergency door / window operation and warning buzzers & lube		
9	Fire extinguisher, reflectors & first aid kit		
10	Fire Suppression System		
11	Interior lights & heater / defroster work on all speeds		
12	Windows: condition, cracks, operation, latches, lube & lables		
<b>Driver's Compartment</b>			
13	Brake and Accelerator Pedals		
14	Driver's Seat & Belt		
15	Service and Parking Brake Operation		
16	Start engine, check gauges/switches, fast idle, shift lever operation, back-up alarm, driver's & panel lamps		
17	Air system pressure and perform leak down test		
18	Interior Mirrors & Sun Visor		
19	Windshield washer and wiper operation & horn		
20	Climate control systems, fans and condensor fan operation		
21	Cleanliness		
<b>Exterior</b>			
22	Damage, corrosion, bumpers, mounts and decals		
23	Windows: condition, cracks & lube		
24	Wiper blades, arms and fluid		
25	Mirror condition, mounting & adjustment		
26	Exterior lighting systems, lenses and reflectors		
27	All Access doors, engine cover, fuel cap and door, & latch operation		
<b>Engine Compartment</b>			
28	Clean batteries and terminal ends, check electrolyte level, check hold downs, cables and ground straps		
29	Alternator output _____amps & load test battery _____volts		
30	Check for fluid, coolant, oil or fuel leaks in engine compartment		
31	Coolant level & top off _____pts added. If low, pressure test		
32	Check & top off engine oil _____ qts added		
33	Check steering fluid level & leakage @ pump & hoses		
34	Check transmission fluid level _____ pts added		

35	Check hydraulic brake master cylinder fluid level & leaks		
36	Check all belts & hoses, clamps for condition and leaks		
37	Check air filter and / or restriction indicator		
38	Check air compressor mounting & leaks		
39	Check wiring for routing, chafing & loose connections		
40	Clean A/C filter and check compressor mounting and clutch		
<b>Chassis/Drive Line</b>			
41	Front and rear springs are secure & not cracked		
42	Front and rear air bags for condition, chaffing & leveling valve & hoses		
43	Front spring hanger wear & springs are secure & not cracked		
44	Steering gear, torque rods, ball joints & linkage for securement, play, wear and working condition		
45	Lube chassis		
46	Drive shaft & U-Joints		
47	Check differential oil level, clean breather, check axle seals		
48	Check all air tanks and fuel tank mounting is secure		
49	Check entire exhaust system is secure and there are no leaks		
50	Check under engine & transmission for leaks & lower radiator hose		
51	Check body hold down brackets are secure		
52	Check all under body air lines, hydraulic lines are properly routed		
<b>Brake Inspection</b>			
53	RF brake pad/lining thickness _____ % worn		
54	LF brake pad/lining thickness _____ % worn		
55	LR brake pad/lining thickness _____ % worn		
56	RR brake pad/lining thickness _____ % worn		
57	Check hydraulic brake system for leaks @ hoses, fittings, tubing, calipers, backing plates and wheel cylinders		
58	Brake foundation, lines, rotors, drums		
59	Front & rear slack adjuster and brake hose condition		
<b>Tires/Wheels</b>			
60	Check tire air pressure and tread depth: RF _____ psi _____ /32    LF _____ psi _____ /32 LRI _____ psi _____ /32    LRO _____ psi _____ /32 RRI _____ psi _____ /32    RRO _____ psi _____ /32		
61	Check wheels for cracks and paint condition		
62	Check all lug nuts and axle flange bolts are tight & not leaking		
<b>Wheelchair Lift Equipment</b>			
63	Check wheel chair lift condition and operation		
64	Manufacturer tag/month & year of manufacture & State of FI certificate		
65	Wiring routing, chafing & loose connections		
66	Check damage and anchor bolts		
67	Safety systems including barriers		
68	Door seal and operation		
69	Check wheel chair lift for leaks and hydraulic fluid level _____ pts		

We certify that this Preventative Maintenance Inspection represents the true condition of this bus.

\_\_\_\_\_  
Technician Signature

\_\_\_\_\_  
Supervisor Signature

**Ride Solution Inc**  
**Preventive Maintenance Tasks Intervals**

Year	Make	Model	VIN Number	FDOT Control #	Agency Vehicle #	Oil Change	Transmission Services	Differential Services
2017	FORD	TRANSIT	1FDVUXG1HKB38470	70216	14	6000	150000	100000
2017	FORD	TRANSIT	1FDVU4XG5HKB38469	70215	15	6000	150000	100000
2019	FORD	E450 Cutaway	1FDDE4FS2KDC37320	20028	16	6000	60000	97500
2019	FORD	E450 Cutaway	1FDDE4FS4KDC37321	20029	17	6000	60000	97500
2017	FORD	CUTAWAY	1FDDE4FS6HDC55683	N/A	18	6000	60000	97500
2018	FORD	E450 Cutaway	1FDDE4FS9HDC57184	70225	19	6000	60000	97500
2018	FORD	E450 Cutaway	1FDDE4FS6HDC57188	20008	20	6000	60000	97500
2010	CHEVY	CUTAWAY	1GBE4V1G99F413083	80236	21	6000	72000	100000
2010	CHEVY	CUTAWAY	1GBE4V1989F413139	80247	29	6000	72000	100000
2014	FRLNR	CUTAWAY	1FVACWDT5EHFW6447	91284	35	6000	50000	160000
2019	ARBOC	BUS	1A9D0109XK6925251	20035	41	6000	75000	100000
2019	ARBOC	BUS	1A9D0109XK6925252	20036	42	6000	75000	100000
2019	ARBOC	BUS	1A9D0109XK6925253	20037	43	6000	75000	100000
2019	ARBOC	BUS	1A9D0109XK6925254	20038	44	6000	75000	100000
2019	ARBOC	BUS	1A9D0109XK6925255	20039	45	6000	75000	100000
2020	FORD	CUTAWAY	1FDDE4FS1KDC66548	N/A	46	6000	60000	97500
2020	FORD	CUTAWAY	1FDDE4FN0MDC20447	20063	47	6000	60000	97500
2020	FORD	CUTAWAY	1FDDE4FN2MDC20448	20070	48	6000	60000	97500
2021	FORD	CUTAWAY	1FDDE4FN0MDC40617	20082	49	6000	150000	97500
2021	FORD	CUTAWAY	1FDDE4FN2MDC40618	20083	50	6000	150000	97500
2021	FORD-XL	TRANSIT CONNECT	NMOGS9E20M1501411	N/A	63	6000	150000	100000
2021	FORD-XL	TRANSIT CONNECT	NMOGS9E20M1501412	N/A	64	6000	150000	100000

# Exhibit C

## Annual Safety Inspection

**RIDE SOLUTION ANNUAL SYSTEM SAFETY INSPECTION CHECKLIST**

Vin # \_\_\_\_\_ Make/Model: \_\_\_\_\_ Odometer: \_\_\_\_\_

License #: \_\_\_\_\_ Date of Inspection: \_\_\_\_\_ Hub Odometer: \_\_\_\_\_

Inspector's Name: \_\_\_\_\_ Agency Address: \_\_\_\_\_

ITEMS TO BE INSPECTED	LIST DEFECTS	DATE REPAIRED/COMMENTS
A. Horn		
B. Windshield Wipers		
C. 1. Exterior Rear Vision Mirrors		
2. Interior Rear Vision Mirrors		
D. 1. Wiring		
2. Battery(s)		
E. 1. Service and Parking Brakes		
2. Rear Exit Door/Brake Interlock		
F. Warning Devices/Gauges		
G. Directional Signals		
H. Hazard Warning Signals		
I. 1. Brake Lamps		
2. Head Lamps		
3. Tail Lamps		
4. Clearance Lamps		
5. Backup Lamps		
6. Identification Lamps		
7. Reflectors		
J. 1. Ceiling Rails		
2. Grab Rails/Stanchions		

ITEMS TO BE INSPECTED	LIST DEFECTS	DATE REPAIRED/COMMENTS
K. 1. Standee Line		
2. Sign		
L. Stepwells and Flooring		
M. 1. Emergency Exit Door & Windows		
2. Marking		
3. Audible Alarm or Light		
N. 1. Tire Inflation		
2. Tread Groove Pattern Depth		
3. Steering Axle Tires		
4. Wheels		
O. Suspension System		
P. Steering System		
Q. Exhaust System		
R. Seat Belts		
S. 1. Fire Extinguisher (Charged)		
2. Portable Reflectors		
T. 1. Wheelchair Lift Padding		
2. Light		
3. Gaps		
4. Brake Interlock		
5. Securement Devices		
6. Instructions		
U. Inspect & Cycle Emergency Exit Windows		

I certify that this inspection has been completed in accordance with requirements of Rule Chapter 14-90, F.A.C. and 316, Florida Statutes

\_\_\_\_\_  
Inspector's Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

# **Exhibit D**

**VCR**

**VCR Procedures**

**Wheelchair Lift Inspection**



**VEHICLE CHECK REPORT (VCR)  
PRE-TRIP/POST-TRIP INSPECTION**

Pre-Trip Inspection  
 Post-Trip Inspection

Work Order #: \_\_\_\_\_

VEHICLE #	DRIVER NAME	MILEAGE	DATE

VEHICLE COMPONENT	OK	DEFECTIVE	COMMENT
Headlights			
Tail/Brake Lights			
Back up Lights			
Back up Alarm			
Turn Signals			
Clearance Lights			
Windshield Wipers			
Interior Lights			
Interior Gauges and Warning System			
Climate Control			
Mirrors			
Parking Brakes			
Service Brakes			
Steering			
Horn			
Fire Extinguisher			
Emergency Exit Windows and Door			
Passenger Doors			
Overall Cleanliness			
Fresh Body Damage			
Tires and Wheels			
Exhaust System			
IF EQUIPPED	OK	DEFECTIVE	COMMENT
Interlock System			
Wheelchair Lift/Ramp			
Belts and Securement Devices			
First Aid Kit			
Flares and Triangles			
Fire Suppression System			

Driver's Signature: \_\_\_\_\_

Noted by: \_\_\_\_\_  
Driver Supervisor



### VEHICLE CHECK REPORT (VCR) PRE-TRIP/POST-TRIP INSPECTION

Pre-Trip Inspection  
 Post-Trip Inspection

Work Order #: \_\_\_\_\_

VEHICLE #	DRIVER NAME	MILEAGE	DATE

SECURITY PROGRAM	OK	DEFECTIVE	COMMENT
INSPECT UNDER HOOD, EXTERIOR AND FRAME			
INSPECT FLOORS AND SEATS, INTERIOR COMPARTMENTS			
BELTS AND SECUREMENT DEVICES			
FIRST AID KIT			
FLARES AND TRIANGLES			
FIRE SUPPRESSION SYSTEM			
TRIP PROCEDURE	COMPLETE	COMMENT	
CHECK IF FUEL TANK IS FULL			
CHECK DEF FLUID LEVEL (FOR DIESEL VEHICLES ONLY)			
CHECK FOR TRASH AND CLEAN THE VEHICLE			
MAKE SURE THAT ALL PERSONAL ITEMS ARE REMOVED			
CHECKS IF STRAPS ARE SECURED PROPERLY			
CHECK IF A/C OR HEATER ARE TURNED OFF			
CHECK IF ALL INTERIOR LIGHTS ARE OFF			
CHECK IF THE VEHICLE HAS THE CORRECT FUEL CARD #			
SECURITY PROGRAM CHECK	COMPLETE	COMMENT	
INSPECT UNDER HOOD, EXTERIOR AND UNDER THE FRAME			
INSPECT FLOORS AND SEATS, INTERIOR COMPARTMENTS			

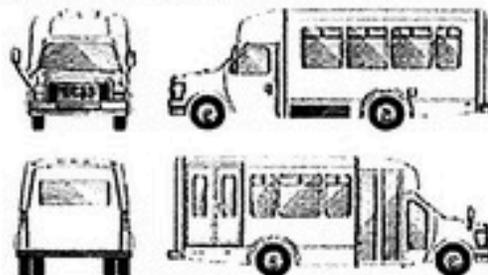
**\*\*IF ANY SUSPICIOUS ITEM(S) ARE FOUND, PLEASE CONTACT YOUR SUPERVISOR AND/OR THE SHOP MANAGER.**

#### EXTERIOR CONDITION

Carefully inspect the entire vehicle exterior. On the illustrations below, locate and note any damage or problems using the following code: Dent (X) Scratch (✓) Indicate any other damage by circling the area and then describe the damage.

Description of damage/s:

Repair Notes:



Work Order Created by: \_\_\_\_\_ Date: \_\_\_\_\_

Noted by: \_\_\_\_\_ Date: \_\_\_\_\_

Mechanic Supervisor

### VCR DEFICIENCY PROCEDURES

- All VCR pre-trips are placed in a designated box located outside of the Operations Campus on the side of the building where all vehicles must exit. Drivers are to place VCRs in the designated box before the vehicle can be used for service.
- Operations Coordinator collects all VCR pre & post-trips daily in the AM and logs all VCRs in the VCR tracking spreadsheet. Items that are tracked and monitored:
  1. Completed VCRs without deficiencies are marked with an X
  2. Any deficiencies are logged per vehicle and color coded green
  3. Any missing VCRs are logged per driver and color coded red
- All non-deficient VCRs are filed in a separate folder and kept on file in the Operations Coordinator's office for a minimum of two weeks.
- All VCRs with deficiencies are separated and given the Maintenance Manager
- Work orders are generated and scheduled through MP2 and the WO number is written on the VCR. The WO then stays open in MP2 until repairs are completed.
- When repairs are completed, the Maintenance Manager enter all the costs of parts and labor, and the WO is closed. Both the VCR and closed the WO is placed in the in-basket for filing in the Vehicle Notebooks.

ACCRONYMS : VCR – Vehicle Check Report WO – Work Order

### PROCEDIMIENTOS DE DEFICIENCIA DE GRABADOR DE VÍDEO

- Todos los viajes antes de VCR están colocados en una caja designada situada fuera del recinto de operaciones en el lado del edificio donde todos los vehículos deben salir. Los conductores son colocar reproductores de video en el cuadro designado antes de que el vehículo se puede utilizar para el servicio.
- Coordinador de operaciones recoge todos VCR pre & post-viajes diarios en la mañana y registra videocaseteras todas en la hoja de cálculo de seguimiento de VCR. Objetos que son rastreados y monitoreados:
  1. VCRs completado sin deficiencias están marcados con una X
  2. Las deficiencias se registran por vehículo y color verde codificado
  3. Cualquier falta VCRs se registran por conductor y un código de color rojo
- VCRs no deficientes todo archivados en una carpeta independiente y permanecer archivada en la oficina del Coordinador de operaciones para un mínimo de dos semanas.
- Videocaseteras todas las deficiencias son separados y el Gerente de mantenimiento
- Órdenes de trabajo son generadas a través de MP2 y está escrito el número WO en el VCR. El WO entonces se queda abierto en MP2, hasta que se completen las reparaciones.
- Finalizadas las reparaciones, el mantenimiento Gerente de entrar todos los costos de piezas y mano de obra, y el WO se cierra. Tanto el VCR y el WO se coloca en la cesta para la presentación de los cuadernos de vehículo.



220 North 11<sup>th</sup> Street, Palatka FL 32177  
Phone: (386) 325-9999

## Wheelchair Lift Inspection

Before each scheduled day of lift service, operate lift minimum of one complete cycle and inspect each of the following:

1. Set vehicle parking Brake; turn master lift power switch located in the drivers area to the ON position.
  2. Open W/C lift doors.
  3. Do the lift cargo door securement devices function as intended?
  4. Deploy the W/C lift platform to the ground.
  5. Do the handrails operate properly?
  6. Is the platform angle normal?
  7. Is lift operation quiet (no rattles, abnormal sounds, etc.)?
  8. Does the lift operate smoothly (no jerking or abnormal movement)?
  9. Does the lift operate at normal speed?
  10. Has the hand-held switch box cable been damaged?
  11. Do the lift control switches function properly?
  12. Does the lift cargo door light (if equipped) function as intended?
  13. Does the lift interlock (if equipped) function as intended?
  14. Does the lift deploy when the lift interlock is activated as intended?
  15. Does the roll stop(s) operate properly?
  16. Does the outboard roll stop latch(s) operate properly?
    - o Press the up button to raise the lift platform approximately one (1) foot off the ground.
    - o Visually check that roll stop(s) are properly latched.
    - o If roll stop(s) are not properly latched, contact your supervisor *immediately*. ■ NOTE: Outboard roll stop(s) latching should be verified every time the lift is raised.
  17. Is the manual backup pump handle in place?
  18. Is the hand pump valve closed securely (tight)?
  19. Are the lift-posted and door-posted decals worn, missing or illegible?
  20. Is the lift protective padding (if equipped) in place, worn or damaged?
  21. Can you visually detect any lift wear, damage, misalignment, hydraulic leaks, loose bolts, broken welds or any abnormal conditions?
  22. Does the lift belt (if equipped) function as intended?
  23. Does the lift safely clear the cargo door as the lift is deployed and stowed?
- Indicate the number/s on the Pre-trip or Post-trip inspection form if you feel the lift is not operating properly. Please notify the maintenance department as soon as possible.

**21.2 Appendix B: Internal Safety Audit Checklist****(1) System Safety Program Plan (14-90.004)**

<b>SSPP addresses the following safety elements and requirements at a minimum:</b>	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Safety policies and responsibilities			
Vehicle and equipment standards and procurement criteria			
Operational standards and procedures			
Bus driver and employee selection			
Driving requirements			
Bus driver and employee training			
Vehicle maintenance			
Investigation of events			
Hazard identification and resolution			
Equipment for transporting wheelchairs			
Safety data acquisition and analysis			
SSPP requirements for contractors			
Records retention			
Certification requirements			
Requirements for safety inspections of all operable transit buses at least annually			

**(2) Develop and Adopt Security Program Plan (14.90-004)**

<b>SPP addresses the following security elements and requirements at a minimum:</b>	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Security policies, goals and objectives			
Organization, roles and responsibilities			
Emergency management processes and procedures: mitigation, preparedness, response and recovery			
Procedures for investigation of events			
Procedures for interfaces with emergency response organizations			
Procedures for interagency coordination with local law enforcement			
Security data acquisition and analysis			
SPP requirements for Contractors			
Procedures for SPP maintenance, distribution, including disclosure process			
Certification requirements			
Establishment of minimum security requirements which apply to contractors			
Procedures for oversight and monitoring of contractors compliance with security requirements			
Procedures for distribution and protection of the SPP			

**(3) Qualification, Selection and Training of Drivers (14-90.004)**

<b>Qualification and Selection criteria</b>	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>

Standards for driver qualifications and criteria for background checks			
Driver and criminal background checks for all new drivers			
Verification and documentation of valid driver licenses for employees who drive buses			
Training and testing programs for drivers			
Bus transit system has safety and operational policies and procedures			
Operational bus and equipment inspections			
Basic operations and maneuvering			
Bus equipment familiarization			
Boarding and alighting passengers			
Operations of wheelchair lifts and other special equipment and driving conditions			
Defensive Driving			
Passenger assistance and securement			
Handling of emergencies and security threats			
Security & threat awareness			
Written and adopted operational and safety procedures			
Procedures are given to all drivers			
Procedures for communication & handling of hazards, unsafe conditions, security threats, and emergencies			
Procedures for familiarization and operation of safety and emergency equipment, wheelchair lift equipment and restraining devices.			
Requirements for drivers to complete and submit a daily inspections report. (14-90.006)			

**(4) Records Maintenance, Retention and Distribution**

<b>4 year records maintenance and retention system</b>	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Records of bus drivers background checks and qualifications			
Detailed description of training administered & completed by each driver.			
Each bus drivers daily duty status: total days worked, on-duty hours, driving hours and time reporting for duty			
<b>Maintenance records (14-90.004)( 4.d)</b>			
Make, model, license number, or other means of identification and ownership of vehicles.			
Date, mileage, description of inspection, maintenance and lubrication intervals			
Transit system maintains records of vehicle inspections, PMs and repairs made off site			
If not owned by bus transit system, name of person or lessor furnishing vehicles			
Name and address of entity or contractor performing inspection, maintenance, lubrication or repairs			

<b>Safety Inspections (14-90-009)(5)</b>			
Records of annual safety inspections and documentation of any corrective actions are retained for minimum of 4 years.			
<b>Event and incident reporting and investigation records (14-90.004)(7)</b>			
Notification and Investigation reports, findings, causal factors, corrective action plans, supporting documents			
<b>Medical records (14-90.0041)( 4)</b>			
Proof of Biennial or Pre-employment medical exams of employee bus drivers, required exam form used			
<b>SSPP &amp; SPP review and revision (14-90.010)(d)</b>			
Date of last review: SSPP <u>January 2019</u> SPP <u>January 2019</u>			
Date of last revision: SSPP <u>April 2021</u> SPP <u>April 2021</u>			
Next scheduled revision date: SSPP <u>January 2019</u> SPP <u>January 2019</u>			
<b>Pre-trip inspections and corrective action (14-90.006)</b>	<b>Yes</b>	<b>No</b>	<b>Comment (Page #)</b>
Bus transit system maintains daily vehicle inspections and documented corrective actions a minimum of two weeks			
<b>(5) Drug Free Workplace</b>			
The bus transit system has established a drug free workplace policy statement in accordance with Drug-Free Workplace Act and a substance abuse management and testing program.	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
<b>(6) Bus Maintenance (14-90.004)(4)</b>			
The bus transit system has established a maintenance plan and procedures for preventive and routine maintenance.	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Vehicles are regularly and systematically inspected, maintained and lubricated in accordance with the established maintenance plan, and according to the bus manufacturer's recommendation and requirements.			
Recording and tracking system is established for inspections, maintenance and lubrication intervals, including date or mileage when services are due.			
<b>(7) Event Investigation (14-90.004)(5)</b>			
Bus transit system has written investigation policy or procedure(s) for any event involving a bus or taking place on the bus transit system.	<b>Yes</b>	<b>No</b>	<b>Comments (Page #)</b>
Investigation is done for a fatality or where an individual is confirmed dead within 30 days of a bus transit event.			
Investigation is done for injuries involving medical attention away from the scene for two or more individuals.			
Investigation is done for property damage over \$1000 to buses, non-bus transit system vehicles, other bus system property or facilities or any other property.			
Investigation is done for evacuation of bus due to life safety event, where there is imminent danger to the passengers.			
Events are investigated and documented in a final report that includes a description of the investigation activities, identified causal factors and any identified corrective actions.			

Corrective action plans are developed by the bus transit system that will identify actions and schedule for implementation.			
Bus transit system monitors and tracks the implementation and completion of each corrective action.			

**(8) Medical Examinations for Bus Transit System Drivers (14-90.0041)**

	Yes	No	Comments (Page #)
Medical Examination requirements are established using Form Number 725-030-011, or an equivalent form that meets or exceeds standards			
Medical Exams are completed for new drivers			
Medical Exams for bus drivers are completed, signed, and dated within the past 24 months.			
A return to duty examination is completed for any driver prior to returning to duty after having been off duty for 30 or more days to an illness, medical condition or injury.			

**(9) Operating and Driving Requirements (14.90.006)**

	Yes	No	Comments (Page #)
The bus transit system has process to address operating and driving requirements. The process includes a drivers hand/rules book and/or operational procedures.			
The bus transit system has a process or procedure that addresses suspension or revocation of a driver's license			
The bus transit system has a process for tracking and monitoring on duty and driving hours compliant with driving and on-duty hours standards			
A driver that has been required to drive for more than 12 hours in a 24 hour period or a driver that has been on duty for 16 hours in a 24 hour period has had 8 hours off prior to returning to duty.			
A driver that has been on duty more than 72 hours in any period of seven consecutive days has had 24 consecutive hours off prior to returning to duty.			
Pre-operational or daily inspections and reporting are required for drivers to identify defects and deficiencies			
Inspections address the following parts and devices to ascertain that they are in safe condition and good working order: service brakes, parking brakes, tire and wheels, steering, horn, lighting devices, windshield wipers, rear mirrors, passenger doors, equipment for transporting wheelchairs and safety, security and emergency equipment.			
A process or procedure exists to address and resolve deficiencies and record corrective actions for inspection findings.			
<b>Safety criteria addressed in operational procedures, driver's handbook and driver training programs</b>			
Operating buses with opened or inoperable passenger doors with passengers on board	Yes	No	Comments (Page #)

Sufficient interior lighting and in stepwells			
Prohibition of passengers occupying stepwell or in area forward of the standee line while the bus is in motion.			
Prohibitions for standee passengers on buses not designed and constructed for that purpose.			
Prohibitions for fueling buses in closed building or refueling while passengers are on-board.			
Prohibition for leaving buses unattended with passenger(s) onboard. Proper setting of parking brake and holding device.			

**(10) Vehicle Equipment Standards & Procurement Criteria (14-90.007)**

	Yes	No	Comments (Page #)
The SSPP has procedures that address State and Federal motor vehicle safety and procurement standards.			
Requirements for manufacturers to submit proof of strength and structural integrity tests on new buses.			
Vehicles purchased and operated are equipped in compliance with 14.90.0007 with the following: mirrors, wiring & battery, brake interlock systems, standee line, handrail & stanchions, flooring, steps & thresholds, doors, emergency exits, tires & wheels, seat belts & fire extinguishers.			
Type1 buses are equipped with portable red reflectors warning devices in compliance with Section 316.300, Florida Statute.			
Certification label for wheel chair lifts, ramps and securement devices in or on vehicle. 14.90.007(14)			
Inspections and maintenance procedures are established for wheel chair lift equipment, ramps and securement devices.			
Instructions for normal and emergency operation are carried or displayed in vehicle.			

**(11) Vehicle Safety Inspections (14.90.009)**

	Yes	No	Comments (Page #)
Annual inspections are conducted for each vehicle operated by the agency and all contractors according to 14-90.009.			
Safety inspection report includes: individual(s) performing inspection, identification of bus transit system, date of inspection, equipment & devices inspected, any deficiencies, required corrective actions for defective and/or deficient items, and dates of completion.			
Safety inspections are conducted as part of routine scheduled maintenance inspections.			

**(12) Certification (14.90.010)**

	Yes	No	Comments (Page #)
Bus transit system has submitted an annual safety and security certification to the Department for the prior calendar year, and the certification is on file and current.			
Certification addresses SSPP, SPP and safety inspections.			

**21.3 Appendix C: Bi-Annual Building Inspection Checklist**

<i>Facility Exterior</i>	YES	NO	N/A
Is the building address or identification clearly visible?			
Are exterior lights in working order?			
Are all building sides accessible to emergency equipment?			
Are exterior walls free from cracks or other damages?			
Are windows free from cracks or broken panes?			
Are paved surfaces inspected and repaired (i.e., lifts, cracks, etc.)?			
Are stairs, landings and handrails in good repair and fastened securely?			
Are all sewer clean out caps in place?			
Are all irrigation covers in place?			
Do entrance doors close slowly to avoid hazards to fingers?			
<i>Facility Interior</i>	YES	NO	N/A
<b>Electrical Systems</b>			
Are all electrical panels secured?			
Have all electrical circuits been identified?			
Are all electrical switches and receptacles in good repair?			
Have Ground Fault Interrupter's been provided on circuits in proximity to water?			
Is there a "lock-out" procedure in place?			
<b>Air Conditioning</b>			
PM Schedule updated			
Has the unit been serviced regularly			
Has the filter been changed and clean?			
Has the unit been cleaned?			
Are the thermostats in good working order?			
Are vents clean?			
Check pipes or lines for leakage of fluids. Repair if needed.			
Check electrical supply for damage. Repair if needed.			
<b>Private Protection:</b>			
Is system operation monitored by an alarm company?			
Is system tested on a monthly basis and documented?			
Is the main alarm panel in normal operating condition?			
Do all extinguishers have a current inspection tag?			

<b>Emergency Evacuation:</b>			
Are all exits and travel paths identified with illuminated "EXIT" signs?			
Are travel paths leading to exits free of obstructions?			
Are exits unlocked and operational?			
Are working emergency lights provided in the building?			
Are emergency lights tested periodically and documented?			
<b>Roof Inspection</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Is roof clear of debris?			
Is drainage good (no standing water)?			
Is there any physical damage to the roof?			
Is the flashing in good condition?			
Are the gutters in good condition?			
<b>Plumbing Inspection</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
Is there any signs of leaks around exposed pipes?			
Is the water pressure good?			
Does the water drain quickly?			
Do the toilets flush?			
Is there any cracked tiles or caulking?			
Do the faucets work?			

Address Inspected: \_\_\_\_\_

Inspected by: \_\_\_\_\_  
(print name)

\_\_\_\_\_  
(signature)

Date: \_\_\_\_\_

**21.4 Appendix D: Facility & Equipment Inspection Checklist**

Equipment	Good	Fair	Poor	Comments
Fork Lift				
Air Compressor & Hoses				
AC Recovery				
Tire Changing & Balancing				
Wheel Alignment				
Vehicle Lifts & Gantries				
Floor & Transmission Jacks				
Vises				
Grinders				
Hydraulic Press				
Drill Press				
Metal Welding & Cutting				
Shop Floor Fans & Heaters				
Fluid Dispensing Systems				
Bus Wash				
Fuel Tanks				
Fuel Pumps				
Fire Extinguishers				

Location: \_\_\_\_\_ Date Inspected: \_\_\_\_\_

Inspector

Name: \_\_\_\_\_ Inspector Signature: \_\_\_\_\_

## 21.5 Appendix E: Medical Examination Report

Form MCSA-5875 (Revised: 12/09/2018)

GMB No. 2126-0006 Expiration Date: 8/31/2018

	<p><b>Public Burden Statement</b> A Federal Agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information if it does not display this current valid OMB Control Number. The OMB Control Number for this information collection is 1520-0006. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time for reviewing instructions, gathering existing data needed, reviewing the collection of information, providing the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Washington Headquarters Office, Federal Motor Carrier Safety Administration, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.</p>
<p><b>Medical Examination Report Form</b> (for Commercial Driver Medical Certification)</p>	

<p><b>PRIVACY ACT STATEMENT:</b> This statement is provided pursuant to the Privacy Act of 1974, 5 U.S.C. § 552a.</p> <p><b>AUTHORITY:</b> Title 49, United States Code (USC), 49 USC 31133(c)(8) and 31149(c)(1)(i).</p> <p><b>PURPOSE:</b> To record results of a driver's physical examination, to determine qualification to operate a commercial motor vehicle (CMV), and to promote driver health in interstate commerce according to the requirements in 49 CFR 391.41-49. Providing this information is mandatory. If this information is not provided, the medical examiner will not be able to determine qualification to operate a CMV in interstate commerce according to the requirements in 49 CFR 391.41-49. To record results of a driver's physical examination and to determine qualification to operate a CMV in interstate commerce when the driver is required by a State to be examined by a medical examiner listed on the National Registry of Certified Medical Examiners in accordance with the provisions of 49 CFR 391.41-49 and any variances from the physical qualification standards adopted by such State.</p> <p>Medical examiners are required to complete the Medical Examination Report Form for every driver physical examination performed in accordance with 49 CFR 391.41. Each original (paper or electronic) completed Medical Examination Report Form must be retained on file at the office of the medical examiner for at least 3 years from the date of examination. The medical examiner must make all records and information in these files available to an authorized representative of FMCSA or an authorized Federal, State, or local enforcement agency representative, within 48 hours after the request is made (49 CFR 391.43)(i).</p> <p><b>ROUTINE USES:</b> The information is used for the purpose set forth above and may be forwarded to Federal, State, or local law enforcement agencies for their use. Medical Examination Report Forms collected by FMCSA will be stored in FMCSA's automated National Registry of Certified Medical Examiners System and will be used to monitor the performance of medical examiners listed on the National Registry.</p> <p>In addition to those disclosures permitted under 5 USC 552(a)(1) of the Privacy Act of 1974, additional disclosures may be made in accordance with the U.S. Department of Transportation (DOT) Preliminary Statement of General Routine Uses published in the Federal Register on December 29, 2010 (75 FR 82132), under "Preliminary Statement of General Routine Uses" (available at <a href="http://www.dot.gov/privacy/privacy/notice">http://www.dot.gov/privacy/privacy/notice</a>).</p> <p><b>ACKNOWLEDGMENT:</b> I understand the provisions of the Privacy Act of 1974 as related to me through the above-mentioned statement.</p> <p>Driver's Signature: _____ Date: _____</p>	<p><b>MEDICAL RECORD #</b></p> <p>_____</p> <p><i>(or sticker)</i></p>
--	--

**SECTION 1. Driver Information (to be filled out by the driver)**

<b>PERSONAL INFORMATION</b>					
Last Name:	First Name:	Middle Initial:	Date of Birth:	Age:	
Street Address:	City:	State/Province:	Zip Code:		
Driver's License Number:	Issuing State/Province:	Phone:	Gender:	<input type="radio"/> M <input type="radio"/> F	
E-mail (optional):	CLP/CDL Applicant/Holder*: <input type="radio"/> Yes <input type="radio"/> No		Driver ID Verified By**:		
I has your USDOT/FMCSA medical certificate ever been denied or issued for less than 2 years? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Sure					

\*CLP/CDL Applicant/Holder. See instructions for definition. \*\*Driver ID Verified By Record what type of photo ID was used to verify the identity of the driver, e.g., CDL, driver's license, passport

<b>DRIVER HEALTH HISTORY</b>	
Have you ever had surgery? If "yes," please list and explain below.	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Sure
Are you currently taking medications (prescription, over-the-counter, herbal remedies, diet supplements)? If "yes," please describe below.	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Sure
<i>(Attach additional sheets if necessary)</i>	



Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ DOB: \_\_\_\_\_ Exam Date: \_\_\_\_\_

**TESTING**

Pulse rate: \_\_\_\_\_ Pulse rhythm regular:  Yes  No Height: \_\_\_ feet \_\_\_ inches Weight: \_\_\_ pounds

Blood Pressure	Systolic	Diastolic	Urinalysis	Sp. Gr.	Protein	Blood	Sugar
Sitting			Urinalysis is required. Numerical readings must be recorded.				
Second reading (optional)			Protein, blood, or sugar in the urine may be an indication for further testing to rule out any underlying medical problems.				
Other testing if indicated							

**Vision**  
Standard is at least 20/40 acuity (Snellen) in each eye with or without correction. At least 10° field of vision in horizontal meridian measured in each eye. The use of corrective lenses should be noted on the Medical Examiner's Certificate.

Acuity	Uncorrected	Corrected	Horizontal Field of Vision
Right Eye:	20/ _____	20/ _____	Right Eye: _____ degrees
Left Eye:	20/ _____	20/ _____	Left Eye: _____ degrees
Both Eyes:	20/ _____	20/ _____	

Applicant can recognize and distinguish among traffic control signals and devices showing red, green, and amber colors  Yes  No  
 Monocular vision  Yes  No  
 Referred to ophthalmologist or optometrist?  Yes  No  
 Received documentation from ophthalmologist or optometrist?  Yes  No

**Hearing**  
Standard: Must first perceive whispered voice at not less than 5 feet OR average hearing loss of less than or equal to 40 dB, in better ear (with or without hearing aid).

Check if hearing aid used for test:  Right Ear  Left Ear  Neither

**Whisper Test Results**  
Record distance (in feet) from driver at which a forced whispered voice can first be heard

Right Ear	Left Ear
_____	_____

**Audiometric Test Results**

Right Ear	Left Ear
500 Hz _____	500 Hz _____
1000 Hz _____	1000 Hz _____
2000 Hz _____	2000 Hz _____
Average (right): _____	Average (left): _____

**PHYSICAL EXAMINATION**

The presence of a certain condition may not necessarily disqualify a driver, particularly if the condition is controlled adequately, is not likely to worsen, or is readily amenable to treatment. Even if a condition does not disqualify a driver, the Medical Examiner may consider deferring the driver temporarily. Also, the driver should be advised to take the necessary steps to correct the condition as soon as possible, particularly if neglecting the condition could result in a more serious illness that might affect driving.

Check the body systems for abnormalities.

Body System	Normal	Abnormal	Body System	Normal	Abnormal
1. General	<input type="radio"/>	<input type="radio"/>	8. Abdomen	<input type="radio"/>	<input type="radio"/>
2. Skin	<input type="radio"/>	<input type="radio"/>	9. Genito-urinary system including hernias	<input type="radio"/>	<input type="radio"/>
3. Eyes	<input type="radio"/>	<input type="radio"/>	10. Back/Spine	<input type="radio"/>	<input type="radio"/>
4. Ears	<input type="radio"/>	<input type="radio"/>	11. Extremities/joints	<input type="radio"/>	<input type="radio"/>
5. Mouth/throat	<input type="radio"/>	<input type="radio"/>	12. Neurological system including reflexes	<input type="radio"/>	<input type="radio"/>
6. Cardiovascular	<input type="radio"/>	<input type="radio"/>	13. Gait	<input type="radio"/>	<input type="radio"/>
7. Lungs/chest	<input type="radio"/>	<input type="radio"/>	14. Vascular system	<input type="radio"/>	<input type="radio"/>

Discuss any abnormal answers in detail in the space below and indicate whether it would affect the driver's ability to operate a CMV. Enter applicable item number before each comment.

(Attach additional sheets if necessary)

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_ DOB: \_\_\_\_\_ Exam Date: \_\_\_\_\_

Please complete only one of the following (Federal or State) Medical Examiner Determination sections:

**MEDICAL EXAMINER DETERMINATION (Federal)**

Use this section for examinations performed in accordance with the Federal Motor Carrier Safety Regulations (49 CFR 391.41-391.42):

- Does not meet standards (specify reason): \_\_\_\_\_
- Meets standards in 49 CFR 391.41; qualifies for 2-year certificate
- Meets standards, but periodic monitoring required (specify reason): \_\_\_\_\_  
 Driver qualified for:  3 months  6 months  1 year  other (specify): \_\_\_\_\_  
 Wearing corrective lenses  Wearing hearing aid  Accompanied by a waiver/exemption (specify type): \_\_\_\_\_  
 Accompanied by a Skill Performance Evaluation (SPE) Certificate  Qualified by operation of 49 CFR 391.64 (Federal)  
 Driving within an exempt intracity zone (see 49 CFR 391.62) (Federal)
- Determination pending (specify reason): \_\_\_\_\_  
 Return to medical exam office for follow-up on (must be 45 days or less): \_\_\_\_\_  
 Medical Examination Report amended (specify reason): \_\_\_\_\_  
 (if amended) Medical Examiner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_
- Incomplete examination (specify reason): \_\_\_\_\_

**If the driver meets the standards outlined in 49 CFR 391.41, then complete a Medical Examiner's Certificate as stated in 49 CFR 391.43(B), as appropriate.**

I have performed this evaluation for certification. I have personally reviewed all available records and recorded information pertaining to this evaluation, and attest that to the best of my knowledge, I believe it to be true and correct.

Medical Examiner's Signature: \_\_\_\_\_

Medical Examiner's Name (please print or type): \_\_\_\_\_

Medical Examiner's Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Medical Examiner's Telephone Number: \_\_\_\_\_ Date Certificate Signed: \_\_\_\_\_

Medical Examiner's State License, Certificate, or Registration Number: \_\_\_\_\_ Issuing State: \_\_\_\_\_

MD  DO  Physician Assistant  Chiropractor  Advanced Practice Nurse

Other Practitioner (specify): \_\_\_\_\_

National Registry Number: \_\_\_\_\_

Medical Examiner's Certificate Expiration Date: \_\_\_\_\_

**Public Burden Statement**  
 A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2126-0066. Public reporting burden for this collection of information is estimated to average 1 minute per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Office, Federal Motor Carrier Safety Administration, MC-90A, 1200 New Jersey Avenue, SE, Washington, DC 20590.

**Medical Examiner's Certificate**  
 (For Commercial Driver Medical Certificate)

I certify that I have examined **Last Name:** \_\_\_\_\_ **First Name:** \_\_\_\_\_ in accordance with (please check only one):

- the Federal Motor Carrier Safety Regulations (49 CFR 391.41, 391.49) and, with knowledge of the driving duties, I find this person is qualified, and, if applicable, only when (check all that apply) OR
- the Federal Motor Carrier Safety Regulations (49 CFR 391.41, 391.49) with any applicable State variances (which will only be valid for intrastate operations), and, with knowledge of the driving duties, I find this person is qualified, and, if applicable, only when (check all that apply):
  - Wearing corrective lenses  Accompanied by a \_\_\_\_\_ waiver/exemption  Driving within an exempt intrastate zone (49 CFR 391.62) (Federal)
  - Wearing hearing aid  Accompanied by a Skill Performance Evaluation (SPE) Certificate  Qualified by operation of 49 CFR 391.64 (Federal)
  - Grandfathered from State requirements (State)

The information I have provided regarding this physical examination is true and complete. A complete Medical Examination Report Form, MCSA-5875, with any attachments embodes my findings completely and correctly, and it is on file in my office.

**Medical Examiner's Certificate Expiration Date**  
 \_\_\_\_\_

<b>Medical Examiner's Signature</b>	<b>Medical Examiner's Telephone Number</b>	<b>Date Certificate Signed</b>
<b>Medical Examiner's Name (please print or type)</b>	<input type="radio"/> MD <input type="radio"/> Physician Assistant <input type="radio"/> Advanced Practice Nurse	
	<input type="radio"/> DO <input type="radio"/> Chiropractor <input type="radio"/> Other Practitioner (specify) _____	
<b>Medical Examiner's State License, Certificate, or Registration Number</b>	<b>Issuing State</b>	<b>National Registry Number</b>
<b>Driver's Signature</b>	<b>Driver's License Number</b>	<b>Issuing State/Province</b>
<b>Driver's Address</b>		
<b>Street Address</b>	<b>City</b>	<b>State/Province</b>
	<b>Zip Code</b>	<input type="radio"/> Yes <input type="radio"/> No
		<b>CLP/CDL Applicant/Holder</b>

## 21.6 Appendix F: Event Investigation and Reporting Procedure

### 1.) Definitions:

- **Accident** – An event that causes damage to a vehicle, individual property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles.
- **Incident** – An event that causes damage to a vehicle, individual; or property while the vehicle was not in motion or that involves property belonging to Ride Solution, Inc.

### 2.) Forms/Documents

- **Event Protocol Checklist (21.6.1)** – Document filled out by individual(s) receiving call from driver usually a Customer Service Team member or on call personnel.
- **Accident Report (21.6.2)** – Filled out by driver documenting the circumstance, timing, location and description of event
- **Incident Report (21.6.3)** – Filled out by driver or employee reporting incident documenting the circumstance, timing, location and description of event.
- **Root Cause (21.6.4)** – Corrective Action Review Form –
- **FDOT Accident & Incident Reporting Form (21.6.5)** – Notification to FDOT District 2 of an event. A reportable event is defined as follows:
  - Event where an individual is confirmed dead within 30 days of a bus transit system related event.
  - Event where injuries requiring immediate medical attention away from the scene for two or more individuals.
  - Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property, greater than \$1000.
  - Evacuation of a vehicle due to a life safety event where there is imminent danger to passengers on the vehicle, excluding evacuations due to operational issues.
- **Post-Accident Drug and Alcohol Testing Decision Making Form (21.6.6)** - Document used to determine and document need for post-accident testing to safety sensitive employees as per 49 CR part 655

### 3.) Procedure

- a.) Employee involved in an incident or accident will contact Customer Service or individual on call to report occurrence of event.
- b.) Employee receiving initial call will proceed to assist and document occurrence using Event Protocol Checklist (21.6.1). Operations Coordinator or employee on call will be advised of incident
- c.) Upon completion of activities delineated on 21.6.1 driver or incident reporting individual will proceed to document their recollection of event in the corresponding Accident or incident Report.

**d.) FDOT Accident & Incident Report Form will be completed and submitted to District within 24 hours of event occurrence should it be deemed applicable.**

**e.) Once all documentation is completed a team composed of Operations Coordinator, Customer Service representative and Administration Staff will perform root cause analysis, identify corrective action, and update management of recommended remediation. A monthly update meeting will be held with the Executive Director or designee, to review prior month's statistics; perform trend analysis and identify potential systemic issues that may need to be addressed.**

**f.) Operations Coordinator will be responsible for safeguarding all documentation in a safe location within the administrative offices.**

**g.) On a quarterly basis as a minimum events historical, trends, root causes and trending will be reviewed with employees.**

### EVENT PROTOCOL CHECK-LIST CUSTOMER SERVICE / FIRST RESPONDER

Customer Service Representative Name: _____ Caller's (Driver) Name: _____ Vehicle Number or description: _____	Date: _____	Time: _____	
For this SSPP, events are considered accidents or incidents that involve a transit vehicle or take place on Ride Solution controlled property. An "accident" is an event that causes damage to a vehicle, individual, or property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles. An "incident" is defined as an event that causes damage to a vehicle, individual, or property, which is not an accident. Incident must be recorded by the employee the day of the event if possible and forwarded to Executive Director or Executive Director Assistant and Operations Coordinator.			
<b>CS AGENT/ First Responder: IF INJURIES OR DISABLED VEHICLE: Keep caller on phone and ask your associate to call 911. If you are the only one working at customer service, place the caller on hold and dial 911. (Obtain assistance of your leadership team when available.)</b>			
What is your location? _____			
Approx. time of event occurrence: _____			
<b>REMAIN CALM AND ASK THE FOLLOWING QUESTIONS:</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Ask if the driver is hurt. Does the driver needs medical assistance?			
Have you called 911 to request assistance?			
Is the event a threat or security hazard?			
Are there any passengers on board?			
Does anyone need medical attention?			
Do you smell smoke or see fire? If yes, has all passengers evacuated the vehicle and in a safe location away from traffic, as well as all accounted for?			
Did the vehicle sustain damage?			
Has the vehicle been moved following the accident?			
Is there a possibility of a fire or further injury to a passenger or driver?			
Can the vehicle be moved off of the roadway? (Instruct the driver to position the vehicle not to obstruct other motorists if possible) If the vehicle cannot be moved from the roadway, ask the driver to evacuate the passengers to a safe location away from the roadway and vehicle.			
Have you turned the vehicle off? (if possible, please do)			
Have you activated 4 way flashers and set out triangles?			
Have you obtained names of passengers and handed out passenger information cards? Medical attention forms complete?			

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Do you have ARC passengers on board? (CS AGENT: If yes, contact the ARC agency)			
Do you have any Broker clients on board? (CS AGENT: If yes, notify notify Maricarmen Belltran)			
Ask the driver to notate which seat each passenger is occupying.			
Has an officer (police, sheriff, fire rescue) arrived			
Has the driver obtained from the investigating officer a copy of the report?			
Driver is to obtain Name, address, DOB and DL number of individuals involved in the accident. Insurance Company and policy number, Vehicle make and model, tag number and VIN of vehicle(s) are to be written down by the Driver. (If possible and if not medically able to complete, the Operations Coordinator will obtain information.)			
Remind driver not to discuss accident with anyone other than law enforcement or RS management nor claim responsibility, argue or try to defend his/herself.			
<b>IF INJURIES OR DISABLED VEHICLE:</b> Ask a CS associate or manager to contact the Operations Coordinator to inform of the accident and get location according to AVLUMD2 in Trapeze. And print out the manifest to confirm location, as well as, passenger(s) on-board information. (If you are the only person on-duty, obtain the check-list information and contact the operations coordinator, administrative director, operations director, and/or executive director to report the accident.) Contact Operations Coordinator if injuries or vehicle breakdown (Location, vehicle number, driver telephone number and brief description of accident) 386-530-1179 Contact Maintenance manager if vehicle is disabled (Location, vehicle number, driver telephone number and brief description of accident) 386-530-0318 Contact Director of Operations designee (Location, vehicle number, driver telephone number and brief description of accident) 786-417-9490	<b>Yes</b>	<b>No</b>	<b>NA</b>
Telephone number for driver on scene:			





**Accident:** *An Accident is defined as an event that causes damage to a vehicle, individual, or property while the vehicle was in motion.*

**ACCIDENT REPORT:** \_\_\_ Injury to Individual \_\_\_ Damage to Vehicle \_\_\_ Damage to Property

Report Date: \_\_\_\_\_ Time of Accident: \_\_\_\_\_

Employee filing Report: \_\_\_\_\_ Vehicle #: \_\_\_\_\_

Accident Reported to: \_\_\_\_\_ Time of Report: \_\_\_\_\_

**Witnesses to the Accident:** (List all witnesses – attach additional page if necessary)

Name: \_\_\_\_\_ Phone # \_\_\_\_\_  
Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone # \_\_\_\_\_  
Address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone # \_\_\_\_\_  
Address: \_\_\_\_\_

Description of Accident: (If needed attach separate description)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Medical Exam if an injury occurred: \_\_\_\_\_  
(Results of medical evaluation must be attached)  
Follow-up Action: \_\_\_\_\_  
\_\_\_\_\_

Reporting Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Time of Accident: \_\_\_\_\_

Phone #: \_\_\_\_\_ Location: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_





**Ride Solution, Inc  
Root Cause / Corrective Action Accident Review Form**

**Date of Accident:** \_\_\_\_\_ - \_\_\_\_\_      **Time of Accident** \_\_\_\_\_

**Driver:** \_\_\_\_\_      **Vehicle:** \_\_\_\_\_

**Description of Accident:**

**What Happened?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**When did it happen?**

\_\_\_\_\_  
\_\_\_\_\_

**How did it happen?**

\_\_\_\_\_  
\_\_\_\_\_

**Why did it happen? List potential root causes:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- |  |           |          |
|--|-----------|----------|
| 1. Was a vehicle towed from the scene?   | Yes _____ | No _____ |
| 2. Were there injuries requiring medical transport?  | Yes _____ | No _____ |
| 3. If yes, was there a post accident drug test?<br>If no, attach reason driver was not tested. | Yes _____ | No _____ |
| 4. Was Ride Solution's driver charged?   | Yes _____ | No _____ |
| 5. Were there passengers or witnesses?   | Yes _____ | No _____ |
| 6. Was accident reported to insurance company?   | Yes _____ | No _____ |
| 7. Was there a supervisor dispatched to the scene?   | Yes _____ | No _____ |
| 8. Was Workers Comp called if an injury involved?  | Yes _____ | No _____ |

**If no to number 3, state reason:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**If yes to number 5, provide names and contact info:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Root Cause Analysis:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**State the corrective action taken in accident prevention:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Corrective Action Implementation Schedule:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Was the accident/incident an organizational issue?** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

Signature of Reviewer

Signature of Supervisor

\_\_\_\_\_



## Florida Department of Transportation District Two Accident & Incident Reporting Form

According to FDOT Transit Vehicle Inventory Management, Procedure No. 725-030-025 and Applicant Certification and Assurance to FDOT Exhibit of the Grant Application Manuals, all sub-recipients are required to **notify the Department within 24 hours of any accident or incident** and submit related reports.

**Directions:** In the case of an accident or incident, please complete this form and email to Doreen Joyner-Howard at [doreen.joynerhoward@dot.state.fl.us](mailto:doreen.joynerhoward@dot.state.fl.us). Refer to page 2 for reporting guidance.

### 1. AGENCY INFORMATION

Agency Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number: \_\_\_\_\_

### 2. ACCIDENT/ INCIDENT INFORMATION

Date of Accident/Incident : \_\_\_\_\_ Time of Accident/Incident: \_\_\_\_\_  
Location of Accident/Incident: \_\_\_\_\_  
Driver/ Staff Name: \_\_\_\_\_  
Injuries:            Yes             No             Fatalities:            Yes             No   
Details of Accident/Incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Name of person preparing report: \_\_\_\_\_

### 3. VEHICLE INFORMATION (If Applicable)

Funding:    5310             5311/ARRA             5316             5317             5339   
Other: \_\_\_\_\_  
FDOT Control #: \_\_\_\_\_ Agency Vehicle #: \_\_\_\_\_  
Vehicle Year: \_\_\_\_\_ Vehicle Make/Model: \_\_\_\_\_  
VIN#: \_\_\_\_\_  
Mileage: \_\_\_\_\_

SSPP 21.6.5



## Accident and Incident Reporting FAQs

### 1. What is an "accident"?

An "accident" is an event that causes damage to a vehicle, individual, or property while the vehicle is in motion. It may involve a single vehicle or multiple vehicles. Examples include –

- A car hits the bus while the driver was pulling out of a bus bay
- Bus runs red light and hits a pedestrian crossing the road
- Bus hits a tree or stop sign

### 2. What is an "incident"?

An "incident" is defined as an event that causes damage to a vehicle, individual, or property, which is not an accident.

- A tree falls on a bus parked in the parking lot during a storm
- Bus catches fire due to an electric short in the engine
- A vehicle was vandalized

### 3. Under what conditions do I report an accident or incident to the District?

- A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
- Injuries requiring immediate medical attention away from the scene for two or more individuals.
- Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property, greater than \$1000.
- Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

### 4. Who should I contact if I have any questions?

**Doreen Joyner-Howard, AICP, District Freight Logistics and Passenger Operations Manager**  
 FDOT District Two Modal Development Office  
 2198 Edison Avenue, MS 2806, Jacksonville, FL 32204-2730  
 Phone: 904-360-5650; Email: [doreen.joynerhoward@dot.state.fl.us](mailto:doreen.joynerhoward@dot.state.fl.us)

**Janell Damato, Rural/Urban Transportation Coordinator**  
 FDOT District Two Modal Development Office  
 2198 Edison Avenue, MS 2806, Jacksonville, FL 32204  
 Phone: 904-360-5687; Email: [janell.damato@dot.state.fl.us](mailto:janell.damato@dot.state.fl.us)

**Sandra Collins, CPM, Programs Coordinator**  
 FDOT District Two Modal Development Office  
 1109 South Marlon Avenue, MS 2018, Lake City, FL 32025  
 Phone: 386-961-7870; Email: [sandra.collins@dot.state.fl.us](mailto:sandra.collins@dot.state.fl.us)

**Theodis L. ("Thee") Perry, Jr., CPM, FCCM, Urban Transit Coordinator**  
 FDOT District Two Modal Development Office  
 2198 Edison Avenue, MS 2806, Jacksonville, FL 32204  
 Phone: 904-360-5414; Email: [theodis.perry@dot.state.fl.us](mailto:theodis.perry@dot.state.fl.us)



**Ride Solution, Inc.**

**FTA Post-Accident Drug and Alcohol Testing Decision Making Form**

*The Federal Transit Administration (FTA) drug and alcohol testing regulation (49 CFR Part 655) requires that safety-sensitive employees involved in a public transportation vehicle accident (as defined at 655.4 & 655.44) submit to tests for alcohol misuse and prohibited drug use as soon as possible following the accident. Part 655 also requires the testing of any other safety-sensitive employee whose performance could have contributed to the accident, as determined by the employer at the scene using the best information available at the time of the decision.*

**Accident Information:**

Date of Accident: \_\_\_\_\_ Time of Accident: \_\_\_\_\_ AM/PM  
 Employee Name: \_\_\_\_\_ Employee ID/SSN: \_\_\_\_\_

**Decision Questions:**

- Was there a fatality?  
    \_\_\_\_\_ YES (FTA drug and alcohol tests are REQUIRED)     \_\_\_\_\_ NO
- If there was NO fatality, answer the following questions:
  1. Has any individual suffered a bodily injury and immediately received medical treatment away from the scene of the accident?     \_\_\_\_\_ YES     \_\_\_\_\_ NO
  2. Was there any disabling damage to any vehicle involved in the accident, requiring the vehicle to be towed away from the scene?     \_\_\_\_\_ YES     \_\_\_\_\_ NO
  3. Was the vehicle (if rail car, trolley car, trolley bus, or vessel) removed from operation?     \_\_\_\_\_ YES     \_\_\_\_\_ NO

If you answered yes to any of these three questions, can you completely discount the performance of the operator of the public transportation vehicle as a contributing factor to the accident?

\_\_\_\_\_ NO (FTA drug and alcohol tests are REQUIRED)  
 \_\_\_\_\_ YES, Explain: \_\_\_\_\_  
 \_\_\_\_\_

(If you answered YES, FTA drug and alcohol tests are PROHIBITED)

- Other than the operator, could the performance of any other safety-sensitive employee have contributed to the accident, using the best information available?  
    \_\_\_\_\_ NO  
    \_\_\_\_\_ YES, Explain: \_\_\_\_\_  
    \_\_\_\_\_

(If YES, make arrangements to immediately post-accident test that employee)

**Did You Decide to Perform a Drug or Alcohol Test?**

\_\_\_\_\_ YES (Complete page 2 of this form)     \_\_\_\_\_ NO (No further action required)

(21.6.6) Post Accident Drug and Alcohol Testing Decision Making Form 10-30-24

**Time of Decision to Conduct a DOT/FTA Post-Accident Test:** \_\_\_\_\_AM/PM

**Testing Information:**

Collection Site Location: \_\_\_\_\_ Time Arrived: \_\_\_\_\_AM/PM

1. Was the **alcohol** test performed within **2** hours of the time of the accident?

\_\_\_\_\_ YES

\_\_\_\_\_ NO, Explain: \_\_\_\_\_  
\_\_\_\_\_

2. Was the **alcohol** test performed within **8** hours of the time of the accident?

\_\_\_\_\_ YES

\_\_\_\_\_ NO, Explain: \_\_\_\_\_  
\_\_\_\_\_

**If the alcohol test is not conducted within 8 hours cease all efforts to administer the test.**

3. Was the **drug** test performed within **32** hours of the time of the accident?

\_\_\_\_\_ YES

\_\_\_\_\_ NO, Explain: \_\_\_\_\_  
\_\_\_\_\_

**If the drug test is not conducted within 32 hours cease all efforts to administer the test.**

*The above documentation was provided by:*

Supervisor Name: \_\_\_\_\_

Phone No: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**21.7 Appendix G: Retention and Destruction Policy**



# **RETENTION & DESTRUCTION POLICY**

## POLICY AREA

### **RECORD RETENTION AND DESTRUCTION POLICY**

#### **STATEMENT OF POLICY**

Ride Solution, Inc. Board recognizes the need to maintain complete, accurate, and high quality records to regularly dispose of unnecessary and outdated documents and files in order to maintain organization efficiencies by limiting the cost of record storage and the volume of documents chronicled by staff. Prudent business operation requires that disposal of documents be undertaken with caution, lest a record be destroyed that is needed later.

#### **GUIDELINE SECTIONS**

##### **Background**

In addition, the Sarbanes-Oxley Act, section 802 (<http://www.soxlaw.com/s802.htm>) makes it a crime to alter, cover-up, falsify, or destroy and record to prevent its use in an official proceeding. The Act turns intentional document destruction into a process that must be monitored, justified, and carefully administered.

#### **POLICIES AND PRACTICES**

All organization employees and agents are responsible for ensuring that all records are created, used, maintained, preserved, and destroyed in accordance with this Record Retention and Destruction Policy.

This policy including the attached table provides clear and mandatory requirements for both the retention of organizational records and for intentional, periodic process for the destruction of records.

Records containing confidential and proprietary information will be securely maintained, controlled, and protected to prevent unauthorized access.

All records generated and received by the organization are the property of the organization. No employee, by virtue of their position, has any personal or property right to such records even though they may have developed or compiled them. An employee may request copies of files containing personal information or documents they have helped to develop. The request will be reviewed by

management and if determined acceptable, copies can be dispersed accordingly. The unauthorized destruction, removal, or use of such records is prohibited.

No one may falsify or inappropriately alter information in any record or document.

When appropriate, inactive paper records scheduled for destruction in future periods will be stored in containers (such as banker's boxes), with contents clearly labeled, and with the destruction dated clearly indicated on the box. Employees and agents of Ride Solution, Inc. are responsible for maintaining a list of files scheduled to be destroyed, by shredding, based on their original destroy date. Prior to destruction, the assigned/designated employee(s) or agent(s) of Ride Solution, Inc. will review the list in accordance with this policy and files approved for shredding or, if needed, the destroy date is revised and the files retained.

Records that have satisfied their required period of retention will be destroyed in an appropriate manner.

The Operations Manager will be responsible for the administration of the Policy. Any changes or revisions to the policy or retention schedule will be approved by the Finance and Audit Committee.

Information pertaining to unauthorized destruction, removal, or use of organization records, or regarding falsifying or inappropriately altering information in a record or document should be reported directly to the Compliance Officer in accordance with the Whistleblower Policy.

While records should be destroyed when the retention period has passed, the historical or archival value of some records should be considered in light of future research or public relations purposes. Managers may request an exception to the policy by presenting an assessment of the particular situation to the Operations Manager (or designee).

Electronic files are considered the same as a paper file. If a document only exists electronically, it should be retained for the same retention period. Electronic media containing electronic files should be clearly identified and where appropriate, aggregated individual network folders by destruction date.

## DEFINITION

**Record:** A record is recorded information, regardless of medium or characteristic, which can be retrieved at any time. It includes all original documents, papers, letters, cards, books, photographs, sound or video recordings, magnetic tape, electronic media, and other information containing media that are generated and/or received in connection with transacting the organization's business. If not stipulated otherwise, these are the records to which the retention schedule applies.

**Non-Record:** Non-records material includes duplicate copies or correspondence, duplicate copies of records used for short-term reference purposes, blank forms, stocks of publications, magazines, newspapers, public telephone directories, and transitory messages used primarily for the informal communication of information. Transitory messages do not set policy, establish guidelines or procedures certify a transaction, or become a receipt. Transitory messages may include, but are not limited to, e-mail messages with short-lived or no administrative value, voice mail, and telephone messages.

Notes of unofficial meetings, telephone conversations or other personal notes, when generated should be routinely discarded when they are no longer useful. For example, when informal notes are transferred to a more formal record, the notes are no longer useful and should be discarded.

Preliminary working papers and superseded drafts, particularly after subsequent versions are finalized, should be discarded.

Non-records are maintained for as long as administratively needed, and the retention schedules do not apply. Non-records may be discarded when the business use has terminated.

**E-Mail Communications:** E-mail communications, messages and documents transmitted by email are similar to paper documents. They may be considered business records and are subject to this policy. To determine whether an e-mail message must be retained and for how long, think of it as if it were a paper memo or document. If a memo would be retained due to its content, then an e-mail message with the same content should be retained for the same length of time.

The originator of the e-mail message (or the recipient if the message is from outside the organization) is the person responsible for retaining the message. E-mail messages may be retained in electronic form in the mailbox, or be printed and filed along with other documents related to the topic. Users may delete e-mail messages that they are not required by this policy to retain (such as non-record and transitory messages) and messages that are being retained in printed form.

## LITIGATION

If any litigation, claim, or audit is started before the expiration of the stated retention period, the records relating to that subject shall be retained until all litigation, claims, or audit findings involving those records have been resolved and final action taken, or until the stated retention period is expired, whichever is longest. For example if there is an ongoing investigation or audit and during that time, the destruction date is due, then an exception must be made. When the investigation or audit is complete, if the documents are released for destruction, a new date will be set.

In case of litigation, the electronic file has the same status as a paper file. Voice mail and e-mail can be considered subject to mandatory retention in cases of litigation. While litigation issues are highly unlikely at Ride Solution, Inc., if a case should arise the assistance of technical staff should be sought to preserve the appropriate electronic messages.

The Operations Manager will be responsible for notifying affected employees of changes to retention requirements in cases where litigation or pending claims extends the retention period, and will work collectively to identify records that may apply to the issue in question.

## DOCUMENT RETENTION PERIODS

Unless otherwise noted, all retention periods listed in the following table shall begin with filing the tax return to which the document applies. If the statute of limitations concerning a tax year is extended, retention should be extended accordingly.

Note that the retention period for some records begins with the disposal of the asset or the termination or expiration of the agreement or contract.

Type of Record	Retention Period (Years)	Type of Storage	Where Stored
<b>Accounting</b>			
Audit reports	Permanent	Electronic	Admin Office File Server X Drive
Bank statements & reconciliations	7	Electronic	Admin Office File Server X Drive
Budgets	7	Electronic	Admin Office File Server X Drive
Cancelled checks	7	Electronic	Admin Office File Server X Drive
Contracts (purchases)	Variable – Based on terms of contract	Paper during work or warranty	Admin Offices
	7	Electronic	Admin Office File Server X Drive
Deposit slips	3 months	Paper	Admin Offices
Depreciation schedules	7 yrs. post disposal	Electronic	Admin Office File Server X Drive

Expense reports	7	Electronic	Admin Office File Server X Drive
Financial statements (interim forecasts)	7	Electronic	Admin Office File Server X Drive
Financial statements	Permanent	Electronic	Admin Office
(system generated yearend)			File Server X Drive
Fixed asset purchase documentation	7 yrs. post disposal		
General ledgers and journals	Permanent	Electronic	Admin Office File Server X Drive
Miscellaneous income returns (Form 1099)	10	Electronic Mostly generated from payroll	Admin Office File Server X Drive Payroll Service
Payroll reports, earning records	4	Paper – for audit purposes per FDOT	Admin Office for first two years and Warehouse for last two years
	4 +	Electronic	Payroll Service
Payroll tax returns (Form 941) and employee earnings (Form W-2)	Permanent	Electronic An electronic file will be created and saved each year for audit purposes	Payroll Service & File Server X Drive

Payroll time sheets	4	Paper for FDOT audit purposes	Admin Offices
Petty cash vouchers	4	Paper	Admin Offices
Vendor payments (Purchase orders, invoices, bills of lading, etc.)	2	Paper	Admin Offices
	5	Electronic	File Server X Drive

<b>Corporate</b>			
Bylaws, charters, minute books	Permanent	Paper	Executive Director's Office
		Electronic Scanned Copies	File Server X Drive
Checks (taxes, property, fulfillment of important contracts)	Permanent	Electronic	File Server X Drive
Contracts and agreements (non-routine)	Permanent	Electronic	File Server X Drive
Copyrights and trademark registrations	Permanent	Paper	Executive Director's Office
		Electronic	File Server X Drive
Correspondence (general)	1	Paper	Admin Offices Mail Inboxes Filed as needed
Correspondence (legal, tax, license)	Permanent	Paper	Executive Directors Office

		Electronic	File Server X Drive
Deeds and easements	Permanent	Paper	Executive Directors Office
Email – general purposes Depending on the nature of the email, the length of time may need to exceed 5 years	5	Electronic	Mail Server

IRS 501c3 approval letter	Permanent	Paper	Executive Directors Office
Leases	7 yrs. post expired	Paper	Admin Offices
Notes	5 yrs. post expired	Electronic	File Server X Drive
Tax exemption requests and documentation (federal, state, local)	Permanent	Electronic Scanned copies acceptable	File Server X Drive
Tax returns ( Form 990, etc.) including work papers We do not do tax returns, only 990s – should be defined	5	Paper	Admin Offices
	Permanent	Electronic	File Server X Drive
<b>Human Resources</b>			
Contracts (employment)	7 yrs. post term	Electronic Scanned Copies Acceptable	File Server X Drive
Disability benefit records	5— post term	Paper	Payroll Office Employee Files

	Permanent	Electronic	File Server X Drive
Employee payroll records & withholding tax statements	4 years per 14-90.004	Electronic	Payroll Service File Server X Drive
Employment applications	3	Paper	Admin Office Hiring Manager
Exposure to workplace hazards records	30 yrs. post term	Paper	Maintenance Garage

OSHA reports and records	5	Paper	Maintenance Garage
Personnel files (terminated)	5	Scanned Electronic	File Server X Drive
Personnel files (post-employment)	3	Scanned Electronic	File Server X Drive
<b>Insurance</b>			
Accident reports	4 yrs. per FDOT, 14-90.004(7)	Paper	Admin Offices
	10	Electronic	File Server X Drive
Fire inspection reports	7	Paper	Maintenance Garage
Insurance claims (settled)	7 yrs. post final	Scanned Electronic	File Server X Drive
Policies (expired)	5 yrs. post expired	Scanned Electronic	File Server X Drive
Safety records	4 Per FDOT 14-90.0004(7)	Paper	Admin Offices

	10	Scanned Electronic	File Server X Drive
<b>Maintenance</b>			
Preventive maintenance, regular maintenance, inspections, lubrication and repairs performed for each bus	4	Paper	Maintenance Garage
Annual safety inspections and documentation of any required corrective actions	4	Paper	Maintenance Garage

Daily bus inspections or pre/post check reports.	<b>21</b> weeks (Only inspections without findings)	Paper	Maintenance Garage
<b>Operators – Per 14-90.004(3)</b>			
Driver background checks and qualifications	Continual as long as driver is employed	Paper	Admin Offices
	4 years post-employment	Electronic	File Server X Drive
Driver training	Continual as long as driver is employed	Paper	Admin Offices
	4 years post-employment	Electronic	File Server X Drive
Total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.	4	Paper	Admin Offices Payroll
Driver Manifest/Trip Logs	4	Paper	Warehouse

<b>Substance Abuse Program Files</b>	Reference – CFR Title 49 Part 655.71	Reflected below are the requirements per FTA Scanned Electronic Files may be kept longer for future reference.	Substance Abuse Program (SAP)
Copies of annual MIS reports submitted to FTA	5	Paper	SAP Manager's Office
Covered employee with a verified positive drug or	5	Paper	SAP Manager's Office
Alcohol test results, documentation of refusals to take required drug or alcohol tests.			Office
Records related to the collection process and employee training.	2	Paper	SAP Manager's Office
Records of negative drug or alcohol test results.	1	Paper	SAP Manager's Office

<b>Grant Applications &amp; Agreements</b>			
Applications (Hard Copies)	2	Paper	Executive Director's Office
Applications (Electronic)	10	Electronic	File Server X Drive
Agreements – (Hard Copies for Audit Purposes)	4	Paper	Executive Director's Office
Agreements	Permanent	Electronic	File Server X Drive

<b>Invoices – Federal, State &amp; Local</b>			
Federal and State Some auditors will request the paper copies for the previous fiscal year. That may change.	2	Paper	Admin Offices
Federal and State	5	Electronic	File Server X Drive
Local	1	Paper	Admin Offices
Invoices for contracted transportation Example: Logisticare	2	Paper	Admin Offices

## 21.8 Appendix H: Certifications



### **Bus Transit System Annual Safety and Security Certification** *Certifying Compliance with Rule 14-90, FAC to the Florida Department of Transportation (FDOT)*

Certification Date (Current): **2025**

Certification Year (Previous): **2024**

Name and Address of Bus Transit System: **Ride Solution, Inc. 220 N 11<sup>th</sup> St. Palatka, FL 32177**

*The Bus Transit System (Agency) named above hereby certifies the following:*

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

*Blue Ink* \_\_\_\_\_ *Date:* 1-6-25  
*(Individual Responsible for Assurance of Compliance)*

**Name:** Boyd Thompson **Title:** Executive Director

*Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:*

**Name:** William Thompson

**Address:** 310 S. 10<sup>th</sup> St. Palatka, FL 32177

**Name of Qualified Mechanic who Performed Annual Inspections:** William Thompson

*\* Note: Please do not edit or otherwise change this form.*



**Bus Transit System Annual Safety and Security Certification**

*Certifying Compliance with Rule 14-90, FAC to the  
Florida Department of Transportation (FDOT)*

Certification Date (Current): **2024**

Certification Year: (Previous): **2023**

Name and Address of Bus Transit System: **Ride Solution, Inc. 220 N 11<sup>th</sup> St. Palatka, FL 32177**

*The Bus Transit System (Agency) named above hereby certifies the following:*

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

*Blue Ink* \_\_\_\_\_ *Date:* 1-16-24  
*(Individual Responsible for Assurance of Compliance)*

**Name:** Boyd Thompson **Title:** Executive Director

**Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:**

**Name:** William Thompson

**Address:** 310 S. 10<sup>th</sup> St. Palatka, FL 32177

**Name of Qualified Mechanic who Performed Annual Inspections:** William Thompson

**\* Note: Please do not edit or otherwise change this form.**



**Bus Transit System Annual Safety and Security Certification**

*Certifying Compliance with Rule 14-90, FAC to the  
Florida Department of Transportation (FDOT)*

Certification Date (Current): 2022

Certification Year (Previous): 2021

Name and Address of Bus Transit System: Ride Solution, Inc. 220 N. 11<sup>th</sup> St. Palatka, FL 32177

*The Bus Transit System (Agency) named above hereby certifies the following:*

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

*Blue Ink Signature:*  *Date: January 7<sup>th</sup>, 2022*  
*(Individual Responsible for Assurance of Compliance)*

**Name:** *Boyd Thompson*      **Title:** *Executive Director*

*Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:*

**Name:** *Ride Solution, Inc.*

**Address:** *220 N. 11<sup>th</sup> St. Palatka, FL 32177*

**Name of Qualified Mechanic who Performed Annual Inspections:** *Bill Thompson*

*\* Note: Please do not edit or otherwise change this form.*



**Bus Transit System Annual Safety and Security Certification**  
*Certifying Compliance with Rule 14-90, FAC to the  
Florida Department of Transportation (FDOT)*

Certification Date (Current): 2021

Certification Year (Previous): 2020

Name and Address of Bus Transit System: *Ride Solution, Inc. 220 N. 11<sup>th</sup> St. Palatka, FL 32177*

*The Bus Transit System (Agency) named above hereby certifies the following:*

1. *The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.*
2. *The Agency is in compliance with its adopted SSPP and SPP.*
3. *The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.*
4. *The Agency has conducted reviews of SSPP and SPP and the plans are up to date.*

*Blue Ink Signature:* \_\_\_\_\_ *Date: January 11<sup>th</sup>, 2021*  
*(Individual Responsible for Assurance of Compliance)*

*Name: Boyd Thompson Title: Executive Director*

*Name and address of entity(ies) which has (have) performed bus safety inspections and security assessments:*

*Name: Ride Solution, Inc.*

*Address: 220 N. 11<sup>th</sup> St. Palatka, FL 32177*

*Name of Qualified Mechanic who Performed Annual Inspections: Bill Thompson*

*\* Note: Please do not edit or otherwise change this form.*

## 21.9 Appendix I: Driver Training Requirements

**RIDE SOLUTION DRIVER TRAINING PLAN**



Employee Name: \_\_\_\_\_

Hire Date: \_\_\_\_\_

Syllabus / Date	Frequency	DATE			
Employee Manual Review and Acknowledgement	A				
SSPP Review and Acknowledgement	A				
On-the-Road Training (Testing)	C				
Distracted Driving	C				
Emergency procedure	C				
Pre-trip Post Trip	C				
Incident / Accident Response	C				
<b>FDOT D2 Training Modules (12 Modules)</b>					
Module 1 Safety Ops	B				
Module 2 Inspections	B				
Module 3 Equipment Familiarization	B				
Module 4 Operations and Maneuvering	B				
Module 5 Boarding and Alighting	B				
Module 6 Operating Special Equipment	B				
Module 7 Defensive Driving	B				
Module 8 Distracted Driving	B				
Module 9 Passenger Assist & Securement	B				
Module 10 Security & Threat Awareness	B				
Module 11 Handling Emergencies	B				

**RIDE SOLUTION DRIVER TRAINING PLAN**



Employee Name: \_\_\_\_\_

Hire Date: \_\_\_\_\_

Syllabus / Date	Frequency	DATE			
Module 12 Driving Conditions	B				
On-the-Road Training (Testing)	B				
Distracted Driving CUTR	B				
Emergency procedure	B				
Incident / Accident Response	B				

Frequency Definitions:

A	New Hire orientation and plus after any updates
	New Hire Orientation; retrain every 3 years. May be performed sooner should need be determined by supervisor
B	based on performance
C	New Hire and annual

## 21.10 Driver Hours Monitoring and Certification



The Ride Solution, Inc.  
220 N. 11<sup>th</sup> St.  
Palatka, Florida 32177  
Phone 386-325-9999  
Fax 386-328-9410

**DRIVER HOURS CERTIFICATION**

I HEREBY CERTIFY THAT ALL DRIVERS SCHEDULES AND HOURS FOR PAYROLL PERIOD COMPRISED FROM \_\_\_\_\_ TO \_\_\_\_\_ HAVE BEEN REVIEWED TO COMPLY WITH FLORIDA CHAPTER 14-90.006(3) EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS.

ANY DEVIATIONS WILL BE INVESTIGATED AND CORRECTIVE ACTION IMPLEMENTED.

CERTIFIED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

POSITION: DRIVER SUPERVISOR OR DESIGNEE

REVIEWED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

EXECUTIVE DIRECTOR RIDE SOLUTION OR DESIGNEE

**Procedure:**

- 1.) Supervisor reviews and approves daily schedule for drivers, runs and vehicle assignments.
- 2.) Hours worked are reviewed daily to verify adherence to schedule and driving hours
- 3.) Should a deviation to 14-90.006(3) *Operational and Driving Requirements* be identified root cause will be identified and documented below.
- 4.) Back up documentation such as TRAPEZE reports, accident/incident investigations etc. which may support deviation are to be attached to this payroll certification.
- 5.) Certification will be filed with corresponding payroll documentation and retained as per Ride Solution's Retention and Destruction Policy

Noted Deviation for this period:

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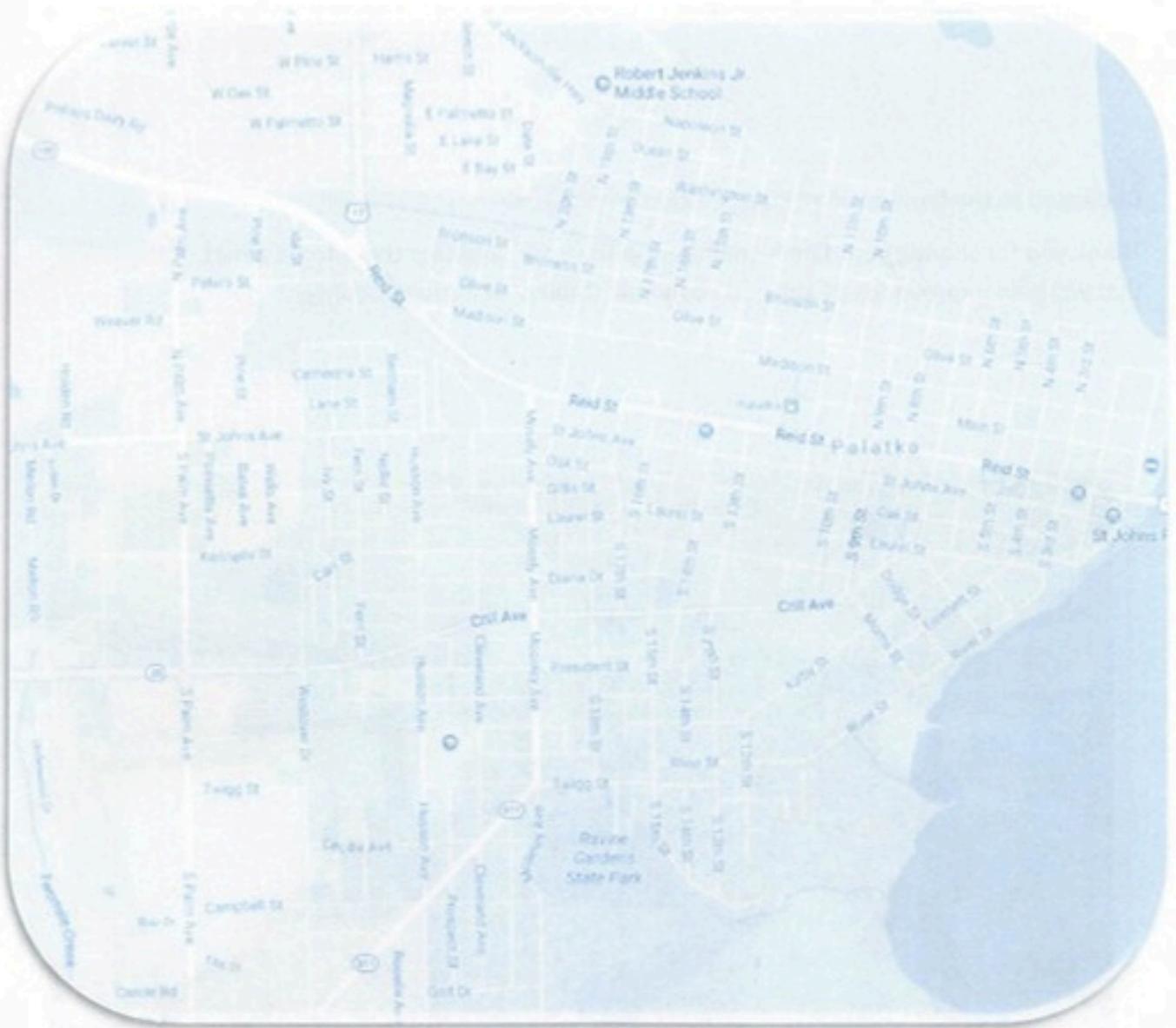
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**APPENDIX 2**  
**EMPLOYEE MANUAL**



# Road Map to Success

## A Handbook for Employees

Updated April 2024

**Dedicated to the families of all Ride Solution employees.**

**Thank you for sharing your family members with us and allowing them to be a part of the team that will help improve the health and economic stability of Putnam County.**



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## WELCOME TO OUR JOURNEY TOGETHER!

For those starting employment with Ride Solution, we extend a warm and sincere welcome. We wish you every success in your new job, and we hope that you quickly feel at home.

For those employees who have been with Ride Solution over the years, "thank you" for years of hard work. We hope that all employees will find working here both exciting and challenging. We also hope that employment at Ride Solution will be a source of pride for all.

This Handbook was developed to describe some of the expectations we have for all our employees and what you can expect from us. We are committed to your professional growth and look forward to working with you to improve the health and economic stability of your family and our community. If you feel like this is not happening (or if you just want to celebrate because they are!) my door is always open.

Sincerely,

Boyd Thompson  
Executive Director



## PURPOSE OF THIS HANDBOOK

This handbook was prepared to help answer many of the most frequently asked questions regarding personnel policies, compensation, and benefits. This book is a set of guidelines which replaces any prior handbook. It cannot cover every matter that might arise in the workplace. For this reason, specific questions regarding the applicability of a particular policy or practice should be addressed to management.

Neither this handbook nor any other Ride Solution guidelines, policies or practices creates an employment contract or confers any contractual rights whatsoever. Ride Solution has the right, with or without notice, in an individual case or generally, to amend its interpretation of and/or change any of its guidelines, policies, practices, working conditions or benefits at any time. Such amendments generally will be posted on the bulletin board in each campus building. To the extent that amendments are different from or inconsistent with the terms of the handbook, the terms of the amendments will apply. Employees are responsible for checking the bulletin board for amendments to the handbook. Upon posting of amendments, employees will be considered to have accepted such amendments, to be on notice of such amendments, and will be responsible for complying with such amendments.

Nothing in this handbook should be construed as a promise of specific treatment in any specific situation upon which an employee should rely. Many matters covered by this handbook are also described in separate official documents. These official documents always are controlling over any statement made in this handbook or by any supervisor or manager. The purpose of the Handbook is simply to provide you with a convenient explanation of present policies and practices at Ride Solution.



## A LITTLE ABOUT OUR JOURNEY

Our journey began in 1984 when the Putnam County Board of County Commissioners recommended that the ARC of Putnam County form a separate non-profit corporation known as ARC Transit. In 1986, our name was changed to Ride Solution, Inc. We are now the state designated transit provider for Putnam County and regional (Greyhound) transit services between St Augustine, Gainesville, Orange Park and Jacksonville. We provide public transit flex route, commuter, paratransit and vanpool services.

Ride Solution is known as one of the most innovative rural transit agencies in the country. It is the only agency in the State of Florida to be designated as a Greyhound service provider as well as a transit agency.

It is the only transit agency in the nation to design, build and operate its own vehicles. Our two "Brevi" or Advanced Rural Low Floor Vehicles were designed and built in our garage on 10<sup>th</sup> Street. The vehicles have been fully tested at the Federal Transit Administration's testing site and we are now searching for investors to help us build more of these buses in Putnam County.



While these innovative projects are exciting, the most rewarding part of our job is serving our passengers. Many of them will be isolated in their homes without our services. They depend on us to take them to their medical appointments, to work, shopping and social activities. It takes each one of us working together to ensure that our community members have access to safe, convenient and reliable transportation.

## MISSION STATEMENT AND GOALS

Ride Solution's mission is to give a lift to improve the mobility, health and economic stability of Putnam County. We will accomplish this by providing clean, safe, reliable, affordable and efficient transportation services.

Our internal agency goals are to:

1. Advance Ride Solution to become an independent, sustainable and safe transit agency.
2. Increase employee satisfaction. .
3. Enhance access to transportation services.
4. Improve the health and economic stability of Putnam County.

## STAFF AND FACILITIES

Ride Solution employs approximately 30 experienced people to support its transportation services including drivers, mechanics, customer service agents, and financial and administrative staff.

The operations campus, located at 310 South 10<sup>th</sup> Street in Palatka, includes a 9,000-square foot maintenance shop, a driver's lounge and training center, and a 9,000 square foot warehouse. This campus also provides secure housing for approximately 25 fleet vehicles.

The administrative offices are located in the historic Amtrak Station at 220 North 11<sup>th</sup> Street in Palatka. This location also serves as the multimodal transit hub for many of Ride Solution's services. This accessible location is frequented by clients to apply for paratransit services, purchase Greyhound and regular transit tickets, and meet with administrative staff.

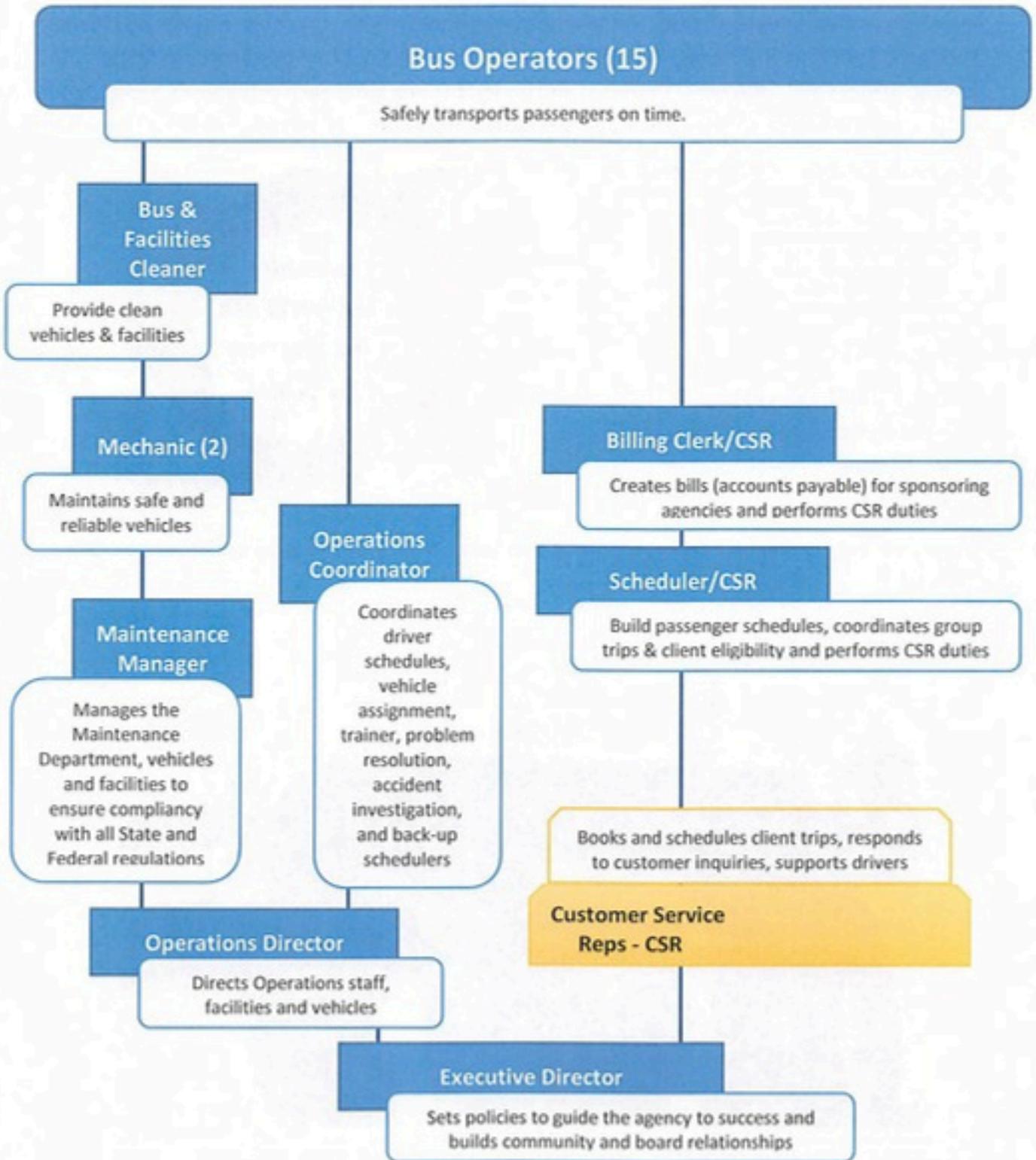




# ORGANIZATIONAL SUPPORT CHART

Giving a lift to improve the mobility, health, and economic stability of Putnam County

April, 2024



## DIVERSITY POLICY

We encourage and welcome diversity. By creating a supportive environment that allows everyone to perform to their potential, we achieve success, and that success reflects the quality of our employees.

The value of diverse backgrounds and perspectives should not be overlooked. Having a diverse workforce assists us in looking at all situations from a variety of angles and coming up with innovative ideas and solutions. Embracing and understanding what each employee's background and perspective can contribute, allows us to progress more quickly toward our mission objective.

Some types of diversity are as follows:

- Life experiences
- Work experiences
- Perspectives
- Cultures
- Ethnicity
- Sexual Orientation
- Religion
- Gender
- Age



Respecting each individual and recognizing the value that they bring to our diverse team is essential.



## YOUR ROLE ON THIS JOURNEY

All individuals hired by Ride Solution have a key role to play in the delivery of safe, reliable, affordable and efficient transportation services. While our roles may be defined differently, we all support the same mission and must put our passengers' needs first.

## POSITION CLASSIFICATIONS

All positions are classified as full-time, part-time or temporary employment defined as follows:

- **Full-time:** Employees regularly scheduled to work thirty (30) hours or more per week are considered full-time employees.
- **Part-time:** Employees regularly scheduled to work less than thirty (30) hours per week or on an irregular basis as needed are considered part-time employees.
- **Temporary:** Employees hired for a specified period, such as summer help, employees hired for specific projects, etc., are considered temporary employees and are typically not eligible to participate in Ride Solution benefit programs, but do receive all statutory benefits such as social security and workers' compensation benefits.

Employees will be informed of their initial employment classification when hired. If you change positions during your employment because of a promotion, transfer or otherwise, management will inform you of any change in job classification.

Employment with Ride Solution is at-will and either you or Ride Solution may terminate employment at any time, with or without cause. No representative of Ride Solution is authorized to provide any employee or employees with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or agreement is in writing and signed by the Executive Director or the Chairman of the Ride Solution Board of Directors.

## PROBATIONARY PERIOD

The first ninety (90) days after hire or following a promotion, demotion, or transfer will be considered a probationary period for all employees during which the employee's qualifications are observed to determine suitability for that position.

During the probationary period, the Department Director or Supervisor will:

1. Provide an adjustment period for an employee to become familiar with his/her job duties and responsibilities.
2. Periodically evaluate and counsel employee regarding work performance.
3. Provide on-the-job instruction and guidance.
4. Observe work habits, attitude, attendance, and other appropriate factors and determine if continued employment in the job is mutually desirable.

The Department Director will send the Director of Administration, an evaluation of the employee's job performance before the end of the sixth month of the probationary period to be included in the personnel file.

An employee's probationary period may be extended by the Department Director for an additional ninety (90) days. Extensions must be completed before the end of the final business day of the probationary period.

Employees found to be unsatisfactory during the course of the probationary period (initial, promotion, demotion or transfer), may be terminated from employment at any time without recourse, or may be returned to their previous position if that position is vacant.

### **ON-CALL**

Ride Solution operates almost 24 hours a day, 7 days a week and 365 days a year. Emergency support coverage is available at all times through our On-Call program. Ride Solution designates one Operations and one Maintenance staff person as the On-Call/First Call for any after-hours emergencies. Volunteers for On-Call duty may be sought from time to time to substitute for these designated individuals or if there is an expectation of increased demand for transit service after hours.

Designated On-Call employees are compensated with a predetermined daily supplemental pay rate. If the On-Call employee is needed for duty, they will be paid their regular hourly rate for their time spent on duty in addition to the supplemental rate. They will be compensated with a minimum of three hours of pay if they are needed to leave home to respond to a call after ending their regularly scheduled shift.

Designated On-Call employees are required to:

- Maintain means of communication with dispatch.
- Respond to calls within fifteen minutes.
- Be prepared to arrive where needed within 60 minutes or less after receiving the call.
- Respond in a condition "fit" for duty. Employees should not drink alcohol when On-Call.

If you do not feel that you can meet the On-Call requirements, do not volunteer to be On-Call. The designated On-Call employee should coordinate a suitable On-Call substitute if:

- Taking vacation,
- Absent for an extended illness,
- Absent for funeral leave,
- On a leave of absence, or
- Not able or available for work.

## PROMOTIONS AND TRANSFERS

Ride Solution's primary goal when recruiting new employees is to fill vacancies with people who have the best skills, abilities or experience to perform the work. We support a promotion from within policy wherever possible and practical. When positions become available, qualified employees are encouraged to apply for the position. All job vacancies will be posted on bulletin boards throughout the campuses. Interested employees should apply.

The Administrative Department determines if an applicant meets the minimum requirements of the job vacancy and, together with the hiring supervisor, schedules interviews with the top internal, and if appropriate, external candidates.

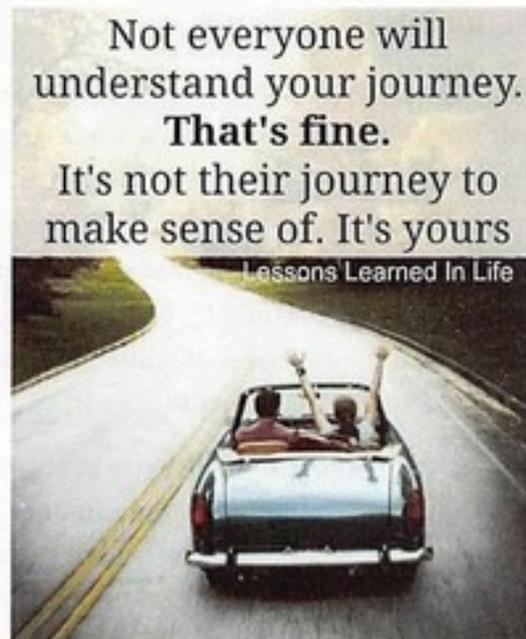
Ride Solution reserves the right to transfer, promote from within, to re-classify an employee, and to adjust the job responsibilities and requirements of an employee depending on the department needs and overall goals of Ride Solution.

## EQUAL OPPORTUNITY EMPLOYMENT

Ride Solution is an equal opportunity employer that does not discriminate against employees or applicants because of race, color, creed, religion, national origin, ancestry, citizenship status, age, disability, veteran status, sex, genetic information or any other characteristic protected under applicable local, state and federal laws. Ride Solution's leadership team is dedicated to insuring the fulfillment of this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

Ride Solution will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of Ride Solution's business. If you believe you need assistance to perform your job duties because of a physical or mental condition, please let the HR Department know.

You are encouraged to bring any questions or concerns about equal employment opportunities in the workplace to the attention of the Administration Director or Manager. Ride Solution will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure the workplace is free of artificial barriers, violation of this policy will lead to disciplinary action, up to and including discharge.



## **PERSONNEL RECORDS**

To obtain a position at Ride Solution, employees provided us with a great deal of personal information, such as addresses and telephone numbers. This information is contained in a confidential personnel file. Employees will be granted access to and copies of personnel files to the extent required and in accordance with applicable state law. All personnel records are the property of Ride Solution; however, employees may review their file by making an appointment with the HR Department. Files must be reviewed in the presence of an authorized HR staff member. If an employee discovers an inaccuracy in his/her file, a request must be made to the HR Department to correct the error.

All personnel records need to be kept current. It is important that any change in an employee's name, address, home phone number, marital status, number of dependents, insurance beneficiaries, emergency contact, or the completion of degrees, professional training courses, or receipt of licenses be reported to the Administration Department.

## **RIGHT TO PRIVACY**

All personal information in an employee's personnel records, on an employee's job application and employee forms, is held in strictest confidence. If an employee applies for a loan or credit, etc., Ride Solution may be asked to supply personal information. Only the Administration Department is authorized to release confidential information and only with an employee's permission unless permitted or required by law. If an employee notifies Ride Solution in advance that it is going to be asked for information, Ride Solution can have the data ready and perhaps speed the process.

Furthermore, government regulations define standards to protect the privacy of health information. During the employment relationship, an employee's health information may be used by Ride Solution when necessary for the administration of worker's compensation benefits, drug or alcohol testing or health insurance plan benefits. An employee may be asked to sign an authorization form to permit a medical provider or Ride Solution's sponsored health plan to disclose health information to Ride Solution. Any such disclosure will only be used for the specific purpose of the disclosure, and Ride Solution will take all reasonable precautions to protect the privacy of employee's health information.

## DRESS CODE AND PUBLIC IMAGE

In general, you are expected to present a clean and professional appearance when you represent Ride Solution. You are also required to behave in a professional, businesslike manner and extend the highest courtesy at all times to passengers, co-workers, vendors and members of the community. A cheerful and positive attitude is essential to our commitment to deliver extraordinary customer service. To avoid contracting and spreading germs, practicing good personal hygiene is very important as well.

Dress how you want to be  
**ADDRESSED.**

In the Administrative offices, clean, neat clothing is acceptable. However, torn jeans or other torn clothing and tee shirts with inappropriate verbiage or pictures are not appropriate business wear. Distracting attire is inappropriate. If your attire is considered inappropriate, you may be counseled by your supervisor and may be asked to return home to change into more appropriate clothing. Repeated disregard for these dress and grooming guidelines may result in disciplinary action, up to and including termination of employment. As always, please use common sense in your choice of clothing.

It is the intent of this policy to comply with applicable state, local and federal laws prohibiting discrimination based on color, race, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information and any other status protected under such laws.

## MECHANICS UNIFORM

Ride Solution's mechanics are dressed for safety. All mechanics are provided with enhanced visibility work shirts and rugged jeans following their first 30 days on the job. A uniform company comes on site once per week to pick up the soiled uniforms and return them cleaned and repaired (if necessary). Any uniform that is damaged beyond repair, is replaced at no additional charge by the uniform rental company.



The cost of the rental and cleaning is split 50/50 between the employee and Ride Solution. The employee's portion of the uniform expense is deducted from the employee's paycheck each pay period.

## BUS OPERATOR UNIFORM

Our passenger's first impression of your professionalism and potential driving skills is likely based on your appearance. These guidelines were written to help inspire confidence and respect from our passengers and provide an economical way for you to maintain your professional appearance.

#### Operator appearance standards:

- Uniforms are to be neat, clean, pressed, in good condition and fit properly.
- Shoes and boots are to be in good repair, polished, and clean.
- Hair, mustaches and beards are to be neatly groomed.
- Unusually heavy or extreme makeup is not permitted.

#### AUTHORIZED UNIFORM

The uniform policy allows for a diversity of options while providing a standard appearance. It is intended to enhance your professional image while using Ride Solution's colors and design.

**Tops:** All Operator shirts must have a Ride Solution logo. The approved shirts will include short and long sleeve button down type as well as polo (golf) style shirts. The shirt color may be blue or denim.

**Bottoms:** Operators may wear navy or khaki slacks, shorts, or skirts. These items must be wrinkle free and worn at waist level. No leg covering may be tailored more than 3 inches above the center of the knee cap measured while standing. No sweat pants will be allowed.

**Shoes:** Shoes must be appropriate for driving and the soles must ensure proper traction. They may be black or brown and must be in good repair. Shoes must fully enclose the foot. Open-toed or open-heeled shoes are not permitted.



**Socks/Hosiery:** Solid navy or khaki socks are mandatory with shorts. Pantyhose (no fishnet) or socks may be worn with skirts.

**Hats:** All head coverings must be worn properly with the brim facing forward.

#### UNIFORM ALLOWANCE

It is your responsibility to maintain your uniform in a presentable condition and replace uniforms as necessary. Ride Solution will work with a vendor to determine the annual clothing allowance amount each year. This allowance will be provided to all Bus Operators to help defray the expense of purchasing uniform items. Each Operator may have unique needs each year and the allowance may not cover all uniform expenses. Nonetheless, you are responsible for ensuring that you have an adequate number of uniform items to comply with the uniform standard each workday. Once authorized by you, uniform costs above the allowance amount may be deducted from your paycheck.

## HOURS OF WORK

Ride Solution offices are open to the public from 6:00 a.m. to 6:30 p.m. Monday through Friday. However, Ride Solution operates 24 hours a day, 7 days a week and certain employees may be assigned to work evenings, weekends, and/or holidays. Other employees may be scheduled to start work earlier than 6:00 a.m. Actual schedules are determined by the employee's supervisor.

The workweek starts on Friday and ends on Thursday.

All employees scheduled to work a minimum of six consecutive work hours in a day will be entitled to a lunch period. The lunch period is not considered time worked and is therefore unpaid.

If you are asked to work on a paid holiday, your hours for the week will include the actual hours worked, as well as the hours for the holiday.

## ATTENDANCE

Our passengers and your co-workers depend on you to be on time. If you are not able to report to work on time, every effort must be made to contact your supervisor by telephone. Do not send a text and expect this action to satisfy the contact requirement, unless your supervisor immediately responds to that text. Notification should be made no later than 30 minutes before your scheduled reporting time.

Failure to report an absence or tardiness prior to 30 minutes of your scheduled reporting time, and/or failure to report an absence or tardiness to your supervisor or designee, will be considered unexcused. Ride Solution understands that in rare instances there may be extreme circumstances that will be considered on a case-by-case basis to determine if the absence will be excused. Unexcused absences may result in disciplinary action.

An absence occurrence is defined as one or more consecutive workdays missed for the same cause. Non-consecutive workdays are considered separate and unrelated absences. Six (6) occurrences of (excused) absence or eight (8) occurrences of (excused) lateness within a 12-month period are considered excessive. Extenuating circumstances may occur and reasons for your absence will be considered before any corrective action is taken. Recurring absence and/or tardiness are reasons for disciplinary action, up to and including dismissal.

Failure to report for work for two (2) consecutive business days without notification will be considered a voluntary resignation.



## OVERTIME

Hourly employees are eligible for overtime pay of 1 ½ times their hourly base rate for all hours worked more than forty (40) per workweek, unless otherwise required by applicable law. Overtime must be approved in advance by a supervisor. Hours accrued and used through holiday, vacation and sick time benefits are not counted as hours worked and are not applied when calculating overtime.

## REPORTING TIME WORKED

Ride Solution maintains time records for all employees, so it will have accurate records of time worked. Employees must record their time in and out for lunch and record their time out promptly at the end of their shift. Hours worked are rounded to the nearest ¼ hour.



**Hourly employees may never work off the clock.** Detailed instructions on the correct way to submit time will be given to you by your supervisor. Care should be exercised when reporting time worked as it is a permanent record and is the basis of compensation for your services. Since employee time records are vital for payroll purposes, you must inform your supervisor if you fail or otherwise forget to sign in or out before or after any working time. Falsifying time records will be considered grounds for disciplinary action, up to and including termination.

## SPECIAL PROJECTS

From time to time, a call for volunteers is issued to work on special projects. These projects can range from staffing a booth during a community event; envelop stuffing in the office or renovation projects in the Operations campus. We try to make these projects fun and a great way to get to know your co-workers better. All special project volunteers will be paid their regular pay for the time they are working on the special project. Volunteers may receive overtime pay for the special project, if approved by a director in advance.



## EMERGENCY RESPONSE

It is the responsibility of Ride Solution to provide transportation services for our citizens and to assist other communities by way of mutual aid when requested and when possible during an emergency.

In the event of the official declaration of an emergency by the Executive Director, or when an emergency may reasonably be determined to be

imminent, operational needs may affect some employees differently from others. All employees are essential employees. Essential employees are those who are required to assist in emergencies as determined by Ride Solution. Employees designated as "essential" may be required to work during the emergency as determined in the sole discretion of Ride Solution. Essential employees who fail to meet their responsibilities under this provision may be subject to discipline up to and including discharge. An employee's designation as "essential" or "non-essential" may change due to the nature of the emergency.

Where possible, in situations where there is notice of an impending emergency, Ride Solution may authorize essential employees to return home to secure their homes and property and arrange for the safety of their families. Essential employees will not be charged leave for such authorized preparation time taken. Following such preparation time, essential employees must report to work during the emergency.

Some provisions of this Employee Handbook may be suspended during the time of the declared emergency; however, wage rates and monetary fringe benefits will not be suspended.

### GUIDELINES FOLLOWING A DISASTER DECLARATION

This policy will be initiated upon activation of the Emergency Operations Center (EOC), Local Declaration of Emergency and suspension of normal work schedules by the Executive Director.

- A. Each Department Director shall identify critical positions that are required to work during the disaster and post-disaster phases. Department Supervisors shall insure that employees are aware of their individual responsibilities and emergency work assignment.
- B. Department Directors and Supervisors will be responsible for the verification and approval of hours worked by the Emergency Essential Personnel.
- C. Employees who are unable to report to work should contact their supervisor by telephone. If telephone lines are down or conditions exist where contact by telephone cannot be accomplished, employees should make contact as soon as possible with their work unit. Employees designated as Emergency Essential Personnel must keep their supervisor informed of their activities and whereabouts.



- D. The need to provide emergency services may supersede other operations; therefore, Ride Solution may suspend routine agency business, procedures and formalities otherwise required until the disaster or emergency recovery period is no longer in effect.

#### **EMERGENCY PAY PROVISIONS**

Hourly employees identified as Emergency Essential Personnel who are required to support pre-disaster response efforts, during the disaster or post-disaster recovery efforts will be paid one and a half times the base hourly rate for each hour worked. Emergency Operations Center support personnel are included in this category.

If an extreme emergency which requires the closing of Ride Solution offices and services after the workday has begun, employees will receive official notification from their immediate supervisor. In these situations, employee will be paid as if they completed their entire scheduled shift that day.

However, when the decision to close is made before the workday has begun, time off from scheduled work will be paid as Administrative Leave according to the employee's regularly scheduled work day up to a maximum of 8 hours - **if the employee remains available to be called back to work.** Therefore, employees that were scheduled to be out on leave for vacation or sick prior to the closure for an emergency will still be charged their sick and vacation time as requested. If the leave was cancelled in advance due to the storm and the employee notified their supervisor of such cancellation and their availability to respond, if needed, then their time will be coded as Administrative Leave with Pay.

Administrative Leave hours will not count towards hours worked and will not be calculated in overtime pay hours. All hours worked during the emergency shall be paid at time and a half (regardless of whether the employee's position is exempt or non-exempt, full or part time) and will be included in overtime pay calculations for the week.



## OUTSIDE EMPLOYMENT

Any employees having outside employment (another job) or who become self-employed while still working at Ride Solution must inform the Administration Department in writing.

Employees engaged in outside or self-employment may not utilize specific information and/or influence acquired through their positions with Ride Solution for purposes of profit. Such activity will result in dismissal. Outside or self-employment which proves detrimental to an employee's effectiveness is prohibited. Such employees will be asked to terminate outside and/or self-employment or resign his or her position with Ride Solution.

All drivers must be aware of their total drive time, **even if the hours driven in a day or week was for two different agencies**. Drivers must notify their supervisor immediately if their driving hours are close to violating Florida Administrative Code 14-90.006 driving requirements:

(3) A driver shall not be permitted or required to drive more than 12 hours in any one 24-hour period, or drive after having been on duty for 16 hours in any one 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours off-duty has been fulfilled.

(4) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, 24 consecutive hours off duty shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.



Ride Solution employees are also required to disclose any possible conflicts of interest. Generally, if an employee owns a percentage of a business or is an officer, director, partner, proprietor, associate or general agent of a business entity that is doing business with Ride Solution, such employee must make the disclosure in writing to the Administrative Manager.

## REWARDING YOU FOR ACTIONS ALONG THE JOURNEY

In addition to good working conditions and competitive pay, it is Ride Solution's policy to provide a combination of supplemental benefits to all eligible employees. These benefits include insurance, vacations and holidays. Ride Solution is constantly studying and evaluating its programs and policies to better meet your present and future needs. The next few pages contain a brief outline of the benefits programs Ride Solution provides for employees and their family. Of course, this information is only a guideline.

## YOUR PAY CHECK

All employee pay checks are issued bi-weekly, every other Friday. Ride Solution's payroll work-week calculation begins on Friday morning and ends on the following Thursday evening. If a payday falls on a holiday, Ride Solution will make every effort to issue checks the day before the holiday.

Employee payroll stubs itemize deductions made from gross earnings. By law, Ride Solution is required to make deductions for Social Security, federal income tax and any other appropriate taxes and contributions. These required deductions include any court-ordered garnishments. Payroll stubs also itemize any voluntary deductions such as an employee's portion of health, dental or life insurance premiums and/or voluntary contributions to a retirement savings plan, to the extent applicable. Payroll stubs will also differentiate between regular pay received and overtime pay received.

If you believe there is an error in pay or deductions, you should bring the matter to the attention of the Finance Department immediately, so the matter may be resolved quickly.

Your paycheck will only be given to you, unless you request that it be mailed, or authorize, in writing, another to accept the check for you.

All employees, regardless of where they bank, are offered the convenience of direct deposit and Ride Solution suggests the utilization of this free service. Requests to set up direct deposit may take two (2) pay periods to implement.

## SALARY REVIEWS

Salary increases at Ride Solution are based on merit. There are many factors that determine the amount and timing of salary increases. The most important factor is the availability of money within Ride Solution's budget. Other factors used to determine the amount of a salary increase are your performance, position in the salary range and, in some cases, the amount of time you have been employed with Ride Solution.

Life is a long journey,  
with problems to  
solve, lessons to  
learn, but most of  
all, experiences to  
**enjoy**

## TIME OFF BENEFITS

### HOLIDAYS

All regular employees are eligible for holiday pay. Full-time employees will be granted 8 hours of pay and part time employees will be granted 4 hours of pay for each of the seven (7) regular holidays below. Paid holiday hours off are not counted as hours worked for purposes of calculating overtime.

Any employee that is required to work on the holiday, will be paid at an incentive pay rate in addition to the holiday pay. However, if an employee chooses to work on a project, but is not required to work on that holiday, the employee will be paid at their regular pay rate in addition to the holiday pay.

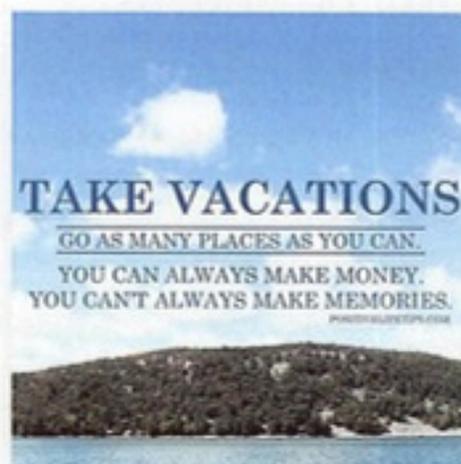
1.5 times regular pay incentive rate will be paid for required work on the following holidays:

- New Year's Day – January 1
- Martin Luther King – January 15<sup>th</sup>
- Good Friday – Friday before Easter
- Memorial Day – Last Monday in May
- Juneteenth – June 19<sup>th</sup>
- Independence Day – July 4<sup>th</sup>
- Labor Day – 1<sup>st</sup> Monday in September
- Day after Thanksgiving – 4<sup>th</sup> Friday in November
- Day after Thanksgiving – 4<sup>th</sup> Friday in November
- Thanksgiving Day – 4<sup>th</sup> Thursday in November
- Christmas Day – December 25<sup>th</sup>

A holiday falling on Saturday or Sunday will be observed on the date that the State of Florida observes the holiday.

## VACATION TIME

Ride Solution believes that our employees are the key to what makes a great transit agency. Although work makes up a large portion of an employee's life, we believe that a balance between work and non-work activities is essential to maintain quality performance and a positive work atmosphere. We also understand that some employees appreciate opportunities to earn additional income more than taking time off. To support all employees, Ride Solution has designed a vacation time program that allows employees to accrue vacation time for long holidays and allows for a vacation time buy-back program.



All regular (Full and Part Time) employees who work 20 hours or more during an average week are entitled to vacation time. This vacation time will accrue based years of employment with Ride Solution and the type of employment. Types of employment are based on the average regular hours worked and include: Full-Time for employees who work on average of 30 to 40 regular working hours per week; Part-Time for those who work 20 to 29 regular working hours per week. Please note that overtime hours are not included in these calculations and the years of service is based on the employee's anniversary date as a regular employee.

The chart below demonstrates the rate of accumulation of vacation time.

Vacation Hours Earned Each Pay Period		
Length of Service	Full-Time	Part-Time
0-3 years	4.0	2.0
3-5 years	5.0	2.5
5-10 years	6.0	3.0
10 or more years	7.0	3.5

Eligible employees begin to accrue vacation time from the first day of regular employment and may begin to use accrued time as soon as it is available. Vacation time is accrued during periods of active employment and may not be used before it is earned. Vacation time does not accrue during personal leave of absence, unpaid time off, or periods of administrative leave. Once earned, vacation time shall be paid as used at the employee's current rate of pay and based on the employee's regular work schedule.

Vacation time will not be considered as time worked for purposes of calculating overtime. If a holiday occurs during the vacation period, holiday pay will be used.

### **REQUEST VACATION TIME**

Employees shall submit a written request for time off to their supervisor as early as possible, but not later than one week prior to the requested time off dates. Vacation time may be requested in full or half days or in full hour increments. Requests for time off will be reviewed with consideration for peak trip demand periods and other requests for time off during the same period. The time off request form is included in the Appendix of this handbook.

Ride Solution reserves the right to identify periods where vacation requests shall require the written approval of the Executive Director. These periods may be identified for all employees or just employees in a department. If a period is added to the calendar, written notice shall be given at least 30 calendar days prior to implementation.

### **VACATION BALANCE**

Ride Solution recognizes the importance of vacation time as a period of rest and rejuvenation away from work and encourages staff to use their vacation time within the year it is earned. If accrued vacation time is not used by the end of the calendar year, employees may carry up to 120 hours of unused time to the next calendar year. There is no cap on the total amount of hours that may be accrued during the calendar year.

Employees are responsible for monitoring and taking their vacation time over the course of a year so that they do not lose time accrued when the calendar year ends. Vacation time use is subject to supervisory approval and not every employee can take accumulated time in December.

Employees are paid for the vacation time they have accrued at employment end, if they give a two-week notice and work those two weeks.

### **ACCRUED VACATION BUY-BACK PROVISION**

Employees may elect to be paid for any accrued and unused vacation hours up to 80 hours per calendar year if the employee has:

1. Taken at least 20 hours of vacation prior to the request and
2. Has a minimum of 40 hours of vacation time remaining in their annual leave balance.

Employees may request this election only once per calendar year. The vacation time buy-back will be paid during a regular pay cycle as vacation pay. The rate of compensation for the vacation buy-back shall be at the employee's rate of pay at the time the request is made. All applicable taxes and withholding will apply.

Requests for vacation time buy-back shall be made in writing and must be approved by the employee's supervisor and director before submission for payroll processing. Forms to request annual paid leave option are in the appendix of this Handbook.

## **SICK TIME**

Ride Solution strives to balance employees' personal needs with its business interests. To achieve such a balance, Ride Solution provides sick time for all full and part time employees. If an employee is sick, a family member is sick and needs the employee's attention, or the employee has a doctor or dentist appointment, employees can use sick leave.

Sick time is accrued at the rate of one day (8 hours full-time and 4 hours part-time) per month of service. Full time employees may accrue up to a maximum of 120 days of sick leave. An employee may use his or her earned sick leave for a whole or part of a workday or by specific hours.

Regardless of the reason for the absence, employees must notify their immediate supervisor or other designated person of their absence and the reason for it. Prior notice of doctor and dentist appointments should be given. Ride Solution reserves the right to turn down a sick leave request for unreported or unapproved absences. The time off request form is included in the Appendix of this handbook.

Sick leave is to be used only as it is needed. Excessive absenteeism or misrepresentation of the reason for absences may result in disciplinary action up to and including termination.

### **SICK LEAVE CONVERSION**

To recognize employees who have contributed to the efficient operation of Ride Solution, employees with long term service are given the opportunity to convert excessive sick leave to vacation leave. Employees who have accrued more than ninety (90) days of sick leave may, on an annual basis, convert one-third (1/3) of such excess time to vacation leave. Forms to exercise conversion privileges are in the appendix of this Handbook.

### **RETURN TO WORK AFTER SERIOUS INJURY OR ILLNESS**

As a joint protection to you and Ride Solution, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee can perform their normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than one week (5 working days) or one which may limit the employee's future performance of regular duties or assignments.

The department supervisor shall ensure that employees who return to work after a serious injury or illness are physically capable of performing the essential functions of their job.

If the cause of the employee's illness or injury was job-related, the employee's department supervisor will make every reasonable effort to give the returning employee assignments consistent with the instructions of the employee's doctor until the employee is fully recovered. A doctor's written release is required before returning to work and must be turned into Administration.

## **EMPLOYER SPONSORED RETIREMENT PLAN**

All full-time employees may participate in the Simple IRA program, the first day of the month following sixty (60) days of employment. Upon enrollment, Ride Solution will match any contribution you make to your IRA up to 3% of your salary.

## **INSURANCE**

### **GROUP INSURANCE (Medical, Dental, Life, Long Term Disability)**

All regular full-time employees are entitled to insurance benefits. Insurance coverage for eligible employees is effective on the first day of the month following sixty (60) days of employment.

During your second month of employment, the Administration Department will coordinate a time convenient for you to process the enrollment forms. Ride Solution pays a large percentage of your medical and dental insurance costs. Ride Solution also provides your family with support in case of your untimely death by providing you with Group Term Life insurance. The amount of coverage and Ride Solution's contributions will be provided to you during the enrollment period.

Employees are responsible for some portions of their insurance and any additional insurance products selected above what the agency provides. Deductions will be taken on the first paycheck in the first month of coverage and every paycheck thereafter.

The Group Insurance Program includes:

- Medical Insurance
- Dental Insurance
- Group Term Life

Voluntary Benefits - a variety of benefits (vision, disability, accidental death & dismemberment, cancer and intensive care hospitalization insurance) are available that you can evaluate and choose at your own discretion. Voluntary benefits are paid entirely by you through payroll deductions.

Complete information and enrollment forms for all benefits plans are available through the Administration Department. Further, Ride Solution and/or the plan administrators retain full discretionary authority to interpret the terms of the plans, as well as full discretionary authority regarding administrative matters arising in connection with the plans and all issues concerning benefit eligibility and entitlement.

While Ride Solution intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason. If an employee has any questions regarding benefits, please contact the Administration Department.

## **OPEN ENROLLMENT**

The Open Enrollment period is held annually in the month of August. During this time, you will be informed of any group insurance plan changes including costs. You will also be given the opportunity to make changes to your insurance coverages. Changes made during Open Enrollment will take effect on September 1. Once you have made a change, you generally cannot change that selection until the next Open Enrollment period, except in the case of certain life events (see Special Enrollment).

## **SPECIAL ENROLLMENT**

Special life events such as marriage, divorce, birth of a child, or other events may require a change in your insurance benefits. If one of these life events occur, Human Resources must be notified within 30 days of that event. Premium changes will be effective the first of the month following the qualifying event date.

## **ALTERNATIVE HEALTH INSURANCE REIMBURSEMENT**

Ride Solution recognizes that some full-time employees may have the opportunity to obtain health insurance through other means (inclusion on spouse's plan or through a Medicare supplement plan). Employees eligible for health insurance through Ride Solution, who elect not to participate in the Ride Solution group health insurance plan, may request reimbursement of their alternative health insurance cost up to \$200 per month.

Alternative health insurance reimbursement requests must be submitted in writing during the open enrollment process (August of each year or at the end of the probationary period). The request must be accompanied with proof of alternative health insurance and the cost of that insurance.

This reimbursement benefit does not include dental, vision or life insurance expenses. However, it does include prescription insurance, if not included in the medical policy.

## **WORKERS' COMPENSATION**

All Ride Solution employees are covered under workers' compensation. Such coverage begins immediately upon employment. All injuries, no matter how minor they appear, must be reported to the employee's immediate supervisor.

If an on the job injury requires medical treatment, it must be reported immediately to the supervisor, who will complete a "Notice of Injury" report. A copy of the form will be given to the employee and the original remitted to the designated insurance company who will process it. This must be done to ensure that Workers' comp will be billed rather than you as an individual.

If the work-related injury requires the employee to miss work for an extended period, workers compensation benefits are available to the affected employee. The amount of weekly benefits

provided is determined by the Workers' Compensation insurance company based on the earnings of an employee during the thirteen-week period immediately preceding the disability date whether such earnings were paid by Ride Solution or other employers.

Employees returning to work after a period of absence (due to workplace injury) must present a release to return to work.

## **SAFETY AND WELLNESS**

Ride Solution has a very active wellness and safety program that promotes safe work practices through training, providing appropriate safety equipment and devices and providing the proper instruction on their use. Comments, ideas and suggestions on topics of interest should be addressed to the Administration Department.



Implementation of the Safety Program is dependent on the involvement of each employee and department. Identification and correction of potentially hazardous operations or conditions must prompt immediate attention and positive action.

Employees are required, as a condition of employment, to exercise due care to prevent injuries to themselves, their fellow workers, and the public. Further, all personnel should perform their job duties in a manner to conserve time and to safeguard equipment, materials, and other resources.

It is the responsibility of each employee to:

- A. Understand instructions completely before starting work.
- B. Dress safely and sensibly.
- C. Obey all safety rules and follow work instructions. If any doubt exists about the safety of doing the job, individuals should stop and get instructions from the supervisor before continuing work.
- D. Operate only the equipment that has been authorized.
- E. Keep work areas clean and orderly at all times.
- F. Be individually responsible to keep themselves, their fellow employees, and equipment free from mishaps.
- G. Avoid engaging in any horseplay and distracting others.
- H. Report all unsafe conditions and acts to the supervisor.
- I. Immediately report all accidents to the supervisor.

Supervisory personnel have full responsibility for the safe actions of their employees. They have full authority to enforce the provisions of this plan and to keep incidents at a minimum by:

- A. Assuming full responsibility for the safe and healthful working environment for all employees while they are under their supervision.
- B. Ensuring that all safety policies and regulations are complete, accurate, and fully implemented.
- C. Ensuring that each employee is fully trained for the job assigned.
- D. Ensuring that all employees are physically qualified to perform their work.
- E. Maintaining a continuous program of on-the-job training.
- F. Conducting periodic safety training classes.
- G. Instructing employees to timely report all accidents and document all incidents.
- H. Promptly notifying Human Resources of all injuries and physical damage.
- I. Initiating correction of any deficiencies noted in facilities, work procedures, equipment, employee job knowledge, or attitudes that adversely affect loss control efforts.
- J. Promptly removing employees from hazardous jobs when they are not wearing or using prescribed protective equipment or are not using safe work practices.
- K. Firmly enforcing policies and procedures and taking fair and expedient disciplinary action against those who fail to comply with safety rules.
- L. Giving prompt recognition to employees who perform well and adhere to safety guidelines.
- M. Being fully accountable for preventable injuries, damages, and liabilities caused by his or her employees.
- N. Cooperating with State and other officials in shutting down any operation considered to be an imminent danger to employees or the public.

## PROFESSIONAL DEVELOPMENT

Ride Solution supports attendance at seminars, conferences and competitions that will enhance your knowledge and skills for your current position or as recommended by your supervisor and approved by your director. Attendance fees are normally paid in advance with the approval of your director. The Executive Director must also approve any costs related to seminars and conferences that require travel.



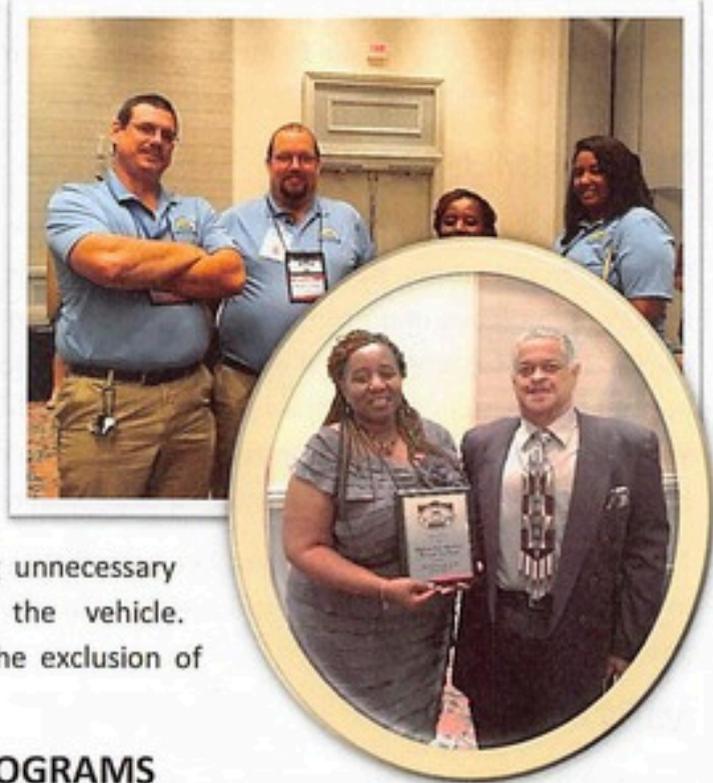
If approved, all legitimate expenses will be paid by Ride Solution in accordance with our travel policy and state law. However, travel time to and from such events outside the normal workday is not considered hours worked.

## **CERTIFICATION REIMBURSEMENT**

Ride Solution will reimburse employees for testing, certification and license fees which are required for their positions by federal, state or local governments.

## **FREE TRANSPORTATION**

Employees of Ride Solution are entitled to free bus transportation. The employee's identification card serves as a transit pass on any regular Ride Solution service. Employees riding as passengers need to refrain from holding unnecessary conversations with the Operator of the vehicle. Employees should not occupy seats to the exclusion of paying customers.



## **RECOGNITION AND AWARD PROGRAMS**

Ride Solution strongly supports and encourages employee ideas, suggestions, and special recognition of "above and beyond" performance. Therefore, Ride Solution has implemented several programs to recognize these efforts.

The Administration Department communicates the development and status of these programs on a periodic basis. Please contact the Administration Department with specific questions on any of those programs, or if interested in serving on a committee for any of the programs.

## **TAKING A TEMPORARY LEAVE FROM THE JOURNEY**

### **JURY DUTY LEAVE**

Ride Solution realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned. All employees will be allowed time off to perform such civic service as required by applicable law. Employees are expected, however, to provide Ride Solution with proper notice of a request to perform jury duty and with a verification of service. Employees also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. Employees should call in daily to report their status to their manager or supervisor. Ride Solution will compensate employees for the loss of pay resulting from jury duty. The employee will continue to receive their base pay for the period of time lost from work while serving on the jury. A copy of the summons, affidavit,

attendance slip and receipt for jury duty pay, if applicable, must be forwarded to payroll to substantiate each day's claim for excused pay. The employee is responsible for turning in moneys received from the court while serving on jury duty.

## **BEREAVEMENT LEAVE**

An employee who wishes to take time off to plan for and attend an immediate family member's funeral should notify his or her supervisor immediately. Employees may be eligible for bereavement leave of up to three consecutive calendar days off from regularly scheduled duty to plan for and attend funeral services for the employee's parent, spouse, domestic/civil-union partner, child, sibling, grandparent and in-laws (in-laws include, mother, father, brother and sister), or legal custodian or step-relative of the employee or spouse. In administering this policy, Ride Solution may require verification of death and relation to the deceased.

The employee should contact his or her immediate supervisor as soon as possible after a death in the family to arrange for use of bereavement leave. Bereavement leave should be noted on any time entries.

## **MILITARY LEAVE**

Ride Solution provides employees with military leaves of absence for calls to active duty, military reserve, or National Guard Duty in accordance with applicable law. Military leave is also granted to employees who are active members of the National Guard or other military reserve units, which require participation in summer encampments and or other training exercise programs or as otherwise required by applicable law. Such leaves as described, and reinstatement rights are provided in accordance with federal and state law. Additionally, if service is for less than 30 days, the employee's benefits will be maintained and continued as normal. If service is for more than 30 days, the employee will have the right to elect to continue health insurance coverage in accordance with applicable law (up to 24 months).

Employees may use accrued vacation leave but are not required to do so. Employees will not accrue vacation or sick leave during any military leave of over 30 days.

To be eligible for military leave, employees must provide the Administration Department with advance notice of service obligations unless the employee is prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice.

Provided absence does not exceed applicable statutory limitations, the employee will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. If service is for less than 30 days, the employee is required to return to work on the first regularly scheduled work day following the conclusion of service, allowing for reasonable travel time. If service exceeds 30 days, the employee is requested to contact his/her supervisor upon return from service and coordinate a return to work date in accordance with applicable law.

## PERSONAL LEAVE

Ride Solution, under certain circumstances, may grant you a personal leave of absence without pay, upon your request if none of the other leave requests apply. A written request for a personal leave should be presented to the Administration Department at least two (2) weeks before the requested start of the leave, except in cases of emergency.

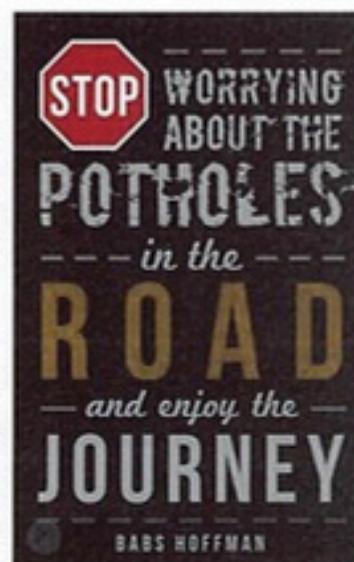
Requests will be considered based on staffing requirements and the reasons for the requested leave, as well as the employee's performance and attendance records.

You will be required to use any accrued vacation and personal/sick days during personal leave. During this leave, you will not earn vacation, holiday or personal/sick days. Ride Solution will continue health insurance coverage during this leave, if you submit your share of the monthly premium payments to Ride Solution in a timely manner, to the extent permitted and in accordance with the applicable plans.

When you anticipate returning to work, you should notify management. This notification should be made at least one week before the expiration of the leave.

Upon completion of personal leave of absence, Ride Solution will attempt to return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed, unless required by law.

Failure to advise management of availability to return to work, failure to return to work when notified, or continued absence from work beyond the time approved by Ride Solution, will be considered a voluntary resignation of employment.



## TOOLS FOR YOUR JOURNEY

Our success is dependent on proper tools that are well maintained and clean. It is each employee's responsibility to ensure that your tools are properly cared for.

These tools including company vehicles, telephones, computers, and software is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any Ride Solution property they have.

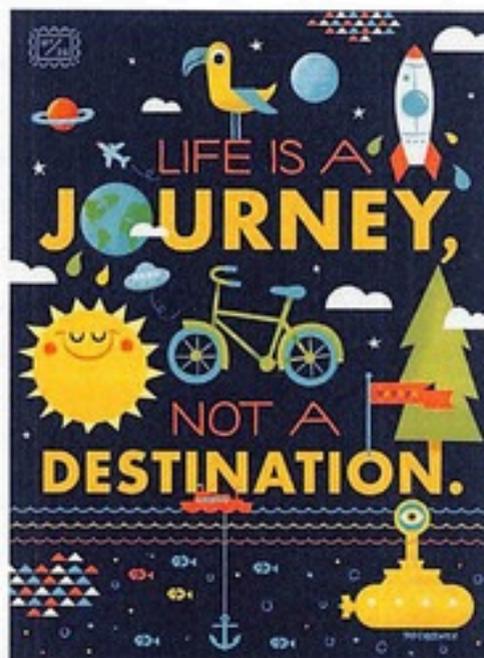
## COMPANY VEHICLES

Ride Solution vehicles, both inside and out, represent the agency. For many Putnam County residents, the outside of the vehicles and the driver's action may be all they see and know of our agency. All vehicles must be well maintained, be visually appealing and be operated with courtesy at all times. All employees driving a company vehicle must keep it clean and free of trash and clutter.

**At no time shall a Ride Solution vehicle be used for personal use without prior approval from a Ride Solution Director.** Our vehicles are purchased, maintained and fueled using grant funds specifically for the transportation of our passengers. It is the responsibility of all employees to make sure that we are using tax payer funded equipment in accordance with the law.

All Ride Solution vehicles must be housed at the Operations campus when not in service or has a specific business reason for being located elsewhere. Specific business reasons may include:

- A. Maintenance outsourced to another facility
- B. Business trip
- C. On Call support
- D. Early morning (before 7am) pickup closer to driver's home than garage
- E. Employee has a temporary transportation issue and is otherwise unable to get to work without temporary use of company vehicle. If so, the vehicle:
  - 1. Check out form (in Appendix) must be completed, approved and given to Dispatch.
  - 2. Must be returned prior to the time it is needed for revenue service.
  - 3. Must be returned clean and fully fueled.
  - 4. Total miles driven be assessed and charged to the employee.



## **SAFETY FIRST PROGRAM**

Highly visible, individualized decals are applied to each company vehicle. These decals ask motorists to report any dangerous driving activity. Ride Solution management use these reports to help reduce accident rates through effective safe driving coaching. A call report gives you a chance to address habits that you may not know you have – before an accident occurs.



## **REIMBURSEMENT FOR BUSINESS USE OF YOUR VEHICLE**

If you must use your personal vehicle for business activities such as running an errand for the agency or travel to a business meeting, Ride Solution will reimburse you for the mileage at the current IRS business mileage rate. Ride Solution does not provide liability coverage for the business use of employee vehicles. You are expected to maintain proper coverage on your own vehicle.

## **COMPUTERS**

It is the policy of Ride Solution to establish procedures for the use and maintenance of Ride Solution owned computers. For definition purposes, the word "computer" is defined as all of the following items: monitor, central processing unit (CPU) including all internal components and software, keyboard, mouse, laptop (portable computer) and all attached peripherals (i.e. printers, external drives, external drives, etc.)

Employees should remember that these machines are primarily for business use. Employees may not install or remove software on Ride Solution's computer systems without prior management approval. Active screen savers and personalized themes should not be installed. Standard screen savers and themes are necessary to eliminate them as a possible source of problems. For the same reason, and to preserve disk space, games and other personal applications should not be installed.

## CELLULAR PHONES

Department Directors are responsible for the approval of equipment requests, review of monthly charges, inventory of property, and termination of unneeded services. Department Directors must oversee the appropriate use of cellular telephone equipment and services by approving requests for cellular telephone services only to personnel who require such services to conduct official Ride Solution business and ensuring that cellular telephone services will be used only for agency business when other communication service is not available.

Authorized users are responsible for:

- Reimbursing Ride Solution for the repair or replacement cost of a damaged, lost or stolen cellular telephone, if its damage, loss or theft was due to negligence.
- Verifying the accuracy of the billing and reimbursing the Ride Solution for unauthorized use (including use by other individuals) or unauthorized charges.
- Returning the cell phone when it is no longer required to carry out work assignments. Users must reimburse Ride Solution for the purchase price if they do not return the telephone.

## EMAIL, VOICE MAIL AND THE INTERNET

The purpose of email, voice mail and the Internet is to facilitate transmittal of **business-related information**. Accordingly, the email and voice mail systems as well as the Internet should be used primarily for matters of concern to Ride Solution operations, and generally not for communication of a personal, private, or non-business nature. Incidental limited personal use is permitted assuming it does not interfere with performance or operations and does not violate any Ride Solution policy or applicable law. Access is limited to approved purposes.

Employees with company emails are expected to review their email a reasonable number of times throughout the day. If out of the office, employees are expected to update their out-of-office message to indicate the length of time out of the office and who to contact in their absence.

To reduce the threat of viruses, reasonable care must be taken when opening email messages. Never open attachments from non-business sources or from other unknown sources. Even if the sender is recognized as a business associate, that sender could have been the victim of a virus. Such a virus could automatically generate email from their account to employee accounts. Simply because an employee exists in their email address book, the employee will be sent a copy of the virus. Verify unexpected attachments before opening, even when sent by a known business associate.

The Internet should not be used to listen to Internet radio stations or similar sources unless the employee's job requires such. Streaming audio as well as videos uses an excessive amount of bandwidth.

## **ELECTRONIC MONITORING**

Employees have no right or expectation of privacy in any information stored in any Ride Solution computer or on any Ride Solution message system including email or voice mail systems, or that such information will not be inadvertently or intentionally disclosed to persons other than the user.

From time to time, for many reasons including, but not limited to, maintaining security, increasing productivity, and preserving a hostile-free environment, Ride Solution may review certain employee communications and activities.

Ride Solution is providing all employees with notice that it performs the following or other types of electronic monitoring:

- Reviewing telephone usage;
- Accessing voice mail messages;
- Accessing computer files;
- Reviewing Internet usage;
- Reviewing emails; and
- Recording and/or reviewing employee usage of business equipment including, but not limited to telephones, cell phones, computers, photocopiers, fax machines and printers.

Ride Solution conducts such reviews whenever it believes there is a business need to do so.

Ride Solution may conduct other types of electronic monitoring not identified above, and without advance notice, where: 1) it is necessary for security purposes in public areas; or 2) Ride Solution reasonably believes an employee or employees are violating the law, Ride Solution policy, the legal rights of Ride Solution or its employees, or are creating a hostile work environment.

Ride Solution's policies including, but not limited to, those prohibiting harassment apply in their entirety to the use of Ride Solution's email, voice mail and the Internet systems. Specifically, it is against Ride Solution policy to convey, display, transmit or download sexually explicit images, messages, or cartoons. Therefore, any such transmission or use of email, voice mail or Internet communications that contains ethnic slurs, racial epithets, or anything that may be construed as harassment or offensive to others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs or other protected classification under applicable law, is strictly prohibited and may constitute grounds for termination.

All employees, upon request, must inform management of any private access codes or passwords to business related services. No employee may access, or attempt to obtain access to, another employee's communication or computer systems without appropriate authorization. Violations of this policy will result in disciplinary action up to and including termination.

## SOCIAL MEDIA

Social media offers the opportunity to interact with the public and employees. Ride Solution uses social media to offer opportunities for outreach, information sharing and interaction. Ride Solution staff who are engaged with social media should educate themselves about effective, responsible and safe use of these tools. There are three distinct uses of social media:

- **Official use.** Use is an authorized component of an employee's job duties.
- **Professional use at work.** Employees may use social media for approved business purposes, including professional networking, to support the agency's mission. Participation is considered to be for official agency purpose and an employee may use work time and agency owned equipment to participate.
- **Personal use of social media at or outside of work.** Personal use of social media is NOT ALLOWED on Ride Solution paid work time, equipment or resources.

### Basic social media principles

These principles are universal when using social media officially, professionally or personally.

**Be aware:** communication via social media is powerful. Social media tools allow information to be communicated almost instantly to a broad audience. If you mention Ride Solution and expresses an opinion, you must state that the opinion is your own opinion and not Ride Solution's position.

**Be responsible.** Employees may be perceived by others as speaking on behalf of Ride Solution regardless of intent or authority to do so. Carefully consider content and how it may be perceived. What is published will be accessible for some time and, in some cases, indefinitely.

**Be honest and transparent.** Honesty – or dishonesty – will be quickly noticed in social media.

**Correct errors quickly.** If a mistake is made, admit it. If appropriate, modify an earlier post to make it clear that the error has been corrected.

**Be respectful.** When disagreeing with others' opinions, keep it appropriate and polite. Do not use abusive, threatening, offensive, obscene, explicit or racist language. Do not use discriminatory comments about Ride Solution, superiors or co-workers.



**Be relevant and add value.** The best way to get content read is to contribute information that people value. Social communication from the agency should help passengers, partners and co-workers. It can be thought-provoking and should build a sense of community. If social communication helps people improve knowledge or skills, get to where they need to go, solve problems, or understand the agency better, then it is adding value.

**Be conversational.** When communicating via social media, use the same approach that one would use when talking to a person on the phone. Bring in personality to personalize the voice/tone of the agency. Consider content that is open ended and invites responses. Encourage comments.

When in doubt, don't post! Failure to follow these guidelines may result in discipline, up to and including termination. In enforcing this policy, Ride Solution reserves the right to monitor social media activities of employees, whether such activities are conducted with Ride Solution resources, to the extent permitted and in accordance with applicable law. Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment.

## **USE OF TELEPHONES**

Ride Solution telephones are for business purposes only. Personal calls should be kept to a minimum or made in cases of emergencies. All calls should be as brief as possible. Personal long-distance calls shall not be charged to Ride Solution. Misuse of company telephones for personal reasons, other than outlined herein, will result in disciplinary action.

While at work, you are expected to exercise the same self-discipline in using personal cellular phones as is expected for the use of Ride Solution phones. Excessive personal calls during the workday, regardless of the phone used, can interfere with your productivity and be distracting to others. You are therefore asked to make any non-emergency personal calls on non-work time where possible and to ensure that friends and family members are aware of Ride Solution's policy.

## STANDARDS OF BEHAVIOR

Ride Solution strives to maintain the highest standards of customer service and desires to create a pleasant and efficient environment for all employees. To achieve these goals, it is necessary that employees conduct themselves properly.

Common sense should be the guide as to what behavior is appropriate. Remember that it is not the intent, it's the perception and impact when it comes to workplace harassment.

Ride Solution will analyze and respond to these situations on an individual basis. Nonetheless, all employees must abide by certain rules of conduct, based on common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is necessary to adopt and enforce rules. The following are examples of some but not all conduct which may subject to disciplinary action, up to and including discharge:

1. Engaging in acts of discrimination or harassment in the workplace.
2. Possessing, distributing or being under the influence of controlled substances on Ride Solution premises or in Ride Solution vehicles.
3. Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business.
4. Stealing, removing or defacing Ride Solution, client or co-workers' property.
5. Causing loss of material or damage to Ride Solution property through carelessness or intent.
6. Violation of confidential information and conflict of interest policy.
7. Excessive absenteeism, tardiness, unexcused or unauthorized absence.
8. Misconduct, such as sleeping on the job, provoking or instigating a fight.
9. Falsifying Ride Solution records (including employment applications, medical claims, time sheets, etc.).
10. Physical and/or verbal intimidating, threatening or violent conduct, vandalism, sabotage, arson, use of weapons, and/or carrying weapons onto Ride Solution property.
11. Unauthorized use of company property, equipment, devices or assets.
12. Insubordination or refusal to comply with directives.
13. Failing to adequately perform job responsibilities.
14. Excessive or unexcused absenteeism or tardiness.
15. Disregard for safety and security procedures.
16. Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.



## **SEXUAL AND OTHER HARASSMENT**

To avoid any potentially inappropriate conduct in the workplace, it is Ride Solution's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of race, color, creed, religion, national origin, ancestry, citizenship status, age, disability, veteran status, sex, genetic information or any other characteristic protected under applicable local, state and federal laws. The purpose of this policy is not to regulate employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

Sexual harassment of any employee is specifically prohibited. "Sexual harassment" generally means any unwelcome sexual advance, requests for sexual favors or other verbal or physical conduct of a sexual nature when: (a) submission of such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (c) such conduct substantially interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment. Examples of sexually harassing conduct include:

- Verbal conduct such as suggestive or offensive comments, lewd remarks, and sexual propositions.
- Non-verbal conduct such as derogatory or pornographic displays, cartoons or drawings, sexual gestures, or leers or stares.
- Physical conduct such as touching, kissing, patting, brushing up against someone, or assault.

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

## **ANTI-DISCRIMINATION POLICY**

Under Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA), and the Age Discrimination in Employment Act (ADEA), it is illegal to discriminate in any aspect of employment. Discriminatory practices under these laws also include: harassment on the basis of race, color, religion, sex, national origin, disability, or age; retaliation against an individual for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices; employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals of a certain sex, race, age, religion, or ethnic group, or individuals with disabilities; and denying employment opportunities to a person because of marriage to, or association with, an individual of a particular race, religion, national origin, or an individual with a disability.

## **PROCEDURES FOR REPORTING AND INVESTIGATING HARASSMENT OR DISCRIMINATION**

Any employee who believes that he or she has been subjected to conduct which violates this policy should immediately contact the Director of Administration. An employee who feels uncomfortable speaking with the Director for any reason or have not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment or discrimination should contact the Executive Director.

Every report of perceived harassment or discrimination will be fully investigated, and corrective action will be taken where appropriate. To protect the privacy of persons involved, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances. Investigations may include interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge.

All employees are expected to cooperate fully with any ongoing investigation. Employees who believe they have been unjustly charged with harassment or discrimination can defend themselves verbally or in writing at any stage of the investigation.

Ride Solution will not tolerate any retaliation against individuals who report unwelcome conduct to management in good faith or who cooperate in the investigations of such reports in accordance with this policy. Any manager who is aware of possible harassment or discrimination should immediately report the matter to the attention of the Director.

At the conclusion of an investigation, the complainant and the "alleged harasser" shall be informed of the determination. Where appropriate, the "harasser" and the "victim" may be offered mediation or counseling.

## **PENALTIES FOR VIOLATION OF ANTI-HARASSMENT OR DISCRIMINATION POLICY**

If it is determined that inappropriate conduct has occurred, Ride Solution will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, as Ride Solution deems appropriate under the circumstances and in accordance with applicable law.

## **RELIGIOUS AND POLITICAL ACTIVITIES**

Ride Solution accepts without reservation, the basic democratic principle that all employees are free to make their own individual decisions in religious, civic and political matters. Therefore, no employee's status with Ride Solution will be affected, in any way whatsoever, because of participation or non-participation in lawful civic, political and religious activities.

Participation in religious, civic and political activities is a personal matter and, as such, is to be carried on outside of normal working hours. No religious or political activities will be carried on within Agency premises or vehicles. Under no circumstances is religious or political discussions to be held with Ride Solution passengers while on board our vehicles.

Political activities are defined for purposes of this policy as activities in support of any partisan political issue or activities in support of, or in concert with, any individual candidate for political office, or a political party, which seek to influence the election of candidates to federal, state, or local offices. The definition includes employees who are or may be candidates for political office.

## **SAFETY AND SECURITY**

Ride Solution is strongly committed to providing a safe workplace. These policies are implemented to minimize the risk of personal injury to employees and damage to Ride Solution and personal property.

### **VIOLENCE IN THE WORKPLACE**

Threats, threatening language or any other acts of aggression or violence made toward or by any Ride Solution employee will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive and injurious and/or destructive action undertaken for the purpose of domination or intimidation.

Weapons are prohibited on Ride Solution premises unless such prohibition is restricted by applicable law. The only exceptions to this policy, other than to the extent such prohibition is restricted by applicable law, will be police officers, security guards, or other persons who have been given written consent by Ride Solution to carry a weapon on the property.

Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, illegal knives, or other weapons covered by the law. Any employee who has a question about whether an item is covered by this policy, please call the HR Department. An employee will be held responsible for making sure beforehand that any potentially covered item is not prohibited by this policy.

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede Ride Solution's ability to investigate and respond to the complaints. All threats will be promptly investigated. No employee will be subjected to retaliation, intimidation or disciplinary action because of reporting a threat in good faith under this policy.

If an investigation confirms that threat of a violent act or violence itself has occurred, Ride Solution will take swift and appropriate corrective action.

Any employee who is the recipient of a threat made by an outside party should follow the steps detailed in this section. It is important for Ride Solution to be aware of any potential danger on Ride Solution's property. Indeed, Ride Solution wants to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

## SAFETY AND ACCIDENT PREVENTION

Safety is a joint venture at Ride Solution. We provide a clean, hazard-free, healthy, safe environment in which to work and make every effort to comply with all relevant federal, state and local occupational health and safety laws, including the federal Occupational Safety and Health Act.

As an employee, you have a duty to comply with the safety rules and are expected to take an active part in maintaining a hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions and use safety equipment where required.

You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get hurt while at work, you must notify your manager immediately. Failure to do so may result in a loss of benefits under the state workers' compensation law. Failure to abide by Ride Solution's safety and accident rules may result in disciplinary action, up to and including termination.

## WIRELESS (CELLULAR) COMMUNICATION POLICY

Ride Solution requires all transit operators and individuals operating Ride Solution owned vehicles to fully comply with the following Communication policy:

1. The use of a personal wireless communication device is prohibited while the vehicle is in motion.
2. All personal wireless communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
3. Drivers may hold brief (less than 1 minute) radio communications with the dispatcher. If you must use the radio longer, you must stop the vehicle in a safe location.
4. The use of a wireless communication device is prohibited while loading or unloading a passenger on a lift or while conducting any other safety related duty that require the driver's undivided attention.
5. Employees are permitted to use wireless communication devices in the following situations:
  - a. Requesting emergency medical assistance
  - b. Reporting illegal activity, traffic accident, road hazard or a safety or security threat



Wireless communication device training and testing is included in Module 1 (Bus Transit System Safety and Operational Policies and Procedures) of the Computer Based Training and Testing program which all drivers are required to complete upon hire, before driving on a street or highway unsupervised.

## **TRAFFIC TICKETS**

All employees are required to follow state traffic laws. We understand that accidents happen, and you may get caught by a red-light camera. All incidents occurring in a Ride Solution owned vehicle must be reported promptly to dispatch and your supervisor.

Any tickets written to a Ride Solution employee while operating a Ride Solution vehicle must be paid by the employee. If payment assistance is needed, speak with your supervisor to make appropriate arrangements.

## **DRUG FREE / ALCOHOL FREE ENVIRONMENT**

To help ensure a safe, healthy and productive work environment and in accordance with FTA regulations, Ride Solution maintains a workplace free of drugs and alcohol and has adopted a zero-tolerance substance abuse policy. Violation of this substance abuse policy will result in termination of employment and exclusion from hire.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual on Ride Solution property or while on Ride Solution business is strictly prohibited.

Employees who are classified as "safety sensitive" are also subject to random drug testing and reasonable cause testing. Safety-Sensitive Employees include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Control the movement/dispatch of a revenue service vehicle
3. Perform maintenance on a revenue service vehicle or equipment used in revenue service
4. Perform any of the above safety sensitive functions in a supervisory or training role.



Employees are prohibited from reporting to work or working while using or under the influence of any drugs or controlled substances, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized reporting to work in a safety sensitive role. Employees are strongly encouraged to inform their prescribing physician of their safety-sensitive job functions to ensure that appropriate medications are prescribed.

### **Pre-Employment Drug Testing**

All Ride Solution applicants who have been offered employment will be subject to a pre-employment drug screening. Failure to test negative will be grounds for revoking the offer of employment. An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test.

### **Random Drug and Alcohol Testing**

Employees in safety-sensitive positions shall be subject to random, unannounced testing. Random alcohol testing shall be conducted on a safety sensitive employee during, just before or just after the performance of a safety-sensitive function. Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

### **Reasonable Suspicion Testing**

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to follow FTA regulations. Reasonable suspicion testing for prohibited drugs may be conducted anytime an employee is on duty.

### **Post-Accident Testing**

**Fatal Accident:** Safety-sensitive employees are required to undergo urine drug and breath alcohol testing as soon as practical following an accident involving a revenue service vehicle that results in a fatality (regardless of whether in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested.

**Non-Fatal Accident:** A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene or if one or more vehicles incurs disabling damage that requires towing from a site; unless Ride Solution management determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall also be tested. The testing requirements shall not delay necessary medical attention for injured persons, nor prohibit an employee from leaving the scene of an accident to obtain assistance.

## **CODE OF ETHICS**

This Code of Ethics is provided to all employees to serve as a guide to proper business conduct. In general, we expect all employees to follow the Code of Ethics and to observe the highest standards of ethics and integrity in their conduct including:



### **BUILD TRUST AND CREDIBILITY**

The success of Ride Solution is dependent on the trust and confidence it earns from employees, passengers and stakeholders. Ride Solution gains credibility by adhering to its commitments, displaying honesty and integrity and reaching goals solely through honorable conduct.

When considering any action, it is wise to ask: will this build trust and credibility for Ride Solution? Will it help create a working environment in which I can succeed over the long term? The only way Ride Solution will maximize trust and credibility is by answering “yes” to those questions and by working every day to build its trust and credibility.

### **CREATE A CULTURE OF OPEN AND HONEST COMMUNICATION**

At Ride Solution, everyone should feel comfortable to speak his or her mind with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. Ride Solution benefits tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times.

Ride Solution will investigate all reported instances of unethical behavior. In every instance where improper behavior is found to have occurred, Ride Solution will take appropriate action. Ride Solution will not tolerate retaliation against employees who raise ethics concerns in good faith.

### **UPHOLD THE LAW**

Ride Solution’s commitment to integrity begins with complying with laws, rules and regulations where it does business. Further, each of us must understand Ride Solution policies, laws, rules and regulations that apply to specific roles. If you are unsure of whether a contemplated action is permitted by law or Ride Solution policy, you should seek the advice from a supervisor. Ride Solution is responsible for preventing violations of law and employees should speak up if they see possible violations.

### **AVOID CONFLICTS OF INTEREST**

Employees must avoid any relationship or activity that might impair, or even appear to impair, your ability to make objective and fair decisions when performing a job. At times, employees may be faced with situations where the business actions they take on behalf of Ride Solution may

conflict with their own personal or family interests because of the course of action that is best personally may not also be the best course of action for Ride Solution. Employees owe a duty to Ride Solution to advance its legitimate interests when the opportunity to do so arises. Employees must never use Ride Solution property or information for personal gain or personally take for ourselves any opportunity that is discovered through their position with Ride Solution.

Determining whether a conflict of interest exists is not always easy to do. Employees with a conflict of interest question should seek advice from their supervisor.

## **PROTECT CONFIDENTIAL INFORMATION**

Each employee is responsible for safeguarding confidential information obtained in connection with his or her employment. During your work, you may have access to confidential information regarding Ride Solution passengers and/or co-workers. Employees with access to such confidential information are responsible for its security and are required to sign confidentiality agreements upon employment. Employees are prohibited from attempting to obtain confidential information for which they have not received access authorization. Any employee who discloses confidential information (other than as necessary in the performance of his or her job duties) will be subject to disciplinary action, up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information.

## **SET METRICS AND REPORT RESULTS ACCURATELY**

Ride Solution will make certain that all disclosures made in reports are full, fair, accurate, timely and understandable. No business goal of any kind is ever an excuse for misrepresenting facts or falsifying records.

Employees should inform their supervisor if they learn that information in any filing or public communication was untrue or misleading at the time it was made or if subsequent information would affect a similar future filing or public communication.

## **RECORDKEEPING**

Ride Solution creates, retains and disposes of records as part of its normal course of business in compliance with all Ride Solution policies and guidelines, as well as all regulatory and legal requirements.

Employees must not improperly influence, manipulate or mislead any audit, nor interfere with any auditor engaged to perform an independent audit of Ride Solution books, records, processes or internal controls.

## **ACCOUNTABILITY**

All employees are responsible for knowing and adhering to the values and standards set forth in Ride Solution's Code of Ethics and for asking questions about Ride Solution policy where there is

any uncertainty. Employees who are concerned whether the standards are being met or are aware of violations of the Code should contact their supervisor. Ride Solution takes seriously the standards set forth in the Code, and violations are cause for disciplinary action up to and including termination of employment.

Integral to Ride Solution's success is its protection of confidential information, as well as nonpublic information entrusted to us by employees, passengers and stakeholders. Ride Solution will not disclose confidential and nonpublic information without a valid business or legal purpose and proper authorization.

## **RESPONSIBILITY/COMMITMENT REVIEW**

We believe that a successful organization depends upon each employee's commitment to be responsible for his or her own behavior. An employee who decides not to live up to his or her responsibilities may be faced with the following:

**Responsibility Reminder:** When an employee behaves in a manner that is inconsistent with the company's statement of conduct or if an employee demonstrates a lack of commitment to this company, the behavior and/or attitude will be thoroughly discussed with the employee, including what constitutes responsible, committed behavior. Notation of the date, time, and nature of the discussion will be made.

**Written Commitment Reminder:** When an informal responsibility reminder has not resulted in a decision to change behavior, a written commitment reminder will be issued. A supervisor will meet with the employee to discuss the employee's commitment to the agency and to invite the employee to present his or her views on the behavior. The Commitment Reminder will advise the employee that a decision not to live up to his or her responsibilities in the workplace will result in further review, including a possible decision-making leave or terminating employment.

**Decision-making Leave:** If the employee continues to behave in a manner that demonstrates that he or she is not committed to this agency and/or is not acting responsible for his or her own behavior, the employee may be placed on a Decision-Making Leave (DML) which is a one-day suspension without pay. On this day, the employee must decide to solve the specific problem and make a total performance commitment to the job or quit.

**Termination:** If the employee decides not to solve the specific problem and make a performance commitment, the employee will be deemed to have voluntarily quit. The company reserves the right to terminate employees at any time, for any reason not expressly prohibited by law.

Use of the review process is optional, and each step may not be followed. Nothing in this policy amends or restricts the agency's right to terminate employees at any time, with or without notice, for any or no reason. The written reminder tool is included in the Appendix.

## **ENDING THE JOURNEY**

### **RESIGNATIONS**

Employees who resign from their position are asked to give Ride Solution a minimum of two weeks' notice of their date of resignation. A written notification should be delivered to the employee's immediate supervisor. A copy of the resignation should also be sent to the HR Department. Employees are paid in full for unused accrued vacation time at employment end, if they give a two-week notice and work those two weeks.

### **INVOLUNTARY TERMINATIONS**

In some cases, it may be necessary to dismiss employees whose performance does not meet Ride Solution's standards. Such circumstances include but are not limited to misconduct, poor work performance, excessive tardiness, absenteeism, pilfering, rudeness to the public, etc. Dismissed employees require authorization before being permitted to return to Ride Solution property. Failure to obtain such authorization may subject the individual to charges of trespassing.

### **RETIREMENT**

Employees may retire at age 62 with six years of service.

Those employees who are retiring will be given the option of:

1. Being paid for unused vacation in a lump sum and having their date of separation become effective when they leave the property, or
2. Electing to exhaust accrued vacation time prior to the effective date of retirement.

It is best for an employee to notify the HR Department of his/her intent to retire at least three months prior to the intended retirement date.



## **GENERAL PROVISIONS**

### **INSURANCE BENEFITS**

Insurance benefits will terminate on the last day of the month of the event of termination or retirement. Employees who leave the employment of Ride Solution have the option to maintain their health insurance at their cost for up to 18 months. This election, named COBRA (Consolidated Omnibus Budget Reconciliation Act), will be effective the first of the month following the date of termination.

## EXIT INTERVIEW

Because of the amount of information that must be provided to the separating employee, all employees should make an appointment for an exit interview with the HR Department. The exit interview also provides the employee an opportunity to offer constructive comments and suggestions about their employment with Ride Solution. The exit interview should take place as close to the last workday of the employee as possible. Separated employees are encouraged to keep Ride Solution informed of any address changes, so that tax forms and any appropriate information regarding their retirement savings program may be forwarded. Upon separation, all employees must return all Ride Solution property before departing. Items to be returned include but are not limited to building and office keys, Ride Solution vehicle keys, Ride Solution identification card/bus pass, Ride Solution work products and files, and all Ride Solution issued electronic devices (i.e., cell phones, portable radios, and laptops).

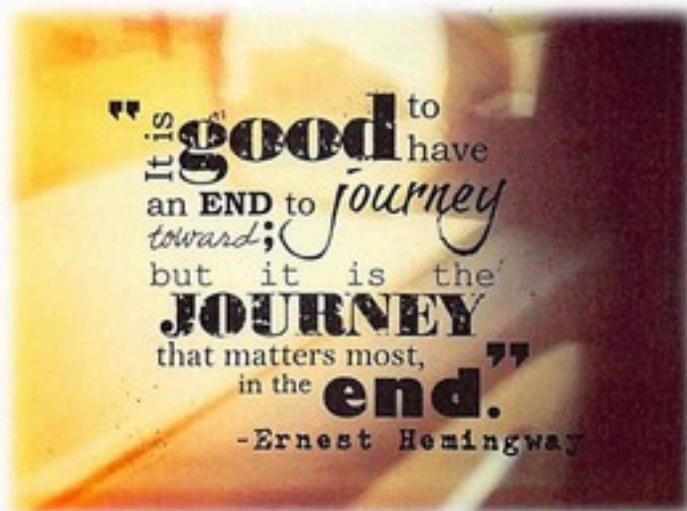
## REFERENCE REQUESTS

To ensure consistency in practice, Human Resources processes all reference requests on former employees. Managers are required to refer any such requests for information to Human Resources.

## RE-EMPLOYMENT

If an employee wishes to seek re-employment with Ride Solution after resignation or having been off the payroll for a period, the employee may do so by applying to the HR Department.

Re-employment is based on the business needs of Ride Solution, and qualifications as are considered in the employment of any other applicant. Any person who was discharged from Ride Solution will not be considered for re-employment.



## APPENDIX: RIDE SOLUTION FORMS



### EMPLOYEE LEAVE REQUEST FORM

EMPLOYEE NAME: \_\_\_\_\_ TODAY'S DATE: \_\_\_\_\_

TYPE OF LEAVE:  VACATION  SICK  OTHER: \_\_\_\_\_

DATE(S) OF LEAVE REQUEST: \_\_\_\_\_

TOTAL HOURS \_\_\_\_\_ OR FULL DAYS \_\_\_\_\_ OF LEAVE TO BE USED

EMPLOYEE TO COVER SHIFT WHILE ON LEAVE (IF APPLICABLE): \_\_\_\_\_

NOTES: \_\_\_\_\_

EMPLOYEE SIGNATURE: \_\_\_\_\_

Requests for time off will be reviewed with consideration for peak demand periods and other requests for time off during the same period. Please submit your request as soon as possible, but no later than one week prior to the requested leave date(s).

**SUPERVISOR'S USE ONLY:**

REQUEST FOR LEAVE DENIED

REQUEST FOR LEAVE APPROVED

REASON: \_\_\_\_\_

SUPERVISOR NAME \_\_\_\_\_ DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

## **WRITTEN REMINDER FOR COMMITMENT TO CODE OF ETHICS AND SATISFACTORY JOB PERFORMANCE**

**Employee Name:** [FIRST AND LAST NAME] **Date:** [Month Day, Year]

**Incident(s) Resulting in This Written Reminder:**

[Detail of what occurred and date it occurred. When possible, note specific and relevant performance expectations that were not met and explain what is unacceptable about the employee's work or actions. Include any specific consequences of the actions (e.g., resulted in an overpayment of \$550, resulted in 10 clients missing appointments, etc.).]

**Employee Statement:**

[Allow employee to provide a response to the allegation here.]

**Employee's Signature:** \_\_\_\_\_

**Required Corrections and Timeline for Corrections:**

[Clearly detail required corrective actions or expectations. Indicate any actions management will take to support these corrections (e.g., explain proper procedures, review work, etc.).]

**Employee's Corrective Action Statement:**

[Allow employee to commit to corrective actions here.]

**Employee's Signature:** \_\_\_\_\_

**Warning Decision and Consequences:**

This warning discussion has resulted in:

- Exoneration of Employee
- Verbal/Written Reprimand
- Suspension without pay for \_\_\_\_\_ days
- Termination

If you fail to make and sustain these corrections, I will consider further disciplinary action, up to and including dismissal.

**Supervisor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee's Acknowledgement:**

I acknowledge that I have received this disciplinary letter. I understand that my signature below does not necessarily imply agreement with the statements made in this document or the disciplinary action taken.

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## VEHICLE USE CHECK OUT/IN FORM

You will be held responsible for all damage to the vehicle, if these procedures are not followed. Complete this form, make and keep one copy and deliver one copy to Dispatch prior to leaving with the vehicle. Upon your return, complete your copy with return information and deliver it to Dispatch.

DRIVER'S NAME: \_\_\_\_\_

DESTINATION: \_\_\_\_\_

PURPOSE: \_\_\_\_\_

DEPARTURE DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

EXPECTED RETURN DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_

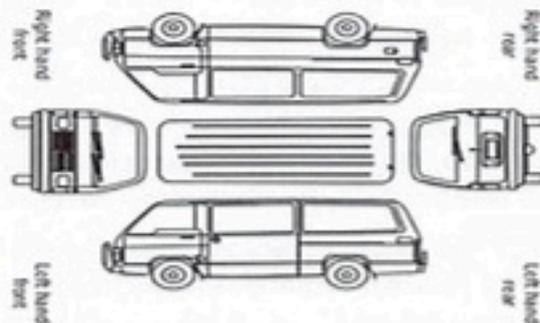
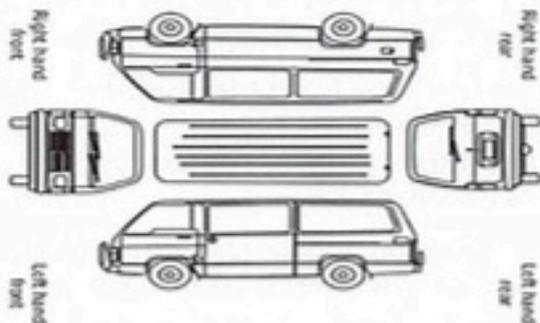
RS VEHICLE #: \_\_\_\_\_ VEHICLE TAG #: \_\_\_\_\_

MILEAGE AT DEPARTURE: \_\_\_\_\_ MILEAGE AT RETURN: \_\_\_\_\_

FUEL AT DEPARTURE: \_\_\_\_\_ FUEL AT RETURN: \_\_\_\_\_

CLEARLY MARK ALL PRIOR DAMAGE:

CLEARLY MARK ALL DAMAGE UPON RETURN:



COMMENTS (EXTERIOR OR INTERIOR APPEARANCE, MECHANICAL ISSUES, ETC.): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **FLEET VEHICLE USAGE PROCEDURE:**

Ride Solution's vehicles are purchased, maintained and fueled using grant funds specifically for the transportation of our passengers. It is the responsibility of all employees to make sure that we are using tax payer funded equipment in accordance with the law.

All Ride Solution vehicles must be housed at the Ride Solution campus when not in revenue service or has a specific business reason for being located elsewhere. Specific business reasons may include:

1. Maintenance outsourced to another facility
2. Business trip
3. On Call support
4. Early morning pickup closer to driver's home than garage (reduces deadhead costs)
5. Employee has a temporary transportation issue and is otherwise unable to get to work

Maintenance and dispatch must remain informed of the location of each Ride Solution vehicle. A new log and check out forms have been created and placed in dispatch. All vehicles that are removed from the garage in non-revenue service, must be checked out using the form and noted on the log. Please note that if a vehicle is to be checked out using reason #5, the vehicle must be returned to the garage prior to the time it is needed for revenue service. It also must be returned clean and fully fueled. Any accidents must be reported immediately. Multiple offenses shall result in a suspension of privileges. For the personal use of the vehicle, the employee will also be assessed the standard IRS rate for "miles driven in service of charitable organizations". The 2017 rate is 14 cents per mile.

Vehicles are available for use by staff of Ride Solution, Inc. related activities on a temporary or short-term basis, generally less than two (2) days per week. The vehicle fleet consists of vans. Mandatory training is required prior to the use of the vehicles. A valid driver's license is required to operate the vehicle. Send completed and approved vehicle requisition form to the Executive Director or Transportation Director as soon as your travel plans are arranged. You may telephone either to reserve a vehicle, however, all Vehicle Requisition forms must be submitted prior to your departure. Vehicle keys will not be issued without a properly completed form and a copy of current driver license on file.

Vehicles shall be returned in clean condition, ready for use. Any vehicle returned with garbage inside shall be assessed a cleaning fee of \$25.00. Multiple offenses shall result in a suspension of privileges.

Users shall not be allowed to remove seats or modify the vehicle in any way. Prior to departing the driver is responsible for checking for any damage and the presence of safety related items such as fire extinguisher, first aid kit and roadside emergency kit containing reflective triangles. If you discover a minor problem during the maintenance hours, please report to the Shop Manager.

All keys, and completed vehicle use check-in out form must be returned to the Shop Manager promptly after use. Failure to return keys or required forms will result in suspension of vehicle use privileges until items are returned. A fee of \$185.00 shall be assessed on all lost keys to cover the cost of changing locks.

**FUEL – YOU ARE REQUIRED TO BRING THE VEHICLE BACK WITH FUEL TANK FULL.**

If you experience a vehicle break down and need assistance, call Dispatch at (386) 325-9999. If you have an accident, call the local authorities and contact Dispatch. Insurance information can be found in the book provided in each vehicle. All passengers and driver are required to wear safety belts. It is the responsibility of the driver to see that all passengers obey the law. Payments for all traffic and parking violations shall be the personal responsibility of the driver. **SMOKING IS PROHIBITED** in all vehicles.

## ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING OF THE EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of the Ride Solution Employee Handbook. I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of Ride Solution.

---

*Full Name (please print)*

---

*Date Handbook Received*

---

*Signature*

I have read and discussed this handbook with my supervisor. I understand that the purpose of this Handbook is to inform me of the Ride Solution's policies and procedures and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Ride Solution employee, nor is it intended to create contractual obligations of any kind. I understand that Ride Solution has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

---

*Date of Review with Supervisor*

---

*Signature*



### APPENDIX 3

- DETAILED BUDGET WITH COST ALLOCATION
  - CTD STANDARDIZED RATE MODEL
- ADMINISTRATIVE LINE ITEM PERCENTAGES

Ride Solution Inc.  
FY 2027 DRAFT Budget

	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Jan-27	Feb-27	Mar-27	Apr-27	May-27	Jun-27	Total
<b>Income</b>													
401100 Fare Box Revenues													0.00
401102 Fare Box	762.00	762.00	762.00	762.00	762.00	762.00	762.00	762.00	762.00	762.00	762.00	762.00	9,144.00
401104 Greyhound Fare Box	69.92	69.92	69.92	69.92	69.92	69.92	69.92	69.92	69.92	69.92	69.92	69.92	839.00
<b>Total 401100 Fare Box Revenues</b>	<b>\$ 831.92</b>	<b>\$ 9,983.00</b>											
402100 Purchase of Service & Veh Trip													0.00
402101 Med Waiver	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	4,386.25	52,635.00
402173 Alivi	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	2,621.83	31,482.00
402180 City of Pelotia	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	2,083.33	25,000.00
<b>Total 402100 Purchase of Service &amp; Veh Trip</b>	<b>\$ 9,091.42</b>	<b>\$ 109,087.00</b>											
406000 Other Revenue													0.00
406400 Van Pool Revenue	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	500.00	6,000.00
<b>Total 406000 Other Revenue</b>	<b>\$ 500.00</b>	<b>\$ 6,000.00</b>											
407000 Non-Trans Revenue													0.00
407500 State Fuel Tax Refund	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	1,704.33	20,452.00
407600 Fedl. Fuel Tax Refund	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
407700 Bank Interest Income	85.08	85.08	85.08	85.08	85.08	85.08	85.08	85.08	85.08	85.08	85.08	85.08	1,021.00
<b>Total 407000 Non-Trans Revenue</b>	<b>\$ 1,789.42</b>	<b>\$ 21,473.00</b>											
47900 In-Kind Revenue													0.00
407925 Donated Office Space Train Stat	800.00	800.00	800.00	800.00	800.00	800.00	800.00	800.00	800.00	800.00	800.00	800.00	9,600.00
407926 Donated Utilities Train Station	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	4,800.00
<b>Total 47900 In-Kind Revenue</b>	<b>\$ 1,200.00</b>	<b>\$ 14,400.00</b>											
409100 Local Grants													0.00
409101 Co Commissioners Putnam	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	2,500.00	30,000.00
<b>Total 409100 Local Grants</b>	<b>\$ 2,500.00</b>	<b>\$ 30,000.00</b>											
461000 State Grants													0.00
461151 TDC Non-Sports Revenue - G1A59	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	36,654.00	439,848.00
<b>Total 461000 State Grants</b>	<b>\$ 36,654.00</b>	<b>\$ 439,848.00</b>											
610000 Revenue Subsidy													0.00
611110 DOT Grant 5311F	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	69,578.01	834,936.13
613114 DOT Grant 5311 Ops Rev	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	51,477.50	617,730.00
613115 DOT Grant 5311 (Special)	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	92,000.00	804,000.00
613117 DOT Grant Transit Corridor	31,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	31,000.00	10,000.00	10,000.00	10,000.00	10,000.00	10,000.00	162,000.00
613118 DOT Grant 5310 ARC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Revenue Subsidy</b>	<b>\$ 244,055.51</b>	<b>\$ 193,055.51</b>	<b>\$ 244,055.51</b>	<b>\$ 193,055.51</b>	<b>\$ 2,418,695.13</b>								
<b>Total Income</b>	<b>\$ 296,622.26</b>	<b>\$ 245,622.26</b>	<b>\$ 296,622.26</b>	<b>\$ 245,622.26</b>	<b>\$ 3,049,467.13</b>								
<b>Gross Profit</b>	<b>\$ 296,622.26</b>	<b>\$ 245,622.26</b>	<b>\$ 296,622.26</b>	<b>\$ 245,622.26</b>	<b>\$ 3,049,467.13</b>								







Service costs based on average daily route miles and hours per FY27 annual average sheet.

Ride Solution, Inc  
Calculation of Service Cost  
FY 2026-2027

19.3%	38.9%	49.8%	100.0%	100.0%	0.0%	100.0%
Maintenance, Fuel, Tires & Oil	Driver Salary and Fringe	Fixed Overhead	Total All Route Cost	Service Specific Cost	Total	Total Budget
\$581,470	\$931,175	\$1,503,465	\$3,016,111	\$3,016,111		

5310 Routes	Avg Daily Miles	Avg Daily Hours	Annual Days	Annual Mileage	% of Total Miles	Annual Hours	% of Total Hours	Maintenance Cost	Driver Cost	Fixed and Overhead Cost	Subtotal Cost	Service Specific Cost	Gross Route Cost	Avg MPH	Cost per Mile	Cost per Hour	Estimated Fares	Net Route Cost
Palatka Flex	39	6	260	23,112	5.49%	1,556	8.80%	\$ 31,905	\$ 81,945	\$ 132,307	\$ 246,157	\$ 246,157	\$ 246,157	14.9	\$ 10.65	\$ 158.20	\$ -	\$ 246,157
South Putnam Flex	134	5	260	34,776	8.26%	1,350	7.41%	\$ 48,007	\$ 69,019	\$ 111,423	\$ 228,441	\$ 228,441	\$ 228,441	26.1	\$ 6.57	\$ 174.33	\$ -	\$ 228,441
Cross County 1 (M-F)	120	6	260	31,248	7.42%	1,478	8.30%	\$ 43,137	\$ 77,858	\$ 125,708	\$ 246,703	\$ 246,703	\$ 246,703	21.1	\$ 7.90	\$ 166.87	\$ -	\$ 246,703
Cross County 2 (M-F)	96	5	260	24,696	5.80%	1,243	7.02%	\$ 34,092	\$ 65,471	\$ 105,709	\$ 205,273	\$ 205,273	\$ 205,273	19.9	\$ 8.31	\$ 165.12	\$ -	\$ 205,273
Local Demand	353	26	260	99,650	23.66%	6,717	37.50%	\$ 137,563	\$ 353,729	\$ 571,127	\$ 1,062,420	\$ 1,062,420	\$ 1,062,420	14.8	\$ 10.66	\$ 158.17	\$ -	\$ 1,062,420
<b>Total 5310 Routes</b>	<b>821</b>	<b>47</b>	<b>0</b>	<b>213,482</b>	<b>50.66%</b>	<b>12,305</b>	<b>69.59%</b>	<b>\$ 294,704</b>	<b>\$ 648,014</b>	<b>\$ 1,048,275</b>	<b>1,988,993</b>	<b>0</b>	<b>\$ 1,988,993</b>	<b>17.3</b>	<b>\$ 9.32</b>	<b>\$ 161.64</b>	<b>\$ -</b>	<b>\$ 1,988,993</b>

Local Demand w/o Greyhnd 21.5 99,650 41.66% 6,717 47.22% 14.8

All Other Routes	Avg Daily Miles	Avg Daily Hours	Annual Days	Annual Mileage	% of Total Miles	Annual Hours	% of Total Hours	MILE COST	HOURLY COST	FIXED COST	SUBTOTAL COST	Service Specific Cost	Gross Route Cost	Avg MPH	Cost per Mile	Cost per Hour	Estimated Fares	Net Route Cost
Greyhound 34 to Gainesville	308	1.5	394	85,492	20.30%	361	2.03%	\$ 120,100	\$ 15,170	\$ 70,961	\$ 216,231	\$ 216,231	\$ 216,231	200.5	\$ 2.30	\$ 408.27	\$ -	\$ 216,231
34A Gainesville	226	1.5	394	67,548	16.32%	314	1.75%	\$ 118,960	\$ 14,941	\$ 70,961	\$ 204,862	\$ 204,862	\$ 204,862	22.0	\$ 9.30	\$ 175.80	\$ -	\$ 204,862
JTA-PC50 AM	0	0	0	0	0.00%	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -
RTE 10	65	3.9	246	16,039	3.81%	959	5.43%	\$ 22,142	\$ 50,525	\$ 81,578	\$ 154,245	\$ 6,053	\$ 160,297	16.7	\$ 9.59	\$ 167.05	\$ -	\$ 160,297
RTE 12	39	3.9	246	9,602	2.30%	959	5.43%	\$ 13,380	\$ 50,525	\$ 81,578	\$ 145,483	\$ -	\$ 145,483	10.1	\$ 15.01	\$ 151.64	\$ -	\$ 145,483
RTE 14	40	1.9	0	0	0.00%	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -
RTE 20	6	0.4	0	0	0.00%	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -
RTE 22	32	1.3	0	0	0.00%	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -
Out Of County				0	0.00%	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -
VanPool		2.0	126	0	0.00%	0	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -				\$ -	\$ -
<b>Total All Other Routes</b>	<b>687</b>	<b>29.3</b>	<b>224</b>	<b>207,732</b>	<b>49.3%</b>	<b>5,377</b>	<b>30%</b>	<b>\$ 286,766</b>	<b>\$ 283,162</b>	<b>\$ 457,589</b>	<b>1,027,517</b>	<b>\$ 44,581</b>	<b>\$ 1,071,298</b>	<b>38.6</b>	<b>\$ 5.56</b>	<b>\$ 199.24</b>	<b>\$ -</b>	<b>\$ 1,071,298</b>
ARC miles				25,732														\$ -
<b>TOTAL ALL ROUTES</b>	<b>1,708</b>	<b>77</b>	<b>224</b>	<b>421,213</b>	<b>100.0%</b>	<b>17,682</b>	<b>1</b>	<b>\$ 581,470</b>	<b>\$ 931,175</b>	<b>\$ 1,503,465</b>	<b>3,056,511</b>	<b>\$ 44,581</b>	<b>\$ 3,060,290</b>	<b>23.8</b>	<b>\$ 7.27</b>	<b>\$ 173.09</b>	<b>\$ -</b>	<b>\$ 3,060,290</b>

FY19 MPH 20.3 3.5 mph increase over FY19 \$ 684,500

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** Ride Solution, Inc.  
**County (Service Area):** Putnam  
**Contact Person:** Boyd Thompson  
**Phone #** 386.325.9999

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- Governmental
- Private Non-Profit
- Private For Profit

#### NETWORK TYPE:

- Fully Brokered
- Partially Brokered
- Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Ride Solution, Inc.  
County: Putnam

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

1	Prior Year's ACTUALS	Current Year's APPROVED Budget, as amended	Upcoming Year's PROPOSED Budget	5	6	7
	from July 1st of 2024 to June 30th of 2025	from July 1st of 2025 to June 30th of 2026	from July 1st of 2026 to June 30th of 2027			
				% Change from Prior Year to Current Year	% Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
<b>Local Non-Govt</b>						
Farebox			\$ 13,985			
Medicaid Co-Pay Received						
Donations/Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						
<b>Local Government</b>						
District School Board						
Compl. ADA Services						
County Cash			\$ 30,000			
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
<b>CTD</b>						
Non-Spons. Trip Program	\$ 448,993	\$ 439,912	\$ 439,850	-1.6%	0.0%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
<b>USDOT &amp; FDOT</b>						
49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311 (Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						
<b>ARICA</b>						
Medicaid						
Other ARICA (specify in explanation)						
Bus Pass Program Revenue						
<b>DCF</b>						
Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Crimes, Care Dis. Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
<b>DOH</b>						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
<b>DOE (state)</b>						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
<b>AWI</b>						
WADES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
<b>DOEA</b>						
Elder Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
<b>DCA</b>						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Ride Solution, Inc.  
County: Putnam

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2024 to June 30th of 2025	Current Year's APPROVED Budget, as amended from July 1st of 2025 to June 30th of 2026	Upcoming Year's PROPOSED Budget from July 1st of 2026 to June 30th of 2027	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > + 10% and Also > + \$50,000
1	2	3	4	5	6	7

<b>APO</b>						
Office of Disability Determination						
Developmental Services						
Other APO (specify in explanation)						
Bus Pass Program Revenue						
<b>DUJ</b>						
(Specify in explanation)						
Bus Pass Program Revenue						
<b>Other Fed or State</b>						
XXX						
XXX						
XXX						
Bus Pass Program Revenue						
<b>Other Revenues</b>						
Interest Earnings						
XXXX						
XXXX						
Bus Pass Program Revenue						
<b>Balancing Revenue to Prevent Deficit</b>						
Actual or Planned Use of Cash Revenue						
Balancing Revenue is Short By = <input type="text"/> \$ <input type="text"/> 48,878 <input type="text"/> None						
Total Revenues =	\$446,953	\$439,912	\$483,835	-1.6%	10.0%	

<b>EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)</b>						
<b>Operating Expenditures</b>						
Labor	\$ 226,989	\$ 223,393	\$ 223,572	-1.6%	0.1%	
Fringe Benefits	\$ 49,079	\$ 48,301	\$ 48,340	-1.6%	0.1%	
Services	\$ 57,490	\$ 56,579	\$ 56,624	-1.6%	0.1%	
Materials and Supplies	\$ 63,398	\$ 62,394	\$ 62,444	-1.6%	0.1%	
Utilities	\$ 12,123	\$ 11,931	\$ 11,941	-1.6%	0.1%	
Casualty and Liability	\$ 81,564	\$ 80,272	\$ 80,336	-1.6%	0.1%	
Taxes	\$ 567	\$ 578	\$ 578	-1.5%	0.1%	
<b>Purchased Transportation:</b>						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						
Other						
<b>Miscellaneous</b>						
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 5,429	\$ 5,342		-1.6%	-100.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
<b>Capital Expenditures</b>						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev						
Capital Debt Service - Principal & Interest						
<b>ACTUAL YEAR LOSS</b>						
Total Expenditures =	\$496,655	\$488,790	\$483,835	-1.6%	-1.0%	
See NOTES Below. Error: Revenues + Expenditures						

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

### Budgeted Rate Base Worksheet

Version 1.4 CTC: Rita Solution, Inc.  
County: Putnam

1. Complete applicable GREEN cells in column 2. YELLOW and BLUE cells are automatically completed in column 3  
2. Complete applicable GOLD cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue, in col. 2 will be generated at the rate per unit determined by the spreadsheet, OR used as local match for those type revenues?	Budgeted Rate Subsidy Revenue Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
From	July 1st of 2018	3	4	5
To	June 30th of 2019			
<b>REVENUES (CTO Operators ONLY)</b>				
<b>Local Non-Govt</b>				
Fares	\$ 13,985	\$ 13,985		
Medicaid Co-Pay Received	\$ -	\$ -		
Donations/Contributions	\$ -	\$ -		
In-Kind, Contributed Services	\$ -	\$ -		
Other	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>Local Government</b>				
District School Board	\$ -	\$ -		
County ADA Services	\$ -	\$ -		
County Cash	\$ 30,000	\$ 30,000		
County In-Kind, Contributed Services	\$ -	\$ -		
City Cash	\$ -	\$ -		
City In-Kind, Contributed Services	\$ -	\$ -		
Other Cash	\$ -	\$ -		
Other In-Kind, Contributed Services	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>CTD</b>				
Non-Spec. Trip Program	\$ 438,850	\$ 438,850		
Non-Spec. Capital Equipment	\$ -	\$ -		
Rural Capital Equipment	\$ -	\$ -		
Other TD	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>USDOT &amp; FDOT</b>				
49 USC 5307	\$ -	\$ -		
49 USC 5318	\$ -	\$ -		
49 USC 5311 (Operating)	\$ -	\$ -		
49 USC 5311(Capital)	\$ -	\$ -		
State Grant	\$ -	\$ -		
Service Development	\$ -	\$ -		
Commuter Assistance	\$ -	\$ -		
Other DOT	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>AHCA</b>				
Medicaid	\$ -	\$ -		
Other AHCA	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>DCF</b>				
Alcohol, Drug & Mental Health	\$ -	\$ -		
Family Safety & Preservation	\$ -	\$ -		
Consumer Care (In-Housing & Adult Serv.)	\$ -	\$ -		
Other DCF	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>DOH</b>				
Children Medical Services	\$ -	\$ -		
County Public Health	\$ -	\$ -		
Other DOH	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>DOE (State)</b>				
Carl Perkins	\$ -	\$ -		
De. of Blind Services	\$ -	\$ -		
Vocational Rehabilitation	\$ -	\$ -		
Day Care Programs	\$ -	\$ -		
Other DOE	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>ASB</b>				
WAGE/Workforce Board	\$ -	\$ -		
ASB	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>DOEA</b>				
Elder Americans Act	\$ -	\$ -		
Community Care for Elderly	\$ -	\$ -		
Other DOEA	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		
<b>DCA</b>				
Community Services	\$ -	\$ -		
Other DCA	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -		

**YELLOW cells**  
are NEVER Generated by Applying Authorized Rates

**BLUE cells**  
Should be funds generated by rates in this spreadsheet

**GREEN cells**  
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Faresbox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Faresbox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Faresbox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

**GOLD cells**

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

### Budgeted Rate Base Worksheet

Version 1.4 CTC: Ride Solution, Inc. County: Putnam

1. Complete applicable GREEN cells in column 2; YELLOW and BLUE cells are automatically completed in column 3  
 2. Complete applicable GOLD cells in column and 5

Upcoming Year's BUDGETED Revenues		What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by the spreadsheet. Off road or local match for these type revenues?		Budgeted Rate Subsidy Request. Excluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment. Off will be used as match for the purchase of equipment?
1	2	3	4	5	6
<p><b>APD</b></p> <p>Office of Disability Determination \$ -</p> <p>Developmental Services \$ -</p> <p>Other APD \$ -</p> <p>Bus Pass Program Revenue \$ -</p> <p><b>DJJ</b></p> <p>Bus Pass Program Revenue \$ -</p> <p>Other Fed or State</p> <p>xxx \$ -</p> <p>xxx \$ -</p> <p>xxx \$ -</p> <p>Bus Pass Program Revenue \$ -</p> <p>Other Revenues</p> <p>Interest Earnings \$ -</p> <p>xxx \$ -</p> <p>xxxx \$ -</p> <p>Bus Pass Program Revenue \$ -</p> <p>Balancing Revenue to Prevent Deficit \$ -</p> <p>Actual or Planned Use of Cash Reserves \$ -</p> <p><b>Total Revenue = \$ 450,820</b></p>					
		\$ 429,820	\$ 43,000	\$ -	
<p><b>EXPENDITURES (CTC/Operators ONLY)</b></p> <p>Operating Expenditures</p> <p>Labor \$ 223,572</p> <p>Fringe Benefits \$ 48,340</p> <p>Services \$ 56,824</p> <p>Materials and Supplies \$ 62,444</p> <p>Utilities \$ 11,041</p> <p>Casualty and Liability \$ 80,336</p> <p>Taxes \$ 678</p> <p>Purchased Transportation</p> <p>Purchased Bus Pass Expenses \$ -</p> <p>School Bus Utilization Expenses \$ -</p> <p>Contracted Transportation Services \$ -</p> <p>Other \$ -</p> <p>Miscellaneous \$ -</p> <p>Operating Debt Service - Principal &amp; Interest \$ -</p> <p>Leases and Rentals \$ -</p> <p>Contrib. to Capital Equip. Replacement Fund \$ -</p> <p>In-kind, Contributed Services \$ -</p> <p>Allocated Interest \$ -</p> <p>Capital Expenditures</p> <p>Equip. Purchases with Grant Funds \$ -</p> <p>Equip. Purchases with Local Revenue \$ -</p> <p>Equip. Purchases with Rate Generated Rev \$ -</p> <p>Capital Debt Service - Principal &amp; Interest \$ -</p> <p>xxx \$ -</p> <p>xxxx \$ -</p> <p><b>Total Expenditures = \$ 480,820</b></p> <p>minus EXCLUDED Subsidy Revenue = \$ 43,000</p> <p><b>Budgeted Total Expenditures INCLUDED in Rate Base = \$ 439,820</b></p> <p>Rate Base Adjustment* = <input type="text"/></p> <p><b>Adjusted Expenditures Included in Rate Base = \$ 439,820</b></p>		<p><b>\$ 43,000</b></p> <p>Amount of Budgeted Operating Rate Subsidy Revenue</p>			
<p><b>*Rate Base Adjustment Cell</b></p> <p>If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.</p>					
<p>*The Difference between Expenses and Revenues for Fiscal Year: 2024 - 2025</p>					

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

## Worksheet for Program-wide Rates

CTC: Ride Solution, Inc. Version 1.4  
 County: Putnam

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total Projected Passenger Miles =	193,627
<b>Rate Per Passenger Mile = \$</b>	<b>2.27</b>
Total Projected Passenger Trips =	18,096
<b>Rate Per Passenger Trip = \$</b>	<b>24.31</b>

Fiscal Year

2026 - 2027

<b>Avg. Passenger Trip Length =</b>	<b>10.7 Miles</b>
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>2.50</b>
<b>Rate Per Passenger Trip = \$</b>	<b>26.74</b>

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

**Worksheet for Multiple Service Rates**

CTC: Ride Solution, Jr Version 1.4  
 County: Putnam

1. Answer the questions by completing the GREEN cells starting in Section I for all services.
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers.

**SECTION I: Services Provided**

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections I, V for Group Service

**SECTION II: Contracted Services**

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			
Skip # 2, 3 & 4 and Go to Section II for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section II for Wheelchair Service	Skip # 2, 3 & 4 and Go to Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No			

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service? How many of the total projected Passenger Miles relate to the contracted service? How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:  
 per Passenger Mile  
 per Passenger Trip

Ambulatory	Wheelchair	Stretcher	Group
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip [PLUS] a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) Rate per Passenger Mile for Balance

Combination Trip and Mile Rate			
Leave Blank and Go to Section II for Ambulatory Service	Leave Blank and Go to Section II for Wheelchair Service	Leave Blank and Go to Section II for Stretcher Service	Do NOT Complete Section II for Group Service

**Worksheet for Multiple Service Rates**

CTC: Ride Solution, II Version 1.4  
County: Putnam

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?  Yes  No  
Skip #1 - 4 and Section IV and Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile?  Pass Trip  Pass Mile Leave Blank

3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank

4. How much will you charge each escort?  Leave Blank

**SECTION IV: Group Service Loading**

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)  Do NOT Complete Section IV

And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 \$1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
  - \* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services if the rates were calculated in the Section II above
  - \* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2026 - 2027				
		Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	193,627	187,426	6,201		<span style="color: red;">Leave Blank</span>	
Rate per Passenger Mile =		\$2.22	\$3.81	\$0.00	\$0.00	\$0.00
					per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	18,095	15,180	2,915		<span style="color: red;">Leave Blank</span>	
Rate per Passenger Trip =		\$21.80	\$37.37	\$0.00	\$0.00	\$0.00
					per passenger	per group
2. If you answered #1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services...		Combination Trip and Mile Rate				
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					<span style="color: red;">Leave Blank</span>	
Rate per Passenger Mile for Balance =		\$2.22	\$3.81	\$0.00	\$0.00	\$0.00
					per passenger	per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds				
		Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =		\$2.44	\$4.19	\$0.00	\$0.00	\$0.00
					per passenger	per group
Rate per Passenger Trip =		\$23.98	\$41.10	\$0.00	\$0.00	\$0.00
					per passenger	per group

Please use These Rates for Your Medical Assistance Card

**Administration and Scheduling Costs on Ambulatory and Wheelchair  
Cost per Passenger Mile and Cost per Passenger Trip 2027**

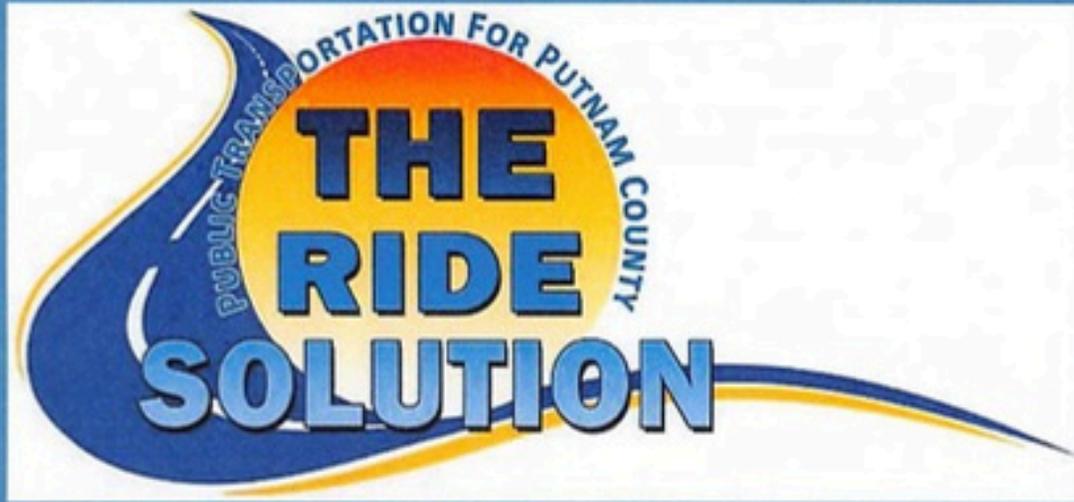
	Amb Pass		W/C Pass		Amb Pass		W/C Pass		Trip	
Administra	\$	2.44	\$	4.19	\$	23.98	\$	41.10		
3.4%	\$	0.08	\$	0.14	\$	0.82	\$	1.40		
<b>Scheduling</b>										
7.8%	\$	0.19	\$	0.33	\$	1.86	\$	3.19		
11.2%	\$	0.27	\$	0.47	\$	2.68	\$	4.59		

The above applies the 3.4% of the 2027 line item expense budget that is Administration and 7.8% that is Scheduling expense to the 2027 projected Standardized Ambulatory Rates to arrive at the dollars amounts of each rate that are attributable to Admin or Scheduling.



## APPENDIX 4

- **PUTNAM COUNTY COORDINATED TRANSIT SYSTEM**



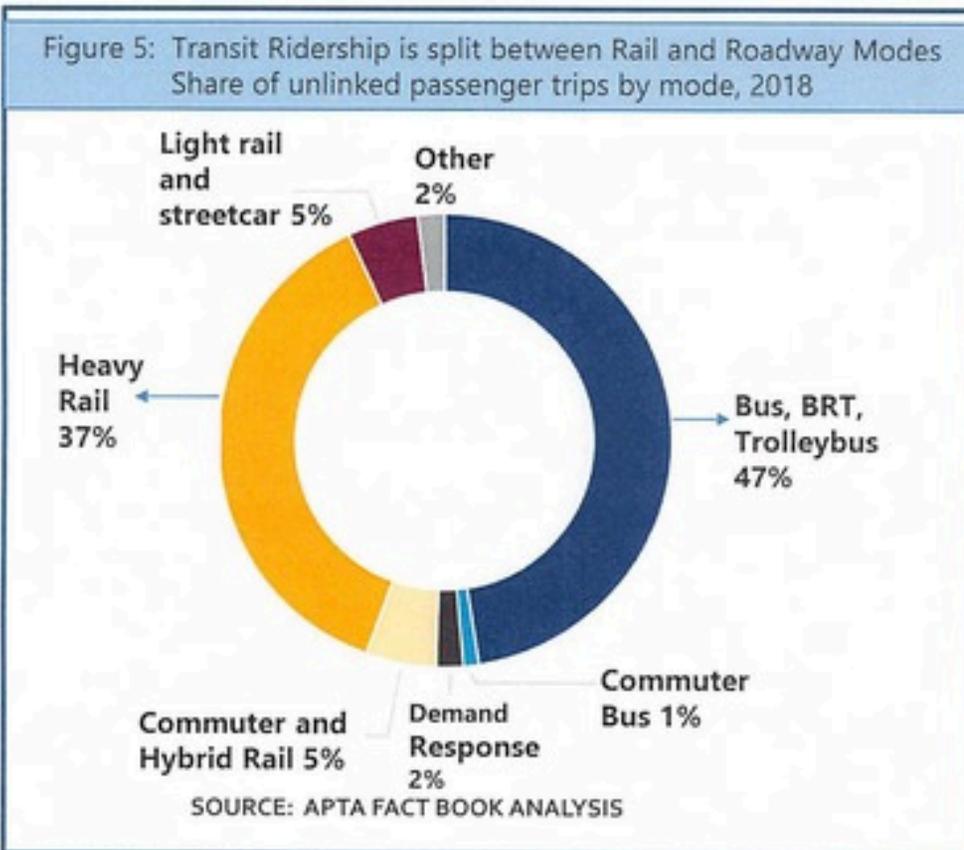
**Putnam County's Coordinated Transit System**

# PUTNAM FLEX ROUTE EFFICIENCIES

A Better Way for Passengers and Tax Payers

## Putnam's flex route system is demand response, not fixed route

The Putnam flex route system is a Demand Response service in that the bulk of our revenue comes from human service agency clients whose agencies pay by the passenger trip. Nationally, about 2% of the public transportation trips are Demand Response whereas 47% are fixed route bus. The Putnam system is demand response, not fixed route. The routes would not exist without the human service revenue.



## Demand Response vs. Fixed Route Trips Per Hour

The difference between Demand Response and Fixed Route is dramatic in terms of passenger trips per hour. The primary economic difference though is that Fixed Route is funded on a per vehicle hour basis and Demand Response is funded on a per passenger trip basis. Ride Solution's flex routes, therefore, depend upon passenger trip revenue.

In terms of operations, passengers respond to fixed route vehicles by walking to a bus stop whereas demand response vehicles respond to individual passengers by going to their house. These are two entirely different formats in terms of optimum potential passenger trips per hour. Ride Solution's routes are not anemic fixed routes but are, in terms of productivity, a robust demand response service.

### Paratransit bus

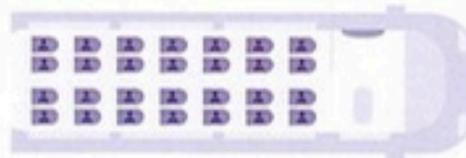
**1.8**  
passengers  
per revenue hour

\$\$\$\$\$

Average cost to provide a trip: \$60-90



### Fixed-route bus



Average cost to provide a trip: \$5

\$

**27.9**  
passengers  
per revenue hour

\*Federal Transit Administration's National Transit Database (NTD)



## What is the basic commodity of transportation?

- Passenger trips, passenger miles, vehicle miles and vehicle hours are all products of transportation but they are not the fundamental, most basic commodity.
- Transportation is an elastic commodity measured in miles per hour.
- Transportation is motion, speed.
- Measurement of transportation requires the statement of both miles and hours.

## Transportation Metrics

The need to compare transportation costs is particularly important in regionalization. This is why a standardized cost allocation method is so important to regionalization.

- Transportation measurements should reference both miles and hours
- Cost per mile is meaningless without knowing MPH
- Trips per hour is meaningless without knowing trip length



Flex Routes  
Increase  
Productivity  
over  
Traditional  
Demand  
Response

- **Flex Route  
Productivity**

## APTA national demand response totals

The national figures used in this comparison are drawn from the APTA 2020 FACT BOOK, which is based on 2018 data.

### National Totals for Selected Modes, Report Year 2018 (a)

Statistical Category	Bus	Commuter Bus	Demand Response	Transit Vanpool
Systems, Number of	1,187	182	6,343	109
Trips, Unlinked Passenger (Millions)	4,550.0	94.7	204.1	35.1
Miles, Passenger (Millions)	16,988.7	2,280.8	1,821.2	1,298.7
Trip Length, Average (Miles)	3.7	24.1	8.9	37.0
Miles, Vehicle Total (Millions)	2,315.6	203.8	1,701.9	229.9
Miles, Vehicle Revenue (Millions)	2,007.5	145.5	1,468.7	229.9
Hours, Vehicle Total (Millions)	183.4	8.0	114.1	6.1
Hours, Vehicle Revenue (Millions)	167.0	5.8	97.6	6.1
Speed, Vehicle in Revenue Service, Average (mph)	12.0	24.9	15.0	37.7
Fares Collected, Passengers (Millions)	4,951.7	552.1	512.7	126.6
Revenue per Unlinked Trip, Average	1.1	5.8	2.5	3.6
Expense, Operating Total (Millions)	22,416.4	1,138.8	5,880.3	172.1
<b>Operating Expense by Object Class:</b>				
Salaries and Wages (Millions)	8,382.2	352.1	1,179.4	28.3
Fringe Benefits (Millions)	6,570.9	245.9	723.5	18.0
Services (Millions)	1,677.0	82.5	341.9	22.0
Materials and Supplies (Millions)	2,218.0	125.8	390.0	22.4
Utilities (Millions)	251.6	9.0	50.4	2.6
Casualty and Liability (Millions)	571.2	32.3	138.5	9.4
Purchased Transportation (Millions)	2,506.7	241.7	3,002.8	65.6
Other (Millions)	238.9	49.5	53.7	3.8



## Putnam flex demand response productivity vs. national average

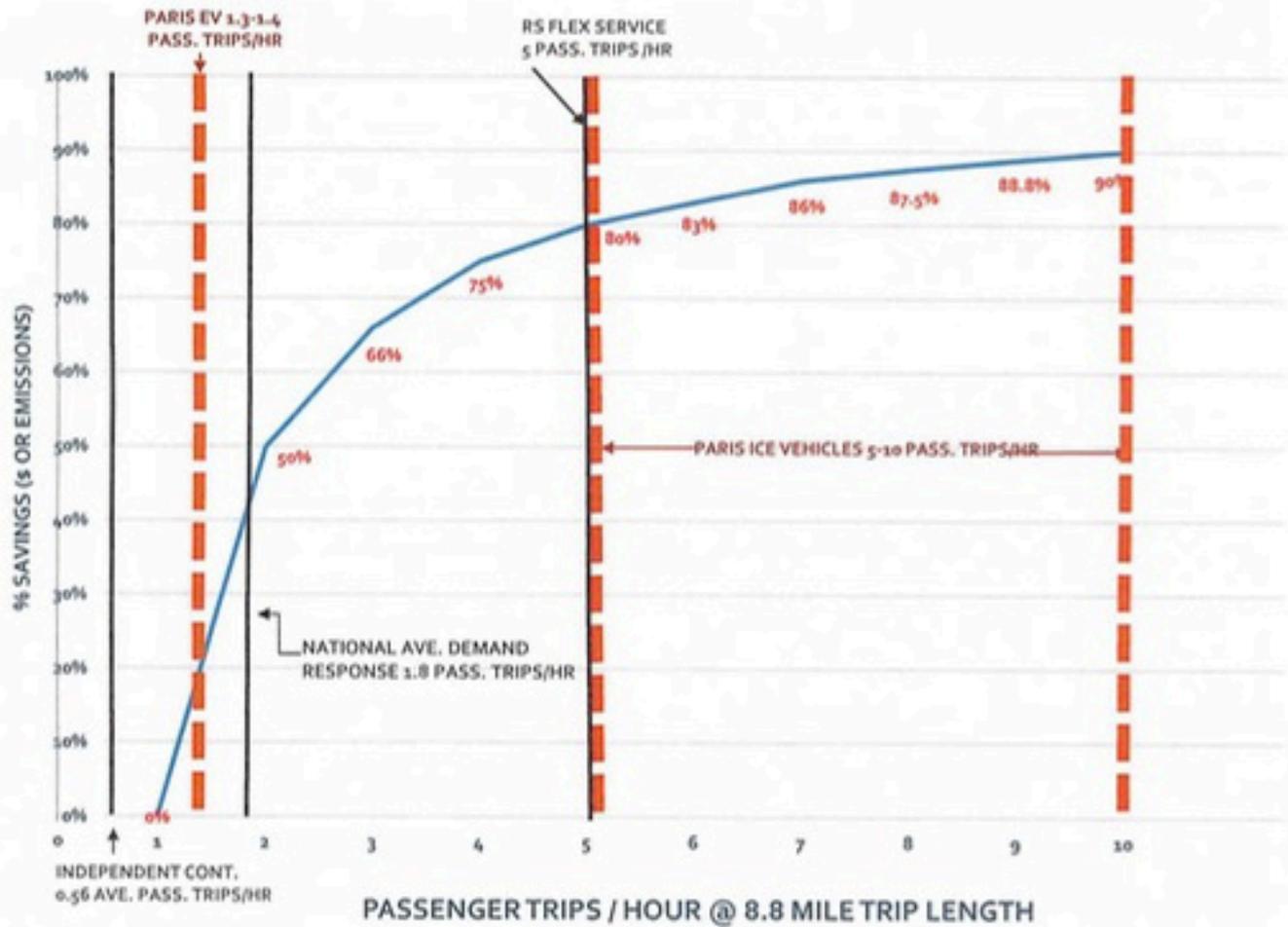
Ride Solution's Trips/Hour appears very similar to the national average until you look at the trip length. Due to all of the out-of-county trips that we do (Greyhound is about a third of our trips) our average trip length is very high. With a trip length of 22.4 mile, Ride Solution produces 44.8 passenger miles per hour against the national average of 16.0 passenger miles per hour. Ride Solution produces about 2.7 more passenger miles per hour than the national average.

<b>Table 1</b>	<u>Trips/Hour</u>	<u>Trip Length</u>	<u>Trip Length Factor</u>
<b>Putnam Flex</b>	2.0	22.4	2.8
<b>National DR</b>	1.8	8.9	

<b>Table 2</b>	<u>Adjusted Trips/Hour</u>	<u>Productivity Factor</u>
<b>Putnam Flex</b>	5.0	2.7
<b>National DR</b>	1.8	



# Demand Response Productivity vs. Taxi and Flex Route



## FOR BUS NERDS

The preceding Demand Response Productivity chart, compares independent contractor, national demand response, and Ride Solution trips per hour by standardizing the trip length at 8.8 miles, which is the average national demand response trip length. The independent contractor (taxi and TNC services), which typically runs empty about 50% of the time, has an average trip length of 5 miles, which is .56 of the standardized 8.8 mile trip. Conversely, Ride Solution's 2 trips per hour at 22.4 miles average length becomes 5 trips per hour at an 8.8 mile average length.. The intent in making these adjustments is to reduce the data to standardized conditions so that the inherent fluctuations due to inescapable variations such as average trip length or the average mph of the service can be taken into account. This becomes particularly important in transit funding formulas that reference trips as a performance measure. Trips with an average length of 3 miles are not equal to trips with an average length of 22 but that is too often an assumption that transit funding formulas make.

From the chart it is apparent that the national demand response service is approximately about 3.2 times more productive than the independent contractor service while generating a savings, in either dollars or emissions, of about 45% over the single occupant vehicle, against the blue savings curve that tracks the savings impact of multi-loading. Flex route multi-loading at 5 trips per hour, then is about 2.7 times more productive than the national demand response and about 8.9 times more productive than the independent contractor while generating a savings of 80% against the SOV. Perhaps a better overall metric of productivity, rather than trips per hour, would be average passenger miles per hour, which would directly reference miles and time.

Those trips per hour percentage savings are then compared to the emission savings required to meet the 80%-90% in emission reductions required by the Paris Agreement, for both Electric Vehicles (EV) and Internal Combustion Engine (ICE) vehicles, based on the assumption that EVs represent a 50% reduction in life-time emissions over ICE. It becomes apparent that independent contractors would have to increase their load factor by about 2.3 times in order to meet the Paris EV entry threshold of 1.3 passenger trips per hour and 8.9 times in order to meet the Paris ICE threshold of 5 passenger trips per hour. The National Demand Response productivity is about 29% above the upper Paris EV 90% threshold and 2.8 times below the lower Paris 80% threshold. Flex routing comes in well above the Paris EV thresholds and just meets the lower Paris 80% threshold.

There are two interesting takeaways from the chart. First, EVs will inevitably have to be multi-loaded to meet the Paris Agreement and second, public transit's use of EVs can offset the private use of ICE vehicles if ICE SOV drivers switch to public transit EVs. The Paris Agreement emission levels can be met much more quickly with public transit EVs than waiting for the broad adoption of private EVs.

## Flex routes have three advantages over traditional demand response.

- Flex route passengers book their appointments to a schedule, maximizing multi-loading
- Flex routes open the service to the general public
- Flex routes are easier to run on time



## Ride Solution Flex Route Summary



While a productivity factor of 2.7 doesn't sound like much, it is, for instance, the difference between 110 mph and 297 mph....which is the difference between the top speed of a Crown Vic and the top speed of a Bugati

A 2.7 productivity factor in transportation is a lot.

- ❑ Ride Solution is not an anemic fixed-route system. It is a very productive demand response system.
- ❑ The Putnam flex-routes are an efficient form of demand response that looks like fixed route but is about 2.7 times more productive per hour than traditional reservation-only demand response.
- ❑ Flex route remains an underutilized format. Ride Solution is, nationally, one of the few users of Trapeze Flex, the predominant flex route scheduling software.



Flex Routes are  
Cheaper than  
Traditional  
Demand  
Response

- **Flex Route  
Economy**

## Average trip cost divided by average trip mileage = \$/passenger mile

These figures simply confirm that 2.7 more trips per hour leads to 2.7 less cost per trip than the National Demand Response average. This makes flex routing a better format for agencies that fund public transportation, as well as the taxpayer, than the traditional reservation-only demand response.

- ❑ Ride Solution average cost per trip = \$26.82 @ 22.4 miles average length = \$1.20/pass mile
- ❑ AAPTA Demand Response cost per **trip = \$28.81 @ 8.9** miles average length = \$3.24/pass mile
- ❑ Ride solution is about 2.7 times less expensive per trip than AAPTA's demand response



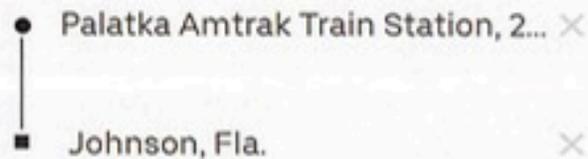
## Ride Solution Average Trip Cost vs. Uber Rates

Per the Uber price estimator, a trip from the Palatka Train Station to Johnson, a distance of 23 miles, will cost \$50.41, at a minimum.

Ride Solution's average cost per trip is \$26.82 at 22.4 miles average length.

Standardizing the Ride Solution average trip at 23 miles gives a trip cost of \$27.64, which is 45% less than Uber.

### Uber price estimator



### Your options

- |                                  |          |         |          |
|----------------------------------|----------|---------|----------|
| <input checked="" type="radio"/> | Connect  | \$50.41 | <b>i</b> |
| <input type="radio"/>            | UberX    | \$63.96 | <b>i</b> |
| <input type="radio"/>            | Uber Pet | \$69.75 | <b>i</b> |



## Ride Solution vs. Uber

The Putnam flex routes are 45% less expensive than Uber on a passenger mile basis. This is to be expected given the cost reductions available through multi-loading.

- Uber costs 1.8 times more than Ride Solution on a passenger mile basis, however....
- Ride Solution's total trip cost includes about 20% of trips for passengers who use wheelchairs.
- Ride Solution total costs include driver fringe, Level 2 background checks, and monthly vehicle safety inspections
- Uber hasn't taken hold in Putnam County because the deadhead in rural counties is prohibitive and the urban passenger income isn't there.
- About 70% of Uber riders make more than \$65K/year



Ride Solution  
Operates Five  
30-foot transit  
style “Big  
Buses” and 21  
Van-Cutaways



# Big Buses

## Operating costs for Big Buses are only 14% more than van-cutaways

Flex routing, because it maximizes multi-loading, requires more vehicle seating capacity. Larger vehicles, however, do not cost that much more to operate. Here are commercial rates for 45 foot charter buses and short buses (van cutaways) which are typically about 22 feet long. The difference in averaged commercial hourly rates is only about 14%.



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Bus Type	Per Hour	Per Day	Per Mile
Charter Bus	\$110 - \$180	\$1,000 - \$1,700	\$3.50 - \$5.50
Minibus	\$95 - \$160	\$950 - \$1,500	\$3.20 - \$5.50
Entertainer Bus	N/A	\$1,900 - \$2,500	\$7.00 - \$8.50



## Ride Solution's 5 Big Buses add only 0.9% in Total Expense

14% of the total \$ in Ride Solution line items that are impacted by the five large buses, which are only 19% of the fleet, is \$20,406, which, in turn, is .9% of the total budget.

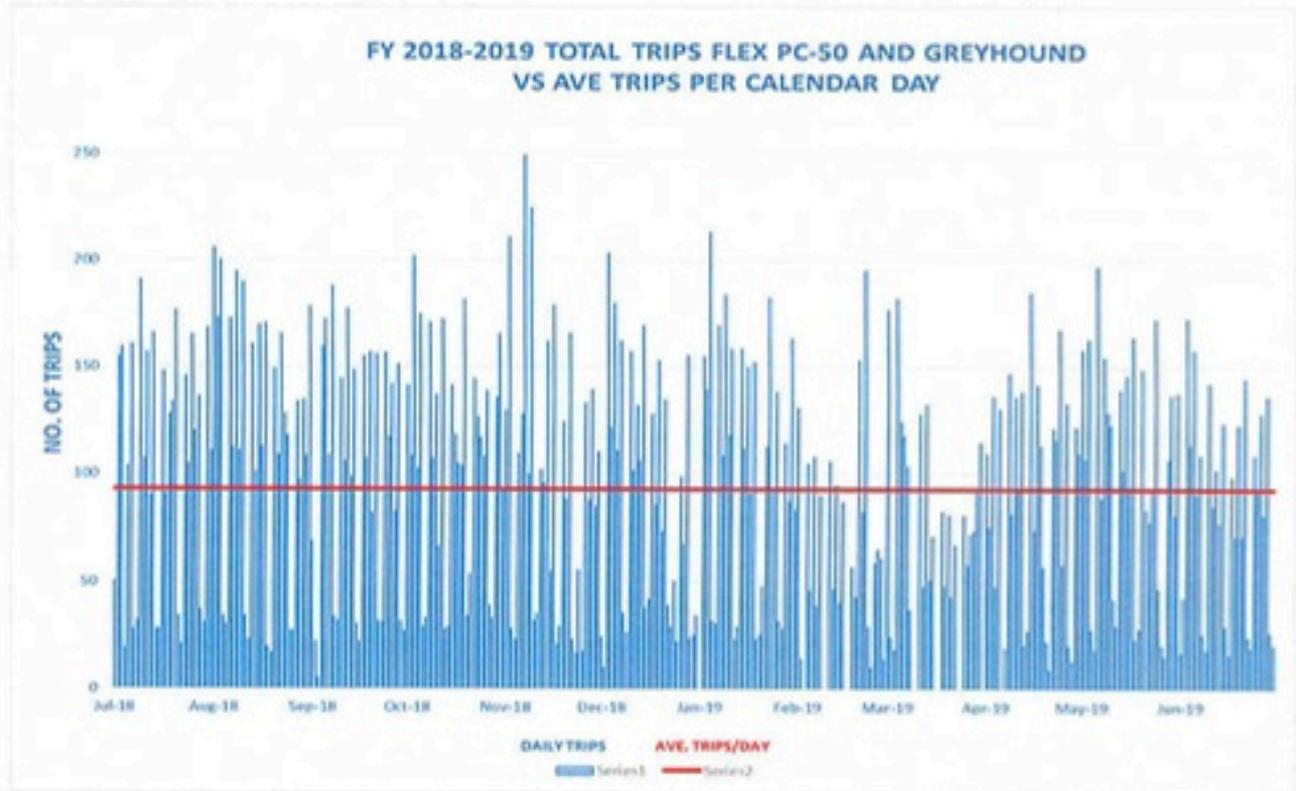


501130 Mechanic Wages	\$ 163,792
503510 Contracted Vehicle Repair	\$ 6,000
503511 Towing & Alignment Services	\$ 3,000
504110 Fuel	\$ 260,970
504120 Lubricants	\$ 2,178
504210 Tires	\$ 8,000
504310 Vehicle Parts	\$ 44,000
506370 Vehicle Insurance	\$ 221,501
506375 Greyhound Vehicle Liability Ins	\$ 19,336
<b>Total</b>	<b>\$ 728,777</b>
<b>2.8%</b>	<b>\$ 20,406</b>
<b>Total Expenses</b>	<b>\$ 2,386,461</b>
<b>Percent of Total Expenses</b>	<b>0.9%</b>



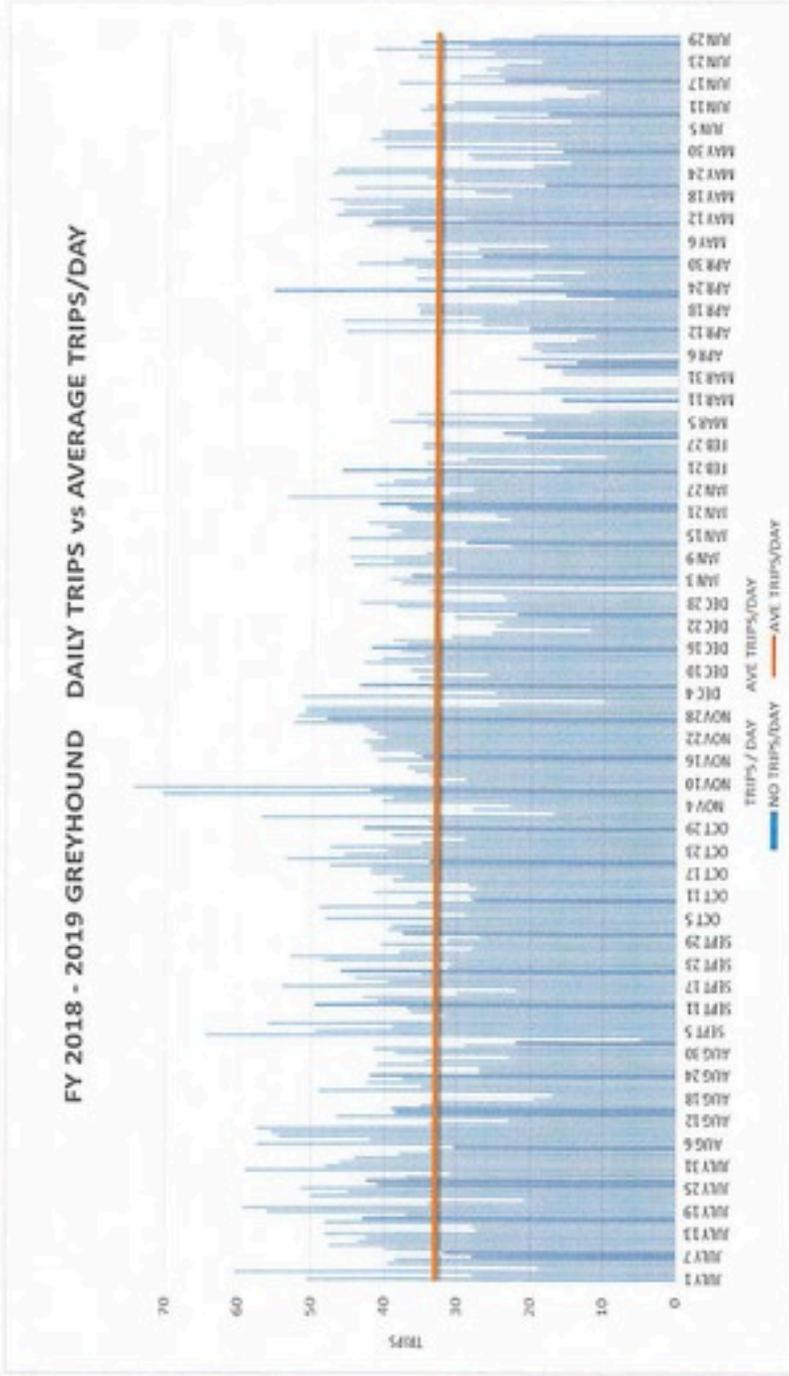
## Big Buses Contain the Peaks on the Most Productive Routes

These are the total system peaks for FY 18-19. We are using FY19 figures as that was the last year we provided Medicaid transportation and it was the last year that was not impacted by COVID. FY19 is representative of the flex route system in terms of the previous 33 years.



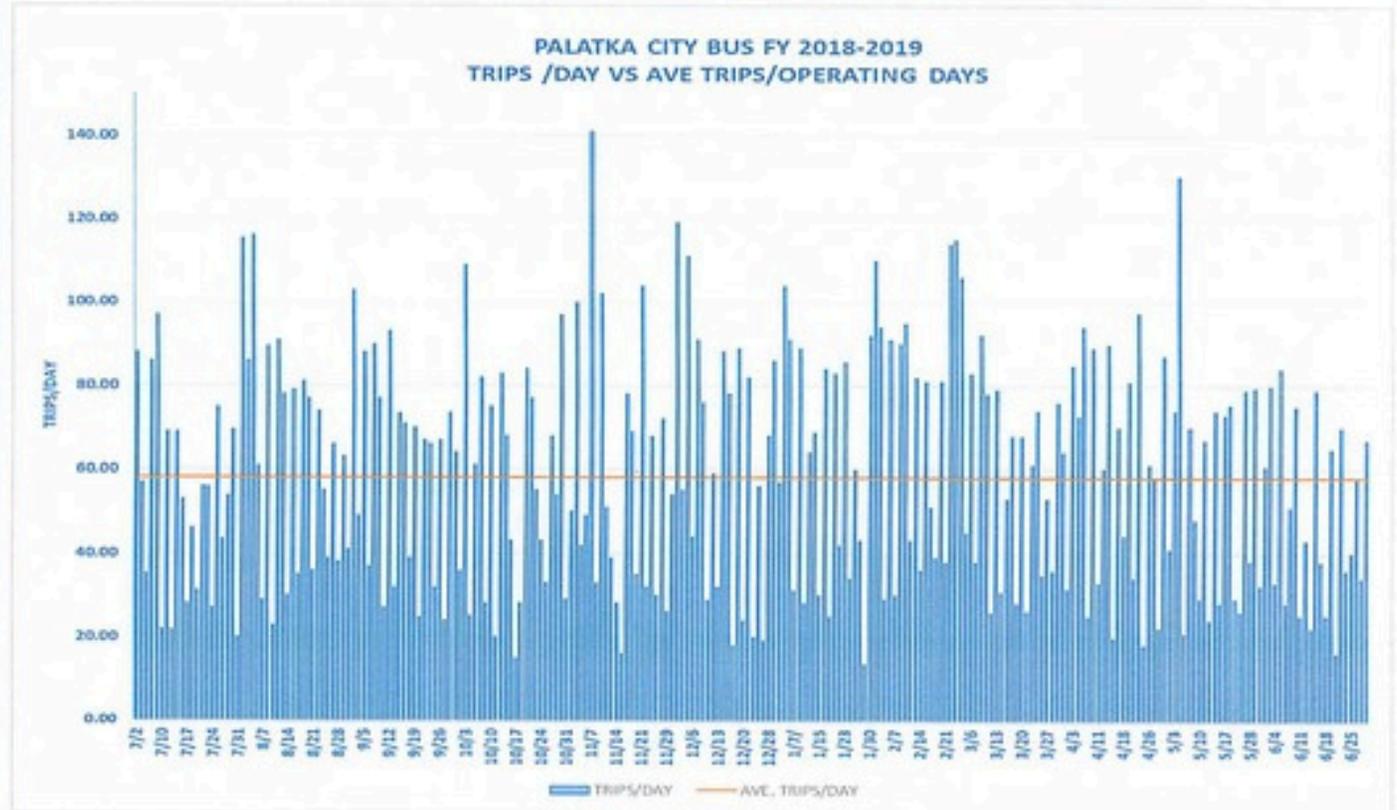
Greyhound seats per day = 108 which average 30% capacity with two days during the year at above capacity

The large buses are usually assigned to Greyhound services, which require two buses, and the Palatka City Route, which requires one bus. The other two large buses are backup. This chart shows the peaks on Greyhound. With two 27 passenger 30 foot buses, total capacity is 108 seats per day which means that occupancy averages 30%. Though the chart doesn't show it, we had two days in FY19 where we had to leave passengers in Gainesville and send another bus to bring people home. Passengers become very upset when they are left at their destination due to capacity issues. Ride Solution's passenger counts are always low because we don't count children under 12 and drivers will let hardship passengers on for free. We also transport high school kids on the Palatka City Route for free and don't count them. It will take automatic passenger counters to arrive at an accurate total passenger count but the current counts, which are based on the \$1.00 fare, are always low.



# Palatka City Route averages 26% capacity but the low floor entrance can save a total of 10 minutes a day on peak days.

Palatka City Route also has a 30' large bus that, because it is the smallest low floor bus on the market, will save 10 minutes a day or 5 seconds per boarding, on peak days when the bus typically runs 20 minutes behind schedule.



## Big Buses Also Attract the General Public

There are a number of benefits to big buses beyond capacity or load times. We learned with the Trolley that Nancy Harris advocated for in 2004 that the look of the bus is important in people realizing that we are public transit rather than simply "short bus" service.

In addition to the above, big purpose built buses last longer as they are better built.

- If it looks like public transit, it must be public transit
- Big buses advertise the system
- Big buses are more accessible and load faster and safer than cutaways, reducing costs
- Big buses provide a better ride and better A/C than cutaways
- Big buses offer more protection to the passenger than cutaways



The ideal Big Bus for rural transit would be a short low floor bus that could operate on dirt roads. In 2010, Ride Solution built two dirt bus prototypes that, unfortunately, never entered production.



This Ride Solution bus was certified as a 10 year bus at the National Bus Testing Laboratory in Altoona, Pennsylvania.

Putnam's Flex Routes would not have been built without Chapter 427 which mandated the Coordination of human service transportation in Florida.

## • THE REST OF THE STORY

Chapter 427 reduced duplication of effort and created economies of scale. This synergy created rural transit and saved tax dollars.

## The 2021 Florida Statutes

Title XXX  
SOCIAL  
WELFARE

Chapter 427  
SPECIAL TRANSPORTATION AND COMMUNICATIONS  
SERVICES

[View Entire Chapter](#)

### PART I TRANSPORTATION SERVICES

427.011 Definitions.

427.012 The Commission for the Transportation Disadvantaged.

427.013 The Commission for the Transportation Disadvantaged; purpose and responsibilities.



## Florida Commission for the Transportation Disadvantaged

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UNIVERSITY OF FLORIDA  
BUREAU OF ECONOMIC AND BUSINESS RESEARCH

**INDEPENDENT ASSESSMENT:**

**FLORIDA NON-EMERGENCY MEDICAID  
TRANSPORTATION WAIVER**

Principal Investigator - James P. Dewey  
Research Economist, Economic Analysis Program  
Bureau of Economic and Business Research

Table 3 below presents the estimated costs generated by the above equations, the observed NET costs for FY2002, and the savings (both in dollars and as a percentage of the estimated non-waiver costs) resulting from the waiver. Comparing the actual cost in FY 2002 to the estimated Total Cost without the waiver provides a first-blush perspective on the waiver's overall impact on the program's cost effectiveness. It shows \$549,655,422.10 in total savings

**Table 3**  
**Costs with and without Waiver in FY 2002, by Category**

Info:	Total Cost	Average Cost Per Claim	Average Cost Per User	Average Cost Per Beneficiary
Estimated Costs without Waiver	\$619,976,783.60	\$41.97	\$899.66	\$128.36
Observed Costs under Waiver	\$70,321,361.50	\$33.87	\$536.90	\$29.61
Savings under Waiver	\$549,655,422.10	\$8.10	\$362.76	\$98.76
Percentage Savings of the Waiver	88.66%	19.30%	40.32%	76.93%

Dollars measured in 2002 currency, see Table 1.

AHCA CONTRACT NUMBER M0404

OCTOBER 17, 2003

University of Florida found that CTC's under Chapter 427 could be saving as much as 88.66% in Medicaid transportation costs over previous private sector costs:

In 2010, the Florida Legislature removed Medicaid transportation from Chapter 427, thereby effectively killing Coordination. This change was the result of the taxi industry.

- FLORIDA HOUSE OF REPRESENTATIVES

- **HB 7223, Engrossed 2  
2010**

- 1 A bill to be entitled
- 2 An act relating to Medicaid managed care; creating pt. IV
- 3 of ch. 409, F.S.; creating s. 409.961, F.S.; providing for ...
  
- 747 409.973 Benefits.—
- 748 (1) MINIMUM BENEFITS.—Managed care plans shall cover, at a
- 749 minimum, the following services:
- 750 (a) Advanced registered nurse practitioner services.
- 751 (b) Ambulatory surgical treatment center services.
- 779 (bb) Substance abuse treatment services.
- 780 (cc) Transportation to access covered services.

Between 2010 and 2015, the taxi industry dismantled the Coordination of Medicaid transportation nationally. FTA's federal Coordinating Council did not even meet between 2009 and 2015:

United States Department of Transportation

Federal Transit Administration

Search

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CCAM Overview

Partner Agencies

Initiatives

Research Reports

## Coordinating Council on Access and Mobility

From 2009 to 2015, the CCAM did not officially meet but it continued to make progress on removing barriers to transportation coordination. The CCAM published a **Strategic Plan** to

Ride Solution has lost approximately 45,000 agency trips per year, 30% of total trips, since 2019.

- In May of 2016, Florida Medicaid Reform, which was the result of the 2010 legislation, rolled out, severely impacting rural transit in Florida. About a third of rural CTCs went out of business by 2020.

A recent FDOT RFP for transit ITS solutions did not mention flex route software for rural agencies.



**REQUEST FOR PROPOSALS**

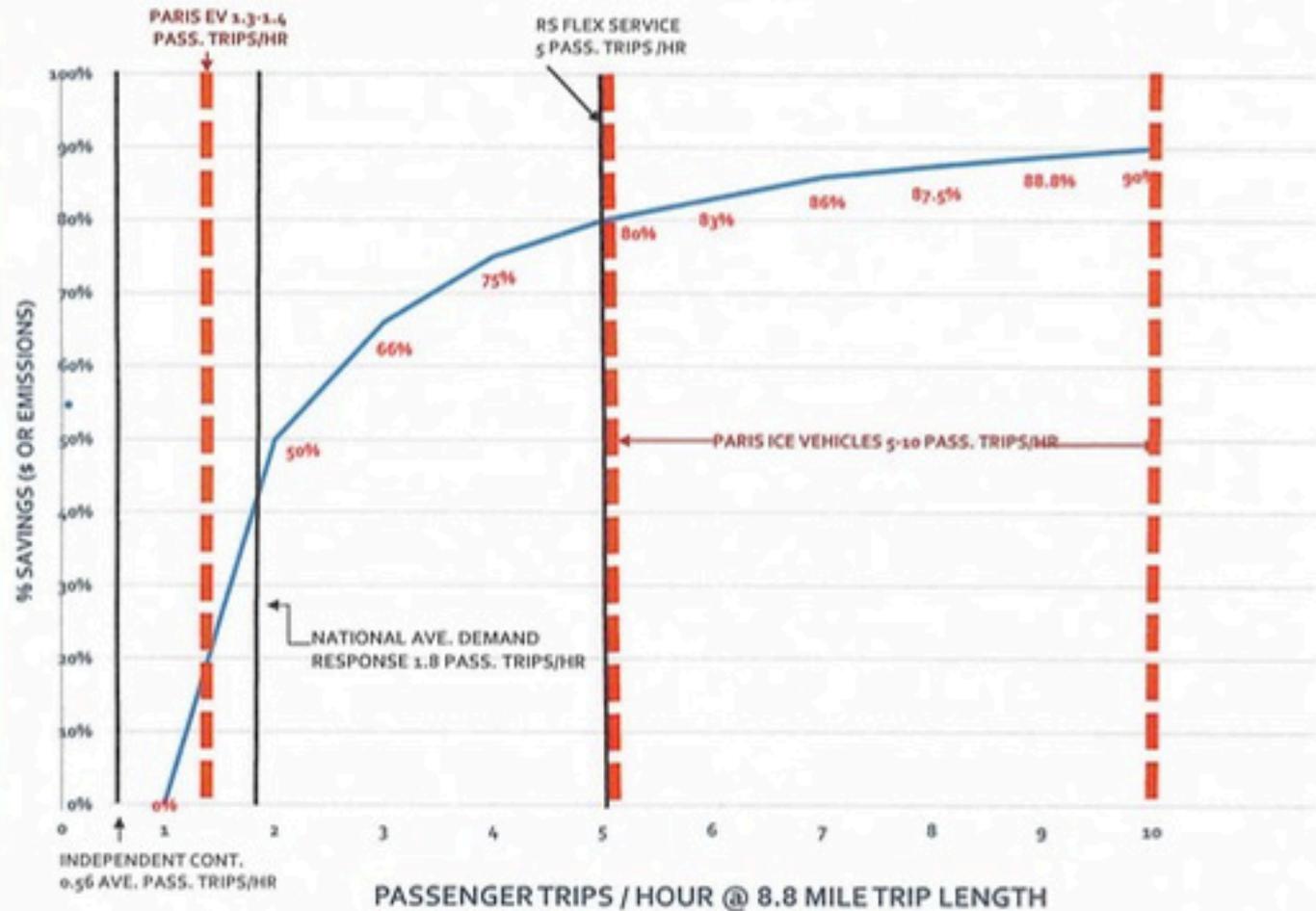
**APTS-21-S-RFP**

**Intelligent Transportation Systems (ITS)/Technology Solutions  
for Public Transit**

Proposals to be Received by 5:00:00 p.m., Eastern Time

June 4, 2021

The result of the taxi lobbying efforts of 2010-2015 has been that the least productive format is threatening the development of rural transit, and thus regional transit, and the most productive format has been impeded by ADA policy.



## Chapter 427 F.S.

Chapter 427 was intended to promote multi-loading and economies of scale in human service transportation. This path remains the most viable format for the delivery of human service transport and, because Chapter 427 built rural transit in Florida, contains the essential regulatory impetus for regional public transportation. Regional public transportation is an essential tool in addressing global warming.

The power of multi-loading, the power of coordination under chapter 427 F.S., is unmistakable. Flex routing, though underutilized, contains great potential for the strengthening both Chapter 427 and the development of a regional transit service that bridges urban and rural counties, while reducing emissions.

**Chapter 427 must be restored.**

