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Formerly DPW&T
Directive No.424.14
Policy No. 15
Policy Revised
12/31/2016

Department of Public Works and Transportation
Transit Revenue Handling and Control



I. Purpose and Scope

The following policies and procedures apply to the Prince George's County *TheBus* Program. This policy will be updated by the County as changes are authorized.

II. References

DPW&T Directive No. 424.25.15.

III. Procedures Responsibility

To establish a process for the collection of fares from passengers and to assure all fares are counted and reconciled in relation to the Prince George's County (County) *TheBus* service.

IV. Policies:

A. Revenue Collection: Registering Fareboxes

All *TheBus* transit vehicles used in revenue service equipped with registering fareboxes are capable of registering fares and automatically collecting route and trip data. The following procedures shall apply regarding fare collection, revenue counting and deposit for the registering fareboxes.

- i. Any vehicle that was in revenue service for any amount of time shall have its registering farebox probed for data at the end of each service day. The probing function automatically unlocks the cashbox's electronic lock. The data probe sends a lock code to the farebox, causing the motor to turn a cam that releases the cashbox latch bar.
- ii. When the cashbox is removed, the cover is automatically locked to prevent access. The cashbox will be removed by assigned Utility Personnel, dumped in the vault, and returned to the farebox. After re-inserting the cashbox, the farebox door is held open for one second, with the cam operating in the opposite direction to lock the door enclosing the cashbox.
- iii. The probe and cashbox dump is performed while the bus is in the vehicle service lane (after fueling and before washing). During the probe and cashbox removal, no coins or currency will be handled by assigned Utility Personnel. In the event of mechanical failure, the Utility Personnel will document on Attachment 15.1 that the bus or the bus's farebox was disabled. After repairs, the farebox will be probed, the cashbox pulled and the data and fares will be added to the report for the last day the vehicle was in service.

- iv. When probed, the day's fare collection and trip-by-trip data is registered in the electronic fare system computer. A daily report will be generated by assigned personnel that confirms the amount of coin and currency dumped from each cashbox, as well as trip-by-trip fare information by time of day. This report will be submitted in a summary format to the County on a weekly basis.
- v. Each cashbox has an ID code that is matched with a particular bus unit number. This cashbox ID is registered when it is probed. To ensure that all fareboxes that were used in revenue service are probed and the cashbox removed, the dispatcher will provide the Assistant Maintenance Manager with a list of buses used in revenue service for that day. The Assistant Maintenance Manager will use the list (see Attachment 15.1) to verify that all fareboxes used in revenue service were probed and cashboxes dumped.
- vi. The electronic farebox separates currency from coins in the cashbox. The cashbox has two separate interior compartments. The vault also has separate compartments for coins and currency. This allows coins and bills to be counted separately.
- vii. After each vehicle is probed and cashbox dumped, the mobile vault remains in the stationary vault housing (where the cashboxes are dumped) overnight in the Wash Bay service lane area. The service lane area is secured by two locking bay doors. The bay doors must be secured every night by Utility Personnel and checked by the senior supervisor on-duty prior to leaving.
- viii. A report is run on all fareboxes that needed to be manually probed and submitted with daily deposit information to the Program Coordinator.

The next morning (about 8:00 a.m.), the stationary vault housing is opened by the Revenue Count Personnel and a County Employee after the mobile vault is rolled to the Money Counting Room. Designated County staff will personally monitor the counting operation on a rotating basis. To remove the mobile vault, the stationary vault housing is opened by Revenue Count Personnel using one alloy key. The General Manager or Assistant General Manager will issue this key to the Revenue Count Personnel from the safe located in the General Manager's office. The Money Counting Room keys are kept by the General Manager, and only the General Manager or Assistant General Manager may access the safe and the door to the Money Counting Room. The full mobile vault is taken to the Money Counting Room, and an empty mobile vault is re-inserted in the stationary vault housing by the Revenue Count Personnel (see Attachment 15.2) after money counting operations are completed.

- ix. The specially secured Money Counting Room is located in the Operations Center adjacent to the Wash Bay service line. The Money Counting Room and the Wash Bay service area are under surveillance by a video

camera with monitors in a County office. The doors to the Money Count Room must be locked at all times.

- x. The mobile vault is opened and money contents counted the first work day following the cashbox dump by Revenue Count Personnel. There are two keys to the mobile vault, also kept in the safe in the Money Counting Room. One is for the mobile vaults' currency bin, and the second is for the coin bin. These two keys work for both mobile vault units and will be issued to the Revenue Count Personnel daily by the General Manager or Assistant General Manager, using Attachment 15.3.
- xi. The mobile vault bins are opened by the Revenue Count Personnel who will work in alternating two-person teams. The General Manager will prepare an alternating work schedule for Revenue Count Personnel so that the same personnel are not working consecutive shifts.
- xii. The mobile coin bin is dumped into the electronic fare counter, where the coins are separated and bagged. The currency is counted by hand, wrapped in groups of \$100, and placed in the safe until the daily deposit is taken to the bank. (See Attachment 15.2). Deposit slips must contain the date of fare collection and the date of deposit. If more than one (1) day's fare is counted, Revenue Count Personnel will average the fares for each day collected on the deposit slip.
- xiii. Deposits are made by an armored car service at approximately 11:00 a.m. daily. County management staff will issue the money bags and currency to the armored car personnel for which they will get a signed receipt. The wide-angle video surveillance camera maintains a continuous videotape of the money transfer process. Revenue Count Personnel and designated County staff will be present to witness the transfer of money to the armored car service.

B. Revenue Counting/Handling/Control

- i. Except for weekends, Prince George's County holidays, and the day after a bank holiday, assigned Revenue Count Personnel will daily empty vault and cashboxes, count and bag and seal the coin receipts, count and bag and seal the currency receipts and complete appropriate bank deposit slips for all County *TheBus* program revenue (see Attachment 15.2). Each deposit slip will log the deposit date along with the fare date. All steps above except for deposit will be done in the presence of the on-duty General Manager or Assistant General Manager and County Employee who will also counter sign all bank deposit slips and the armored car service collection receipts.
- ii. On a weekly or more frequent basis if required, the assigned report personnel will collect and deliver to the County Program Coordinator all electronic farebox reports, all currency and coin count receipts and

armored car collection receipts. Assigned County Program Coordinator will perform fare count and bank deposit verification and variance analysis per procedures of Transit Policy Number 19. (Note: Policy Number 19 is confidential and is available only to authorized County staff).

- iii. The General Manager will conduct a weekly inspection of the Money Counting and Vault Box Storage Rooms to ensure they are clean and orderly. All equipment is to be neatly stored, including empty vault boxes and spare and/or damaged fareboxes. General Manager will assign staff as needed to clean the rooms; however, no staff may be in the rooms unobserved or by themselves (including the General Manager and Assistant General Manager). When money is being counted, only Revenue Count Personnel, County observers and/or the General Manager or Assistant General Manager may be present. County staff shall oversee the money count. No equipment or materials are to be stored in the rooms other than farebox and revenue counting equipment.
- iv. The General Manager at all times, will maintain an accurate and up-to-date inventory of all fareboxes, vault/cashboxes and any and all revenue storage and counting equipment. This inventory will be supplied to the County annually or as changes occur.
- v. Any tampering or unusual activity with fareboxes, moneybags and seals, and transmittal slips or receipts is to be reported immediately to the General Manager. The General Manager will investigate the reported activity and forward his/her determination to the assigned County Program Coordinator. If evidence is found of fraud and/or theft, the County will be consulted and law enforcement personnel will be contacted to perform a criminal investigation.
- vi. Anyone entering the Money Counting Room at the Transit Operations Center must provide their printed name, signature, date and time of entry and exit on the Money Counting Room Log In/Out Sheet (see Attachment 15.5). The procedure is to be done whenever authorized staff enter or leave the Money Counting Room. The General Manager will review the sheet weekly and turn it into the County Program Coordinator for analysis upon request. The Money Counting Room, the Cash Vault Storage Room and the safe are never to be left open and unattended. All are to be locked and secured when not being used.
- vii. Miscellaneous fare collection and counts will be noted on Attachment 15.8.
- viii. The Contractor management and supervisory staff are to ensure adherence to driver fare collection procedures (see Attachment 15.9).

C. **TheBus** Policy- Farebox Recovered Funds

In order to properly account for and report the revenues collected, the following reconciliation and reporting procedures will apply to County **TheBus** farebox recovered revenue receipts:

- A On a daily basis, upon completion of counting and depositing of **TheBus** farebox recovered funds, the Contractor will provide the carbon copy of the deposit slips, transaction report, and portion of the armored car service bag to Office of Transportation staff. The aforementioned daily packet will be submitted to the Account Clerk every Wednesday of the following week.
- B On a weekly basis, the Account Clerk or designee will review and log incoming deposit slips into the monthly reconciliation report. As a safeguard, the Account Clerk, or designee, will review the documentation from the Treasury Office reconciling deposits made by the Contractor versus actual deposit made by bank.
 - a. In the event of a discrepancy, the Account Clerk or designee will contact the Treasury Office to launch an investigation.
 - b. If the discrepancy is not clarified through a detailed search of the bank records, a formal investigation will be launched by contacting the armored car service and bank to locate the missing funds.
 - c. It is the responsibility of the armored car service to provide the County with documentation to confirm the pick-up of **TheBus** funds and receipt by the bank.
 - d. Once the armored car service provides documentation of delivery and receipt by the bank, it becomes the responsibility of the bank to locate or reimburse the County for the missing funds.
 - e. If the armored car service is unable to provide the delivery confirmation to the bank, the armored car service becomes responsible for reimbursing the missing funds.
 - f. The reconciliation will remain open until the missing funds issue is resolved.

D. **TheBus** Policy- Farebox Recovered Miscellaneous Funds

In order to properly account for and report the revenues collected, the following reconciliation and reporting procedures will apply to County **TheBus** miscellaneous funds:

- i. Miscellaneous fare media are defined as WMATA tokens, Department of Corrections (DOC) tickets, foreign currency, and torn and mutilated currency.

- ii. The Contractor is responsible for counting all miscellaneous fare media on a daily basis. The reconciled funds and completed transaction report will be submitted to Office of Transportation on a daily basis; the Engineering Technician providing oversight of the general revenue count will deliver to the Account Clerk who will verify the receipt of the fares. The funds will then be stored in the Office of Transportation safe for monthly reconciliation.
- iii. On a monthly basis, the Account Clerk or designee will count the miscellaneous fare media crosschecking the collected fare to reporting to ensure there are no missing funds. Once the funds are verified and counted, the Account Clerk will bill the appropriate agency for the reimbursement of the particular fare media.
- iv. The Account Clerk will complete a reconciliation journal entry within the SAP Financial System debiting the County's main bank account and crediting the appropriate Public Works and Transportation sub-account as payments are received.
- v. Once the journal entry is complete, copies of the SAP journal entry screenshots are to be placed within the reconciled month's documents.

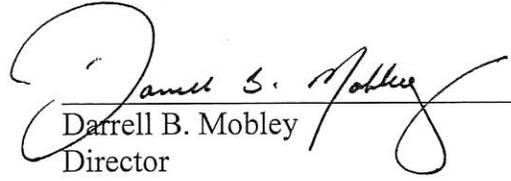
E. Key and Access Control:

- i. Farebox keys and safe codes will be assigned to authorized individuals only. Such information is confidential and is to be secured (See Attachment 15.10). The General Manager is responsible for maintaining a current Key Inventory. Said inventory will be provided by the County Program Coordinator when initially developed and updated by the General Manager when changes occur thereafter (see Key Inventory, Attachment 6).
- ii. With the use of the Key/Access Form (Attachment 15.3), the General Manager will authorize issuance of farebox/revenue keys from the safe. The safe is to be kept locked at all times except when keys are being issued and/or returned.
- iii. When an employee is issued a farebox/revenue key(s), such employee will acknowledge the receipt of it by signing in the space provided on the Key Access Form (Attachment 15.3). The Assistant General Manager or General Manager will countersign the form when the key is returned.
- iv. All keys for the fareboxes, their cash vaults, the keys to the mobile and stationary vaults for the GFI system, and the registering farebox probe (portable) will be stored in a safe in the cash counting area of the Money Counting Room as will the key to the Cash Vault Storage Room. Only the Contractor's General Manager, Assistant General Manager, the County Chief, Paratransit Operations Section, and the General Manager,

Paratransit Operations Section, will have access to the combination to the safe.

- v. If a key is lost or broken, the employee must immediately report the incident to the Assistant General Manager or General Manager. If a key is damaged, the employee must turn in the damaged key. Upon notification of a lost key, the General Manager will take the appropriate steps to complete any money counting processes and will notify County staff. Only County staff identified in Attachment 15.10 may make replacement keys, change locks and/or codes.
- vi. All keys to manually drop the cash vaults and/or use the portable probe will be stored in the safe in the Money Counting Room. The Assistant General Manager or General Manager will open the Money Counting Room door and issue the farebox probe or manual farebox release key to the Lead Utility Supervisor allowing him to pull the cash vaults. The Lead Utility Supervisor will also sign out for these keys or portable probe and must keep them with him at all times until all keys or portable probe are returned to the Assistant General Manager at the end of his shift.
- vii. All keys to manually open the cash vault boxes and the mobile vault will be stored in the safe in the Money Count Room. The General Manager or Assistant General Manager will open the Money Counting Room door and issue these keys to the Revenue Count Personnel. These keys will be returned to the safe by the General Manager or Assistant General Manager once the Revenue Count Personnel complete their daily counting work.
- viii. There is also a maintenance top key (magnetic) for repairing fareboxes and a bill transport key (alloy) for unlocking and repairing the bill transport. These two keys are also kept in the General Manager's Office and are available to the Lead Utility Supervisor, the General Manager, and the Assistant General Manager. Maintenance and farebox repair staff may only use these keys when directly authorized by the General Manager or Assistant General Manager on a case-by-case basis. The General Manager or Assistant General Manager is responsible for getting these keys back into the safe upon completion of work.
- ix. Upon termination of employment, employees will turn in their keys to the General Manager. Should the employee fail to return keys or electronic access devices prior to leaving the building, he/she may be subject to payment of all costs to re-key or otherwise ensure the security of Prince George's County transit revenue and facilities.

- V. **Approvals/Signature Page**
This directive shall become effective immediately.



Darrell B. Mobley
Director

- VI. **Policy Adoption/Revision/Amendment Date(s)**
December 31, 2016

No. OT-000.00
Formerly DPW&T
Directive No.424.25
Policy No. 22
Policy Revised
12/31/2016

Department of Public Works and Transportation
Call-A-Bus
Money Handling & Control



I. Purpose and Scope

The following policies and procedures apply to the Prince George's County *Call-A-Bus* Program. This policy will be updated by the County as changes are authorized.

II. References

DPW&T Directive No. 424.25.22.

III. Procedures Responsibility

To establish a process for collection of fares from passengers and to assure all fares are counted and reconciled in relation to the Prince George's County (County) *demand-response paratransit service*.

IV. Policies.

- A. Fareboxes have been installed in each demand-response vehicle providing transit programs for the County. The Equipment Operator assigned to the vehicle is responsible for writing the farebox number on the daily Operator Manifest.
- B. Passengers are responsible for placing the money into the farebox.
- i. The Equipment Operator is responsible for visually checking the amount deposited into the farebox, using the clear window to validate the amount deposited.
 - ii. At no time are Equipment Operators permitted to make change; the Operator cannot open the farebox. If a passenger does not have the correct fare, the Operator is to immediately contact the Command Center.
 - iii. The Equipment Operator is responsible for recording the amount of fares collected each day onto the Operator Manifest.
- C. At the end of the shift, farebox vaults will be removed from the vehicle by the Transit Service Coordinator (TSC) on duty. The Equipment Operator is responsible for submitting a completed Operator Manifest.
- i. The TSC will immediately insert an empty vault if the vehicle is returning to revenue service.
 - ii. If the vehicle has completed revenue service, the TSC will not replace the vault box farebox.

- D. At the end of each day, the last TSC on duty will remove all vaults from revenue vehicles. Vaults with money are to be handled per the procedures below:
- i. Empty vaults are to be opened and stored in the Paratransit Operations Center's office for use the next day.
 - ii. Vaults containing revenue will be tagged with information including the vehicle number, date/time and signature of the TSC.
 - iii. Vaults containing revenue will be immediately transferred to the Cash Vault Storage Room, located in the Paratransit Operations Center.
- E. Locked vault emptying will be accomplished on a daily basis, except for weekends and County holidays following the procedures below:
- i. With the oversight of the Operations Manager or Chief of Paratransit Operations, the assigned Office of Transportation Engineering Technicians, following a rotating schedule, will:
 - a. Count the fares of each vault for the Operations Manager to reconcile to the Operator manifest.
 - b. After recording the total of each vault, all revenue should be totaled, bagged with a completed bank deposit ticket.
 - c. The total revenue, including the deposit ticket are to be sealed in the cash bag.
 - d. Complete the Armored Car Log and bank deposit tickets; all forms are to be signed by the Engineering Technician and Operations Manager/Chief of Paratransit Operations.
 - e. The sealed money bag(s) are to be secured in the Cash Vault Storage Room for pick up by the armored car collection service.
- F. All deposit tickets, armored car pick-up receipts and the Currency Deposit Log for the County Paratransit Service Program will be submitted weekly by the Chief, Paratransit Operations to the assigned Account Clerk. Revenue records will be filed and retained for three (3) consecutive years by the Account Clerk.
- G. The cash record for each vault will be forwarded to the Operations Manager to reconcile the operator's manifest. The Operations Manager will stamp the fare reconciliation form with a 'RECEIVED' stamp and sign the form.
- i. Any discrepancies will be discussed with the Equipment Operator turning in the fares. Shortages are the responsibility of the Equipment Operator.
 - ii. The Operations Manager will attach the fare reconciliation forms to the daily deposit slip.

H. In order to properly account for and report the revenues collected, the following reconciliation and reporting procedures will apply to County Call-A-Bus program revenue receipts:

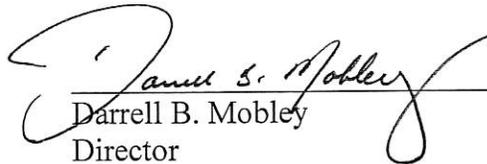
- i. On a daily or as needed basis, upon completion of counting and depositing of Call-A-Bus funds, designated staff will provide the carbon copy of the deposit slips to the Account Clerk.
- ii. On a weekly basis, the Account Clerk will review and log incoming deposit slips into the monthly reconciliation report. Once reviewed, the Account Clerk will review documentation from the Treasury Office reconciling deposits made by Call-A-Bus system vs. actual deposit made by the bank. This creates a safeguard to ensure there are no missing funds.
- iii. On a weekly basis, the Account Clerk or designee will review and log incoming deposit slips into the monthly reconciliation report. As a safeguard, the Account Clerk, or designee, will review the documentation from the Treasury Office reconciling deposits made by the Contractor versus actual deposit made by bank.
 - a. In the event of a discrepancy, the Account Clerk or designee will contact the Treasury Office to launch an investigation.
 - b. If the discrepancy is not clarified through a detailed search of the bank records, a formal investigation will be launched by contacting the armored car service and bank to locate the missing funds.
 - c. It is the responsibility of the armored car service to provide the County with documentation to confirm the pick-up of the funds and receipt by the bank.
 - d. Once the armored car service provides documentation of delivery and receipt by the bank, it becomes the responsibility of the bank to locate or reimburse the County for the missing funds.
 - e. If the armored car service is unable to provide the delivery confirmation to the bank, the armored car service becomes responsible for reimbursing the missing funds.
 - f. The reconciliation will remain open until the missing funds issue is resolved.
- iv. Once the journal entry is complete, copies of the journal entry screenshots within SAP is to be placed within the reconciled month's documents.

I. An internal review of deposits will be completed twice yearly by the Chief, Transit System Development Section, and assigned Account Clerk. The review will analyze revenues collected by program, date, vehicle and driver. Results will be reported quarterly with the Transit Services Manager and senior management team as directed.

- J. Any tampering or unusual activity with fareboxes, money bags and seals, transmittal slips or receipts is to be reported immediately to the Chief of Paratransit Operations and Transit Services Manager. The Chief of Paratransit Operations will conduct an investigation and forward the findings to the Associate Director of Transportation. If evidence of theft and/or fraud is found, the police will be contacted to complete a criminal investigation.
- K. Farebox keys and safe codes will be assigned only to authorized individuals. Such information is confidential and is to be secured. The Chief, Paratransit Operations or his designee is responsible for maintaining a current database known as the Farebox/Security Equipment Inventory and distributing same as changes occur. The Chief of Paratransit Operations will be responsible for distributing keys and codes per the internal directive.
- L. All staff entering the Money Counting and/or Cash Vault Storage Rooms at the Paratransit Operations Center must provide printed name, date and time of entry and exit on the appropriate Log In/Out Sheets. Authorized staff must complete this process whenever entering or exiting. The Chief, Paratransit Operations will review the sheet weekly and submit to the Account Clerk for analysis. The Money Counting Room, the Cash Vault Storage Room and the safe are to be secured at all times. In the event the areas are found unsecured, the Chief of Paratransit Operations will be immediately notified. The Chief will secure the room(s)/safe, conduct an investigation and assign discipline as appropriate.

V. Approvals/Signature Page

This directive shall become effective immediately.



Darrell B. Mobley
Director

VI. Policy Adoption/Revision/Amendment Date(s)

December 31, 2016

No. OT-000.00
Formerly DPW&T
Directive No.424.23
Policy No. 1
Policy Revised
1/6/2017

Department of Public Works and Transportation
Call-A-Cab Program



I. Purpose and Scope

The following fares, policies, and procedures apply to the Prince George's County *Call-A-Cab* Program. This policy will be updated by the County as changes are authorized.

II. References

None.

III. Procedures Responsibility

The Office of Transportation shall oversee, coordinate and implement Call-A-Cab Policies and Procedures.

IV. Policies.

Section 1. Organization and Definitions

The Prince George's County *Call-A-Cab* Program is a transportation assistance program for persons who are age 60 or older or for persons with disabilities. The program supplements Prince George's County *TheBus*, *Call-A-Bus* services and Metrobus services. It provides greater mobility and independence for persons with special transportation needs by subsidizing the cost of taxicab trips for program participants.

Specified staff shall operate and administer the *Call-A-Cab* Program in accordance with the responsibilities outlined in Section 6 of this Directive. Several terms with special meaning are also used throughout this Directive. These terms are defined below:

- A. Taxicab Owner – Any individual, company or other entity which has been granted a Certificate of Registration enabling them to operate a taxicab in Prince George's County.
- B. Driver – An individual licensed to operate a taxicab.
- C. Patron – Any eligible individual utilizing the subsidy program and taxicab services described herein.

Section 2. Program

The *Call-A-Cab* Program is a County-wide user-subsidy program operating under the service parameters described below:

- A. The **Call-A-Cab** Program is funded by participant revenues and County funds and is subject to annual County budget and program review.
- B. **Call-A-Cab** services are available 24-hours a day, unless otherwise specified or inclement weather is in occurrence. Trips must originate in the County. Patrons must consult the individual taxicab owners as to their ability to provide trips outside the County.
- C. **Call-A-Cab** services are available only to County residents.
- D. The County will subsidize 50% of the taxicab **coupon cost** for all qualified patrons, up to a maximum of \$140.00 every six months. This is based on patron's purchase of no more than fourteen (14) \$20.00 coupon books per six-month fixed periods at a cost of \$10.00 per coupon book. The fixed periods are from July to December and January to June.

Section 3. Eligibility and Administration

County residents 60 years and older and persons with disabilities are eligible to participate. The following procedures apply:

- A. In order to receive coupon books, a completed application (**Attachment 1**) and proof of age, (driver's license, Maryland issued Identification Card, Medicare Card, birth certificate or passport); residency (driver's license, Maryland issued Identification Card, utility bill); or disability (valid MetroAccess I.D., Medicare card, social security statement or a certified medical professional's signed and current statement of disability) must be received along with a check or money order for the amount of coupon books desired up to the limits allowed. Upon receipt, a Project Tracking Log (PTL) (**Attachment 2**) will be initiated. Checks and/or money orders received will be handled in accordance with Section VIII (Money Handling and Control).
- B. Program eligibility and residency will be validated. Any missing information will be collected via telephone call to the applicant and recorded on the PTL. After a second phone attempt a letter will be generated returning the patrons' check or money order and application with proof of eligibility and/or residency.
- C. There are three qualifying levels of disability:
 - i. Temporary – those patrons with acute injuries or other non-permanent disabilities.
 - ii. Conditional – those patrons who meet disability standards only under certain conditions (such as cold weather).
 - iii. Permanent – those patrons judged to meet disability standards without exception (i.e. wheelchair confinement, blind).

- D. Upon verification of eligibility, patrons will be assigned an identification number and coupon book numbers. All data from the application and PTL will be entered into the database (See Section 8).
- E. Assigned coupon book(s) (**Attachment 3**) will be delivered to patrons by *United States Postal Service Priority Mail* or are available for pick-up. A list of taxicab companies, phone numbers and service tips (**Attachments 4**) will be provided to all patrons and an Acceptance Letter (**Attachment 5**).
- F. Coupon books will be labeled with the patron's name and ID number written on the front cover. Coupons must remain attached to the book to be valid.
- G. Patron requests for additional coupon books, up to assigned limits, must be in writing and must include a check or money order for the full amount of coupon books requested. Coupon books will be mailed with accompanying correspondence (**Attachment 6**).
- H. Should a patron request additional coupon books and have reached their semi-annual limit, a letter will be generated (**Attachment 7**) informing the patron that the limit has been reached.
- I. On a case by case basis, exemptions to the maximum quantity may be granted by the Transit Services Manager and implemented by the Chief, Transit Administration and Taxi Licensing. *Need shall be demonstrated that the patron's physical condition or location/destination allows for no other public transportation option. In these cases, the Chief will determine the amount of additional coupon books the patron will be allowed to purchase.* The amount of coupons will be deducted from the following period.
- J. All assigned coupon books, except those paid for in the Office of Transportation, will be delivered by the *United States Postal Service Priority Mail* from the County Mail Room to **Call-A-Cab** members. This process will provide verification of delivery and insure against loss of contents. There will be no charge for using this service.
- K. The Office of Central Service (OCS) Mail Room supervisor will notify the DPW&T Program Coordinator of returned coupon books. The *United States Postal Service* will notify the mailroom supervisor of any non-delivered or lost coupons. DPW&T may at any time request a verification check of non-delivery mailings.
- L. When notified of non-deliveries, the **Call-A-Cab** Program Coordinator will begin immediately tracking and following-up until the packet has been recovered and/or accounted for. The **Call-A-Cab** Program Coordinator will advise the Mail Room and patron of any necessary action via standard letter (**Attachment 8**) and will also request reimbursement of lost coupons from the United States Postal Service.

Section 4. Reimbursements

The following policies and procedures apply to all transactions:

- A. Coupon books issued are at face value and are to be used to pay for taxicab fares when being transported by a participating taxicab company. Each coupon will be in \$1.00 denominations. Coupons previously purchased in \$0.25 denominations are still accepted.
- B. Coupons may be used as cash to pay for taxicab fares and are non-transferable.
- C. Unused coupons may be returned for a reimbursement at 50% of the face value of the returned coupons. A PTL will be generated and reimbursement issued, if approved. (**Attachments 9 and 10**). The Program Coordinator will designate the coupons as “returned/destroyed” in the database and will physically shred the coupons after sixty (60) business days. Patron requests for reimbursement must be in writing or handled in the office during normal business hours.
- D. Taxicab fares are established under authority of Subtitle 20, Division 7, Section 2-160 “Taxicab Rates” of the Prince George’s County Code. (See **Attachment 11**).
- E. Trip payment may be in any combination of coupons and/or cash. Payment may also be made with a credit card. If the trip payment does not equal an exact amount, the patron may elect to pay the cash difference. The driver will not give change for the coupon difference.
- F. Upon approval by the Transit Services Manager, the Chief of Transit Administration and Taxi Licensing Section may allow patrons to purchase additional books above the maximum allowed on a case by case basis.
- G. Replaced coupon book numbers will be voided from the system and tracked against monthly taxicab company coupon submittals to protect from abuse. Replacements shall be on a coupon-for-coupon basis, and cash shall not be issued in lieu of replacement coupons. **Attachment 12** will be used for this purpose. Patron requests for replacement coupons must be in writing. Based on a case-by-case review, patron’s request for replacement coupons can be denied if there is evidence of fraud or abuse.

Section 5. Patron Procedures

The following procedures govern patron usage of the *Call-A-Cab* Program:

- A. Patrons should be available for pick-up 15 minutes prior to their scheduled trip time and must wait a minimum of 15 minutes after their scheduled trip time prior to notifying the taxicab company of a late trip.

- B. Patrons may contact a participating taxicab company directly.
- C. When scheduling trips, patrons must identify themselves as a **Call-A-Cab** patron, give their name and ID number, and an exact location for pick-up.
- D. Patrons must show their program coupon book upon entering the taxicab. Trip payment may be in any combination of \$0.25 or \$1.00 coupons and/or cash.
- E. Patrons who violate the program parameters may be notified in writing indicating proper usage. Three notifications in a 12-month period could constitute removal from the program.
- F. Patrons who miss three scheduled trips in a 12-month period may be removed from the program if reported by the taxicab company.
- G. All assigned **Call-A-Cab** coupon books will be delivered by United States Postal Service. All parcels, which are delivered to a secured (locked entrance) apartment building, will be left at the Resident Manager's office.

Section 6. Taxicab Owner/Driver Procedures

The following procedures will govern taxicab owner and driver operation:

- A. Failure to show for a pick-up will be responded to by the Taxi Licensing sub-section for investigation and appropriate action. Complaints regarding the **Call-A-Cab** Program will be responded to by the Program Coordinator.
- B. All complaints received regarding the County **Call-A-Cab** Program will be logged on **Attachment 13**. Only those complaints in which the patron requests official investigation will be acted upon. In those cases, the patron must supply a name, phone number, address and as much information about the complaint as possible.
- C. At least one random field inspection of each participating taxicab company will be performed annually.
- D. The Administrative Aide III in the Taxi Licensing Section will forward to the **Call-A-Cab** Program Coordinator any newly licensed taxicab companies as they are received.
- E. Taxicab owners and drivers must be licensed and adhere to all program provisions (**Attachment 14**) and applicable County Code requirements.
- F. Dispatchers must advise patron of scheduled pick-up time.
- G. Taxicab owners will make available all appropriate **Call-A-Cab** dispatcher records and trip manifests upon request.

- H. Drivers must wait a minimum of five (5) minutes at the pick-up point before counting the trip as a no-show.
- I. Participating taxicab companies will submit all coupons to the Office of Transportation on a monthly basis for review and reimbursement.
- J. Taxicab companies will be reimbursed the total value of all returned *Call-A-Cab* coupons plus a 10% administrative fee.(Not to exceed \$1,000 per fiscal year) **Attachments 15 and 16** will be utilized to process coupon reimbursements.
- K. Taxicab companies are not responsible for monitoring the use of coupons. Coupon books will be sold and monitored by the Program Coordinator.
- L. A surcharge for snow emergencies may be put into effect by the County Executive.

Section 7. Money Handling and Control

In order to properly account for and handle the revenue collected and payments made under the *Call-A-Cab* Program, the following revenue handling and control procedures will apply in addition to the policies and procedures as outlined in Directive 520.03:

A. Revenue Receipt and Handling

- i. Checks or money orders in denominations of \$10.00 may accompany the *Call-A-Cab* application or may be mailed separately. Cash may be brought into the Office of Transportation between the hours of 9:30 a.m. to 3:30 p.m., Monday through Friday, not including holidays.
- ii. Checks and/or money orders are to be made payable to the Prince George's County Government.
- iii. Cash received will be turned into DPW&T's Financial Management Division the same day as the receipt for logging and deposit by the Financial Management Division. Patrons will be given a receipt for cash payments along with the corresponding number of coupon books.
- iv. Checks and/or money orders will be received by assigned Office of Transportation staff and will be recorded on the Agency/Activity Collection/ Transmittal Report (**Attachment 17**) and forwarded to the Financial Management Division within one workday of receipt.
- v. A PTL will be initiated and attached to the application by the Administrative Aide II and a record will be created in the *Call-A-Cab* patron database by the Program Coordinator (**Attachment 18**), Patron

Information, ID number and coupon books assigned will be recorded on the PTL by the Program Coordinator.

- vi. Program revenues will be deposited into a **Call-A-Cab** subaccount of the Mass Transit account, Account by the Account Clerk.

B. Payments

- i. Coupons returned will be counted and totaled by the assigned Engineering Technicians.
- ii. A summary of returned coupons (Attachment 19) and request for payment will be forwarded to the Account Clerk or designee. Payment should be made within 30 working days of receipt of the request.
- iii. A reimbursement letter (Attachment 20) is transmitted to the taxicab company stating that the payment is being processed and the company will receive payment in 4-6 weeks.
- iv. The Account Clerk will complete reimbursement in the SAP financial system no later than 7 working days of receipt of reimbursement documentation.
- v. After 60 workdays from receipt, returned coupons will be shredded by the Program Coordinator in the presence of the Chief, Transit Administration and Taxi Licensing.

C. Coupon Control

- i. The Program Coordinator will ensure an adequate number of coupon books are in the office to conduct **Call-A-Cab** business for at least one month. All coupon books will be kept in the Division safe or other secure area. Access to the safe will be authorized by the Transit Services Manager.
- ii. Unused boxes of **Call-A-Cab** coupon books will be stored in the money counting room at the Transit Operations Center. When on-hand stock is depleted, an Engineering Technician will retrieve the next box in succession and deliver to the Program Coordinator for inventory. (**Attachment 21**).
- iii. The **Call-A-Cab** Program Coordinator will ensure a one year supply of coupon books are available at all times. Annually, or as needed the Program Coordinator will have coupon books printed. Printing of coupon books will be initiated only upon the approval by the Transit Services Manager or Associate Director.

- iv. The Program Coordinator will receive new printed coupon books and verify and document the amount received. The boxes are then forwarded to the Transit Operations Center for storage.
- v. When issuing coupon books to program members, the Administrative Aide will retrieve coupon books from the safe or secure area. The coupon books will be matched to the individual request and PTL will be closed and the coupons mailed to the patron.

D. Internal Audit

- i. An internal review of deposits and coupon balances will be performed on a quarterly basis utilizing all Agency/Activity Collection/Transmittal Reports submitted for the period.
- ii. Any tampering or unusual activities related to coupon books or manifests are to be reported immediately to the Transit Services Manager.

Section 8. Marketing and Outreach

The following procedures apply:

A. Marketing – Program brochures and Public Service Advertisements (PSA) will be used as part of a broad marketing strategy.

- i. Brochures – The Program Coordinator will ensure that program brochures are updated as needed to reflect current program policies, procedures and information. The Program Coordinator will also ensure that sufficient supplies of current brochures are always available and that the brochures are distributed as needed in accordance with media distribution procedures.
- ii. PSA/Print Ads – Public service ads, press releases, and paid advertisements will be used as often as necessary or requested. They will be required whenever there is a change or adjustment in program parameters. Agency newsletters and magazines that cater to the elderly and disabled are to be used as information outlet.

B. Outreach

- i. Assigned staff shall visit senior/disabled groups, clubs and/or meetings as-requested to promote the *Call-A-Cab* program. A PTL will be assigned to initiate the process.
- ii. Upon confirmation of the site visit via telephone, email or fax, assigned staff shall present program material and information. A Report of Meeting

Attendance (ROMA) form (**Attachment 22**) will be completed noting number of attendees and issues or concerns.

- iii. A PTL will be generated related to a list of outreach site visits prepared on an annual basis using **Attachment 23**. A summary report will be provided to close out the PTL detailing the results of the site visits with recommendations for the *Call-A-Cab* Program for the next annual cycle.

Section 9. Reports and Service Standards

In order to accurately document the *Call-A-Cab* Program, the following reports will be generated:

- A. Monthly Report. This report will be prepared by the Program Coordinator on a monthly basis. **Attachment 24** will be used to detail monthly membership information. **Attachment 25** will be used to present monthly operating information.
- B. Quarterly Report. **Attachment 26** will be prepared by the Program Coordinator to summarize program activities during a specified quarter and analyze budget/trends and patron usage.

Section 10. Responsibilities

- A. Chief, Transit Administration and Taxi Licensing - The Chief, Transit Administration and Taxi Licensing, shall act as the General Manager for the *Call-A-Cab* Program with the following responsibilities:
 - i. Ensures that the day-to-day activities of the *Call-A-Cab* program are conducted in accordance with the policies and procedures of this Directive.
 - ii. Verifies and reviews all Agency/Activity Collection/ Transmittal Reports and *Call-A-Cab* Coupon Book Mail Tracking Process on a monthly basis.
 - iii. Conducts a quarterly review of deposits and coupon book balances.
 - iv. Reviews the quarterly analysis and other program reports for accuracy and ensures all are provided as required.
 - v. Ensures that all program correspondence is complete, accurate and appropriate to the need or request as detailed in this Directive.
 - vi. Annually, or as needed, reviews and updates the policies and procedures of this program.

vii. Ensures that all material for public presentation is accurate and reflective of program goals, objectives, requirements and procedures.

B. Administrative Aide II. The Administrative Aide II shall be the first point of contact for any revenue receipt with the following responsibilities:

- i. Logs all check, money orders or taxicab owner coupon receipts into the mail log initiating a PTL.
- ii. Forwards the PTL along with revenue to the Administrative Aide I/II for processing.
- iii. Performs all clerical duties pertaining to the preparation and mailing of all correspondence necessary for the program.
- iv. Handles all general program information telephone requests. Reviews all program applications and makes initial determination on eligibility.
- v. Receives and processes all program applications. Searches taxicab database to ensure patron is eligible to receive coupon books.
- vi. Assigns coupon books and ID numbers to applicants per the policies of the program and tracks patron coupon books allotments.
- vii. Initiates a letter for new Call-A-Cab members (Attachment 5) and letters for existing members (Attachment 6) to send out with coupon books.
- viii. Requests coupon books from the Engineering Technician to stock front office cabinet.
- ix. Forwards all PTL's, completed letters and assigned coupon books to Program Coordinator for review.
- x. After review by the appropriate staff, sends out coupon book packages to the Prince George's County mail room for United States Postal Service delivery.
- xi. Responsible for reception area greeting of Call-A-Cab members and assists with the purchase of coupon books.

C. Administrative Aide I/II. Duties as follows:

- i. Completes Agency/Activity Collection/ Transmittal Reports on a daily basis or as needed.

- ii. Forwards completed Agency/ Activity Collection/ Transmittal Reports with accompanying checks/ money orders to the Financial Management Division for review and deposit.
- iii. Retains the Agency/Activity Collection/ Transmittal Reports for three consecutive years.
- iv. Forwards copies of revenue receipts to Program Coordinator and Account Clerk.

Duties below are to be included in those of Administrative Aide I/II and Administrative Aide II:

- i. Receives revenue/checks/money orders from patrons.
- ii. Answers general questions regarding the Call-A-Cab program and submits application requests for the program.

E. Program Coordinator. The following duties shall be the responsibility of the Project Coordinator.

- i. Reviews all program applications and determines eligibility.
- ii. Accounts for coupon book(s).
- iii. Maintains, updates, revises and distributes all draft correspondence provided for in this Directive.
- iv. Prepares and processes payment reimbursement requests for taxicab owners/drivers.
- v. Verifies patron name, number and time of coupon use against vouchers submitted, coupons used and coupon allotment limits. Logs all information requests into the taxicab database.
- vi. Monitors the use of program coupon books issued internally.
- vii. Prepares verbal/written reminders to program violators as appropriate, to be determined on a case-by-case basis.
- viii. Reviews and revises (for approval) the policies and procedures of this Directive.
- ix. Prepares all correspondence necessary to carry out the activities of this Directive.
- x. Prepares periodic and as needed reports as provided for in this Directive.

- xi. Assists in the development and distribution of all media materials used in this Directive.
- xii. Requests coupon books from the Transit Operations Center and distributes accordingly.
- xiii. Reviews, processes and responds to complaints as provided for in this Directive.
- xiv. Develops and implements all marketing program information and ensures distribution of same.
- xv. Initiates, coordinates and conducts all marketing and outreach efforts through the Chief, Transit Administration Section.
- xvi. Ensures that all materials for public presentation are accurate and reflective of program goals, objectives, requirements and procedures.
- xvii. Ensures the day-to-day operation of the *Call-A-Cab* Program is conducted in accordance with policies and procedures of this Directive.
- xviii. Coordinates clerical activities regarding the *Call-A-Cab* Program with Administrative Aide II.
- xix. Enters all applicant information into the taxicab database.
- xx. Reviews and tracks program expenditures and revenues.
- xxi. Reports program information monthly and quarterly to Chief, Transit Administration and Taxi Licensing Section.
- xxii. Enters barcoded coupon book numbers into taxicab inventory database prior to issuance to patron.
- xxiii. Handles general information requests pertaining to the program.

F. Engineering Technician I/II. Duties as follows:

- i. Handles any duties/responsibilities listed above as requested or delegated.
- ii. Counts and tabulates returned coupons received from taxicab companies. The final totals will be submitted to the Program Coordinator for processing.
- iii. Responsible for the retrieval of additional coupon books from the money counting room at the Transit Operations Center.

G. Division Staff. Duties as follows:

- i. Become thoroughly familiar with this Directive and all general program information, as appropriate.

H. Patron. Duties as follows:

- i. Informs taxicab dispatcher of any special assistance that may be required.
- ii. Identifies themselves, their ID number and the exact location of pick-up when scheduling trips.
- iii. Selects the participating taxicab owner which best serves his/her particular needs and contacts that company directly.
- iv. Ensures they are available for pick-up 15 minutes before scheduled pick-up time and waits 15 minutes past the scheduled pick-up time before calling the company to report any delays.

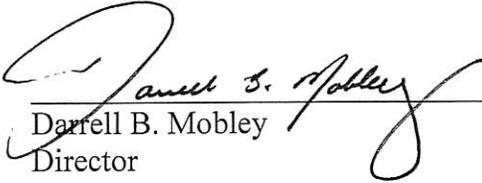
V. **Attachments.**

1. Call-A-Cab Program Application
2. Project Tracking Log (PTL) for Call-A-Cab Program
3. Coupon Book (Front, Back, Middle)
4. List of Cab Companies and Service Tips
5. Call-A-Cab Patron Acceptance Letter
6. Call-A-Cab Patron coupon re-order letter
7. Call-A-Cab Patron over limit letter
8. Call-A-Cab Patron non-deliver letter
9. Project Tracking Log (PTL)- Unused Call-A-Cab Coupons
10. Customer Reimbursement Letter- Approval
11. Taxi Rates
12. Call-A-Cab coupon replacement letter
13. Call-A-Cab Complaint Form
14. Call-A-Cab Program Provisions
15. Call-A-Cab Administrative Fee Log
16. Call-A-Cab reimbursement letter- to Cab Company
17. Agency Transmittal Sheet
18. Project Tracking Log (PTL) for new Call-A-Cab member
19. Summary of returned coupons/ Request for payment
20. Call-A-Cab reimbursement letter to Cab Company
21. Coupon inventory sheet
22. ROMA- Call-A-Cab Meeting/Outreach
23. Outreach Log- List of Outreach site visits
24. Monthly Call-A-Cab operating report- Membership data
25. Monthly Call-A-Cab operating report- Financial data

26. Quarterly Call-A-Cab operating report

VI. Approvals/Signature Page

This directive shall become effective immediately.



Darrell B. Mobley
Director

VII. Policy Adoption/Revision/Amendment Date(s)

January 1, 2017

No. OT-000.00
Formerly DPW&T
Directive No.424.25
Policy No. 22
Policy Revised
12/31/2016

Department of Public Works and Transportation
Call-A-Bus
Money Handling & Control



I. Purpose and Scope

The following policies and procedures apply to the Prince George's County **Call-A-Bus** Program. This policy will be updated by the County as changes are authorized.

II. References

DPW&T Directive No. 424.25.22.

III. Procedures Responsibility

To establish a process for collection of fares from passengers and to assure all fares are counted and reconciled in relation to the Prince George's County (County) **demand-response paratransit service**.

IV. Policies.

- A. Fareboxes have been installed in each demand-response vehicle providing transit programs for the County. The Equipment Operator assigned to the vehicle is responsible for writing the farebox number on the daily Operator Manifest.
- B. Passengers are responsible for placing the money into the farebox.
- i. The Equipment Operator is responsible for visually checking the amount deposited into the farebox, using the clear window to validate the amount deposited.
 - ii. At no time are Equipment Operators permitted to make change; the Operator cannot open the farebox. If a passenger does not have the correct fare, the Operator is to immediately contact the Command Center.
 - iii. The Equipment Operator is responsible for recording the amount of fares collected each day onto the Operator Manifest.
- C. At the end of the shift, farebox vaults will be removed from the vehicle by the Transit Service Coordinator (TSC) on duty. The Equipment Operator is responsible for submitting a completed Operator Manifest.
- i. The TSC will immediately insert an empty vault if the vehicle is returning to revenue service.
 - ii. If the vehicle has completed revenue service, the TSC will not replace the vault box farebox.

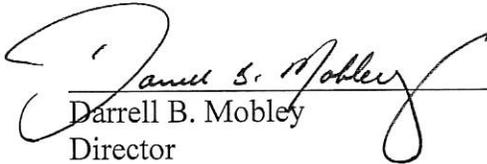
- D. At the end of each day, the last TSC on duty will remove all vaults from revenue vehicles. Vaults with money are to be handled per the procedures below:
- i. Empty vaults are to be opened and stored in the Paratransit Operations Center's office for use the next day.
 - ii. Vaults containing revenue will be tagged with information including the vehicle number, date/time and signature of the TSC.
 - iii. Vaults containing revenue will be immediately transferred to the Cash Vault Storage Room, located in the Paratransit Operations Center.
- E. Locked vault emptying will be accomplished on a daily basis, except for weekends and County holidays following the procedures below:
- i. With the oversight of the Operations Manager or Chief of Paratransit Operations, the assigned Office of Transportation Engineering Technicians, following a rotating schedule, will:
 - a. Count the fares of each vault for the Operations Manager to reconcile to the Operator manifest.
 - b. After recording the total of each vault, all revenue should be totaled, bagged with a completed bank deposit ticket.
 - c. The total revenue, including the deposit ticket are to be sealed in the cash bag.
 - d. Complete the Armored Car Log and bank deposit tickets; all forms are to be signed by the Engineering Technician and Operations Manager/Chief of Paratransit Operations.
 - e. The sealed money bag(s) are to be secured in the Cash Vault Storage Room for pick up by the armored car collection service.
- F. All deposit tickets, armored car pick-up receipts and the Currency Deposit Log for the County Paratransit Service Program will be submitted weekly by the Chief, Paratransit Operations to the assigned Account Clerk. Revenue records will be filed and retained for three (3) consecutive years by the Account Clerk.
- G. The cash record for each vault will be forwarded to the Operations Manager to reconcile the operator's manifest. The Operations Manager will stamp the fare reconciliation form with a 'RECEIVED' stamp and sign the form.
- i. Any discrepancies will be discussed with the Equipment Operator turning in the fares. Shortages are the responsibility of the Equipment Operator.
 - ii. The Operations Manager will attach the fare reconciliation forms to the daily deposit slip.

- H. In order to properly account for and report the revenues collected, the following reconciliation and reporting procedures will apply to County Call-A-Bus program revenue receipts:
- i. On a daily or as needed basis, upon completion of counting and depositing of Call-A-Bus funds, designated staff will provide the carbon copy of the deposit slips to the Account Clerk.
 - ii. On a weekly basis, the Account Clerk will review and log incoming deposit slips into the monthly reconciliation report. Once reviewed, the Account Clerk will review documentation from the Treasury Office reconciling deposits made by Call-A-Bus system vs. actual deposit made by the bank. This creates a safeguard to ensure there are no missing funds.
 - iii. On a weekly basis, the Account Clerk or designee will review and log incoming deposit slips into the monthly reconciliation report. As a safeguard, the Account Clerk, or designee, will review the documentation from the Treasury Office reconciling deposits made by the Contractor versus actual deposit made by bank.
 - a. In the event of a discrepancy, the Account Clerk or designee will contact the Treasury Office to launch an investigation.
 - b. If the discrepancy is not clarified through a detailed search of the bank records, a formal investigation will be launched by contacting the armored car service and bank to locate the missing funds.
 - c. It is the responsibility of the armored car service to provide the County with documentation to confirm the pick-up of the funds and receipt by the bank.
 - d. Once the armored car service provides documentation of delivery and receipt by the bank, it becomes the responsibility of the bank to locate or reimburse the County for the missing funds.
 - e. If the armored car service is unable to provide the delivery confirmation to the bank, the armored car service becomes responsible for reimbursing the missing funds.
 - f. The reconciliation will remain open until the missing funds issue is resolved.
 - iv. Once the journal entry is complete, copies of the journal entry screenshots within SAP is to be placed within the reconciled month's documents.
- I. An internal review of deposits will be completed twice yearly by the Chief, Transit System Development Section, and assigned Account Clerk. The review will analyze revenues collected by program, date, vehicle and driver. Results will be reported quarterly with the Transit Services Manager and senior management team as directed.

- J. Any tampering or unusual activity with fareboxes, money bags and seals, transmittal slips or receipts is to be reported immediately to the Chief of Paratransit Operations and Transit Services Manager. The Chief of Paratransit Operations will conduct an investigation and forward the findings to the Associate Director of Transportation. If evidence of theft and/or fraud is found, the police will be contacted to complete a criminal investigation.
- K. Farebox keys and safe codes will be assigned only to authorized individuals. Such information is confidential and is to be secured. The Chief, Paratransit Operations or his designee is responsible for maintaining a current database known as the Farebox/Security Equipment Inventory and distributing same as changes occur. The Chief of Paratransit Operations will be responsible for distributing keys and codes per the internal directive.
- L. All staff entering the Money Counting and/or Cash Vault Storage Rooms at the Paratransit Operations Center must provide printed name, date and time of entry and exit on the appropriate Log In/Out Sheets. Authorized staff must complete this process whenever entering or exiting. The Chief, Paratransit Operations will review the sheet weekly and submit to the Account Clerk for analysis. The Money Counting Room, the Cash Vault Storage Room and the safe are to be secured at all times. In the event the areas are found unsecured, the Chief of Paratransit Operations will be immediately notified. The Chief will secure the room(s)/safe, conduct an investigation and assign discipline as appropriate.

V. Approvals/Signature Page

This directive shall become effective immediately.



Darrell B. Mobley
Director

VI. Policy Adoption/Revision/Amendment Date(s)

December 31, 2016

Hackett, Semia L.

From: Hackett, Semia L.
Sent: Tuesday, January 10, 2017 2:05 PM
To: 'Young, Ming Chao (Adams)'
Subject: RE: Crystal Report assistance requested

Sure, that would be a good first start. What day and time work for you? If possible, mornings are best for our Contractor representative.

Thanks,
Semia

From: Young, Ming Chao (Adams) [mailto:AYoung@wmata.com]
Sent: Monday, January 09, 2017 11:50 AM
To: Hackett, Semia L.
Subject: RE: Crystal Report assistance requested

Semia,
Yes, we can meet, can we do a conference call first?

Regards,
Adams

From: Hackett, Semia L. [mailto:SLHackett@co.pg.md.us]
Sent: Sunday, January 08, 2017 10:12 PM
To: Young, Ming Chao (Adams)
Subject: FW: Crystal Report assistance requested

Good morning,

Thank you for taking time to share the written tutorial of the Hummingbird process. As a new user of the Hummingbird process, it would be helpful to have an in person discussion. As mentioned, we have experienced large variances between the reports and revenue collections. Would it be possible to arrange a time for the Prince George's team to meet with you to discuss the reports and the reporting process?

I appreciate your consideration,
Semia Hackett
(301) 883-5611

From: Young, Ming Chao (Adams) [mailto:AYoung@wmata.com]
Sent: Wednesday, December 21, 2016 8:58 AM
To: Uan, Jean-Ru; 'CETolen@co.pg.md.us'; Walker, D'Andrea L.
Subject: RE: Crystal Report assistance requested

ide D'Andrea.

From: Uan, Jean-Ru
Sent: Tuesday, December 20, 2016 6:14 PM
To: 'CETolen@co.pg.md.us'
 Young, Ming Chao (Adams)
Subject: RE: Crystal Report assistance requested

Good afternoon, Cristin:

This is to summarize the question mentioned in your previous email.

Different reports serve different purpose.

- (1) R408 report is retrieved from daily sales and use transactions tables, which is close to your actual cash count. Because of the late-in data, the amount will increase.

PARTICIPANT TRANSIT_DAY	Actual Cash Count	R408	R408
		24-Oct-16	20-Dec-16
10/18/2016	\$ 4,530.15	\$ 4,181.66	\$ 4,373.31
10/20/2016	\$ 2,735.50	\$ 3,600.76	\$ 3,806.26
10/21/2016	\$ 4,002.20	\$ 3,520.07	\$ 3,654.02
TOTAL	\$11,267.85	\$11,302.49	\$11,833.59

- (2) B001A (sorted by Bus) & R001 (sorted by Probing Time)
 both reports are retrieved from the same table (DAILY_CASHBOX_DETAIL table).
 both display bus Probe & Vault Activities, Cashbox Removed from Farebox event.
 Depending on the event cut off time, some of the money might belong to next day.

Date	B001A	R001
10/18/2016	\$ 5,934.31	\$ 5,934.31
10/20/2016	\$ 4,307.66	\$ 4,307.66
10/21/2016	\$ 3,903.62	\$ 3,903.62

TRANSIT DAY	EVENT DTM	AMOUNT
10/18/2016 00:00:00	10/18/2016 02:04:16	85.25
10/18/2016 00:00:00	10/18/2016 02:12:09	61.40
10/18/2016 00:00:00	10/18/2016 02:16:13	46.20
10/18/2016 00:00:00	10/18/2016 02:22:38	76.25
10/18/2016 00:00:00	10/18/2016 02:25:18	129.25
10/18/2016 00:00:00	10/18/2016 02:36:46	21.60
10/18/2016 00:00:00	10/18/2016 02:45:18	59.00
10/18/2016 00:00:00	10/18/2016 02:47:15	79.65
10/18/2016 00:00:00	10/18/2016 02:48:08	315.40
10/18/2016 00:00:00	10/18/2016 02:53:52	90.80
10/18/2016 00:00:00	10/18/2016 02:58:04	75.25
10/18/2016 00:00:00	10/18/2016 02:58:51	69.00
10/18/2016 00:00:00	10/18/2016 03:00:55	46.30
10/18/2016 00:00:00	10/18/2016 03:01:32	0.00
10/18/2016 00:00:00	10/18/2016 03:15:55	62.45
10/18/2016 00:00:00	10/18/2016 03:22:56	82.15
10/18/2016 00:00:00	10/18/2016 13:51:29	63.35
10/18/2016 00:00:00	10/18/2016 19:33:28	90.85
10/18/2016 00:00:00	10/18/2016 19:33:54	9.25
10/18/2016 00:00:00	10/18/2016 19:37:21	76.60
10/18/2016 00:00:00	10/18/2016 19:41:54	0.00
10/18/2016 00:00:00	10/18/2016 19:48:36	66.46
10/18/2016 00:00:00	10/18/2016 19:57:57	50.70
10/18/2016 00:00:00	10/18/2016 20:03:05	13.00
10/18/2016 00:00:00	10/18/2016 20:05:19	56.65
10/18/2016 00:00:00	10/18/2016 20:08:31	0.00
10/18/2016 00:00:00	10/18/2016 20:10:10	62.40
10/18/2016 00:00:00	10/18/2016 20:10:28	63.95
10/18/2016 00:00:00	10/18/2016 20:21:08	24.40
10/18/2016 00:00:00	10/18/2016 20:21:29	100.10
10/18/2016 00:00:00	10/18/2016 20:25:44	34.35
10/18/2016 00:00:00	10/18/2016 20:28:13	32.40
10/18/2016 00:00:00	10/18/2016 20:30:30	95.00
10/18/2016 00:00:00	10/18/2016 20:41:30	65.20
10/18/2016 00:00:00	10/18/2016 20:43:59	95.20
10/18/2016 00:00:00	10/18/2016 20:52:13	206.20
10/18/2016 00:00:00	10/18/2016 20:56:51	59.00
10/18/2016 00:00:00	10/18/2016 20:57:25	68.35
10/18/2016 00:00:00	10/18/2016 21:00:03	0.00
10/18/2016 00:00:00	10/18/2016 21:02:37	76.90
10/18/2016 00:00:00	10/18/2016 21:03:22	90.20
10/18/2016 00:00:00	10/18/2016 21:07:34	24.75
10/18/2016 00:00:00	10/18/2016 21:07:52	0.00
10/18/2016 00:00:00	10/18/2016 21:16:29	16.00
10/18/2016 00:00:00	10/18/2016 21:20:17	73.85
10/18/2016 00:00:00	10/18/2016 21:23:55	28.45
10/18/2016 00:00:00	10/18/2016 21:28:44	142.90
10/18/2016 00:00:00	10/18/2016 21:30:10	128.65
10/18/2016 00:00:00	10/18/2016 21:38:58	16.75
10/18/2016 00:00:00	10/18/2016 21:39:14	38.95
10/18/2016 00:00:00	10/18/2016 21:43:26	147.50
10/18/2016 00:00:00	10/18/2016 21:47:56	79.65
10/18/2016 00:00:00	10/18/2016 21:50:00	131.55
10/18/2016 00:00:00	10/18/2016 21:59:15	41.50
10/18/2016 00:00:00	10/18/2016 22:01:34	72.85

Please let me know if there is any question.

Thank you.

Regards,
Jean

From: Young, Ming Chao (Adams)
Sent: Tuesday, November 01, 2016 1:47 PM
To: 'CETolen@co.pg.md.us'
Cc: Uan, Jean-Ru
Subject: FW: Crystal Report assistance requested

Cristin,
See email below.

Please give Jean a call (202)962-2388. She can explain our finding to you.
Basically is the cutoff time difference on the reports.

Adams

From: Uan, Jean-Ru
Subject: RE: Crystal Report assistance requested

1. HRM R408 vs Sale Transactions. The numbers are very close

PARTICIPANT_TRANSIT_DAY	sale txn	R408	Sales - R408
10/18/16	\$ 4,281.66	\$ 4,181.66	\$ 100.00
10/20/16	\$ 3,726.21	\$ 3,600.76	\$ 125.45
10/21/16	\$ 3,574.32	\$ 3,520.07	\$ 54.25

2. Actual Cash Count

Amount (from William's query)	Actual Cash Count (from Cristin)
\$4,634.36	\$4,350.15
\$3,618.01	2735.5
\$3,963.82	4002.2

3. R100 001: the difference comes from the TRANSIT_DAY vs. EVENT_DTM. The green highlighted area (EVENT_DTM 4AM TO NEXT DATE 4 AM) total is \$4634
4. B001A: using PROBING DTM (2 am to next day 2 am).

TRANSIT_DAY	EVENT_DTM	VALUE_CASH/100
10/18/16	10/18/2016 02:04:16	85
10/18/16	10/18/2016 02:12:09	61
10/18/16	10/18/2016 02:16:13	46
10/18/16	10/18/2016 02:22:38	76
10/18/16	10/18/2016 02:25:18	129

10/18/16	10/18/2016 02:36:46	22
10/18/16	10/18/2016 02:45:18	59
10/18/16	10/18/2016 02:47:15	80
10/18/16	10/18/2016 02:48:08	315
10/18/16	10/18/2016 02:53:52	91
10/18/16	10/18/2016 02:58:04	75
10/18/16	10/18/2016 02:58:51	69
10/18/16	10/18/2016 03:00:55	46
10/18/16	10/18/2016 03:01:32	0
10/18/16	10/18/2016 03:15:55	62
10/18/16	10/18/2016 03:22:56	82
10/18/16	10/18/2016 13:51:29	63
10/18/16	10/18/2016 19:33:28	91
10/18/16	10/18/2016 19:33:54	9
10/18/16	10/18/2016 19:37:21	77
10/18/16	10/18/2016 19:41:54	0
10/18/16	10/18/2016 19:48:36	66
10/18/16	10/18/2016 19:57:57	51
10/18/16	10/18/2016 20:03:05	13
10/18/16	10/18/2016 20:05:19	57
10/18/16	10/18/2016 20:08:31	0
10/18/16	10/18/2016 20:10:10	62
10/18/16	10/18/2016 20:10:28	64
10/18/16	10/18/2016 20:21:08	24
10/18/16	10/18/2016 20:21:29	100
10/18/16	10/18/2016 20:25:44	34
10/18/16	10/18/2016 20:28:13	32
10/18/16	10/18/2016 20:30:30	95
10/18/16	10/18/2016 20:41:30	65
10/18/16	10/18/2016 20:43:59	95
10/18/16	10/18/2016 20:52:13	206
10/18/16	10/18/2016 20:56:51	59
10/18/16	10/18/2016 20:57:25	68
10/18/16	10/18/2016 21:00:03	0
10/18/16	10/18/2016 21:02:37	77
10/18/16	10/18/2016 21:03:22	90
10/18/16	10/18/2016 21:07:34	25
10/18/16	10/18/2016 21:07:52	0
10/18/16	10/18/2016 21:16:29	16
10/18/16	10/18/2016 21:20:17	74
10/18/16	10/18/2016 21:23:55	28
10/18/16	10/18/2016 21:28:44	143
10/18/16	10/18/2016 21:30:10	129
10/18/16	10/18/2016 21:38:58	17
10/18/16	10/18/2016 21:39:14	39

10/18/16	10/18/2016 21:43:26	148
10/18/16	10/18/2016 21:47:56	80
10/18/16	10/18/2016 21:50:00	132
10/18/16	10/18/2016 21:59:15	42
10/18/16	10/18/2016 22:01:34	73
10/18/16	10/18/2016 22:18:01	136
10/18/16	10/18/2016 22:19:14	10
10/18/16	10/18/2016 22:20:04	14
10/18/16	10/18/2016 22:27:59	9
10/18/16	10/18/2016 22:31:03	24
10/18/16	10/18/2016 22:31:45	87
10/18/16	10/18/2016 22:34:04	84
10/18/16	10/18/2016 22:42:07	46
10/18/16	10/18/2016 22:42:44	45
10/18/16	10/18/2016 22:50:06	39
10/18/16	10/18/2016 22:52:16	40
10/18/16	10/18/2016 22:55:44	132
10/18/16	10/18/2016 23:01:33	11
10/18/16	10/18/2016 23:02:22	44
10/18/16	10/18/2016 23:05:18	4
10/18/16	10/18/2016 23:13:56	22
10/18/16	10/18/2016 23:16:44	20
10/18/16	10/18/2016 23:25:13	38
10/18/16	10/18/2016 23:37:57	25
10/18/16	10/18/2016 23:39:05	49
10/18/16	10/18/2016 23:45:23	71
10/18/16	10/18/2016 23:46:28	31
10/18/16	10/18/2016 23:52:33	111
10/18/16	10/18/2016 23:57:09	161
10/18/16	10/19/2016 00:01:47	79
10/18/16	10/19/2016 00:07:47	60
10/18/16	10/19/2016 00:12:09	195
10/18/16	10/19/2016 00:15:15	131
10/18/16	10/19/2016 00:17:37	78
10/18/16	10/19/2016 00:21:21	36
10/18/16	10/19/2016 00:26:36	19
10/18/16	10/19/2016 00:31:38	72
10/18/16	10/19/2016 00:35:32	13
10/18/16	10/19/2016 00:35:58	61
10/18/16	10/19/2016 00:40:01	2
10/18/16	10/19/2016 00:48:20	41
10/18/16	10/19/2016 00:51:14	18
10/18/16	10/19/2016 00:57:09	23
10/18/16	10/19/2016 01:01:21	41

10/18/16	10/19/2016 01:05:04	34	
10/18/16	10/19/2016 01:11:12	13	
10/18/16	10/19/2016 01:22:32	0	
10/18/16	10/19/2016 01:26:30	14	
10/18/16	10/19/2016 01:31:59	11	4,634
			5,934

From: Tolen, Cristin E. [mailto:CETolen@co.pg.md.us]
Sent: Sunday, October 30, 2016 11:49 PM
To: Young, Ming Chao (Adams)
Cc: Shen, Chen Pi-er (Martha)
Subject: FW: Crystal Report assistance requested

Adams,

I received your voicemail from late last week regarding the time period for the cash counts. The cash count would be for the prior day from approximately 5:30 am to 10 pm. For example, the cash count in the attached reports for 10/18/2016 was for service provided between 5:30 am and approx. 10 pm on 10/18/2016. The cash count was performed on 10/19/16.

This is a little confusing, and I'd be glad to discuss in the morning.

Thanks,
Cristin

From: Tolen, Cristin E.
Sent: Tuesday, October 25, 2016 3:09 PM
To: 'Young, Ming Chao (Adams)'
Cc: Shen, Chen Pi-er (Martha)
Subject: RE: Crystal Report assistance requested

Hi Adams,

Thank you for speaking with me this morning. I have attached Hummingbird reports and actual cash deposits for one day for you to review. I can send more, but the emails was getting rejected. As you can see by the summary table below we are experiencing major variances between actual cash received and all of the various Hummingbird reports.

Hummingbird Report Summary - Prince George's County

Date	Actual Cash Count	R408	B001A	R001
10/18/2016	\$ 4,350.15	\$ 4,181.66	\$ 5,934.31	\$ 5,934.31
10/20/2016	\$ 2,735.50	\$ 3,600.76	\$ 4,307.66	\$ 4,307.66
10/21/2016	\$ 4,002.20	\$ 3,520.07	\$ 3,903.62	\$ 3,903.62

do not currently appear to have access to the R100 report you mentioned this morning. Any information you are able to ascertain is greatly appreciated.
Thanks,

Cristin

From: Young, Ming Chao (Adams) [<mailto:AYoung@wmata.com>]
Sent: Monday, October 24, 2016 10:43 AM
To: Tolen, Cristin E.
Cc: Shen, Chen Pi-er (Martha)
Subject: RE: Crystal Report assistance requested

Cristin,
Let us check the reports on our end and see what is going on.

Regards,
Adams Young
Deputy Chief of Application O&M
Department of IT
WMATA
(202)9622615
ayoung@wmata.com

From: Tolen, Cristin E. [<mailto:CETolen@co.pg.md.us>]
Sent: Monday, October 24, 2016 10:33 AM
To: Young, Ming Chao (Adams)
Cc: Shen, Chen Pi-er (Martha)
Subject: RE: Crystal Report assistance requested

ms,

We are experiencing large discrepancies between the revenue reported in the Hummingbird reports and actual dollars counted. We've also found major discrepancies between reports as well, an example being R408, R001, R600N, and B001. I've been told that the Hummingbird system is "not maintained", so it may not have accurate the accurate fare table. Do you know if this is the case?

Do you know what reports in Hummingbird WMATA uses to reconcile farebox revenue with cash received?

I've been running in circles trying to resolve the issues with inconsistent reports, so any assistance is greatly appreciated.

Thanks,
Cristin
301-883-5688

From: Young, Ming Chao (Adams) [<mailto:AYoung@wmata.com>]
Sent: Monday, October 24, 2016 9:53 AM
To: Tolen, Cristin E.
Cc: Shen, Chen Pi-er (Martha)
Subject: RE: Crystal Report assistance requested

Cristin,
We currently don't have resource available to migrate Hummingbird reports to Crystal reports.
Does Hummingbird Report give you any trouble?

Regards,
Adams Young
Deputy Chief of Application O&M
Department of IT
WMATA
(202)9622615
ayoung@wmata.com

From: Tolen, Cristin E. [<mailto:CETolen@co.pg.md.us>]
Sent: Sunday, October 23, 2016 11:01 PM
To: Young, Ming Chao (Adams)
Cc: Shen, Chen Pi-er (Martha)
Subject: RE: Crystal Report assistance requested

Adams,

It's been over six weeks since I received your response to my request. Please advise as to what I need to do on my end to create, or have reports created in Crystal.

Thanks,
Cristin

From: Young, Ming Chao (Adams) [<mailto:AYoung@wmata.com>]
Sent: Tuesday, August 30, 2016 3:38 PM
To: Tolen, Cristin E.
Cc: Shen, Chen Pi-er (Martha)
Subject: RE: Remind you to reply this.

Cristin,

We are reviewing your request and will get back to you ASAP.

Regards,
Adams Young
Deputy Chief of Application O&M
Department of IT
WMATA
(202)9622615
ayoung@wmata.com

From: Tolen, Cristin E. [<mailto:CETolen@co.pg.md.us>]
Sent: Monday, August 29, 2016 3:08 PM
To: Shen, Chen Pi-er (Martha) <MShen@wmata.com>
Subject: Fwd: Daily Humming Bird Report

Hi Martha,

We are currently using Hummingbird for all of our farebox reporting, but would like to move towards using Crystal reports on a regular basis. The list of Hummingbird reports below includes all of the

reports used on a regular basis. Can you assist me in creating Crystal reports that contain the same information as the Hummingbird reports?

Please let me know if the creation of the Crystal reports requires a formal written request.

Thanks,
Cristin

Sent from my iPhone

Begin forwarded message:

From: "Samoura, Jayquetta" <jayquetta.samoura@transdev.com>
Date: August 19, 2016 at 10:49:37 AM EDT
To: "CETolen@co.pg.md.us" <CETolen@co.pg.md.us>
Cc: "Modlin, Jamey" <jamey.modlin@transdev.com>
Subject: Daily Humming Bird Report



Good morning Cristin,

Per our conversation, I use the following reports on a daily:

- G005 - Employee
- G006 - Buses
- A502 - Duplicate Configured Buses
- A321 - Buses Missing RF Data
- A200 - Daily Activity by Bus
- A201 - Activity by Operator Employee
- A202 - Daily Activity Summary
- R408 - Bus Revenue by Facility & Route
- R001 - Bus Cashbox Revenue By Facility & Transit Data (cash collected by probe)
- R600N - Revenue by Service Type & Fare Instrument - New Format
- P003 - Transfer Matrix by Fare Instrument
- T008 - DataOnly - Transaction Details (underpaid report)
- B002 - Buses Not Probed
- B001A - Bus Probe & Vault Activity
- B003 - Bus Cashbox Probed not Vaulted Summary
- T100 - DataOnly - Daily Bus Run Detail Transaction Details
- P103 - Ridership by Employee & Schedule Type
- T0014 - DataOnly - Sales and Use Transaction Details
- P002B - Transfer Matrix by Route & Fare Instrument

Thanks,
Jai Samoura
Operations Supervisor
Prince George County TheBus
Transdev

(301) 333-5009 (office)
(301) 440-6709 (cell)
Jayquetta.Samoura@transdev.com



Venosa Transportation has changed its name to Transdev

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No. OT-000.00
Formerly DPW&T
Directive No.424.14
Policy No. 15
Policy Revised
12/31/2016

Department of Public Works and Transportation
Transit Revenue Handling and Control



I. Purpose and Scope

The following policies and procedures apply to the Prince George's County *TheBus* Program. This policy will be updated by the County as changes are authorized.

II. References

DPW&T Directive No. 424.25.15.

III. Procedures Responsibility

To establish a process for the collection of fares from passengers and to assure all fares are counted and reconciled in relation to the Prince George's County (County) *TheBus* service.

IV. Policies:

A. Revenue Collection: Registering Fareboxes

All *TheBus* transit vehicles used in revenue service equipped with registering fareboxes are capable of registering fares and automatically collecting route and trip data. The following procedures shall apply regarding fare collection, revenue counting and deposit for the registering fareboxes.

- i. Any vehicle that was in revenue service for any amount of time shall have its registering farebox probed for data at the end of each service day. The probing function automatically unlocks the cashbox's electronic lock. The data probe sends a lock code to the farebox, causing the motor to turn a cam that releases the cashbox latch bar.
- ii. When the cashbox is removed, the cover is automatically locked to prevent access. The cashbox will be removed by assigned Utility Personnel, dumped in the vault, and returned to the farebox. After re-inserting the cashbox, the farebox door is held open for one second, with the cam operating in the opposite direction to lock the door enclosing the cashbox.
- iii. The probe and cashbox dump is performed while the bus is in the vehicle service lane (after fueling and before washing). During the probe and cashbox removal, no coins or currency will be handled by assigned Utility Personnel. In the event of mechanical failure, the Utility Personnel will document on Attachment 15.1 that the bus or the bus's farebox was disabled. After repairs, the farebox will be probed, the cashbox pulled and the data and fares will be added to the report for the last day the vehicle was in service.

- iv. When probed, the day's fare collection and trip-by-trip data is registered in the electronic fare system computer. A daily report will be generated by assigned personnel that confirms the amount of coin and currency dumped from each cashbox, as well as trip-by-trip fare information by time of day. This report will be submitted in a summary format to the County on a weekly basis.
- v. Each cashbox has an ID code that is matched with a particular bus unit number. This cashbox ID is registered when it is probed. To ensure that all fareboxes that were used in revenue service are probed and the cashbox removed, the dispatcher will provide the Assistant Maintenance Manager with a list of buses used in revenue service for that day. The Assistant Maintenance Manager will use the list (see Attachment 15.1) to verify that all fareboxes used in revenue service were probed and cashboxes dumped.
- vi. The electronic farebox separates currency from coins in the cashbox. The cashbox has two separate interior compartments. The vault also has separate compartments for coins and currency. This allows coins and bills to be counted separately.
- vii. After each vehicle is probed and cashbox dumped, the mobile vault remains in the stationary vault housing (where the cashboxes are dumped) overnight in the Wash Bay service lane area. The service lane area is secured by two locking bay doors. The bay doors must be secured every night by Utility Personnel and checked by the senior supervisor on-duty prior to leaving.
- viii. A report is run on all fareboxes that needed to be manually probed and submitted with daily deposit information to the Program Coordinator.

The next morning (about 8:00 a.m.), the stationary vault housing is opened by the Revenue Count Personnel and a County Employee after the mobile vault is rolled to the Money Counting Room. Designated County staff will personally monitor the counting operation on a rotating basis. To remove the mobile vault, the stationary vault housing is opened by Revenue Count Personnel using one alloy key. The General Manager or Assistant General Manager will issue this key to the Revenue Count Personnel from the safe located in the General Manager's office. The Money Counting Room keys are kept by the General Manager, and only the General Manager or Assistant General Manager may access the safe and the door to the Money Counting Room. The full mobile vault is taken to the Money Counting Room, and an empty mobile vault is re-inserted in the stationary vault housing by the Revenue Count Personnel (see Attachment 15.2) after money counting operations are completed.

- ix. The specially secured Money Counting Room is located in the Operations Center adjacent to the Wash Bay service line. The Money Counting Room and the Wash Bay service area are under surveillance by a video

camera with monitors in a County office. The doors to the Money Count Room must be locked at all times.

- x. The mobile vault is opened and money contents counted the first work day following the cashbox dump by Revenue Count Personnel. There are two keys to the mobile vault, also kept in the safe in the Money Counting Room. One is for the mobile vaults' currency bin, and the second is for the coin bin. These two keys work for both mobile vault units and will be issued to the Revenue Count Personnel daily by the General Manager or Assistant General Manager, using Attachment 15.3.
- xi. The mobile vault bins are opened by the Revenue Count Personnel who will work in alternating two-person teams. The General Manager will prepare an alternating work schedule for Revenue Count Personnel so that the same personnel are not working consecutive shifts.
- xii. The mobile coin bin is dumped into the electronic fare counter, where the coins are separated and bagged. The currency is counted by hand, wrapped in groups of \$100, and placed in the safe until the daily deposit is taken to the bank. (See Attachment 15.2). Deposit slips must contain the date of fare collection and the date of deposit. If more than one (1) day's fare is counted, Revenue Count Personnel will average the fares for each day collected on the deposit slip.
- xiii. Deposits are made by an armored car service at approximately 11:00 a.m. daily. County management staff will issue the money bags and currency to the armored car personnel for which they will get a signed receipt. The wide-angle video surveillance camera maintains a continuous videotape of the money transfer process. Revenue Count Personnel and designated County staff will be present to witness the transfer of money to the armored car service.

B. Revenue Counting/Handling/Control

- i. Except for weekends, Prince George's County holidays, and the day after a bank holiday, assigned Revenue Count Personnel will daily empty vault and cashboxes, count and bag and seal the coin receipts, count and bag and seal the currency receipts and complete appropriate bank deposit slips for all County *TheBus* program revenue (see Attachment 15.2). Each deposit slip will log the deposit date along with the fare date. All steps above except for deposit will be done in the presence of the on-duty General Manager or Assistant General Manager and County Employee who will also counter sign all bank deposit slips and the armored car service collection receipts.
- ii. On a weekly or more frequent basis if required, the assigned report personnel will collect and deliver to the County Program Coordinator all electronic farebox reports, all currency and coin count receipts and

armored car collection receipts. Assigned County Program Coordinator will perform fare count and bank deposit verification and variance analysis per procedures of Transit Policy Number 19. (Note: Policy Number 19 is confidential and is available only to authorized County staff).

- iii. The General Manager will conduct a weekly inspection of the Money Counting and Vault Box Storage Rooms to ensure they are clean and orderly. All equipment is to neatly stored, including empty vault boxes and spare and/or damaged fareboxes. General Manager will assign staff as needed to clean the rooms; however, no staff may be in the rooms unobserved or by themselves (including the General Manager and Assistant General Manager). When money is being counted, only Revenue Count Personnel, County observers and/or the General Manager or Assistant General Manager may be present. County staff shall oversee the money count. No equipment or materials are to be stored in the rooms other than farebox and revenue counting equipment.
- iv. The General Manager at all times, will maintain an accurate and up-to-date inventory of all fareboxes, vault/cashboxes and any and all revenue storage and counting equipment. This inventory will be supplied to the County annually or as changes occurs.
- v. Any tampering or unusual activity with fareboxes, moneybags and seals, and transmittal slips or receipts is to be reported immediately to the General Manager. The General Manager will investigate the reported activity and forward his/her determination to the assigned County Program Coordinator. If evidence is found of fraud and/or theft, the County will be consulted and law enforcement personnel will be contacted to perform a criminal investigation.
- vi. Anyone entering the Money Counting Room at the Transit Operations Center must provide their printed name, signature, date and time of entry and exit on the Money Counting Room Log In/Out Sheet (see Attachment 15.5). The procedure is to be done whenever authorized staff enter or leave the Money Counting Room. The General Manager will review the sheet weekly and turn it into the County Program Coordinator for analysis upon request. The Money Counting Room, the Cash Vault Storage Room and the safe are never to be left open and unattended. All are to be locked and secured when not being used.
- vii. Miscellaneous fare collection and counts will be noted on Attachment 15.8.
- viii. The Contractor management and supervisory staff are to ensure adherence to driver fare collection procedures (see Attachment 15.9).

C. **TheBus** Policy- Farebox Recovered Funds

In order to properly account for and report the revenues collected, the following reconciliation and reporting procedures will apply to County **TheBus** farebox recovered revenue receipts:

- A On a daily basis, upon completion of counting and depositing of **TheBus** farebox recovered funds, the Contractor will provide the carbon copy of the deposit slips, transaction report, and portion of the armored car service bag to Office of Transportation staff. The aforementioned daily packet will be submitted to the Account Clerk every Wednesday of the following week.
- B On a weekly basis, the Account Clerk or designee will review and log incoming deposit slips into the monthly reconciliation report. As a safeguard, the Account Clerk, or designee, will review the documentation from the Treasury Office reconciling deposits made by the Contractor versus actual deposit made by bank.
 - a. In the event of a discrepancy, the Account Clerk or designee will contact the Treasury Office to launch an investigation.
 - b. If the discrepancy is not clarified through a detailed search of the bank records, a formal investigation will be launched by contacting the armored car service and bank to locate the missing funds.
 - c. It is the responsibility of the armored car service to provide the County with documentation to confirm the pick-up of **TheBus** funds and receipt by the bank.
 - d. Once the armored car service provides documentation of delivery and receipt by the bank, it becomes the responsibility of the bank to locate or reimburse the County for the missing funds.
 - e. If the armored car service is unable to provide the delivery confirmation to the bank, the armored car service becomes responsible for reimbursing the missing funds.
 - f. The reconciliation will remain open until the missing funds issue is resolved.

D. **TheBus** Policy- Farebox Recovered Miscellaneous Funds

In order to properly account for and report the revenues collected, the following reconciliation and reporting procedures will apply to County **TheBus** miscellaneous funds:

- i. Miscellaneous fare media are defined as WMATA tokens, Department of Corrections (DOC) tickets, foreign currency, and torn and mutilated currency.

- ii. The Contractor is responsible for counting all miscellaneous fare media on a daily basis. The reconciled funds and completed transaction report will be submitted to Office of Transportation on a daily basis; the Engineering Technician providing oversight of the general revenue count will deliver to the Account Clerk who will verify the receipt of the fares. The funds will then be stored in the Office of Transportation safe for monthly reconciliation.
- iii. On a monthly basis, the Account Clerk or designee will count the miscellaneous fare media crosschecking the collected fare to reporting to ensure there are no missing funds. Once the funds are verified and counted, the Account Clerk will bill the appropriate agency for the reimbursement of the particular fare media.
- iv. The Account Clerk will complete a reconciliation journal entry within the SAP Financial System debiting the County's main bank account and crediting the appropriate Public Works and Transportation sub-account as payments are received.
- v. Once the journal entry is complete, copies of the SAP journal entry screenshots are to be placed within the reconciled month's documents.

E. Key and Access Control:

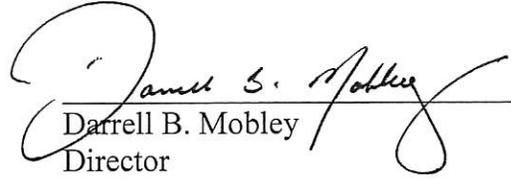
- i. Farebox keys and safe codes will be assigned to authorized individuals only. Such information is confidential and is to be secured (See Attachment 15.10). The General Manager is responsible for maintaining a current Key Inventory. Said inventory will be provided by the County Program Coordinator when initially developed and updated by the General Manager when changes occur thereafter (see Key Inventory, Attachment 6).
- ii. With the use of the Key/Access Form (Attachment 15.3), the General Manager will authorize issuance of farebox/revenue keys from the safe. The safe is to be kept locked at all times except when keys are being issued and/or returned.
- iii. When an employee is issued a farebox/revenue key(s), such employee will acknowledge the receipt of it by signing in the space provided on the Key Access Form (Attachment 15.3). The Assistant General Manager or General Manager will countersign the form when the key is returned.
- iv. All keys for the fareboxes, their cash vaults, the keys to the mobile and stationary vaults for the GFI system, and the registering farebox probe (portable) will be stored in a safe in the cash counting area of the Money Counting Room as will the key to the Cash Vault Storage Room. Only the Contractor's General Manager, Assistant General Manager, the County Chief, Paratransit Operations Section, and the General Manager,

Paratransit Operations Section, will have access to the combination to the safe.

- v. If a key is lost or broken, the employee must immediately report the incident to the Assistant General Manager or General Manager. If a key is damaged, the employee must turn in the damaged key. Upon notification of a lost key, the General Manager will take the appropriate steps to complete any money counting processes and will notify County staff. Only County staff identified in Attachment 15.10 may make replacement keys, change locks and/or codes.
- vi. All keys to manually drop the cash vaults and/or use the portable probe will be stored in the safe in the Money Counting Room. The Assistant General Manager or General Manager will open the Money Counting Room door and issue the farebox probe or manual farebox release key to the Lead Utility Supervisor allowing him to pull the cash vaults. The Lead Utility Supervisor will also sign out for these keys or portable probe and must keep them with him at all times until all keys or portable probe are returned to the Assistant General Manager at the end of his shift.
- vii. All keys to manually open the cash vault boxes and the mobile vault will be stored in the safe in the Money Count Room. The General Manager or Assistant General Manager will open the Money Counting Room door and issue these keys to the Revenue Count Personnel. These keys will be returned to the safe by the General Manager or Assistant General Manager once the Revenue Count Personnel complete their daily counting work.
- viii. There is also a maintenance top key (magnetic) for repairing fareboxes and a bill transport key (alloy) for unlocking and repairing the bill transport. These two keys are also kept in the General Manager's Office and are available to the Lead Utility Supervisor, the General Manager, and the Assistant General Manager. Maintenance and farebox repair staff may only use these keys when directly authorized by the General Manager or Assistant General Manager on a case-by-case basis. The General Manager or Assistant General Manager is responsible for getting these keys back into the safe upon completion of work.
- ix. Upon termination of employment, employees will turn in their keys to the General Manager. Should the employee fail to return keys or electronic access devices prior to leaving the building, he/she may be subject to payment of all costs to re-key or otherwise ensure the security of Prince George's County transit revenue and facilities.

V. Approvals/Signature Page

This directive shall become effective immediately.



Darrell B. Mobley
Director

VI. Policy Adoption/Revision/Amendment Date(s)

December 31, 2016

Money Counting Room Sign In/Out

Date	Time Entered	Purpose	Time Exited	Full Name (Print and Signature)
12-21-16	4:11pm	face box	4:12pm	Paxton Bowden <i>Paxton Bowden</i>
12-22-16	7:05	SETUP	7:14	JANEY MODEN <i>JANEY MODEN</i>
12-22-16	8:35	Count money	9:16	Lillian Williams <i>Lillian Williams</i>
12/22/16	8:30	Money Count	9:16	Adrian Dentale <i>Adrian Dentale</i>
12/22/16	8:30	money count	9:16	JANEY MODEN <i>JANEY MODEN</i>
12-22-16	12:28	DUNBAR	12:33	Robyn Jones <i>Robyn Jones</i>
12-22-16	12:28	DUNBAR	12:33	James Turres <i>James Turres</i>
12-23-16	7:30	setup/essays	7:46	JANEY MODEN <i>JANEY MODEN</i>
12-23-16	8:31	Money Count	9:09	Lillian Williams <i>Lillian Williams</i>
12-23-16	8:31	Money Count	9:09	James Turres <i>James Turres</i>
12-23-16	8:31	MONEY COUNT	9:09	JANEY MODEN <i>JANEY MODEN</i>
12-23-16	10:23	DUNBAR	10:25	Robyn Jones <i>Robyn Jones</i>
12-23-16	10:23	DUNBAR	10:25	James Turres <i>James Turres</i>
12-27-16	8:37	Money Count	9:38	Deisha Terry <i>Deisha Terry</i>
12-27-16	8:37	Money Count	9:38	Lillian Williams <i>Lillian Williams</i>
12-27-16	8:37	Money Count	9:38	James Turres <i>James Turres</i>
12-27-16	1:28	Dunbar Book	1:29	Adrian Dentale <i>Adrian Dentale</i>
12/27/16	1:28	Dunbar Book	1:29	Adrian Dentale <i>Adrian Dentale</i>
12/27/16	1:40	Dunbar	1:41	Adrian Dentale <i>Adrian Dentale</i>
12/27/16	1:40	Dunbar	1:41	Adrian Dentale <i>Adrian Dentale</i>

Received by DU... ARMORED, INC., a private carrier,

from _____, consignee, the following shipments to be delivered to the respective consignees herein stated. It is agreed that all these packages are to be distinctively and securely sealed by the consignor and that DUNBAR ARMORED, INC., shall in no event be liable for any shortage-claimed in any such package which is not so distinctively and securely sealed. Furthermore, DUNBAR ARMORED, INC., shall not be liable for more than the value as herein stated of any such package and, in no event, shall DUNBAR ARMORED, INC., be liable for an amount in excess of the liability assumed in the Service Agreement.

CURRENCY/OTHER SHIPMENT PAGE

This Section to Be Filled Out By Shipper				This Section To Be Filled Out By DUNBAR ARMORED			Shipper MUST Place Label on Corresponding Package	
BAG NUMBER	DESCRIPTION	AMOUNT	SIGNATURE	DATE	TIME	BARCODE #	BARCODE LABEL	
076 3881 AB83350005	12-23-16 CURRENCY	2443.00	<i>[Signature]</i>	12-23	10:23	AB83350005		
5427189 AB83350006	12-27-16 CURRENCY	2454.00	<i>[Signature]</i>	12-27	1:40	AB83350006		
0763871 AB83350007	12-28-16 CURRENCY	1869.00	<i>[Signature]</i>	12-28	9:54	AB83350007		
						AB83350008		
						AB83350009		
						AB83350010		
						AB83350011		
						AB83350012		
						AB83350013		
						AB83350014		
						AB83350015		
						AB83350016		

CAUTION! Verify the guard's A.V.S. badge before releasing your deposits.

ONLY ENTER COIN BAGS ON THIS PAGE

COIN SHIPMENT PAGE

Received by DUNBAR ARMORED, INC, a private carrier, from _____

consignor, the following shipments to be delivered to the respective consignee, that all these packages are to be distinctively and securely sealed by the consignor and that DUNBAR ARMORED, INC. is not liable for any shortage claimed in any such package which is not so distinctively and securely sealed. Furthermore, DUNBAR ARMORED, INC. is not liable for more than the value as herein stated of any such package and, in no event, shall DUNBAR ARMORED, INC. be liable in excess of the liability assumed in the Service Agreement.

This Section to Be Filled Out By Shipper			This Section To Be Filled Out By DUNBAR ARMORED, INC.		
COIN DESCRIPTION	AMOUNT	NO. OF SEALED PACKAGES	DUNBAR GUARD TO SPELL OUT NO. OF SEALED PACKAGES	SIGNATURE	DATE
12-23-16 GOLD COINS	60 00	1	ONE	[Signature]	12-23
12-23-16 QUARTERS	378 50	1	1	[Signature]	
12-23-16 NICKELS	23 20	1	1	[Signature]	
12-23-16 DIMES	62 50	1	1	[Signature]	
12-27-16 Gold Coins	30 00				
12-27-16 Quarters	361 75				
12-27-16 Nickels	19 90				
12-27-16 DIMES	50 30				
12-28-16 Gold Coins	17 00		ONE	[Signature]	12-28
12-28-16 Quarters	318 50		1	[Signature]	
12-28-16 NICKELS	18 70		1	[Signature]	
12-28-16 DIMES	56 90		1	[Signature]	

DO NOT ENTER ANY OTHER VALUES ON THIS PAGE

Money Room Personnel	1/2	1/3	1/4	1/5	1/6	1/9	1/10	1/11	1/12	1/13
County	OFF	DT / JM	DT / JM	DT / JM	DT / JM	DT / RB				
		KF	KF	KF	KF	RL	RL	RL	RL	RL

Money Room Personnel	1/16	1/17	1/18	1/19	1/20	1/23	1/24	1/25	1/26	1/27
County	RB / CN	CN / JS								
	AD	AD	AD	AD	AD	JT	JT	JT	JT	JT

Money Room Personnel	1/30	1/31	2/1	2/2	2/3	2/6	2/7	2/8	2/9	2/10
County	JS / LW	LW / JM								
	KF	KF	KF	KF	KF	RL	RL	RL	RL	RL

Money Room Personnel	2/13	2/14	2/15	2/16	2/17	2/20	2/21	2/22	2/23	2/24
County	JM / RB	RB / JS								
	AD	AD	AD	AD	AD	JT	JT	JT	JT	JT

Money Room Personnel	2/27	2/28	3/1	3/2	3/3	3/6	3/7	3/8	3/9	3/10
County	JS / DT	DT / LW								
	KF	KF	KF	KF	KF	RL	RL	RL	RL	RL

Money Room Personnel	3/13	3/14	3/15	3/16	3/17	3/20	3/21	3/22	3/23	3/24
County	LW / CN	CN / JM								
	AD	AD	AD	AD	AD	JT	JT	JT	JT	JT

Money Room Personnel	3/27	3/28	3/29	3/30	3/31	4/3	4/4	4/5	4/6	4/7
County	JM / JS	JS / RB								
	KF	KF	KF	KF	KF	RL	RL	RL	RL	RL

Money Room Personnel	4/10	4/11	4/12	4/13	4/14	4/17	4/18	4/19	4/20	4/21
County	LW / DT	DT / JM								
	AD	AD	AD	AD	AD	JT	JT	JT	JT	JT

Legend	Name (Transdev)
JM	Jamey Modlin
JS	Jai Samoura
RB	Riyad Bandak
CN	Carolyn Narh
LW	Lillian Williams
DT	Deisha Terry

Legend	Name (County)
KF	Kristin Franklin
RL	Robert Lancaster
AD	Adrian Danzler
JT	James Turner

BROOKS LOCK & SECURITY CORP.

8849 Walker Mill Rd
Capitol Heights, MD 20743
(301)350-9151
brookslocksmith@yahoo.com

INVOICE

BILL TO

Veolia Trans The Bus
Veolia Transportation
8401 D'Arcy Road
Forestville, Maryland 20747

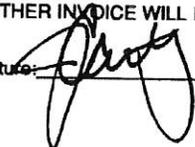
INVOICE # 16-816
DATE 09/08/2016
DUE DATE 10/08/2016
TERMS Net 30

ACTIVITY	QTY	RATE	AMOUNT
Service-Trip Service Trip to job site	1	50.00	50.00
Laber Rekey / Replace cylinder core	3	45.00	135.00
Materials IC Cores 3 keys each Keyed different	3	40.00	120.00

BALANCE DUE

\$305.00

THIS IS A CERTIFIED INVOICE
PLEASE SUBMIT PAYMENT WITHIN 30 DAYS
NO OTHER INVOICE WILL FOLLOW

Signature: 

Date

9/15/16

**THIS IS A CERTIFIED
INVOICE**
PLEASE SUBMIT PAYMENT
WITHIN 30 DAYS

Brooks Lock & Security Corp
 8849 Walker Mill Rd
 Capitol Heights MD 20743
 301-350-9151

RU. 6530
 838954

CUSTOMER'S ORDER NO.	DEPARTMENT	DATE
NAME		12-29-16
ADDRESS		
8401 JARCY RD		
CITY, STATE, ZIP		

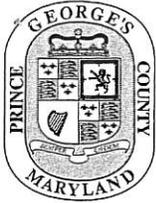
SOLD BY	CASH	C.O.D.	CHARGE	ON. ACCT.	MDSE. RETD.	PAID OUT
				<input checked="" type="checkbox"/>		

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2			
3			
4			
5			
6	SL LOCK REPAIR		
7	LOCK IN MONEY		
8	ROOM		
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
RECEIVED BY	<i>Jerry Miller</i>		RS-

A-5825
 T-46320/46350

KEEP THIS SLIP FOR REFERENCE

01-11



Rushern L. Baker, III
County Executive

PRINCE GEORGE'S COUNTY GOVERNMENT

Department of Public Works and Transportation
Office of Transportation



Darrell B. Mobley
Director

January 10, 2017

Mr. Jeffrey Carty, General Manager
Transdev – Prince George's County *TheBus*
8401 D'Arcy Road
Forestville, Maryland 20747

Re: COUNTY TRANSIT – Operations General

Dear Mr. Carty:

On Monday, January 9, 2017, the management team observed cases of paper and miscellaneous boxes stored in the Paratransit vault area. As discussed in September 2016, it is imperative the Money Counting Room located at 8401 D'Arcy Road be completely emptied of storage items.

Please ensure all storage items not related to revenue be removed from the Money Counting Room and associated vault areas. Your immediate attention is appreciated.

You may contact Semia L. Hackett, Transit Services Manager, if additional information is required.

Sincerely,

D'Andrea L. Walker
Associate Director

DLW/SLH/acj

cc: Semia L. Hackett, Transit Services Manager

SCOPE OF WORK
8401 D'Arcy Road Surveillance System

1. Installation of a card reader on the door to Money Count Room.
2. Installation of two IP motion activated cameras (money room and hallway outside of money room)
3. Purchase and installation of one exterior PTZ camera as a replacement for the existing nonworking analog PTZ camera overlooking the parking lot.
4. Purchase and installation of one new standalone hybrid NVR for three new IP cameras. To be located at 8401 D'Arcy Rd, TheBus
5. Three full access licenses so cameras can be remotely viewed from 9400 Peppercorn Place
6. Installation of a completely new IP camera system to improve resolution, angle of view, night vision, HD capacity and panning for the 8401 D'Arcy Road exterior complex—*I believe this is the item Mr. Patten is quoting on January 13th. From the updates Cristin Tolen provided, there are numerous exterior cameras that are inoperable the existing equipment does not allow for panning, replay or zoom.*



Semia L. Hackett

Transit Services Manager
Office of Transportation
Prince George's County Government
Department of Public Works & Transportation
9400 Peppercorn Place | Suite 320 | Largo, MD 20774
Phone: 301.883.5611 | Fax: 301.883.1224
SLHackett@co.pg.md.us

Hackett, Semia L.

From: Patten, Donald <dpatten@tyco.com>
Date: Monday, January 09, 2017 8:04 AM
To: Hackett, Semia L.
Cc: Richardson, Sean T.; McCarthy, Jason (IM); Hairston, James; Walker, D'Andrea L.
Subject: RE: Site visit D'Arcy Road

Let's start at the Tripp Center and have a discussion then Jason and I can walk the facilities afterwards.

Don

From: Hackett, Semia L. [mailto:SLHackett@co.pg.md.us]
Sent: Friday, January 06, 2017 3:57 PM
To: Patten, Donald
Cc: Richardson, Sean T.; McCarthy, Jason (IM); Hairston, James; Walker, D'Andrea L.
Subject: Re: Site visit D'Arcy Road

Thank you, I will be there. Where should I meet you?

Outlook for Android

From: Patten, Donald
Sent: Friday, January 6, 3:48 PM
Subject: Site visit D'Arcy Road
To: Hackett, Semia L.
Cc: Richardson, Sean T., McCarthy, Jason (IM)

Semia,

I have set up a site visit at D'Arcy Road for Jan. 13th at 10:00am with Jason McCarthy

Of IMI so we can walk the site and engineer the camera upgrade that is needed at this facility. We can sit down beforehand and share our ideas plus go over the problems you are experiencing.

We can also go over what your long/short term plan for this upgrade might be as well as any other

things you might like to accomplish.

Please let me know if you can be available.

Hackett, Semia L.

From: Clerkley, Gwendolyn T.
At: Monday, January 09, 2017 8:50 PM
To: Hackett, Semia L.; Walker, D'Andrea L.
Subject: Re: D'Arcy Road repairs

Semia

Would you please be more specific on #6? Also, are you seeking surveillance cameras that are motion activated cameras or continuous feed?

thanks

Gwen

Gwendolyn T. Clerkley
Associate Director, Office of Highway Maintenance
Dept. of Public Works and Transportation
301-499-8523

From: Hackett, Semia L.
Sent: Monday, January 9, 2017 6:16 PM
To: Walker, D'Andrea L.; Clerkley, Gwendolyn T.
Subject: RE: D'Arcy Road repairs

Please let me know if the attached will suffice as a Scope of Work.

Thanks,
Semia

From: Walker, D'Andrea L.
Sent: Saturday, January 07, 2017 8:38 PM
To: Clerkley, Gwendolyn T.
Cc: Hackett, Semia L.
Subject: Re: D'Arcy Road repairs

Got it thanks!

Sent from my iPhone

On Jan 7, 2017, at 8:37 PM, Clerkley, Gwendolyn T. <gtclerkley@co.pg.md.us> wrote:

D'Andrea

Based on his email, we do need to provide a scope of work and request a quote for each item separately. This will allow you to select the order the projects are completed, if funding is not available for all the projects. It appears Semia can add the depth to the overall description he has provided below.

Thanks
Gwen

From: Walker, D'Andrea L.
Sent: Saturday, January 07, 2017 7:30 PM
To: Clerkley, Gwendolyn T.
Cc: Hackett, Semia L.
Subject: Fwd: D'Arcy Road repairs

Hey Gwen:

Based on Donald's recap it appears he understands our needs. Do you still need Semia to do a statement of work?

Sent from my iPad

From: Hackett, Semia L.
Sent: Friday, December 30, 2016 8:59 AM
To: 'Patten, Donald'
Cc: Walker, D'Andrea L.
Subject: RE: D'Arcy Road repairs

Thank you Donald...I appreciate your overview of the project needs and assistance. I will discuss with D'Andrea and Gwen to determine the next steps.

Happy New Year!
Semia

From: Patten, Donald [<mailto:dpatten@tyco.com>]
Sent: Friday, December 30, 2016 6:59 AM
To: Hackett, Semia L.
Subject: RE: D'Arcy Road repairs

Semia,
I have been to the D'Arcy Road site about 3 times in the last four months with different individuals trying to see what needs to be done to bring the camera system up to full working capacity. This is a very old system and needs to be upgraded to the latest technology which is IP. Engineering assistance will need to be provided in order to see what would be the most economical way to provide this complex with an effective state of the art system. The projects that were discussed previously with Ed Jones and Kristin Tolen were as follows:

8401 D'Arcy Road-"BUS"

- Install a card reader on the door to Money Count room.
Proposal submitted to Cristin on 9-16-2016. Quote expired 12-15-2016
- Provide pricing for the installation of two IP cameras (money room and hallway outside of money room) **Not yet Quoted**
- Provide pricing for one exterior PTZ camera as a replacement for the existing non working analog PTZ camera overlooking the parking lot. **Not yet Quoted**
- Provide a new standalone hybrid NVR for these three new IP cameras. This would be located at 8401 D’Arcy Rd. (**BUS**) **Not yet Quoted**
- Provide temporary licenses so cameras can be remotely viewed from 9400 Peppercorn Place. **Jason McCarthy provided link to Sean Richardson for 60 day temporary licenses on 10-25-2016**
- Propose a completely new IP camera system for the entire D’Arcy road complex. **This is in the Engineering stage.**

The meeting with Jack Sloan is on the 10th but it involves a new project with the Police dept. so an invite would not be appropriate for this meeting. Let me reach out to my AD manufacturers’ rep. Jason McCarthy to see when he might be available and then we can set up a meeting with you to discuss the various upgrade options moving forward. Hopefully we can make this happen next month.

In the meantime if you should have any questions or concerns please feel free to contact me.

Have a very Happy and Safe New Year’s!

Don

From: Hackett, Semia L. [<mailto:SLHackett@co.pg.md.us>]
Sent: Thursday, December 29, 2016 10:06 AM
To: Patten, Donald; Jones, Edward D. (Trip Center)

Cc: Walker, D'Andrea L.; Clerkley, Gwendolyn T.; Richardson, Sean T.
Subject: RE: D'Arcy Road repairs

Thanks I spoke to Mr. Rubel.

When you have a minute can we discuss the CCTV Cameras status? As a result of audit findings, the Office of Transportation needs improvements to the D'Arcy Road money room including additional camera(s), access to online monitoring software and equipment upgrades including cameras and DVR.

Mr. Rubel mentioned a meeting with Ed Jones and Mr. Sloan the week of January 10th. Can you please include me with the meeting invitation?

Thanks,
Semia

From: Patten, Donald [<mailto:dpatten@tyco.com>]
Sent: Thursday, December 29, 2016 9:28 AM
To: Hackett, Semia L.
Subject: Re: D'Arcy Road repairs

Semia

Dave Rubel is at D'arcy road now. His number is 571-428-8381. Need to make sure he fixes all card reader doors that are bad before he leaves.

Don

Sent from my iPhone

On Dec 28, 2016, at 2:08 PM, Hackett, Semia L. <SLHackett@co.pg.md.us> wrote:

If you are able to provide a time, I will meet him there. Ty Hairston is on leave this week.

Thanks,
Semia

From: Patten, Donald [<mailto:dpatten@tyco.com>]
Sent: Wednesday, December 28, 2016 1:56 PM
To: Hackett, Semia L.
Cc: Nelson, Terrence I.
Subject: RE: D'Arcy Road repairs

Semia,
I think they are sending Dave Rubel out to the D'Arcy Road site tomorrow
If he is not committed to the US Marshall's service. I will confirm with Mike White
and Kenisha Gilmore later this afternoon. Is there someone specific at the BUS
that our tech should report to?

Thanks,
Don

From: Hackett, Semia L. [<mailto:SLHackett@co.pg.md.us>]
Sent: Wednesday, December 28, 2016 12:17 PM
To: Patten, Donald
Subject: FW: D'Arcy Road repairs

Good morning Mr. Patten,

Can you please provide an update on the CCTV Cameras, WO 83586814 and Card Access & Doors, WO 83586825. If possible, I would like to set a time to discuss the outstanding projects and concerns. With Cristin Tolen's departure, I will be leading the project so I would like to catch up from your teams perspective.

Thanks,
Semia

<image001.jpg>

Semia L. Hackett

Transit Services Manager
Office of Transportation
Prince George's County Government
Department of Public Works & Transportation
9400 Peppercorn Place | Suite 320 | Largo, MD 20774
Phone: 301.883.5611 | Fax: 301.883.1224
SLHackett@co.pg.md.us

From: Patten, Donald [<mailto:dpatten@tyco.com>]
Sent: Friday, November 18, 2016 1:36 PM
To: Nelson, Terrence I.
Cc: Richardson, Sean T.
Subject: D'Arcy Road repairs

Sgt. Nelson,

Here are comments for the 2 calls at D'arcy Rd.

- *CCTV Cameras: Work order 83586814
I really don't know why this was closed and the tech didn't remember the details, but the comments stated that they need to return, the ticket was close unknown reason, Kenisha can you create another ticket for this*
- *Card Access and Doors: Work order 83586825*

*The comments on this ticket are:
Referred to Sales
Req to upgrade software from XP version to Windows*

Creating 2 more tickets for these repairs. Don't know why they were closed.

For the CAB camera, the service Mgr. could not order the camera in question as it has been discontinued. I gave him the replacement part # a short while ago so he will get that ordered today.

Have a great weekend!

**Donald L. Patten Jr.
Regional Account Manager**

**TYCO Integrated Security
3601 Eisenhower Ave.
Suite 300
Alexandria, Va. 22304
Tel: 703-317-4270
Cell: 301-529-2435**

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Prince George's County

Fleet Maintenance Audit

Inspection #34

Thirty-one (31) Buses

Conducted November 21 - 22, 2015



TRANSIT RESOURCE CENTER

5840 Red Bug Lake Road
Suite 165
Winter Springs, FL 32708
Phone: (407) 977-4500
Fax: (407) 977-7333
tranrc@earthlink.net

November 25, 2015

**Prince George's County
VEHICLE MAINTENANCE AUDIT
Thirty-one (31) Buses
Conducted November 21-22, 2015**

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▪ "A" Defects by Category	
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**Prince George's County
VEHICLE MAINTENANCE AUDIT
Thirty-one (31) Buses
Conducted November 21-22, 2015**

EXECUTIVE SUMMARY

Transit Resource Center (TRC) was contracted by Prince George's County to conduct bi-monthly vehicle maintenance audits to ensure that its contractor, Transdev, maintains buses owned by Prince George's County in accordance with its contract provisions. This report presents the findings of the thirty-fourth maintenance audit conducted on November 21 - 22, 2015 by TRC for Prince George's County. Forty (40) buses were scheduled for a fleet inspection and maintenance record review, however, nine (9) buses were not available for inspection due to the following reasons: Bus 62634/radiator, Bus 63092/would not start, Bus 63144/no oil pressure, Bus 63146/radiator, Bus 63161/turbo, Bus 63168/back pressure high, Bus 63196/EGR cooler, Bus 63203/accident, and Bus 63205/stalls.

- The results of this audit are as follows:

Total Defects	84
Average Defects per Bus	2.71
Total Class "A" Safety-Related Defects	70
Average Class "A" Safety-Related Defects per Bus	2.26

Audit #	Total Defects	Average Defects per Bus	Total Class "A" Defects	Average Class "A" Defects per bus
34	84	2.71	70	2.26
33	73	2.61	53	1.89
32	47	1.52	43	1.39
31	51	1.42	45	1.25
30	136	3.40	118	2.95
29	102	2.68	86	2.26
28	103	3.12	85	2.58
27	97	2.49	88	2.26
26	103	2.94	70	2.00
25	79	2.26	69	1.97
24	118	3.11	98	2.58
23	104	2.97	74	2.11
22	99	2.48	78	1.95
21	87	3.00	63	2.17
20	108	3.09	67	1.91
19	146	3.65	108	2.70

- The on-time adherence to preventive maintenance inspections (PMIs) scheduled at 6,000-mile intervals was within required guidelines. All inspected mileage accounts showed that PMI work had been done within 10% of the 6,000-mile interval threshold.

- Positive observations from this audit include the following:
 - Transdev management and staff were cooperative and prepared in providing a constant supply of buses for TRC to inspect, thus, ensuring that the audit inspections were efficiently carried out;
 - PMI records were well organized and easy to locate;

Additional audit findings are presented in various tables located throughout this report. The tables are based on data contained in Excel spreadsheets included as a separate attachment in Appendix A of this report. A summary of recommendations is provided at the end of this report.

Audit Report

BUSES INSPECTED

Thirty-one (31) buses receive a physical inspection during this audit. Table 2 identifies these 31 buses.

Table 2 Buses Inspected		
PHYSICAL INSPECTION	MODEL YEAR	VEHICLE MAKE
62618	2012	Gillig
62619	2011	Gillig
62622	2011	Gillig
62624	2011	Gillig
62626	2011	Gillig
62628	2011	Gillig
62631	2011	Gillig
62641	2012	Gillig
62645	2012	Gillig
62646	2012	Gillig
62648	2012	Gillig
62649	2012	Gillig
63090	2006	Thomas
63141	2007	Gillig
63142	2007	Gillig
63143	2007	Gillig
63151	2007	Gillig
63163	2008	Gillig
63164	2008	Gillig
63167	2008	Gillig
63169	2008	Gillig
63188	2009	Gillig
63190	2009	Gillig
63191	2009	Gillig
63197	2010	Gillig
63198	2010	Gillig
63201	2010	Gillig
63206	2010	Gillig

63207	2010	Gillig
63215	2010	Gillig
63216	2010	Gillig

EVALUATION CRITERIA & METHODOLOGY

TRC assigned a team of four bus inspectors to perform the maintenance audit. The inspection team members were Mike Rakidjian, Jim Wilson, Tom Goodwin, and Sylvester Fikes. Mike Rakidjian served as Project Manager and organized the overall inspection process and assisted in preparing the final report.

The material which follows describes the evaluation criteria and methodology used by TRC to conduct the fleet inspection and the maintenance record review.

Fleet Inspection

Specific defects documented during the bus inspections were classified under 18 functional categories:

- 1) Accessibility Features
- 2) Air System/Brake System
- 3) Climate Control
- 4) Destination Signs
- 5) Differential
- 6) Driver's Controls
- 7) Electrical System
- 8) Engine Compartment
- 9) Exhaust
- 10) Exterior Body Condition
- 11) Interior Condition
- 12) Lights
- 13) Passenger Controls
- 14) Safety Equipment
- 15) Structure/Chassis/Fuel Tank
- 16) Suspension/Steering
- 17) Tires
- 18) Transmission

An "A/B" designation system was used to distinguish defects requiring immediate repair from those that could be repaired at a later time.

Class A – Indicates a safety-related defect that requires immediate repair and keeps the vehicle from returning to revenue service until the defect is corrected.

Class B – Indicates a non-safety critical defect that requires attention during the next scheduled preventive maintenance service interval.

Class "A" safety defects were discussed and agreed upon between Prince George's County and the TRC inspectors prior to the initial inspection and then revised after the second bi-monthly audit. A list of the Class "A" defects regarded as being safety related for this audit is attached as Appendix B. Seventy (70) Class "A" safety-related defects were found during this audit. During the inspection, TRC provided Transdev and Prince George's County staff with copies of the defect lists for use in scheduling repairs. TRC inspectors also verified operation of certain controls to ensure that defects were legitimate ones and not the result of the inspectors being unfamiliar with specific bus equipment.

Maintenance Record Review

The records examination set out to determine if:

- Preventive maintenance (PM) had been performed correctly and at prescribed intervals;
- Repairs had been performed properly and made promptly.

PM Intervals

To determine if preventive maintenance inspections (PMIs) were performed correctly and on time, TRC examined the PMI records of the thirty-one (31) buses that received a physical inspection during this audit. Mileage between the last three scheduled PMIs was calculated to determine if the inspections were performed on time (within 10% or 600 miles of the scheduled 6,000-mile interval) or if they were late.

Repairs

To determine if repairs were performed properly and made promptly, two audit procedures were used:

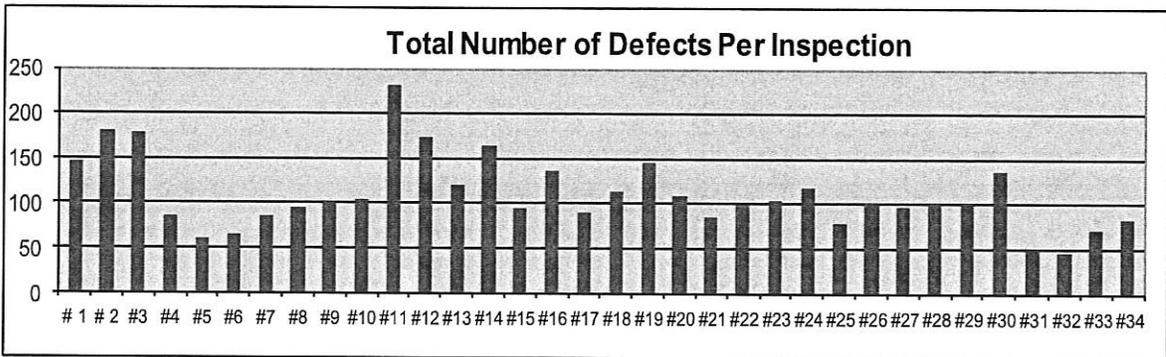
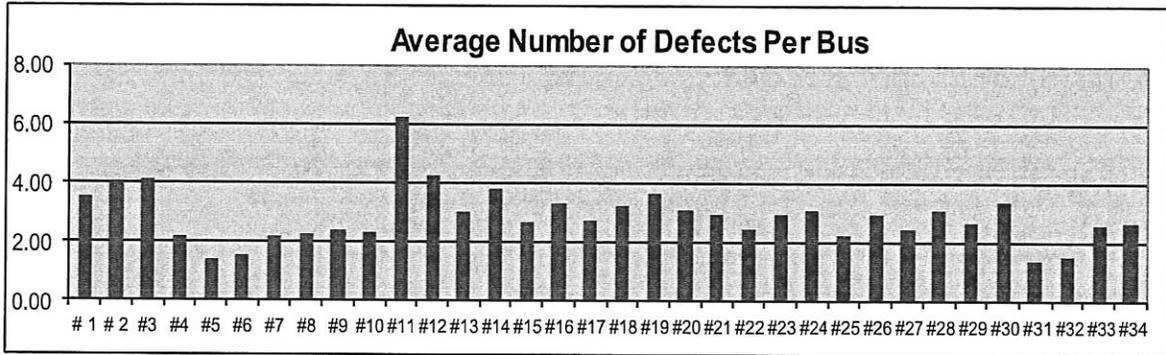
- 1) PMI sheets going back to the previous three PMIs were selected and examined for each of the thirty-one (31) buses to determine if and when defects defined during the PMI process were repaired.
- 2) Defects from the previous three PMIs were then compared to determine if any defects were repeated from one PMI to the next.

From this comparison, TRC can determine if the defects were repaired or if they were simply noted on subsequent inspections.

FINDINGS

Overall Fleet Condition

In the charts which follow, TRC has depicted the average number of defects per bus and total number of defects per inspection. As can be seen from these charts, the average number of defects per bus increased during this current audit when compared to the last audit (Inspection 33).



Defects Findings

Defects were found in the Accessibility Features, Air System/Brake System, Climate Control, Differential, Driver's Controls, Engine Compartment, Exterior Body Condition, Interior Condition, Lights, Passenger Controls, Safety Equipment, Structure/Chassis/Fuel Tank, Suspension/Steering, and Transmission categories. The Engine Compartment category, once again, showed the most defects, with a total of 24 defects compared to 21 during the last audit (Inspection 33), followed by the Suspension/Steering category, with a total of 20 defects compared to 10 during the last audit (Inspection 33).

The Summary of Defects by Category table is attached as Appendix C. This table compares key performance indicators from this thirty-fourth audit to the initial audit conducted on March 8-9, 2014 and all bi-monthly audits conducted since the initial audit.

PMI Paperwork Review Findings

TRC also performs a PMI paperwork review during each inspection cycle. During this audit, Transdev showed that the required PMI work was done on time, recorded properly, and within mileage requirements.

Specific Defect Summaries

All of the defects identified during the inspections were entered in a database which was used to generate a Master Defect Sheet. Data contained in that spreadsheet were then used to produce a series of detailed Excel reports.

The following Excel spreadsheets produced by TRC for Prince George's County are included as an attachment to this report:

- **Defect Summary:** includes a summary of defect totals and a summary of the 18 defect categories
- **All Defects (Master Defect Sheet):** identifies all defects for all buses inspected
- **Defects by Category:** identifies specific defects under each of the 18 categories
- **"A" Defects:** identifies all Class "A" defects
- **"A" Defects by Category:** identifies specific "A" defects under each of the 18 categories
- **"B" Defects:** identifies all Class "B" defects
- **"B" Defects by Category:** identifies specific "B" defects under each of the 18 categories
- **Buses Inspected:** lists all buses inspected

As mentioned earlier, each defect was given a severity code:

Class A – Indicates a safety-related defect that requires immediate removal from service and keeps the vehicle from returning to revenue service until the defect is corrected.

Class B – Indicates a non-safety critical defect that requires attention during the next scheduled preventive maintenance service interval.

Defect Analysis

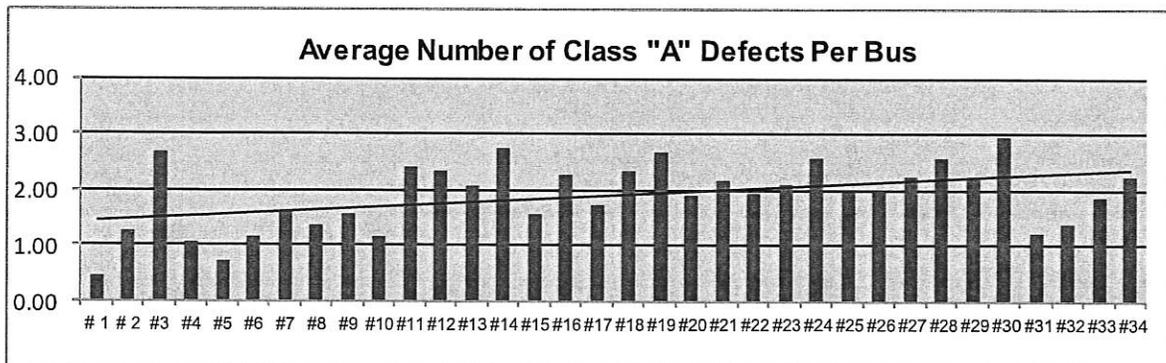
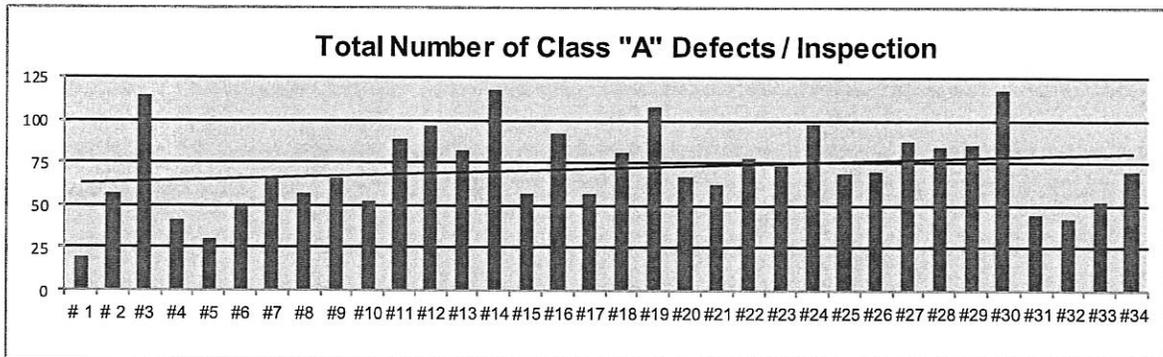
Defects identified by TRC were analyzed to determine the severity or detrimental impact they pose in terms of safety, comfort and convenience, structural integrity, and life expectancy of major components.

Safety Trends

Seventy (70) Class "A" safety-related defects were found during this inspection, for an average of 2.26 Class "A" safety-related defects per bus.

The comparison which follows shows the total number of Class "A" safety-related defects found during the most recent audits.

Audit #	Total # of Class "A" Defects	Average # of Class "A" Defects per Bus
34	70	2.26
33	53	1.89
32	43	1.39
31	45	1.25
30	118	2.95
29	86	2.26
28	85	2.58
27	88	2.26
26	70	2.00
25	69	1.97
24	98	2.58
23	74	2.11
22	78	1.95
21	63	2.17
20	67	1.91
19	108	2.70



As can be seen in the table and charts above, the 2.26 average number of Class "A" safety-related defects per bus increased when compared to the 1.89 average number of Class "A" safety-related defects found during the last audit (Inspection 33).

Comfort and Convenience

During this audit, TRC found the interiors and exteriors of buses to be kept clean.

PMI Schedule Adherence

TRC examined the PMI records of the thirty-one (31) buses that received a physical inspection to determine if the PMIs were being done at scheduled 6,000-mile intervals. PMI intervals were considered "on time" if performed on or before 6,600 miles ("late window" of 10% or 600 miles). All the vehicles checked during this audit had work performed on time.

The PMI records were well organized and easy to locate. TRC inspected the PMI paperwork to check on defects found during this audit and the results that followed. A review was made to verify that problems were corrected by either repairs or replacement of components. Mike Rakidjian reviewed the PMI paperwork. This review showed that the Transdev crew correctly repaired or replaced items that were found defective during Transdev's PMI efforts.

SUMMARY OF RECOMMENDATIONS

- After reporting in recent audits that the number of Class "A" safety-related defects per bus had been rising progressively over the past several months, Inspection 31 showed a significant decrease in the number of Class "A" safety-related defects, with an average of 1.25 Class "A" safety-related per bus. However, an increase in Class "A" safety-related defects was experienced again during Inspection 32 and Inspection 33, with an average of 1.39 Class "A" safety-related defects per bus being found during Inspection 32 and an average of 1.89 Class "A" safety-related defects per bus being found during Inspection 33. Class "A" safety-related defects increased again during this current inspection with an average of 2.26 Class "A" safety-related defects per bus being found during this audit. Due to the increase in Class "A" safety-related defects during the past three audits, TRC strongly recommends that Prince George's County set up a meeting with Transdev to come up with a resolution to decrease the number of safety-related defects in the County's bus fleet.
- TRC recommends that all wheelchair lifts be cleaned, lubricated, and cycled.
- TRC continues to recommend that compartment door locks on all buses be cleaned and lubricated.
- TRC continues to recommend that a campaign be performed to check the insulation on the copper piping of the engine preheaters and replace as necessary.
- TRC continues to recommend that all bus engines be washed one to two days prior to inspection and put in service so any leaks that develop can be seen during inspection. It is difficult to see leaks when engines are washed the day of inspection.

- TRC continues to recommend that every brake job completed be thorough and include the following:
 - replace shoes
 - replace bushings
 - replace seals
 - change anchor pin bushings
 - check drums
 - check s-cams
 - check springs in brake chambers
 - check & clean slack adjuster

APPENDIX A: Electronic copy of EXCEL spreadsheet reports

APPENDIX B:

Master Class "A" Defects

- Fire extinguisher
- Headlights
- Wipers
- Washers
- Cracked windshield in driver's view
- Seat belts, driver
- Turn signals
- Horn
- Emergency flashers
- Brake lights
- Air pressure/Air leaks
- Brake lining thickness @ _____
- Tire tread depth @ _____
- Fuel leak
- Exposed wires
- Proximity to exhaust – oil, harness, etc.
- Oil/Grease on Brakes
- Wheelchair lift/ramp & securement
- Sharp edges – interior
- Tripping hazard – interior
- Critical steering/suspension play, wear
- Sensitive edges – doors – not working at all
- Tire pressure below 80 psi
- Wheel lug nuts
- Exhaust leak into bus
- Back up alarm
- Excessive slack adjuster throw past _____
- Excessive oil in air system
- Missing battery label for shutoff
- Missing emergency exit signs
- Emergency window won't open

APPENDIX C: Summary of Defects by Category Table / Page 1 (Inspection #1 – Inspection #18)

Summary of Defects by Category	Insp #1	Insp #2	Insp #3	Insp #4	Insp #5	Insp #6	Insp #7	Insp #8	Insp #9	Insp #10	Insp #11	Insp #12	Insp #13	Insp #14	Insp #15	Insp #16	Insp #17	Insp #18
	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2015	2015	2015	2015	2015	2015
Accessibility Features	8	13	3	7	4	2	2	7	10	4	11	8	1	6	1	2	1	2
Air System/Brake System	6	11	22	14	13	11	35	21	9	13	11	17	5	10	1	13	6	10
Climate Control	7	0	0	0	0	5	0	0	11	3	3	0	0	0	0	0	0	0
Destination Signs	0	1	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0
Differential	0	2	1	0	0	1	1	2	2	0	0	0	0	0	0	1	2	0
Driver's Controls	4	3	0	0	2	0	2	3	1	4	31	10	1	0	0	1	2	3
Electrical System	1	4	0	0	1	1	1	0	3	1	2	0	0	1	1	0	0	2
Engine Compartment	64	78	79	27	17	20	16	13	21	19	34	39	26	60	43	28	26	25
Exhaust	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Exterior Body Condition	5	9	5	10	8	16	9	12	15	25	48	15	25	21	13	31	24	30
Interior Condition	7	28	21	4	1	0	5	17	12	9	26	29	34	28	20	25	19	22
Lights	3	5	7	9	6	2	4	9	11	8	11	8	5	3	3	6	2	6
Passenger Controls	1	0	0	0	0	0	0	1	0	1	0	3	0	2	0	3	1	1
Safety Equipment	8	5	6	6	5	1	2	2	0	3	8	32	14	14	6	5	4	8
Structure/Chassis/Fuel Tank	12	1	2	0	0	0	1	0	0	0	5	0	0	0	0	2	0	0
Suspension/ Steering	11	13	10	6	2	6	6	9	5	13	30	6	6	15	7	9	4	2
Tires	7	4	15	2	1	0	2	1	2	2	2	3	2	2	0	4	0	0
Transmission	1	5	7	1	0	0	0	1	0	0	5	3	2	2	1	6	0	3
Total Defects	145	182	178	86	60	65	86	95	102	105	232	173	121	165	96	136	91	114
Average Defects Per Bus	3.54	4.04	4.14	2.21	1.40	1.55	2.15	2.26	2.43	2.33	6.27	4.22	3.03	3.84	2.67	3.32	2.76	3.26

Summary of Defects by Category Table / Page 2 (Inspection #19 – Inspection #34)

Summary of Defects by Category	Insp #19	Insp #20	Insp #21	Insp #22	Insp #23	Insp #24	Insp #25	Insp #26	Insp #27	Insp #28	Insp #29	Insp #30	Insp #31	Insp #32	Insp #33	Insp #34
	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015
Accessibility Features	3	1	2	1	5	4	1	2	1	1	1	2	5	3	4	2
Air System/Brake System	13	4	6	21	10	25	11	9	6	1	12	12	3	7	2	3
Climate Control	0	0	0	0	0	2	0	3	1	0	1	0	1	0	1	1
Destination Signs	0	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Differential	2	0	0	1	0	0	1	2	1	1	4	5	0	1	1	1
Driver's Controls	5	4	3	1	0	1	0	5	2	2	0	1	0	0	3	3
Electrical System	3	1	0	0	0	2	0	0	0	1	0	0	0	0	0	0
Engine Compartment	37	30	26	15	11	18	23	8	40	40	48	40	15	13	21	24
Exhaust	1	0	1	0	0	0	0	0	1	0	0	1	0	0	0	0
Exterior Body Condition	31	30	13	17	27	19	8	29	12	19	14	15	9	1	13	14
Interior Condition	25	17	16	15	12	17	5	20	4	7	5	6	2	3	7	5
Lights	7	7	3	3	14	6	7	9	9	6	7	13	8	9	7	5
Passenger Controls	2	1	3	3	2	3	0	0	0	1	0	0	1	0	1	1
Safety Equipment	4	2	3	4	4	1	6	2	3	1	0	5	1	2	1	1
Structure/Chassis/Fuel Tank	0	0	1	2	0	2	0	2	0	0	0	0	0	0	0	2
Suspension/ Steering	10	7	3	12	14	13	10	8	10	13	6	32	5	6	10	20
Tires	0	0	2	3	2	3	5	0	1	4	0	1	1	1	0	0
Transmission	3	2	5	1	3	2	1	3	6	6	4	3	0	1	2	2
Total Defects	146	108	87	99	104	118	79	103	97	103	102	136	51	47	73	84
Average Defects Per Bus	3.65	3.09	3.00	2.48	2.97	3.11	2.26	2.94	2.49	3.12	2.68	3.40	1.42	1.52	2.61	2.71

Prince George's County

Fleet Maintenance Audit

Inspection #32

Thirty-one (31) Buses

Conducted October 24 - 25, 2015



TRANSIT RESOURCE CENTER

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October 28, 2015

**Prince George's County
VEHICLE MAINTENANCE AUDIT
Thirty-one (31) Buses
Conducted October 24 - 25, 2015**

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**Prince George's County
VEHICLE MAINTENANCE AUDIT
Thirty-one (31) Buses
Conducted October 24 - 25, 2015**

EXECUTIVE SUMMARY

Transit Resource Center (TRC) was contracted by Prince George's County to conduct bi-monthly vehicle maintenance audits to ensure that its contractor, Transdev, maintains buses owned by Prince George's County in accordance with its contract provisions. This report presents the findings of the thirty-second maintenance audit conducted on October 24 - 25, 2015 by TRC for Prince George's County. Forty-two (42) buses were scheduled for a fleet inspection and maintenance record review, however, eleven (11) buses were not available for inspection due to the following reasons: Bus 62634/radiator, Bus 62650/air compressor, Bus 63092/cylinder head gasket, Bus 63145/suspension, Bus 63146/engine, Bus 63163/accident, Bus 63196/electrical, Bus 63199/air compressor, Bus 63203/accident, Bus 63205/low air pressure, and Bus 63206/turbo.

- The results of this audit are as follows:

Total Defects	47
Average Defects per Bus	1.52
Total Class "A" Safety-Related Defects	43
Average Class "A" Safety-Related Defects per Bus	1.39

Audit #	Total Defects	Average Defects per Bus	Total Class "A" Defects	Average Class "A" Defects per bus
32	47	1.52	43	1.39
31	51	1.42	45	1.25
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- The on-time adherence to preventive maintenance inspections (PMIs) scheduled at 6,000-mile intervals was within required guidelines. All inspected mileage accounts showed that PMI work had been done within 10% of the 6,000-mile interval threshold.

- Positive observations from this audit include the following:
 - Transdev management and staff were cooperative and prepared in providing a constant supply of buses for TRC to inspect, thus, ensuring that the audit inspections were efficiently carried out;
 - PMI records were well organized and easy to locate;

Additional audit findings are presented in various tables located throughout this report. The tables are based on data contained in Excel spreadsheets included as a separate attachment in Appendix A of this report. A summary of recommendations is provided at the end of this report.

Audit Report

BUSES INSPECTED

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62632	2011	Gillig
62633	2011	Gillig
62635	2011	Gillig
62636	2011	Gillig
62644	2012	Gillig
62645	2012	Gillig
62646	2012	Gillig
62651	2012	Gillig
62652	2012	Gillig
63139	2007	Gillig
63140	2007	Gillig
63147	2007	Gillig
63149	2007	Gillig
63159	2008	Gillig
63160	2008	Gillig
63162	2008	Gillig
63165	2008	Gillig
63170	2008	Gillig
63189	2009	Gillig
63193	2009	Gillig
63194	2009	Gillig
63195	2009	Gillig
63200	2010	Gillig
63207	2010	Gillig

63210	2010	Gillig
63212	2010	Gillig
63214	2010	Gillig

EVALUATION CRITERIA & METHODOLOGY

TRC assigned a team of four bus inspectors to perform the maintenance audit. The inspection team members were Mike Rakidjian, Jim Wilson, Tom Goodwin, and Sylvester Fikes. Mike Rakidjian served as Project Manager and organized the overall inspection process and assisted in preparing the final report.

The material which follows describes the evaluation criteria and methodology used by TRC to conduct the fleet inspection and the maintenance record review.

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Specific defects documented during the bus inspections were classified under 18 functional categories:

- 1) Accessibility Features
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- 7) Electrical System
- 8) Engine Compartment
- 9) Exhaust
- 10) Exterior Body Condition
- 11) Interior Condition
- 12) Lights
- 13) Passenger Controls
- 14) Safety Equipment
- 15) Structure/Chassis/Fuel Tank
- 16) Suspension/Steering
- 17) Tires
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An "A/B" designation system was used to distinguish defects requiring immediate repair from those that could be repaired at a later time.

Class A - Indicates a safety-related defect that requires immediate repair and keeps the vehicle from returning to revenue service until the defect is corrected.

Class B - Indicates a non-safety critical defect that requires attention during the next scheduled preventive maintenance service interval.

Class "A" safety defects were discussed and agreed upon between Prince George's County and the TRC inspectors prior to the initial inspection and then revised after the second bi-monthly audit. A list of the Class "A" defects regarded as being safety related for this audit is attached as Appendix B. Forty-three (43) Class "A" safety-related defects were found during this audit. During the inspection, TRC provided Transdev and Prince George's County staff with copies of the defect lists for use in scheduling repairs. TRC inspectors also verified operation of certain controls to ensure that defects were legitimate ones and not the result of the inspectors being unfamiliar with specific bus equipment.

Maintenance Record Review

The records examination set out to determine if:

- Preventive maintenance (PM) had been performed correctly and at prescribed intervals;
- Repairs had been performed properly and made promptly.

PM Intervals

To determine if preventive maintenance inspections (PMIs) were performed correctly and on time, TRC examined the PMI records of the thirty-one (31) buses that received a physical inspection during this audit. Mileage between the last three scheduled PMIs was calculated to determine if the inspections were performed on time (within 10% or 600 miles of the scheduled 6,000-mile interval) or if they were late.

Repairs

To determine if repairs were performed properly and made promptly, two audit procedures were used:

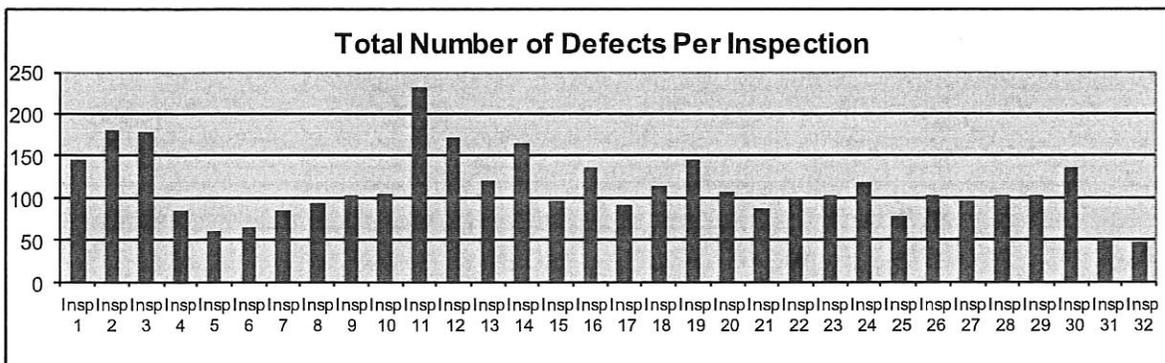
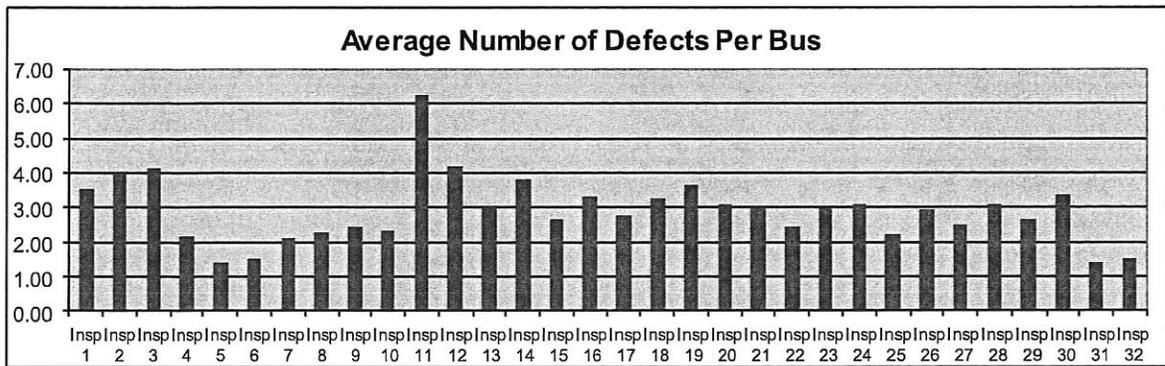
- 1) PMI sheets going back to the previous three PMIs were selected and examined for each of the thirty-one (31) buses to determine if and when defects defined during the PMI process were repaired.
- 2) Defects from the previous three PMIs were then compared to determine if any defects were repeated from one PMI to the next.

From this comparison, TRC can determine if the defects were repaired or if they were simply noted on subsequent inspections.

FINDINGS

Overall Fleet Condition

In the charts which follow, TRC has depicted the average number of defects per bus and total number of defects per inspection. As can be seen from these charts, the average number of defects per bus increased slightly during this current audit when compared to the last audit (Inspection 31).



Defects Findings

Defects were found in the Accessibility Features, Air System/Brake System, Differential, Engine Compartment, Exterior Body Condition, Interior Condition, Lights, Safety Equipment, Suspension/Steering, Tires, and Transmission categories. The Engine Compartment category showed the most defects, with a total of 13 defects compared to 15 during the last audit (Inspection 31).

The Summary of Defects by Category table is attached as Appendix C. This table compares key performance indicators from this thirty-second audit to the initial audit conducted on March 8-9, 2014 and all bi-monthly audits conducted since the initial audit.

PMI Paperwork Review Findings

TRC also performs a PMI paperwork review during each inspection cycle. During this audit, Transdev showed that the required PMI work was done on time, recorded properly, and within mileage requirements.

Specific Defect Summaries

All of the defects identified during the inspections were entered in a database which was used to generate a Master Defect Sheet. Data contained in that spreadsheet were then used to produce a series of detailed Excel reports.

The following Excel spreadsheets produced by TRC for Prince George's County are included as an attachment to this report:

- **Defect Summary:** includes a summary of defect totals and a summary of the 18 defect categories
- **All Defects (Master Defect Sheet):** identifies all defects for all buses inspected
- **Defects by Category:** identifies specific defects under each of the 18 categories
- **"A" Defects:** identifies all Class "A" defects
- **"A" Defects by Category:** identifies specific "A" defects under each of the 18 categories
- **"B" Defects:** identifies all Class "B" defects
- **"B" Defects by Category:** identifies specific "B" defects under each of the 18 categories
- **Buses Inspected:** lists all buses inspected

As mentioned earlier, each defect was given a severity code:

Class A - Indicates a safety-related defect that requires immediate removal from service and keeps the vehicle from returning to revenue service until the defect is corrected.

Class B - Indicates a non-safety critical defect that requires attention during the next scheduled preventive maintenance service interval.

Defect Analysis

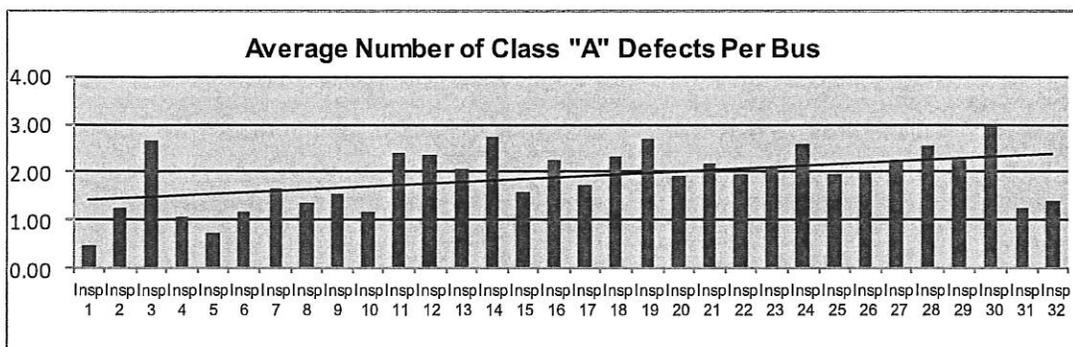
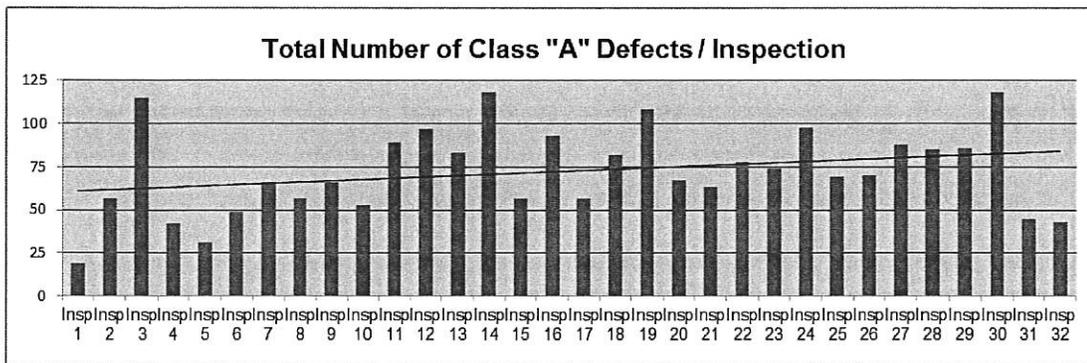
Defects identified by TRC were analyzed to determine the severity or detrimental impact they pose in terms of safety, comfort and convenience, structural integrity, and life expectancy of major components.

Safety Trends

Forty-three (43) Class "A" safety-related defects were found during this inspection.

The comparison which follows shows the total number of Class "A" safety-related defects found during the most recent audits.

Audit #	Total # of Class "A" Defects	Average # of Class "A" Defects per Bus
32	43	1.39
31	45	1.25
30	118	2.95
29	86	2.26
28	85	2.58
27	88	2.26
26	70	2.00
25	69	1.97
24	98	2.58
23	74	2.11
22	78	1.95
21	63	2.17
20	67	1.91
19	108	2.70



As can be seen in the table and charts above, the average number of Class "A" defects per bus increased slightly when compared to the 1.25 average number of Class "A" defects found during the last audit (Inspection 31). The 1.25 average number of Class "A" defects found during Inspection 31 was the lowest average number of Class "A" defects per bus recorded since Inspection 10.

Comfort and Convenience

During this audit, TRC found the interiors and exteriors of buses to be kept clean.

PMI Schedule Adherence

TRC examined the PMI records of the thirty-one (31) buses that received a physical inspection to determine if the PMIs were being done at scheduled 6,000-mile intervals. PMI intervals were considered "on time" if performed on or before 6,600 miles ("late window" of 10% or 600 miles). All the vehicles checked during this audit had work performed on time.

The PMI records were well organized and easy to locate. TRC inspected the PMI paperwork to check on defects found during this audit and the results that followed. A review was made to verify that problems were corrected by either repairs or replacement of components. Mike Rakidjian reviewed the PMI paperwork. This review showed that the Transdev crew correctly repaired or replaced items that were found defective during Transdev's PMI efforts.

SUMMARY OF RECOMMENDATIONS

- As reported in recent audits, the number of Class "A" safety-related defects per bus had been rising progressively over the past several months. The previous audit (Inspection 31), however, showed a significant decrease in the number of Class "A" safety-related defects, with an average of 1.25 Class "A" safety-related per bus. A slight increase in Class "A" safety-related defects was experienced during this current audit when compared to Inspection 31, with an average of 1.39 Class "A" defects per bus. TRC continues to recommend that Prince George's County closely monitor Transdev's efforts to lower the number of Class "A" defects to ensure that Class "A" safety-related defects do not begin climbing upward again.
- TRC continues to recommend that compartment door locks on all buses be cleaned and lubricated.
- TRC continues to recommend that a campaign be performed to check the insulation on the copper piping of the engine preheaters and replace as necessary.
- TRC continues to recommend that all bus engines be washed one to two days prior to inspection and put in service so any leaks that develop can be seen during inspection. It is difficult to see leaks when engines are washed the day of inspection.
- TRC continues to recommend that every brake job completed be thorough and include the following:
 - replace shoes
 - replace bushings
 - replace seals
 - change anchor pin bushings
 - check drums
 - check s-cams
 - check springs in brake chambers
 - check & clean slack adjuster

APPENDIX A: Electronic copy of EXCEL spreadsheet reports

APPENDIX B:

Master Class "A" Defects

- Fire extinguisher
- Headlights
- Wipers
- Washers
- Cracked windshield in driver's view
- Seat belts, driver
- Turn signals
- Horn
- Emergency flashers
- Brake lights
- Air pressure/Air leaks
- Brake lining thickness @ _____
- Tire tread depth @ _____
- Fuel leak
- Exposed wires
- Proximity to exhaust – oil, harness, etc.
- Oil/Grease on Brakes
- Wheelchair lift/ramp & securement
- Sharp edges – interior
- Tripping hazard – interior
- Critical steering/suspension play, wear
- Sensitive edges – doors – not working at all
- Tire pressure below 80 psi
- Wheel lug nuts
- Exhaust leak into bus
- Back up alarm
- Excessive slack adjuster throw past _____
- Excessive oil in air system
- Missing battery label for shutoff
- Missing emergency exit signs
- Emergency window won't open

APPENDIX C: Summary of Defects by Category Table / Page 1 (Inspection #1 – Inspection #18)

Summary of Defects by Category	Insp #1	Insp #2	Insp #3	Insp #4	Insp #5	Insp #6	Insp #7	Insp #8	Insp #9	Insp #10	Insp #11	Insp #12	Insp #13	Insp #14	Insp #15	Insp #16	Insp #17	Insp #18
	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2015	2015	2015	2015	2015	2015
Accessibility Features	8	13	3	7	4	2	2	7	10	4	11	8	1	6	1	2	1	2
Air System/Brake System	6	11	22	14	13	11	35	21	9	13	11	17	5	10	1	13	6	10
Climate Control	7	0	0	0	0	5	0	0	11	3	3	0	0	0	0	0	0	0
Destination Signs	0	1	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0	0
Differential	0	2	1	0	0	1	1	2	2	0	0	0	0	0	0	1	2	0
Driver's Controls	4	3	0	0	2	0	2	3	1	4	31	10	1	0	0	1	2	3
Electrical System	1	4	0	0	1	1	1	0	3	1	2	0	0	1	1	0	0	2
Engine Compartment	64	78	79	27	17	20	16	13	21	19	34	39	26	60	43	28	26	25
Exhaust	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Exterior Body Condition	5	9	5	10	8	16	9	12	15	25	48	15	25	21	13	31	24	30
Interior Condition	7	28	21	4	1	0	5	17	12	9	26	29	34	28	20	25	19	22
Lights	3	5	7	9	6	2	4	9	11	8	11	8	5	3	3	6	2	6
Passenger Controls	1	0	0	0	0	0	0	1	0	1	0	3	0	2	0	3	1	1
Safety Equipment	8	5	6	6	5	1	2	2	0	3	8	32	14	14	6	5	4	8
Structure/Chassis/Fuel Tank	12	1	2	0	0	0	1	0	0	0	5	0	0	0	0	2	0	0
Suspension/ Steering	11	13	10	6	2	6	6	9	5	13	30	6	6	15	7	9	4	2
Tires	7	4	15	2	1	0	2	1	2	2	2	3	2	2	0	4	0	0
Transmission	1	5	7	1	0	0	0	1	0	0	5	3	2	2	1	6	0	3
Total Defects	145	182	178	86	60	65	86	95	102	105	232	173	121	165	96	136	91	114
Average Defects Per Bus	3.54	4.04	4.14	2.21	1.40	1.55	2.15	2.26	2.43	2.33	6.27	4.22	3.03	3.84	2.67	3.32	2.76	3.26

Summary of Defects by Category Table / Page 2 (Inspection #19 – Inspection #32)

Summary of Defects by Category	Insp #19	Insp #20	Insp #21	Insp #22	Insp #23	Insp #24	Insp #25	Insp #26	Insp #27	Insp #28	Insp #29	Insp #30	Insp #31	Insp #32
	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015
Accessibility Features	3	1	2	1	5	4	1	2	1	1	1	2	5	3
Air System/Brake System	13	4	6	21	10	25	11	9	6	1	12	12	3	7
Climate Control	0	0	0	0	0	2	0	3	1	0	1	0	1	0
Destination Signs	0	2	0	0	0	0	1	1	0	0	0	0	0	0
Differential	2	0	0	1	0	0	1	2	1	1	4	5	0	1
Driver's Controls	5	4	3	1	0	1	0	5	2	2	0	1	0	0
Electrical System	3	1	0	0	0	2	0	0	0	1	0	0	0	0
Engine Compartment	37	30	26	15	11	18	23	8	40	40	48	40	15	13
Exhaust	1	0	1	0	0	0	0	0	1	0	0	1	0	0
Exterior Body Condition	31	30	13	17	27	19	8	29	12	19	14	15	9	1
Interior Condition	25	17	16	15	12	17	5	20	4	7	5	6	2	3
Lights	7	7	3	3	14	6	7	9	9	6	7	13	8	9
Passenger Controls	2	1	3	3	2	3	0	0	0	1	0	0	1	0
Safety Equipment	4	2	3	4	4	1	6	2	3	1	0	5	1	2
Structure/Chassis/Fuel Tank	0	0	1	2	0	2	0	2	0	0	0	0	0	0
Suspension/ Steering	10	7	3	12	14	13	10	8	10	13	6	32	5	6
Tires	0	0	2	3	2	3	5	0	1	4	0	1	1	1
Transmission	3	2	5	1	3	2	1	3	6	6	4	3	0	1
Total Defects	146	108	87	99	104	118	79	103	97	103	102	136	51	47
Average Defects Per Bus	3.65	3.09	3.00	2.48	2.97	3.11	2.26	2.94	2.49	3.12	2.68	3.40	1.42	1.52

A-DEFECTS 3-20-16

- 63213 - TIMING CHAIN COVER LEAKING
- 63164 - TIMING CHAIN COVER LEAKING
- 63193 - HYD. PUMP GASKET LEAKING
ALL REAR TIRES WORN
ENGINE OIL PAN LEAKING
TIMING CHAIN COVER LEAKING
- 62619 - C/S WINDSHIELD CHIPPED
- 62646 - C/S FRONT TIRE LOW ON AIR
- 63164 - THERMOSTAT HOUSING LEAKING
- 62631 - OIL LEAK BY FUEL RAIL
COOLANT FILTER & SHUT OFF VALVE LEAKING
- 63151 - S/S REAR OUTER TIRE FLAT
HYD. FAN MOTOR WET WITH OIL
PASSENGER SIGNAL NOT WORKING
- 63201 - STEERING GEAR BOX LEAKING
- 63090 - ENG. OIL PAN LEAKING
STEERING HOSE FITTING LEAKING UNDER BUS (CENTER)
- 63163 - ENG. OIL PAN LEAKING
- 62648 - FRONT HEATER CORE HOSE LEAKING AT SHUT OFF VALVE
- 62628 - BOTH WINDSHIELDS CHIPPED
ALL REAR TIRES WORN
- 63167 - TIMING CHAIN COVER LEAKING
INTERIOR LAMP ASSY BY #1 DOOR OUT

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PRINCE GEORGE'S COUNTY

DATE: 3-20-16 INSPECTOR:

BUS #: 62628 MAKE: GILLIG
 YEAR: 2011 MODEL:
 MILEAGE: 191295 VIN #: 15GGB2711B1178136

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
GLASS	WINDSHIELD	BOTH	CHIPPED	A
TIRES	TIRES	ALL REAR	WORN	A

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank • Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PRINCE GEORGE'S COUNTY

DATE: 3-20-16 INSPECTOR:

BUS #: 63151 MAKE: GILLIG
 YEAR: 2007 MODEL:
 MILEAGE: 340199 VIN #: 15GCB29177112872

ACTIVE ___ SPARE ___ CONTINGENCY ___

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
TIRE	TIRE	S/S REAR OUTER	FLAT	A
CHASSIS	MUD FLAP	S/S REAR	MISSING	B
ENGINE	HYD P/W MOTOR	ENG. COMP	WET WITH OIL	A
PASS. CONTROLS	PASS SIGNAL	INTERIOR	NOT WORKING	A

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PRINCE GEORGE'S COUNTY

DATE: 3-20-16 INSPECTOR:

BUS #: 63193 MAKE: GILLIG
 YEAR: 2009 MODEL:
 MILEAGE: 293277 VIN #: 15GGB2717A1177541

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
STEERING	HYD PUMP GASKET	ENG. COMP	LEAKING	A
TIRES	ALL	REAR	WORN	A
ENGINE	OIL PAN	ENG. COMP	LEAKING	A
ENGINE	TIMING CHAIN COVER	ENG. COMP	LEAKING	A

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

20F2

11/23/14 A DEFECTS

63167 - OIL PRESSURE SW. LEAK

63188 - STREET SIDE WINDSHIELD CHIPPED

REAR DOOR ALARM NOT WORKING

CRANKCASE FILTER LEAK

OIL PAN GASKET LEAK

63193 - REAR DOOR ALARM

#2 STREET SIDE WINDOW STICKING

ENGINE COOLANT LEAK

HYDRAULIC PUMP GASKET LEAK

CRANKCASE BREATHER LEAK

63194 - #2 STREET SIDE WINDOW RELEASE HANDLE

CRANKCASE FILTER LEAKING

62651 - #3 STREET SIDE WINDOW RELEASE HANDLE

FRONT BRAKE VALVE LEAKING

COOLANT LEAK FRONT OF BUS

63199 - FLOORING AT STANDEE LINE COMING UP

63205 - AIR COMPRESSOR LEAKING OIL

HYDRAULIC PUMP LEAKING

63145 - ENG. OIL PAN GASKET LEAK

ALL EMERGENCY WINDOWS STICKING

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 63145 MAKE: GILLIG
 YEAR: 2007 MODEL:
 MILEAGE: VIN #: 15GCCB29117112866

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	REAR ROUTE STEER	REAR	NOT WORKING	B
ENGINE	OIL PAN GASKET	ENGINE COMP	LEAKING	B
SUSPENSION	SWAY BAR BUSHINGS	FRONT	WORN	B
SUSPENSION	SWAY BAR	FRONT STREET SIDE	WORN	B
PA SYSTEM	PA	FRONT	NOT WORKING SWITCH MISSING	B
BODY EXTERIOR	ALL WINDOWS	ALL	STICKING	A

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 63143 MAKE: GILLIG
 YEAR: 2007 MODEL:
 MILEAGE: 311696 VIN #: 15GCB29187112864

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	WINDOWS	CURBSIDE #3+4	SEAL COMING OUT OF CHANNEL	B
SUSPENSION	RADIUS RODS	BOTH REAR LOWER	WORN	B
SUSPENSION	SWAY BAR	FRONT	MOVING	B
DRIVERS CONTROL	AIR GUAGE	DASH BOARD	LIGHT OUT	B
W/C LIFT	POWER BUTTON	DASH BOARD	LIGHT OUT	B
PA SYSTEM	PA	INTERIOR	NOT WORKING	B
OPERATOR CONTROLS	OPERATOR BOARD FAN	DASH BOARD	INOPERABLE IN LOW SPEED	B
W/C LIFT	SAFETY STRIP	FRONT	NOT WORKIN	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 63142 MAKE: GILLIG
 YEAR: 2007 MODEL:
 MILEAGE: 279102 VIN #: 15GCB29167112863

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
W/C LIFT	POWER BUTTON	FRONT	BULB OUT	B
BODY EXTERIOR	WINDSHIELD WASHER	CURB SIDE	NOT WORKING	B
DRIVER CONTROLS	BOOSTER FAN	DRIVER COMPARTMENT	NOT WORKING	B
BODY EXTERIOR	MIRROR ARM	STREET SIDE	CRACKED	B
W/C LIFT	PASSENGER SENSOR	FRONT	WONT SHUT OFF	B
SUSPENSION	RADIUS ROD	STREET SIDE REAR LOWER	WORN	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR: _____

BUS #: 63205 MAKE: GILLIG
 YEAR: 2010 MODEL: _____
 MILEAGE: 209643 VIN #: 15GG82711A1178118

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	MIRROR ARM	Street side	CRACKED	B
BODY EXTERIOR	ROUTE SIGN	REAR	MOISTURE IN GLASS	B
INTERIOR	FLOORING	REAR FLOOR HATCH	COMING UP	B
BODY EXTERIOR	WHEEL PANEL	curb side REAR	BODY DAMAGE	B
AIR SYSTEM	AIR COMPRESSOR	ENGINE COMP	LEAKING OIL	A
STEERING	HYDRAULIC PUMP	ENGINE COMP	LEAKING OIL	A
SUSPENSION	RADIUS ROD	REAR BOTH LONG	WORN	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR: _____

BUS #: 63201 MAKE: GILLIG
 YEAR: 2010 MODEL: _____
 MILEAGE: 157125 VIN #: 15GGB2716A1178114

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	MIRROR BRACKET	CURB SIDE	LOOSE	B
PA SYSTEM	PA	EXTERIOR	NOT WORKING	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 62649 MAKE: GILLIG
 YEAR: 2012 MODEL:
 MILEAGE: 127557 VIN #: 15GG82716C1121261

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
INTERIOR	LIGHTING	BY #1 DOOR	OUT INTERMITTANT	B
INTERIOR	FLOORING	REAR FLOOR HATCH	COMING UP	B
SAFETY EQUIP.	BODY FLUID KIT	BEHIND DRIVER'S SEAT	NOT SECURED	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 12/23/14 INSPECTOR: _____

BUS #: 63199 MAKE: GILLIG
 YEAR: 2010 MODEL: _____
 MILEAGE: 182712 VIN #: 15GG8270A117 8116

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
ENGINE	CHECK ENGINE LIGHT	DASHBOARD	ON	B
BODY EXTERIOR	PAVEL	STREET SIDE BELOW #1 WINDOW	DAMAGED	B
PA SYSTEM	PA	BOTH	NOT WORKING	B
INTERIOR	FLOORING	STANDEE LINE	COMING UP	A
INTERIOR	FLOORING	REAR FLOOR HATCH	COMING UP	B
INTERIOR	STANCHION	#2 CURB SIDE SEAT	LOOSE	B
SAFETY EQUIPMENT	BODY FLUID KIT	OPERATOR COMP	MISSING	B
SUSPENSION	RADIUS ROD	CURB SIDE LOWER	WORN	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 62651 MAKE: GILLIG
 YEAR: 2012 MODEL:
 MILEAGE: 111439 VIN #: 15GG827XC1181263

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
Body Exterior	WINDOW	#3 STAIR SIDE	Release HANDLE VERY HARD	A
Interior	FLOORING	REAR FLOOR HATCH	COMING UP	B
BRAKES	BRAKE VALVE	FRONT	LEAKING UNDER PRESSURE	A
COOLING SYSTEM	COOLANT	FRONT	LEAKING	A
SUSPENSION	UPPER + LOWER RADIUS RODS	REAR	WORN	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 63194 MAKE: GILLIG
 YEAR: 2009 MODEL:
 MILEAGE: 214579 VIN #: 15GG82719A1177542

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
W/C RAMP	RAMP	FRONT	SLOW	B
BODY EXTERIOR	WINDOW	#2 STREET SIDE	VERY HARD TO RELEASE HANDLE	A
ENGINE	CRANKCASE FILTER	ENG. COMP	LEAKING	A

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: POC

DATE: 11/23/14 INSPECTOR:

BUS #: 63193 MAKE: GILLIG
 YEAR: 2009 MODEL:
 MILEAGE: 237223 VIN #: 15GG62717A117 7541

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
W/C RAMP	RAMP	FRONT	SLOW	B
OPERATOR CONTROLS	OPERATOR SEAT	OPERATOR COMPT	WONT RAISE & LOWER	B
DOORS	REAR DOORS	REAR	ALARM NOT WORKING	A
PA SYSTEM	PA	INTERIOR	NOT WORKING	B
BODY EXTERIOR	WINDOW	#2 STREET SIDE	STICKING	A
ENGINE	COOLANT	ENG. COMPT.	LEAKING	A
LIGHTING	DMMR	#3+5 CURB SIDE	OUT	B
STEERING	HYDRAULIC PUMP	ENG. COMPT		

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank • Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR: _____

BUS #: 63188 MAKE: GILLIG
 YEAR: 2009 MODEL: _____
 MILEAGE: 205253 VIN #: 15GG82713A117 7536

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
LIGHTING	LIGHT	#3 DOOR EXTERIOR	OUT	B
BODY EXTERIOR	WINDSHIELD	STREET SIDE	CHIPPED	A
PA SYSTEM	PA	EXTERNAL	NOT WORKING	B
REAR DOOR	ALARM	REAR	NOT WORKING	A
BODY EXTERIOR	WINDOW	#2 CURB SIDE	STICKING	B
SUSPENSION	RADIUS ROD	REAR LOWER	BURN	B
ENGINE	CRANKCASE FILTER	ENG: COMP	LEAKING	A
ENGINE	OIL PAN GASKET	ENG: COMP	LEAKING	A

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR: _____

BUS #: 63167 MAKE: GILLIG
 YEAR: 2008 MODEL: _____
 MILEAGE: 299045 VIN #: 15GG6827108107 9994

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	WINDSHIELD	Street side	CHIPPED	A
BODY EXTERIOR	ENG. DOOR	REAR	DAMAGED	B
DRIVER CONTROLS	COOLANT ENGINE LIGHT OUT	DRIVER COMPT	NOT WORKING	B
LIGHTING	DOME LAMP	Street side #4	NOT WORKING	B
LIGHTING	DOME LAMP	CURBSIDE #1	NOT WORKING	B
DRIVER CONTROLS	PA SYSTEM	EXTERNAL	NOT WORKING	B
ENGINE COMPT	LIGHT BULB	ENG COMPT	NOT WORKING	B
BODY EXTERIOR	COMPARTMENT DOOR LOCK	ENG. COMPT	MISSING	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR: _____

BUS #: 63165 MAKE: GILLIG
 YEAR: 2008 MODEL: _____
 MILEAGE: 278631 VIN #: 15GG827178107 9992

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	MIRROR ARM	CURB SIDE FRONT	LOOSE	B
BODY EXTERIOR	#4 WINDOW SEAL LOOSE	#4 CURBS SIDE	FALLING AWAY	B
BODY EXTERIOR	COMP. DOOR LOCK	CURBSIDE	INOPERABLE	B
BODY EXTERIOR	MIRROR ARM	STREET SIDE	LOOSE	B
PA SYSTEM	PA	EXTERNAL	NOT WORKING	B
DRIVER CONTROL	COOLANT HEATED LIGHT	DRIVER COMP	NOT WORKING	B
BRAKES	SHOES	BOTH FRONT	OUT OF ADJUSTMENT (ADJUSTED BY MECHANIC)	A
COOLING SYSTEM	FAN DRIVE LINE	ENG. COMP	LEAKING	A

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 63196 MAKE: GILLIG
 YEAR: 2010 MODEL:
 MILEAGE: 174352 VIN #: 15GGB270A1178109

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
EXTERIOR BODY	WINDSHIELD	STREET SIDE	CHIPPED	A
OPERATOR CONTROLS	WINDSHIELD WASHER	STREET SIDE	NOT WORKING	B
OPERATOR CONTROLS	EXTERNAL PA		NOT WORKING	B
BODY EXTERIOR	WINDOW	#2 STREET SIDE	STICKING	A
INTERIOR	FLOORING	REAR FLOOR HATCH	COMING UP	B
BODY EXTERIOR	CURTAIN DOOR	CURB SIDE	DAMAGED	B
BODY EXTERIOR	WHEEL PANEL	CURB SIDE	DAMAGED	B
BODY EXTERIOR	TAIL LAMP PANEL	CURB SIDE	DAMAGED	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR: _____

BUS #: 63189 MAKE: GILLIG
 YEAR: 2009 MODEL: _____
 MILEAGE: 234142 VIN #: 156682715A1177537

ACTIVE _____ SPARE _____ CONTINGENCY _____

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
FUEL SYSTEM	FUEL PUMP	ENG. COMP	LEAKING (Secured Line BY MECHANIC)	A
OPERATING CONTROLS	OPERATOR SEAT	DRIVER COMP	STICKING	B
DRIVER CONTROLS	HORN	DRIVER COMP	STICKING	A
BODY EXTERIOR	WINDSHIELD	CURB SIDE	CHIPPED	B
ELECTRICAL	BATTERIES	BATTERY COMP	WEAK	A
LIGHTING	LED LIGHT	CURB SIDE #2 FRONT NEAR	OUT	B
LIGHTING	DOME LAMP	STREET SIDE #1	OUT	B
LIGHTING	ENG. COMP LIGHT OUT	ENG. COMP.	OUT	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Drivers Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 63198 MAKE: GILLIG
 YEAR: 2010 MODEL:
 MILEAGE: 175478 VIN #: 15BGB2719A1178111

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
INTERIOR	# MISSING LOOSE	STREET SIDE #2 SEAT	LOOSE	B
INTERIOR	W/C BARRIER RESTRAINT	CHASSIS SIDE	STUCK	B
SUSPENSION	RADIUS RODS	REAR BOTH LOWER	WORN	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PCC

DATE: 11/23/14 INSPECTOR:

BUS #: 63169 MAKE: GILLIE
 YEAR: 2008 MODEL:
 MILEAGE: 272088 VIN #: 156682714810 79996

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	WINDSHIELD	CURBSIDE	CHIPPED	A
BODY EXTERIOR	FRONT WHEEL PAVEMENT	STREET SIDE	BODY DAMAGE	B
OPERATOR CONTROLS	OPERATOR SEAT	OPERATOR'S COMP	WONT SLIDE	B
ENGINE	CRANKCASE FILTER	ENGINE COMP	LEAKING	A
ENGINE	ALTERNATOR FRONT SEAL	ENGINE COMP	LEAKING	A
BODY EXTERIOR	WINDOW	#2 CURBSIDE	STICKING	A
INTERIOR LIGHTING	DOME LAMPS	#4 CURBSIDE	OUT	B
COOLING SYSTEM	COOLANT	FRONT OF BUS	LEAKING	

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

FLEET MAINTENANCE AUDIT
BUS DEFECT SHEET

CLIENT: PGC

DATE: 11/23/14 INSPECTOR:

BUS #: 63161 MAKE: GILLIG
 YEAR: 2008 MODEL:
 MILEAGE: 251337 VIN #: 15GG827158107988

ACTIVE SPARE CONTINGENCY

CATEGORY (See List Below)	PART OR TYPE OF LEAK	LOCATION	DEFECT	A/B
BODY EXTERIOR	WINDSHIELD	STREET SIDE	CHIPPED	B
BRAKES	ANTI LOCK BRAKE LIGHT	DASH BOARD	ON	A
BODY EXTERIOR	#3 WINDOW	STREET SIDE	STICKING	B
BODY EXTERIOR	#2 WINDOW	CURB SIDE	STICKING	B
ENGINE	OIL PAN	ENGINE COMP.	LEAKING	A
TRANSMISSION	COOLANT LINE	ENGINE COMP.	LEAKING	A
SUSPENSION	RADIUS ROD	REAR STREET SIDE	WORN	B

Accessibility Features • Air System/ Brake System • Climate Control • Destination Signs • Differential • Driver's Controls • Electrical Systems • Engine/Engine
 Compartment • Exhaust • Exterior Body Condition • Interior Condition • Lights • Passenger Controls • Safety Equipment • Structure/Chassis/Fuel Tank •
 Suspension/Steering • Tires • Transmission

Attachment 5(b) Sample OTP Report

Schedule adherence by
Route, for selected routes
for 5 days ending at Dec 23,
2016
for service classes wk

Route	Percent of Timepoints		
	Early	On Time	Late
Route 22	5%	89%	5%
Route 37	6%	87%	6%
Route 11	9%	86%	4%
Route 27	10%	86%	5%
Route 16	10%	85%	5%
Route 25	16%	83%	1%
Route 26	7%	83%	10%
Route 28	10%	83%	7%
Route 34	2%	83%	16%
Route 20	10%	82%	7%
Route 13	4%	80%	17%
Route 21	12%	79%	9%
Route 21 Express	14%	78%	7%
Route 32	8%	75%	16%
Route 24	8%	74%	18%
Route 15 Express	22%	73%	4%
Route 17 (Route 1 Ride)	8%	73%	19%
Route 30	7%	73%	19%
Route 23	9%	70%	21%
Route 36	5%	67%	28%
Route 35	17%	66%	18%
Route 53	3%	64%	33%
Route 33	3%	62%	35%
Route 14	4%	61%	35%
Route 12	6%	59%	35%
Route 35s	3%	59%	39%
Route 18	6%	48%	46%

11 Routes

Route 22-Morgan Boulevard Metrorail/Brightseat
Route 37-Southern Avenue Metro/Indian Head
Route 11-Greenbelt Metrorail Station/Ivy Lane
Route 27-Landover Metrorail Station
Route 16-Greenbelt Metrorail Station/New Carrollton
Route 25-Capitol Heights Metrorail Station
Route 26-Largo Town Center Metrorail Station
Route 28-Largo/BLVD @Capital Centre
Route 34-Suitland Metrorail Station
Route 20-Addison Road Station to Upper Marlboro
Route 13-West Hyattsville Metrorail Station/ County Service Building

16 Routes

Route 21-Upper Marlboro New Carrollton
Route 21-Express-Prince George's County Community
Route 32-Naylor Road Metro Station
Route 24-Capitol Heights Metrorail Station/Rollins Avenue
Route 15-Express-Greenbelt Metrorail Station/Goddard Space Flight Center
Route 17-Route US1-IKEA/College Park Metrorail
Route 30-Branch Avenue Metro Station
Route 23-Seat Pleasant/Fairmont Heights
Route 36-Clinton/MD 5 Park and Ride
Route 35-Southern Avenue Metro-Oxon Hill
Route 53-Villages of Marlborough/Upper Marlboro
Route 33-Padgett's Corner/Fisher Road/Owens Road/Southern Avenue Metro
Route 14-College Park Metrorail/Riverdale Park
Route 12-West Hyattsville Metrorail Station-Chillum
Route 35s-Oxon Hill Park and Ride/National Harbor
Route 18-Langely Park Prince George's Plaza

*80% and above

*below 80%



Ruthern L. Baker, III
County Executive

PRINCE GEORGE'S COUNTY GOVERNMENT



Department of Public Works and Transportation
Office of the Director



January 16, 2013

Mr. Steve Shaw
Regional Vice President
Veolia Transportation Services, Inc.
2100 Huntingdon Avenue
Baltimore, MD 21211

Dear Mr. Shaw:

This letter addresses and resolves several outstanding contractual disputes arising from the contract between Prince George's County, Maryland and Veolia Transportation Services, Inc. (the "Contract") which were the subject of previous correspondence and emails between the parties' representatives (reference Veolia's letter dated November 15, 2012, the County's letter dated December 10, 2012, and Mr. Steffes' email of December 24, 2012). The specific terms of our agreement are as follows:

1. Veolia permanently and forever waives its claims of \$352,561.31 for direct charges for maintenance of buses (reference Section 2.a)ii) of the Contract) and for liquidated damages withheld by the County prior to June 2012.
2. The County forever releases and waives any claim to the liquidated damages assessed against Veolia's July/August 2012 payment invoices, and agrees to take reasonable efforts to expedite transmittal of the applicable withheld funds to Veolia's account.
3. The County and Veolia agree to work cooperatively to implement the work scope, provide the respective resources and meet the schedule set forth in the Plan for Route Re-timing attached hereto as Exhibit A for purposes of re-routing, re-scheduling and re-timing the County's transit bus system (the "Plan"). Veolia also agrees to assist the County's efforts to address identified NextBus hardware and software concerns including the installation of new hardware.
4. Subject to the parties' continued good faith efforts to satisfy their respective obligations in accordance with the terms of the Plan, the County agrees to temporarily suspend its right to assess liquidated damages against Veolia for on-time performance measurement with respect to any route in accordance with the terms of the Contract and any amendments thereto until the completion of re-timing/rescheduling of the route group in which any such route was included in accordance with the terms of the

Inglewood Centre 3
(301) 883-5600

9400 Peppercorn Place, Suite 300
FAX (301) 883-5709

Largo, Maryland 20774
TDD (301) 985-3894

Steven Shaw
January 16, 2013
Page 2

Plan, provided that any assessment of liquidated damages with respect to any completed routes shall be based on a minus 2/plus 7 minutes parameter and mutually agreeable time points and extenuating factors as set forth in the following paragraph, and appropriate simultaneous software and hardware upgrades to the NextBus system.

5. Upon the full implementation of any County approved transit system bus re-routing, re-scheduling and/or re-timing implemented in accordance with the Plan as a result of the assistance provided by Veolia, the parties will amend the Contract to formally adopt a minus 2/plus 7 minutes parameter for on-time performance, to include mutually agreeable time points, and to revise and confirm mutually agreeable extenuating factors which are to be considered prior to assessing liquidated damages on all routes. Veolia and the County agree that such time points will be in an amount greater than 3 per route and less than 100% of the current stops per route.
6. Notwithstanding the parties' foregoing efforts to bring resolution to the contractual disputes between the County and Veolia, except as to the waivers set forth in paragraphs 1 and 2 above, the parties expressly reserve their respective rights under the Contract and do not intend to waive any such rights by virtue of these settlement efforts.

Sincerely,

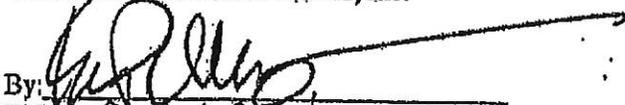


Haitham A. Hijazi
Director

cc: Tracy M. Benjamin, Associate County Attorney, Office of Law
Andre Issayans, Deputy Director, DPW&T
Geraldyn Bruce, Chief, Transit Administration Section, OT, DPW&T

Agreed and Accepted:

Veolia Transportation Services, Inc.

By: 
Title: President and COO

1/16/13

Plan for Route re-timing

Prince George's County TheBus

Steering Committee:

- Prince George's County (B. McReynolds, G. Bruce, C. Schuettler, V. Lowe, Abul Hassan)
- Veolia (J. King, D. Umbaugh S. Shaw or designee, Technical staff person)

Working Team:

- 1 Transit Planner (Veolia)
- 1 Transit Analyst (Veolia)
- 6 Ride Checkers (3 Road Supervisors and 3 County Representatives)

Phase 1: Planning

- Project planning meeting (week of January 14 – tentatively scheduled for January 17)
 - Participants
 - Working team
 - Steering Committee
 - Activities
 - Discussion of goals, metrics including location of bus stops (latitude and longitude), and overall timelines. Routes will be data checked, assessed and new timing and schedules implemented by groups of routes (approximately 5 routes per group although some groups may have more, or less, than 5 routes depending on what make the most sense operationally and from a schedule perspective)
 - Alignment on key factors to consider in analyzing route performance, both peak and non-peak (e.g. the number of buses on the route, wheelchair passengers, adding value to SmartTrip)
 - Agreement and sign off on the methods/devices to be used to collect the data
 - Develop work plan to deploy the new NextBus hardware and possibly correct the wiring on buses identified by Nextbus as incorrect from the Gillig factory
- Agreement on project activities and schedule (week of January 14)
 - Participants
 - Working team
 - Steering Committee
 - Activities
 - Transit Planner presents specific workplan of daily actions on routes
 - Veolia/Prince George's County agree on implementation of proposed workplan
 - Veolia/Prince George's County agree on review process and final timeline of implementation

Phase 2: Data Gathering (weeks of January 21 – May 31).

- Under direction of Transit Planner, a team of Ride Checkers analyze routes according to work plan
 - According to standard planning practices, 2-people shall simultaneously check each entire route on two days over a period of 2 weeks. Each route check shall include observation during a.m. peak, p.m. peak and midday non-peak hours.
 - Route checkers will work to complete one group of routes at a time beginning no later than January 21, 2013 – although, depending on agreement of Steering Committee

with respect to scheduling, there could be some overlap of data checking work between 2 of more groups of routes

- This work could be completed from February 15 to May 31 (for the fifth, and final, group of routes), with an extra week for follow-on analysis.
- ◆ Transit Analyst will present proposed bus schedules for discussion in weekly update meetings, which shall be attended by the following participants:
 - Weekly Update Meeting Participants:
 - Veolia
 - Prince George's County Planning Staff
 - Transit Planner
 - Transit Analyst
 - Steering Committee

Phase 3: Analysis and alignment

- Schedule presentation meetings (weeks of February 15 – June 15)
 - Participants:
 - Working team
 - Steering Committee
 - Activities
 - Steering committee modifies or requests further analysis of proposed bus schedules, if necessary
- Agreement on proposed schedules for implementation, on a rolling basis, beginning the week of February 21 (for first group of routes)
- Steering Committee to conduct public review process and public hearings, if required

Phase 4: Rolling implementation (weeks of March 1 – July 1)

- The Steering Committee will plan all needed changes and implement the proposed schedules on a rolling basis starting March 1, 2013. Such changes include without limitation the following:
 - Signage
 - Schedules
 - Professional operator training
 - Driver Pick as required by CBA
 - Dispatch Software updates as applicable to new routes
 - Installation of NextBus hardware on the entire fleet
 - Update of all NextBus maps, timepoints, flag stops by the County, verification by Veolia.
- The parties shall work appropriately toward completion of each group of routes on a rolling basis by July 1, 2013
 - Parties will work cooperatively toward a rolling implementation schedule and updates to NextBus as follows: Group 1 (approximately 5 routes) – March 1, 2013; Group 2 (approx. 5 routes) - April 1, 2013; Group 3 (approx. 5 routes) – May 1 2013; Group (approx. 5 routes) – June 1 2013; Group 5 (approx. 5 routes) – July 1, 2013.
 - After the completion of each group rescheduling, data collected by Veolia shall be in the General Transit Feed Specification format which is the standard being utilized by NextBus and submitted to the County. The County will provide to NextBus the updated data.
- Implementation of all proposed schedules and applicable updates and hardware installations to NextBus shall be complete with a target date of July 1, 2013.