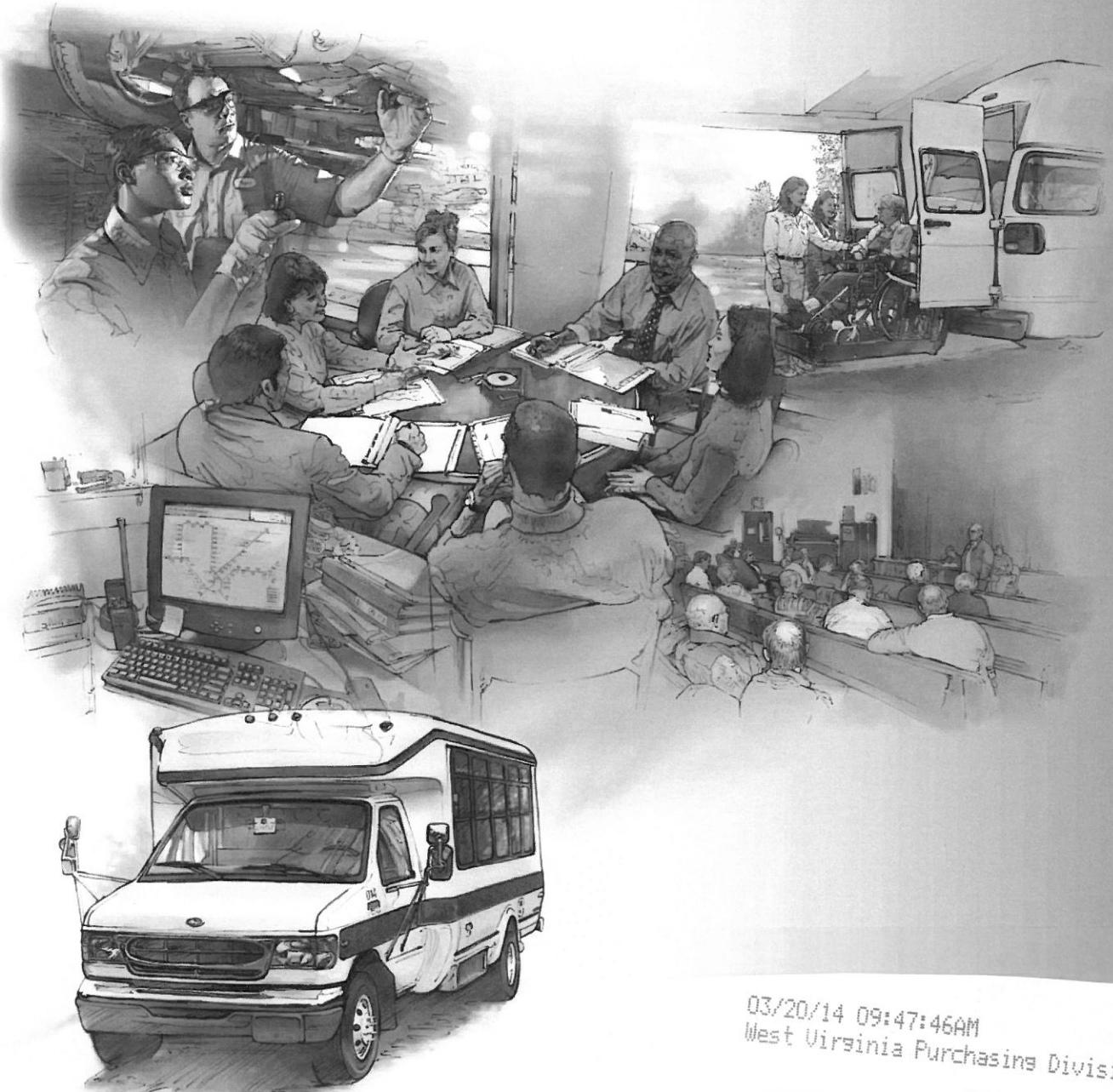




**RFQ: West Virginia Division of Public Transit
Coordination Plans and Updates
PTR14022**

March 19, 2014



03/20/14 09:47:46AM
West Virginia Purchasing Division



Moving Public Transportation Into the Future

Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305-0130

March 17, 2014

Ladies and Gentlemen:

RLS & Associates, Inc. (RLS), a certified DBE by the West Virginia Department of Transportation, is pleased to submit to the West Virginia Department of Administration its quotation, experience, management, and technical qualifications for:

- ◆ The development of or update to coordination plans which meet the requirements of the Federal Transit Administration's (FTA) Section 5310 grant program for the West Virginia Department of Transportation (WVDOT), Division of Public Transit (DPT) and its 11 planning and development regions;
- ◆ Assisting FTA Section 5311 and 5307 recipients to coordinate to the maximum extent feasible;
- ◆ Assisting Metropolitan Planning Organizations with coordination efforts, if requested; and,
- ◆ Providing technical assistance to organizations in the area of coordination.

RLS exceeds the proposal requirements of three examples of work experience with FTA grant programs and working experience with two other state departments of transportation in assisting them in complying with FTA Section 5307, 5310, and 5311 recipients. Further, each team member has been carefully selected for his or her specific expertise and contribution to this project, ranging from expertise with State-level Section 5310 Program administration to public outreach and consensus building for coordinated transportation services. Specifically, the RLS team possesses a solid background and experience with Moving Ahead for Progress in the 21st Century (MAP-21) legislation, and Federal Transit Administration programs, including Sections 5310 (including the former Section 5317 program) and 5311 (including the former Section 5316 program); extensive experience in providing technical support and assistance to State DOTs; and successful development and implementation of Coordinated Human Services and Transportation Plans.

For more than a quarter century, RLS has focused on providing valuable technical assistance and support to public transportation and human service transportation systems across the country, including many in West Virginia. RLS has had the privilege of assisting the DPT and several of West Virginia's urban and rural transit systems for more than eight years. With its staff of public and human service agency planning experts, RLS is prepared to again, and looks forward to, assist the DPT with the planning and technical assistance activities included in RFQ Number PTR14022.

Each team member's experience and credentials are more fully described in the appropriate sections of the enclosed RLS response along with resumes and specific examples of RLS' work experience and performance. RLS recently expanded its team to include Mr. Kelly Shawn, formerly of the Community Transportation Association of America, and Mr. Michael Noel, formerly of Lazaro & Noel Consultants & Trainers. If selected for this project, Kelly and Michael will offer decades of transit expertise along with fresh insight to the RLS team's approach to coordinated transportation planning in West Virginia.

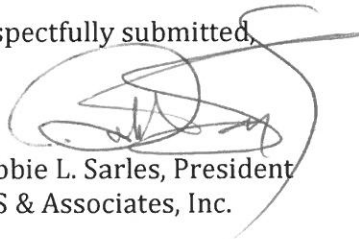
Our proposed Project Manager for this project is Ms. Laura Brown. Laura was the Project Manager and major contributor to the 2011 West Virginia Regional Coordinated Transportation Plan Updates. While the 2011 database of local stakeholders, local media contacts will require minor updates, that information combined with Laura's awareness of both the existing services and the historical transportation challenges and opportunities in each county will ensure that the MAP-21 updates are completed in the most comprehensive and cost-and time-efficient process. Ms. Brown has been a major contributor to more than 40 local rural and urban coordinated public transit-human service agency transportation plans and updates, including seven MAP-21 compliant plan updates in Ohio, Indiana and South Dakota. She is extensively familiar with MAP-21 regulatory requirements as well as the other Federal, State, and Local funding programs that can be leveraged through coordinated transportation efforts.

As Project Principal, I have been extensively involved in the conduct of all RLS commitments, including those in West Virginia. The proposed project approach and relevant company qualifications are included herein. Of particular relevance to this project is RLS' extensive national expertise in interpreting and accurately applying Federal Guidelines regarding Federal Transit Administration's Elderly Individuals and Individuals with Disabilities (5310), Rural Transit Program (5311), Moving Ahead for Progress in the 21st Century (MAP-21), and other programs that typically provide funding for transportation-related services to public and human services coordinated transportation programs.

I believe RLS has experience second to none in the topics encompassed in this project. As RLS President, I am the individual authorized to negotiate this offer. You may contact me by telephone at (937) 299-5007, email at rls@rlsandassoc.com, or mail at 3131 South Dixie Highway, Suite 545, Dayton, Ohio 45439.

RLS is a woman-owned and operated business. The company was founded as a sole proprietorship in 1987 and incorporated in 1990. RLS is an Equal Opportunity Employer as supported by the RLS Affirmative Action Plan, available for review upon request.

Respectfully submitted,



Robbie L. Sarles, President
RLS & Associates, Inc.

RLS:dt

Enclosure

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
POST OFFICE BOX 50130
CHARLESTON, WEST VIRGINIA 25305-0130
01/29/2014

RECEIVED FEB 04 2014

ROBBIE L SARLES
RLS & ASSOCIATES INC
3131 S DIXIE HWY STE 545

DAYTON OH 45439

THIS IS TO CONFIRM RECEIPT OF YOUR VENDOR REGISTRATION FEE. PAYMENT OF THE FEE ENABLES YOU TO PARTICIPATE IN THE PURCHASING DIVISION'S COMPETITIVE BID PROCESS AND ENTITLES YOU TO A ONE-YEAR SUBSCRIPTION TO THE WEST VIRGINIA PURCHASING BULLETIN. A NEW ISSUE OF THE WEST VIRGINIA PURCHASING BULLETIN IS POSTED ON OUR WEB SITE EACH WEEK. BID OPPORTUNITIES ESTIMATED AT \$25,000 OR MORE ARE ADVERTISED IN THIS PUBLICATION. WE ENCOURAGE YOU TO LOG ON AND VIEW THE BULLETIN EVERY FRIDAY SO AS NOT TO MISS IMPORTANT BIDDING OPPORTUNITIES. OUR WEB ADDRESS IS:

[HTTP://WWW.STATE.WV.US/ADMIN/PURCHASE](http://www.state.wv.us/admin/purchase)

IN ORDER TO ACCESS THE WEST VIRGINIA PURCHASING BULLETIN, YOU WILL NEED YOUR VENDOR NUMBER, GROUP NUMBER (IF ANY), AND YOUR PASSWORD WHICH ARE PRINTED BELOW. YOUR ACCESS WILL BECOME EFFECTIVE ON THE FIRST MONDAY AFTER 01/29/2014, STATE HOLIDAYS EXCLUDED.

HELPFUL TIPS: YOUR COMPUTER-GENERATED VENDOR NUMBER BEGINS WITH AN ASTERISK, BUT DO NOT USE THE ASTERISK WHEN LOGGING IN. ALSO, OUR LOGIN SCRIPT IS CASE SENSITIVE. THEREFORE, IF YOUR VENDOR NUMBER CONTAINS A CHARACTER LIKE A, B, OR C, PLEASE TYPE IT IN UPPER CASE.

IF YOU HAVE QUESTIONS, FEEL FREE TO CONTACT US AT 304-558-2311 OR JEANNE.B.BARNHART@WV.GOV. THANK YOU.

SINCERELY YOURS,



VENDOR REGISTRATION

VENDOR NUMBER : *128112315
GROUP NUMBER :
PASSWORD : 15894



RECEIVED JUL 11 2013

WEST VIRGINIA
DEPARTMENT OF TRANSPORTATION
1900 Kanawha Boulevard East • Building Five • Room 109
Charleston, West Virginia 25305-0440 • (304) 558-0444

Earl Ray Tomblin
Governor

Paul A. Mattox, Jr., P. E.
Cabinet Secretary

RECEIVED JUL 12 2013

July 8, 2013

Ms. Robbie Sarles
RLS & Associates, Inc.
3131 S. Dixie Highway, Suite 545
Dayton, OH 45439

Dear Ms. Sarles:

West Virginia Department of Transportation
Socially and Economically
Disadvantaged Business Certification

This is to inform you that the documents your firm submitted have been reviewed and approved. Your firm will continue to be listed in the West Virginia Department of Transportation, Division of Highways Contractor's Proposals as a firm certified under the provisions of 49 CFR Part 26.

Please be reminded that as a DBE you must inform this office, within thirty days and in writing, of any change in circumstances affecting your ability to meet size, disadvantaged status, ownership, or control requirements or any material change in the information provided in your application form.

If you should have any questions, or if we can be of any assistance, please do not hesitate to contact this office.

Sincerely,

Drema L. Smith, Director
EEO Division

DLS:tw



Moving Public Transportation Into the Future

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Key Staff

I. KEY STAFF

RLS prides itself on an experienced and professional staff that is proficient in a wide variety of disciplines, poising RLS to quickly and effectively respond to its clients' needs. It is this combination of staff and a tried and proven system of project management and customer service that places RLS ahead of many of its competitors. RLS has put together a team for the West Virginia Coordination Plans and Updates that continues RLS' history of success; individual team members are presented below along with their areas of expertise. Table 1 provides a matrix to summarize relevant areas of expertise by team member. The paragraphs that follow offer additional clarification.

Table 1: Areas of Expertise by Proposed Team Member

RLS Project Team Member	Project Area of Responsibility	Area of Expertise Relevant to the Project									
		Coordinated Transportation Planning	Public Outreach & Involvement	MAP-21	Intercity Bus	Americans with Disabilities Act	Section 5310	(former) Section 5316	(former) Section 5317	Section 5311, 5307	Regional Coordination Planning
Robbie Sarles	Principal-in-Charge (all tasks)	√	√	√	√	√	√	√	√	√	√
Laura Brown	Project Manager (all tasks)	√	√	√			√	√	√	√	√
Kelly Shawn	Co-Lead for Plans/Updates/WVTCC	√	√	√	√		√	√	√	√	√
Richard Garrity	TA	√		√		√	√	√	√	√	√
Michael Noel	TA to Division, WVTCC or MPO	√	√	√	√	√	√	√	√	√	√
Rosamary Amiet	TA to Division, WVTCC or MPO	√	√	√	√		√	√	√	√	√
Patti Noel	Support on Coordination Plans	√	√	√			√			√	
Julie Schafer	Co-Lead for Plans/Updates	√	√	√		√	√	√	√	√	√
Zach Kincade	GIS and Support	√	√				√			√	
Alex Schultze	Public Outreach and Support	√	√							√	

*TA = Technical Assistance

RLS & Associates, Inc. (RLS) is prepared to dedicate the necessary staff and time to the project to ensure that all work is conducted responsively and responsibly. Because of the diverse expertise of the RLS staff, and their close proximity to West Virginia, we are confident that we can address all needs and requests presented by the DPT or its subrecipients in a timely and cost-efficient manner with excellent quality.

Ms. Robbie Sarles will be responsible for project oversight, quality assurance, adherence to the timeline and budget, and client satisfaction. She will be available to meet with the DPT to discuss project status, whenever required or requested. Ms. Sarles will be dedicated at a level of 10% availability to perform project work.

Ms. Laura Brown will serve as a Project Manager and will be coordinating the public outreach activities and schedule of Human Service Coordination Plans and Updates and reviewing the opportunities for and actual level of local input at each step in the planning process for completeness, and compliance with FTA, MAP-21, and DPT requirements. Ms. Brown will also be the primary lead in preparing the Executive Summary and the RLS primary point of contact for all local coordination plan participants.

Mr. Kelly Shawn and Ms. Julie Schafer will serve as the Lead Consultants during local public meetings and will lead the local stakeholders through development of the needs assessment and prioritized coordinated transportation strategies. In this capacity, Mr. Shawn and Ms. Schafer will be the primary leads for the team by working with local stakeholders to identify goals and gaps in service by county and by region, and identification of best practices in local coordination activities. They will also be available for progress meetings and presentations to the DPT and West Virginia Transportation Coordinating Council, upon request of the DPT. Mr. Shawn will be dedicated at a level of 80% availability to perform project work, and Ms. Schafer will be dedicated at 75% availability to this project.

Mr. Richard Garrity, Mr. Michael Noel, and Ms. Rosamary Amiet have a combined total of over 100 person-years of experience in the transit industry, and will be tasked primarily with providing technical assistance to the Division, WVTCC or MPO coordination projects and/or activities. On-going technical assistance to support will be available from the team, as needed. The above noted team members will also provide a supportive and advisory role in the review of Plans, Evaluations, and Updates. Mr. Garrity will be dedicated at a level of 15% availability, Mr. Noel will dedicate 80% availability, and Ms. Amiet will dedicate 35% availability to perform technical assistance for the project.

Ms. Patti Noel, Mr. Alex Schultze, and the RLS GIS technician, Mr. Zach Kincade, will provide support to the Lead Consultants in each task and provide expertise pertaining to creative, appropriate, and successful project outcomes. Ms. Noel will be dedicated at 90% level of availability to perform project work. Mr. Schultze will be dedicated at 60% level of availability to perform project related work. Our GIS technical support staff will be dedicated at 85% level of availability.

The table below illustrates the level of effort or availability for each staff member. In preparation for the tasks, RLS has also projected the specific tasks on which each RLS team member will focus efforts.

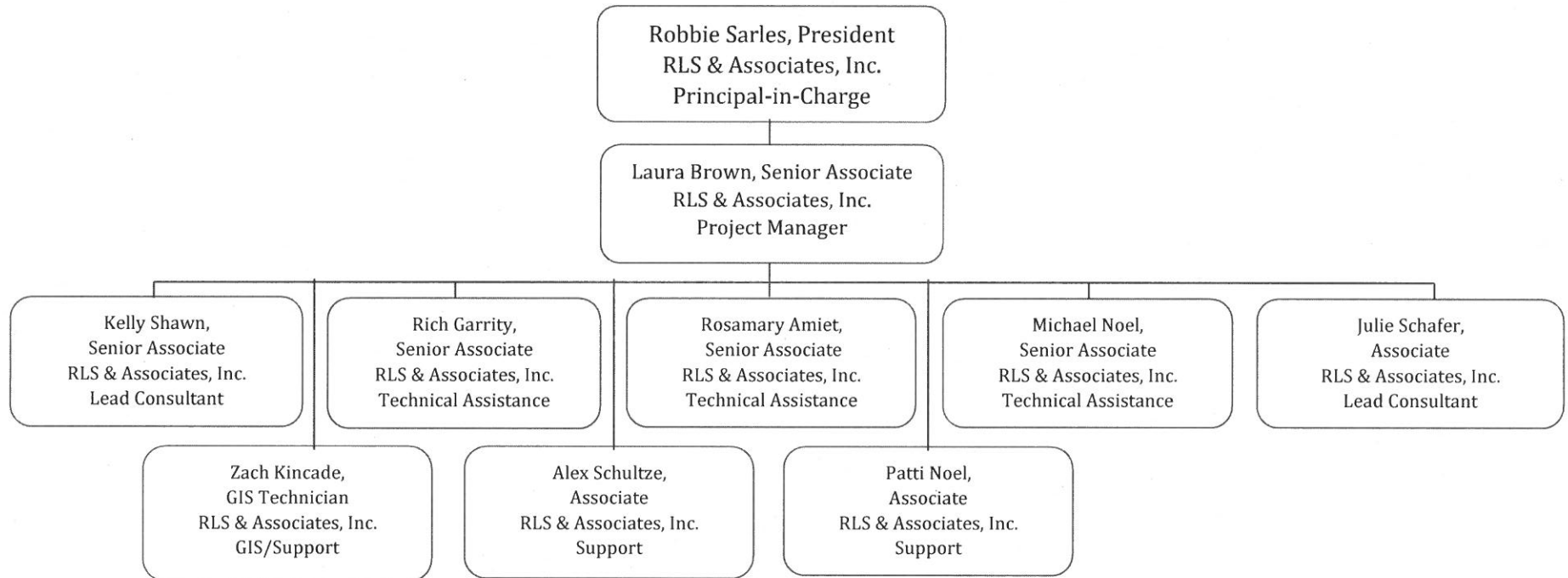
Table 2: Level of Availability and Staff by Task

RLS Project Team Member	Availability Devoted to the Project	Tasks										
		4.2A	4.2D	4.2D	4.2E	4.2F	4.2F	4.2F	4.2G	4.2H	4.2I	4.3
Ms. Robbie Sarles	10%	•	•	•	•	•	•	•	•	•	•	•
Ms. Laura Brown	85%	•	•	•	•	•	•	•	•		•	•
Kelly Shawn	85%	•	•	•	•	•	•	•	•	•		•
Richard Garrity	15%										•	•
Michael Noel	80%		•	•						•	•	•
Rosamary Amiet	35%				•	•	•	•			•	
Patti Noel	90%	•	•	•						•		
Julie Schafer	40%	•	•	•	•	•	•		•	•	•	•
Zach Kincade	85%	•	•	•	•	•	•	•				
Alex Schultze	60%		•	•								

STAFF QUALIFICATIONS

RLS & Associates, Inc. (RLS) is aware that a well-organized, clearly defined project management plan is critical to conducting the proposed work effort in an efficient, cost-effective manner. As such, RLS has assembled a project team made up of individuals that offer the depth, creativity, and experience necessary to meet project needs. The following is a brief description of the RLS Team's experience and qualifications relevant to the proposed scope of work. Staff professional biographies are provided subsequent to the project organizational chart. Complete resumes are provided after the RLS firm qualifications overview.

RLS Project Team Organization Chart



Robbie L. Sarles, President

For over 33 years, Ms. Sarles has worked in the public transportation field in both the public and private sectors in progressively responsible positions, culminating in the founding of RLS & Associates, Inc. in 1987. For much of that time, she has provided transportation management consulting services to public transit systems, paratransit systems, government agencies, and the private sector, working directly with senior level DOT staff, legislators, local elected officials to discuss complex issues. Ms. Sarles has personally developed dozens of transit development and service plans, and conducted hundreds of compliance reviews, bot general and topic-specific for transit systems of all sizes, all over the country. Ms. Sarles has built a well-respected reputation for developing sound, practical solutions that are both realistic and implementable.

Under Ms. Sarles' direction, RLS has grown into a widely respected consultant company which provides transportation management and operations consulting services to transportation providers and communities throughout the United States, Canada, and the Virgin Islands. This woman-owned business enterprise works exclusively in the transit industry and specializes in providing consulting assistance to small, medium, and large public transit systems, federal and state departments of transportation, government agencies, and paratransit operators. Ms. Sarles and the RLS staff are unequaled in their experience and knowledge of Federal Transit Administration (FTA) programs and regulations, including Sections 5310, 5311, Charter, Intercity, MAP-21 coordination requirements, cost allocation and community transportation, including non-emergency medical transportation (NEMT), and American Recovery and Reinvestment Act (ARRA) funding. RLS also has a documented, successful history of over 24 years in assisting and supporting State Departments of Transportation as these often understaffed, overworked agencies work to support and assist their local public transit systems.

As RLS President, Ms. Sarles is the Principal-in-Charge of all RLS projects and, as such, is responsible for the projects from proposal inception and development to contract award and completion of the work. In the initial proposal phase, Ms. Sarles works closely with the assigned project manager, reviewing and approving all budgets and staffing assignments, and providing input into the proposal scopes of work. As projects are awarded, Ms. Sarles continues to work closely with the project manager, monitoring expenditures and the overall progress of the work to ensure that the clients' goals are met or exceeded. In addition to her Principal-in-Charge role, Ms. Sarles also serves as the project manager for several projects.

Ms. Sarles is the Principal-in-Charge for several State DOT technical assistance engagements, including those for the Indiana, Ohio, New Hampshire, and Wisconsin Departments of Transportation as well as contracts for specified technical assistance for Illinois and Oregon. Ms. Sarles has also provided technical assistance for several other Departments of Transportation including West Virginia, Alabama, New York, Nevada, Georgia, Michigan, Tennessee, Virginia, and Wisconsin. Additionally, Ms. Sarles has conducted dozens of transportation development plans, compliance and/or management performance reviews, needs assessments, and marketing plans directly for a large number of transit systems. She is familiar with all aspects of public transportation services, including operations, management, personnel, budgets, administration,

financial management, planning, recordkeeping, and service monitoring. She has been consulted on several high profile projects that involve regulatory compliance. And, she is a recognized expert in the field of substance abuse management and the FTA's Drug and Alcohol Regulations. She was the primary contributor to FTA's Drug and Alcohol Regulations Implementation Guidelines, the FTA Prescription and Over-the-Counter (RX/OTC) Medications Toolkit.

Ms. Sarles has also served as an instructor at over 900 workshops with over 6,000 attendees. Her success is attributed to her ability to communicate complex concepts in an understandable manner. Her training also reflects her understanding of the small urban and rural transit environment and extensive knowledge of the subject matter. Training programs have been provided on the following topics:

- ◆ Substance Abuse Management
- ◆ Reasonable Suspicion Determination;
- ◆ Financial Management Guidelines (AASHTO);
- ◆ Human Service Coordination;
- ◆ Civil Rights and Title VI Compliance;
- ◆ Productivity and Supervisory Skills (PASS);
- ◆ Management and Productivity Skills (MAPS);
- ◆ ADA Complementary Paratransit Service Requirements;
- ◆ Safety and Security;
- ◆ Third Party Contracting;
- ◆ ADA Demand Responsive Equipment Service Requirements;
- ◆ ADA and Human Service Agency Transportation Services;
- ◆ Service Planning;
- ◆ Pricing Paratransit Services;
- ◆ Role of the Governing Board;
- ◆ Innovative Services and Market-Based Planning; and
- ◆ Risk Management.

Ms. Sarles received a Master's of Science in Civil Engineering and a Master's of City and Regional Planning from the Ohio State University in 1981. Her Bachelor of Science was received from Western Kentucky University. Ms. Sarles is also an Adjunct Professor at the Wright State University in Dayton, Ohio, for the Public and Social Service Transportation Certification Program.

As the Principal-in-Charge of this effort, Ms. Sarles will be tasked with the oversight of the work effort, including budget compliance and staff assignments. Ms. Sarles will meet with DPT staff as appropriate to discuss project progress and provide technical advice.

Laura Brown, Senior Associate

Ms. Brown is the proposed project manager for the project. She brings a diverse background of over 11 years of transit planning experience supplemented with financial management experience. Her professional focus while at RLS has been primarily set on coordinated and regional transportation planning efforts. Her current and recently successfully completed projects include Project Manager of the West Virginia Statewide Regional Coordinated Transportation Plan Updates, including the KYOVA TMA Coordinated Transportation Plan;

Indiana Statewide Coordinated Public Transit Human Services Transportation Plan Updates (2012-2013) (which included 11 rural regional coordinated transportation plans); Coordinated Public Transit Human Services Transportation Plan Update for the Indianapolis region; Union County Ohio Coordinated Human Services Transportation Plan Update (2013); Study to assist the Lowcountry RTA in expanding the availability of the Central Indiana Regional Transportation Authority (CIRTA) regional On-Demand/Rural Transportation Plan; the Coordinated Transportation Action Plan for Lee-Russell Counties Alabama, a United We Ride pilot project for Alabama DOT and Alabama Department of Senior Services; Coordinated Public Transit-Human Services Transportation Plan Updates for Anchorage and Sitka, Alaska; and, Coordinated Public Transit-Human Services Transportation Plan Feasibility Study for Delaware County, NY, which resulted in implementation of a human services coordination program.

For this project, Ms. Brown will be the Project Manager for preparing and updating regional Coordinated Public Transit Human Services Transportation Plans and ensuring that all aspects of the plans are compliant with FTA regulations and meet the requirements set forth by MAP-21 regulations and the West Virginia DPT. Ms. Brown will also be available to provide technical assistance to the Division and local/regional coordination partners, as appropriate.

Kelly Shawn, Senior Associate

Mr. Kelly Shawn recently joined RLS & Associates, Inc. to lead RLS' tribal transit and service operations division. He brings 26 years of experience in the transportation industry, most recently with the Community Transportation Association of America (CTAA). An experienced trainer, facilitator, and project manager, Mr. Shawn has worked with dozens of diverse community and tribal transit systems during his career. His experience with Medicaid, privately contracted, and intercity transportation services add to his impressive background and professional understanding of the transportation industry. Mr. Shawn's technical assistance, project manager, and training experience, combined with his strong knowledge and background in rural and tribal transit make him a valuable addition to the RLS team.

Mr. Shawn is concentrating on service and operations planning projects for RLS and in his short time with RLS, has served as the Project Manager for the Yankton Transit, South Dakota, Coordinated Transportation Plan Update; lead investigator for the Bloomington Transit, Indiana, Title VI Policy and LEP Plan development; and Project Manager for the Wichita Transit Paratransit Service Evaluation. He is also conducting compliance reviews for the Oregon DOT.

Prior to RLS, Mr. Shawn was the Assistant Director for Technical Assistance Programs for the Community Transportation Association of America (CTAA). While at CTAA, Mr. Shawn provided on-site technical assistance to urban, rural and tribal communities nationwide assisting in the development of coordinated accessible transit and facility service plans. His responsibilities included work with local, tribal and state governments, private industry, human service agencies, and Federal agencies on transit solutions for economic development, employment transportation, and general public transit. During his tenure at CTAA, Mr. Shawn became versed in the many issues surrounding Medicaid and non-emergency medical transportation (NEMT). He also developed and provided training to transit professionals, state transit associations and

national audiences on Federal regulations, transit management, driver training and customer service. While Mr. Shawn's projects gave him a diverse, national perspective of transit, perhaps none made as significant an impact as his work on-site with local, state and Federal officials to develop transportation solutions for persons with disabilities and displaced residents in the aftermath of Hurricanes Katrina and Rita at the request of Louisiana DOTD. Prior to CTAA, Mr. Shawn was the Contract Manager with Metro Access of Maryland where he managed a \$2 million paratransit provider contract for Washington Metropolitan Area Transit Authority (WMATA), working with contracted broker staff to achieve performance standards and maintain the highest level of customer service for persons with disabilities while complying with the Americans With Disabilities Act. He also managed a Medicaid Transportation contract Prince Georges County and private pay transportation providers to provide service to ambulatory riders requiring transportation to medical services. Annual ridership for this service was around 200,000. Mr. Shawn interacted with WMATA management, local county officials, the Department of Human Resources, and Maryland State officials to improve this service.

Finally, Mr. Shawn was Operations Manager for American Coach Lines, Inc., one of the largest charter and tour bus companies on the East Coast, and was General Manager of Ground Transportation for the Washington Flyer, where he managed bus and van transportation services at Washington National (Reagan) Airport.

Mr. Shawn earned a B.S. in Business Administration from Lynchburg College, Lynchburg, VA and holds various professional certificates, including Passenger Service and Safety (PASS) and CTAA Certified Master Trainer. He has also authored and/or contributed to a number of national publications including TCRP Synthesis 71, Paratransit Managers Skills, Qualification and Needs, 2006; TCRP F-14, Recruitment, Performance and Retention of Quality Paratransit Managers, 2008; TCRP F-14, Recruitment, Performance and Retention of Quality Paratransit Managers, 2008; TCRP A-33 Communication with Vulnerable Populations: A Transportation and Emergency Management Toolkit, 2011; TCRP A-36 Command Level Decision Making For Transit Emergency Managers, 2012; TCRP A-37 Paratransit Emergency Preparedness and Operations Handbook, 2012; and NCHRP 20-59 (32) A Transportation Guide For All Hazards Emergency Evacuation, 2012.

Mr. Shawn will serve as one of the two Lead Consultants administering and providing oversight to the outreach process, development of the needs assessment, and prioritized coordinated transportation strategies. He will be the lead on the development of goals to address identified unmet needs.

Julie Schafer, Associate

Ms. Schafer joined RLS & Associates, Inc. after a successful career with an area agency on aging in southeast Indiana whose mission was to provide service to help individuals maintain independence. In addition to the Adult Guardianship Program, Senior Nutrition, the 2-1-1 information program, and a variety of other programs, Ms. Schafer managed a seven county public transit system. Added to her strong management skills, Ms. Schafer brings considerable

expertise in state and federal compliance, grant writing, resource development, data analysis, and policies and procedures.

In her tenure with RLS, Ms. Schafer has immersed herself in several high profile projects. She is currently the Project Coordinator and RTAP Newsletter editor for the Wisconsin Rural Transit Assistance Program (RTAP), coordinating training and technical assistance projects for Wisconsin's rural, small urban, and mobility management projects. Additionally, Ms. Schafer is the Rural Circuit Rider for the Ohio Department of Transportation, providing one-on-one technical assistance to address compliance and other issues at identified local transit systems; project manager for locally developed coordination plans in Pickaway and Scioto Counties, Ohio; Project Manager for a planning study for Fayette Area Rural Transit, Washington C.H., Ohio; lead consultant for several Indiana locally developed coordination plans; project manager for the Minnesota Transit Manager training program; a lead trainer for the Ohio DOT Transit 101 Transit Manager training; and overseeing a comprehensive survey to document the before and after costs of implementing a state-mandated fitness for duty program for the State of Indiana which will have a national impact on the implementation of similar programs in states across the country. Past projects include providing research and support for the Ohio Statewide Mobility Program; a lead researcher for a prescription and over-the-counter post accident survey for the Federal Transit Administration; assisting with the Community Transportation Service Plan updates for Montgomery and Randolph Counties in North Carolina; updating the coordination plan for the West Virginia Region 11 Regional Planning and Development Council; assisting with the update of the coordination plan for the Toledo, Ohio Metropolitan Council of Governments; conducting Section 5311 compliance reviews for the Indiana DOT; lead contributor for the Seminole Nation of Oklahoma (SNO) project to assist in the development of a transit plan complete with recommendations for service strategies that will address increased ridership; and assisting with the Erie County, Ohio Feasibility and Implementation Plan to determine the potential for 'co-produced' transportation services in the county. Ms. Schafer is experienced in all aspects of transit operations and is a Certified Community Transit Manager through the Community Transportation Association of America (CTAA).

Ms. Schafer attended Miami of Hamilton University and is a Registered Guardian Certification.

Ms. Schafer will also serve as a Lead Consultant administering and providing oversight to the outreach process, development of the needs assessment, prioritized coordinated transportation strategies, project goals. Ms. Schafer will also take the lead in the identification of best practices.

Richard Garrity, Senior Associate

Mr. Richard Garrity is a Senior Associate with RLS & Associates, Inc. and is based in the Wilmington, NC area. He brings over 35 years progressive experience in transit and paratransit planning, operations and management evaluation, policy development, and state DOT program management of Federal Transit Administration (FTA) programs. Mr. Garrity specializes in transit system planning and operations; Federal regulatory issues, including charter, interstate transportation, and ADA/paratransit operations issues; and is a highly regarded trainer for community transportation programs in a number of areas, including financial management and cost allocation. Mr. Garrity's combination of State DOT experience combined with his many

years of consulting work with the Federal Government as well as state and local governments and all sizes of transit systems make him uniquely qualified on a number of subjects and sought out for his expertise and guidance on complex, high profile projects that require in-depth analysis, investigation, and research.

Recent projects have included Compliance Monitoring Programs for the states of Oregon, Tennessee, and Illinois; the Wichita Transit Paratransit Assessment and Financial Analysis, where he conducted a comprehensive financial analysis of the non-profit operators that are contracted with Wichita Transit to provide ADA paratransit service; the City of Rochester Procurement Assistance, which required a critical review of the City of Rochester Transit's operations and maintenance Request for Proposal (RFP) and coordination and management of the entire RFP process; West Virginia DOT Development of Performance Measures and Workshops, including budgeting, financial forecasting, and data collection for Section 5311 subrecipients; Georgia RTA RHST Reporting Services, updating the current state of coordination, MAP-21, Affordable Care Act, and other changes in Federal laws and regulations. He also identified State and Federal barriers to increase coordination and make recommendations to reduce the impact of the barriers; DART Mobility Management Implementation Plan, a review of the work program and drafts of reports, major technical memoranda's, and significant deliverables to maintain consistent level of deliverables to the client. RLS will also assist with reviewing and commenting on service plans and provide training workshops on Cost Allocation, Service Contract Development and Execution, and Reporting; Maine Restructure NEMT in the State, the development of a strategic approach and cost information necessary to guide the agency in evaluating its response to the Maine Department of Health and Human Services RFP that will restructure the delivery of Non-Emergency Medical Transportation (NEMT) in the state; the TCRP Project "Impact of Non-Emergency Medical Transportation on Transit Agencies," and the Ohio Mobility Improvement Study.

Prior to entering the consulting field in 1984, Mr. Garrity administered the Section 5311 and Section 5310 programs for the North Carolina Department of Transportation. While at NCDOT he was an original and founding member of the National Transportation Accounting Consortium. He authored the Department's first State Management Plan for the Section 5311 program and completely re-organized the Department's procedures for administering the Section 5310 program, including centralized state procurement and requisition processes. Under his tenure, the Department was recognized as a national leader in rural public transportation, and he was frequently called upon by both FHWA and FTA to provide technical assistance to other state departments of transportation.

For this project, Mr. Garrity will provide technical assistance to the WV DPT, WVTCC, or MPO, as directed and appropriate within the scope of the project.

Michael Noel, Senior Associate

Mr. Noel joins RLS after nearly 40 years in the transit and paratransit industry to focus on strategic and statewide planning and safety and security and also to serve as lead trainer for RLS' training division.

In Mr. Noel's long career in the transit field, he has served as a trainer and consultant specializing in safety, security, management, leadership, customer service, strategic planning and

organizational development. He has trained over 10,000 transit professionals in 42 states, and has helped author many of the leading publications that guide the industry today. He is also an experienced transit manager, having developed and managed the Community Action Rural Transportation (CART) system, a six county organization created to coordinate transportation services for a variety of social service agencies. He also served as the Rural and Specialized Services Division Director for Cambria Area Rural Transit (CART) located in Patton, Pennsylvania. In this position, Mr. Noel managed the fixed route and shared ride services provided by CART in the 44 municipalities that made up the rural service area. He directly supervised the management and operation of both employed and subcontracted transportation staff and oversaw the development of a comprehensive and coordinated transportation system that provided services to all county human services agencies. He helped to develop unique funding strategies and marketing materials to continue a progressive growth pattern for the Division, which, during his tenure, grew by more than 400%. He later developed the Pennsylvania Transportation Resource and Information Network (Penn TRAIN) organization to provide training, resources, and technical assistance to Pennsylvania's Public and Community Transportation systems. This included developing the needs, proposals, and syllabuses for training, identifying training sites, coordinating all site arrangements including registration, developing budgets and brochures, delivering and evaluating training programs, and all other details associated with large and small group training.

Mr. Noel is a founding member of the Community Transportation Association of America (CTAA) and has served on various committees of the American Public Transit Association (APTA) over the course of his long and distinguished career. He is also a subject matter expert on a host of transportation projects and helped author numerous materials including the *National RTAP Threat, Vulnerability & Emergency Preparedness Toolbox, Safety Training and Rural Transit (START) Boards That Perform and Customer Driven Service*. He is a graduate of PennState University in State College, Pennsylvania.

For this project, Mr. Noel will provide technical assistance and support in the areas of WV DPT, WVTCC, and/or MPO Coordination planning.

Rosamary Amiet, Senior Associate

Rosamary Amiet retired in 2004 from the Ohio Department of Transportation (ODOT) with over 31 years of service. While at ODOT, Ms. Amiet was involved in all aspects of the State and Federal programs administered by the ODOT Office of Transit. At the time of her retirement, she was responsible for directing the Section 5310 and the Ohio Technical Assistance Program (OTEC), a program that uses State general revenue and Federal Rural Transit Assistance Program (RTAP) funds to provide technical assistance and training to ODOT grantees. She also oversaw the development of the Office of Transit's annual report, Status of Public Transit, FTA State Management Review compliance, and was responsible for development of transportation development plans (TDP's) and management performance reviews for Ohio transit systems.

Ms. Amiet developed the criteria and processes for the Ohio Coordination Program, one of only five (5) state programs in the country that directly funds the operation of coordinated

transportation projects, provided guidance and support in the original development and subsequent update of *the Handbook for Coordinating Transportation Services* and the development of its companion document, *A Guide for Implementing Coordinated Transportation Systems*. Ms. Amiet served on the Ohio Statewide Transportation Coordination Task Force, developing Ohio's application to FTA's United We Ride Initiative which resulted in a leadership award for Ohio.

Since joining RLS & Associates, Inc. in 2004, Ms. Amiet has provided technical support and project management for a variety of projects. Current and past projects include the Project Manager for the development of 35' bus specifications for the Ottawa County Transportation Agency; lead contributor for the ODOT Computer Based Training Program, an on-line orientation for Ohio's rural transit managers that covers all aspects of Ohio's Rural Transit Program requirements; Assisted with the development of the ODOT Transit 101, a comprehensive training program for transit managers, from service planning and operations to financial management, procurement, and regulatory compliance. assisted with the development of the Minnesota transit training program; provided technical assistance and support to the Indiana DOT for the update of program applications and state management plans in preparation for the DOT's FTA State Management Review; provided input, research, and support for the Ohio Mobility Improvement Study, a statewide research project to determine the feasibility of a statewide approach to health and human transportation services coordination in Ohio and provides input, editing and quality assurance support for the development and production of Quarterly Newsletters for the Indiana RTAP and Wisconsin RTAP Programs. Other projects include lead researcher for the FTA Prescription and Over-the Counter Medication Study and Toolkit update; editor and quality control and support for the Oregon On-Line Drug and Alcohol Training; lead contributor for the Minnesota Coordination Action Plan and Coordination Tool Kit; lead contributor for the West Virginia Mobility Manager and Coordination Study; lead contributor for the West Virginia Coordination Toolkit and developed the SAFETEA-LU Coordination Plan Instructions and Template; provided technical input into the West Virginia Section 5310 pilot project evaluation and regional coordination plan updates for 11 West Virginia regions; oversaw the update of the West Virginia DOT's Safety and Security Planning Information Directed to Effective Response, or SPIDER, Manual to reflect the current issues and concerns in transit safety and security; lead contributor to the FTA Post Accident Questionnaire and follow-up; and lead contributor and project manager for the Ohio DOT Rural Transit Manual update.

For this project, Ms. Amiet will be responsible for editing all products produced as part of this contract, technical assistance, and providing input and guidance into the overall project.

Patti Noel, Associate

Patti Swartz Noel joins RLS after 15 years of working in the transit and paratransit industries and over 25 years working with education, in public schools and adults venues. Ms. Noel is joining the RLS training team and will also provide support and technical assistance in a number of areas, including safety and security, drug and alcohol, ADA, planning, and coordination.

She has served as Manager, and since 2005, Principal of Lazaro & Noel, LLC, which provides training and organizational development services. She is highly knowledgeable about and has provided assistance with Safety & Security Emergency Plans (SSEPPs) and assessments, Myers-Briggs Type Inventory and training, customer service assessments, standard operating procedures and policy assessments.

Ms. Noel has assisted with logistical set-up of training sessions, conferences and scheduling. With a background in education, she has developed and prepared training materials and integrated PowerPoint presentations. She is very knowledgeable with computers and computer graphic design.

Ms. Noel is familiar with the Federal Transit Administration's rules and regulations, the Americans with Disabilities Act and regulations regarding drug and alcohol testing.

Ms. Noel is a 1988 Graduate of University of Pittsburg with a B.S. in Math Education. She is also a Certified Educator; Certified Myers-Briggs Type Inventory (personality indicator) facilitator; and TransitSCORE (driver training) graduate trainer. She is also a member of the Community Transportation Association of America (CTAA) and past member of Pennsylvania Public Transit Association (PPTA) and PennTRAIN.

For this project, Ms. Noel will provide technical assistance and support in the public input and outreach areas.

Zach Kincade, GIS Technician

Mr. Kincade provides technical support to RLS senior staff in the conduct of service evaluations, comprehensive operational analyses, coordinated human service and public transit plans, including public involvement activities and map development using ArcGIS to represent pockets of targeted populations in a specific study. Mr. Kincade also performs survey analysis and supervises on-off ridership counts as part of service evaluations. Mr. Kincade is proficient in Microsoft Access and uses this database management application to organize RLS projects.

While at RLS, Mr. Kincade has worked closely with other RLS staff to develop, administer, and tabulate surveys for a variety of projects, including the West Virginia Coordinated Public Transit-Human Service Transportation Plan Updates; Greater Dayton RTA (GDRTA) Title VI Survey; Toledo Area Regional Transportation Authority (TARTA) Title VI Study, Lowcountry RTA Coordination Expansion Study; TARTA Updated Coordinated Transportation Plan; Regional Coordinated Area Transportation System (RCATS) Community Transportation Service Plan; GDRTA Market Expansion Survey; Tanana Chiefs Interior Alaska Transportation Study; the Lower Hudson Valley for New York Metropolitan Transportation Council; Capital Metro (Austin, TX) Comprehensive Operational Analysis (COA) and the Springfield Mass Transit District (Springfield, IL) COA; the Matanuska-Susitna Borough Short Range Transit Plan, and the Kodiak Mobility Management Plan.

Along with his knowledge of ArcGIS, Mr. Kincade also works with U.S. Census data to write demographic information for project areas. He has also assisted with survey analysis and supervising ridership counts, managing on site data collection projects for Stark Area Regional Transit Authority and Toledo Area Regional Transportation Authority and processing information for on-off counts, wait times, and passenger surveys. More recently, as the RLS webmaster, he coordinated the update of the RLS website and developed an Access database for organizing the firm's qualifications. He also conducts Section 5310 vehicle reviews for the Ohio DOT and also provides grants management support to the ODOT Office of Transit Staff. In addition, he produces the Indiana and Wisconsin RTAP newsletters as well as all RLS products.

Mr. Kincade has a Bachelors of Science in Geography from Wright State University. He has also attended National Environmental Policy Act Training hosted by Indiana Department of Transportation (INDOT) & Federal Highway Administration (FHWA) and the National Environmental Policy Act Categorical Exclusions Training hosted by INDOT & FHWA (2009).

Mr. Kincade will be conducting all GIS-related tasks and providing survey assistance.

Alex Schultze, Associate

Mr. Schultze is experienced in map development using ArcGIS and survey data entry, having provided technical support to several RLS projects, including the Valparaiso Route Study, Lextran Title VI Study, Indiana Regional Coordination Plan updates; Union County Coordinated Human Services Transportation Plan, Scioto and Pickaway Counties Coordinated Public Transit-Human Services Transportation Plans.

Mr. Schultze's current assignments include supporting the Rural Circuit Rider and Grants Management Team for the Ohio Department of Transportation. In this capacity, Mr. Schultze works one-on-one with transit systems as part of their quarterly reimbursement and operating data requirements. He also provides on-site assistance as needed at various transit systems. In addition, Mr. Schultze has provided technical support in the development of ODOT's revised Computer Based Training (CBT) module and is the ODOT liaison for the Transit 101 series. In addition, Mr. Schultze has assisted the ODOT Rural Circuit Rider with on-site assistance for Chillicothe Transit, Chillicothe, Ohio.

Mr. Schultze has a Bachelors of Science in Public Affairs with a concentration in Environmental Management from the Indiana University. He has also attended the National Environmental Policy Act Training hosted by the Indiana Department of Transportation (INDOT) and the Federal Highway Administration (FHWA) and the National Environmental Policy Act Categorical Exclusions Training hosted by INDOT & FHWA. In addition, he has his 40 Hour HAZWOPER certification.

For this assignment, Mr. Schultze will be providing GIS and outreach support.



Ms. Robbie Sarles is the Founder and President of RLS & Associates, Inc., (RLS) a transit consulting firm specializing in the provision of technical assistance to rural and urban transit systems, Federal agencies, and State Departments of Transportation (DOTs). Ms. Sarles has over 33 years of experience in transit operations, management, training, and consulting and is highly regarded in the transit industry for her development of sound, practical solutions that are both realistic and implementable.

ROBBIE L. SARLES
President

EDUCATION

M.S., Transportation Engineering, The Ohio State University
M.S., City and Regional Planning, The Ohio State University
B.S., Geography and Psychology, Western Kentucky University

YEARS OF TRANSPORTATION EXPERIENCE

33

AFFILIATIONS

Transportation Safety Institute, Instructor
Wright State University, Adjunct Professor
AASHTO Financial Management Curriculum, Instructor

PUBLICATIONS

"Prescription/Over-the-Counter Medications Toolkit," FTA 2002; updated 2011
"It's Time to Coordinate" Coordination Toolkit, West Virginia Department of Transportation, 2006
"Minnesota Coordination Study and Toolkit," Minnesota Department of Transportation, 2005
"Implementation Guidelines for Drug and Alcohol Regulations in Mass Transit," FTA 4/94; 2001
"A Handbook for Coordinating Transportation Services," Ohio Department of Transportation, October 1991; rev. October 1997
"A Guide for Implementing Coordinated Transportation Systems," Ohio Department of Transportation; October 1997

PROFESSIONAL EXPERIENCE

President, RLS & Associates, Inc. - During her career, Ms. Sarles has conducted hundreds of projects in the areas of, service analysis, route and schedule design, transit plan development, regulatory compliance, mobility management, marketing, human service coordination, maintenance recordkeeping, drug and alcohol testing programs, Americans with Disabilities Act regulatory compliance, Title VI, safety and risk management, innovative services, and all aspects of operations. She has personally developed dozens of feasibility plans and customer surveys, coordination plans, and transit development and service plans to both implement new and enhance and expand existing transit service. In addition, Ms. Sarles is a national expert for FTA's Drug and Alcohol Testing Regulations and a highly regarded and sought after trainer on a variety of topic areas, including Drug and Alcohol Regulations and Reasonable Suspicion Training, ADA, and Financial Management.

Ms. Sarles is currently the Principal-in-Charge and/or Project Manager for several State DOT engagements including the Oregon Compliance Reviews, Tennessee DOT Compliance Monitoring System, North Carolina Compliance Reviews, Indiana Rural Transit Assistance Program, Illinois Federal Compliance Reviews for Grantees, Ohio Mobility Project, Wisconsin Rural Transit Assistance Program, Ohio Technical Assistance Program, New Hampshire Rural Transit Assistance Program, West Virginia Performance Indicators, as well as Drug and Alcohol Compliance Review and Training projects in Nevada, Indiana, North Carolina, Oregon, West Virginia, Georgia, and New York. She conducts training across the country on a wide variety of topics including Drug and Alcohol, Title VI, Performance Measurements, Customer Service, and many, many more.

Transportation Management Services, Inc., a Division of Multisystems Manager, Support Services, June 1986 - September 1987

National Transit Services, Inc.

Director, East Coast Consulting Services, June 1983 - May 1986

Central Ohio Transit Authority

Senior Service Analyst, December 1980 - May 1983



Ms. Laura Brown has a diverse background of transit planning and financial management and analysis experience as well as a solid history of experience with rural and urban transit systems, with a focus on tribal transportation. Ms. Brown is an experienced Project Manager having lead dozens of projects across the country resulting in the development of transportation plans, service evaluations, locally developed coordination plans, service assessments, and public outreach activities, including passenger on/off counts and surveys. Ms. Brown completed National Environmental Policy Act Training and Categorical Exclusions Training, in 2009.

LAURA BROWN
Senior Associate

EDUCATION

M.P.A., Masters of Public Administration,
Wright State University
B.A., Sociology, The Ohio State University

YEARS OF TRANSPORTATION EXPERIENCE

11

AFFILIATIONS

PUBLICATIONS

- CTAA Transit Fare Pass Toolkit
- FTA Prescription and Over-the-Counter Toolkit

PROFESSIONAL EXPERIENCE

Senior Associate, RLS & Associates, Inc. – Ms. Brown’s forte is in consensus building and the development of implementable plans with practical solutions. A few examples include:

- Project Manager for Valley Transit Title VI Rider Survey in Appleton, WI and the Valparaiso Route Study, Valparaiso, IN, and lead researcher for the Wichita Transit Paratransit Assessment.
- Project Manager and lead consultant for the Union County, Ohio and Yankton, SD, respectively, MAP-21 Coordinated Public Transportation-Human Services Plans.
- Lead consultant for the Matanuska-Susitna Borough (MSB), Alaska, Short Range Transit Plan.
- Project Manager and co-Mobility Manager for Kodiak, Alaska.
- Lead contributor for the Interior Alaska Transit Corridor Project.
- Project Manager and lead contributor to the Fairbanks North Star Borough Mobility Management Plan.
- Project Manager for the Sitka, Alaska 5-Year Plan for Coordination of Human Services Transportation Needs and Services.
- Project Manager and major contributor for the update of the 2008-2014 Coordinated Human Services Transportation Plan for the Municipality of Anchorage (MOA).
- Project Manager for the North Central Wisconsin Workforce Development Board and Stevens Point Transit expansion plan.
- Project Manager of Transportation Development Plans (TDPs) for Niles, MI and Newark, OH.
- Project Manager for the Seminole Nation of Oklahoma (SNO) transit plan, Erie County (Ohio) Board of Developmental Disabilities feasibility study, Lowcountry Regional Transportation Authority (LRTA) expansion study, the Toledo Area RTA Title VI and Environmental Justice Survey, and Analysis and Ann Arbor Transportation Authority Paratransit Service Model and countywide needs assessment.

Northrop Grumman Information Technology, Defense Group
Comptroller/Program Control Analyst, October 2004 – April 2007



Mr. Kelly Shawn joins RLS & Associates, Inc. to lead RLS' tribal transit and service operations division. He brings 26 years of experience in the transportation industry, most recently with the Community Transportation Association of America (CTAA). An experienced trainer, facilitator, and project manager, Mr. Shawn has worked with dozens of diverse community and tribal transit systems during his career. His experience with Medicaid and non-emergency medical transportation (NEMT), privately contracted, and intercity transportation services add to his impressive background and professional understanding of the transportation industry. Mr. Shawn's technical assistance, project manager, and training experience, combined with his strong knowledge and background in rural community, NEMT, and tribal transit make him a valuable addition to the RLS team.

KELLY SHAWN
Senior Associate

EDUCATION

Bachelors of Science, Business Administration, Lynchburg College, Lynchburg, VA

YEARS OF TRANSPORTATION EXPERIENCE

26

AFFILIATIONS

Certified Community Transit Manager & Master Trainer – CTAA
Professional Dispatch and Scheduling (PDS) & Certified Trainer – CTAA
Passenger Service and Safety (PASS) & Certified Master Trainer – CTAA

PUBLICATIONS

- American Indian Transportation Issues and Best Practices, RTAP, Technical Assistance Brief, 1994 revised 2005
- How to Write an FTA Drug and Alcohol Policy, RTAP, Technical Assistance Brief, 1994
- Transportation in Indian Country: Getting Started, CTAP Brief, 1995
- Belt Tightening: How to Survive in Lean Times, RTAP, Technical Assistance Brief, 1996
- Assisting Passengers Traveling with Service Animals, Project ACTION report, 1997
- Pocket Guide to ADA for Fixed Route Drivers, Easter Seals, Project Action, 2004
- TCRP Synthesis 71, Paratransit Managers Skills, Qualifications and Needs, 2006
- TCRP F-14, 2008
- TCRP A-33, 2011
- TCRP A-36, 2012
- TCRP A-37, 2012
- NCHRP 20-59 (32) A Transportation Guide For All Hazards Emergency Evacuation, 2012

PROFESSIONAL EXPERIENCE

Senior Associate, RLS & Associates, Inc., September 2013 to Present - In his short time with RLS, he has been the Project Manager for the Yankton Transit, South Dakota, Coordinated Transportation Plan Update; lead investigator for the Bloomington Transit, Indiana, Title VI Policy and LEP Plan development; and Project Manager for the Wichita Transit Paratransit Service Evaluation. He is also conducting compliance reviews for the Oregon DOT and will serve as a lead trainer for RLS' training division, assisting with the Minnesota Transit Manager training and Ohio's Transit 101 training program as well as the RLS-managed Indiana, Wisconsin, and New Hampshire RTAP Programs.

Assistant Director of Technical Assistance Programs

Community Transportation Association of America, 1998 – September 2013

Mr. Shawn provided on-site technical assistance to urban, rural and tribal communities and human service agencies nationwide assisting in the development of coordinated accessible transit and facility service plans for over 50 projects. He also worked with Federal agencies on transit solutions for economic development, employment transportation, and general public transit; and developed and provided training to transit professionals, state transit associations and national audiences on Federal regulations, transit management, driver training and customer service. Mr. Shawn was part of the local, state and Federal team that developed transportation solutions for persons with disabilities and displaced residents in the aftermath of Hurricanes Katrina and Rita.

Contract Manager, Metro Access of Maryland, 1996 – 1998 - Mr. Shawn managed a \$2 million paratransit provider contract for Washington Metropolitan Area Transit Authority, working with WMATA and contractor staff to achieve performance standards and the highest level of customer service for persons with disabilities to meet ADA compliance. He also managed a Medicaid Transportation contract with Prince Georges County, MD and private pay transportation services, which provided over 200,000 trips annually.

Information Specialist, Community Transportation Association of America, 1993 – 1996

- Mr. Shawn was responsible for providing transit resources, technical assistance and peer assistance and worked with transit professionals across the country to develop policies and procedures related to the Americans With Disabilities Act and Drug and Alcohol Testing.

Manager of Operations

American Coach Lines, Inc., 1987 – 1993

General Manager Ground Transportation

Washington Flyer, 1986 – 1987



Ms. Schafer joined RLS & Associates, Inc. after a successful career as manager for a seven county public transit system in southeast Indiana. In addition to transit, Ms. Schafer managed the Adult Guardianship Program, Senior Nutrition, the 2-1-1 information program, and a variety of other programs. Currently, Ms. Schafer is the Project Coordinator for the Wisconsin Rural Transit Assistance Program (RTAP), is an Ohio Rural Circuit Rider, a developer and trainer for the ODOT Transit 101 Transit Manager Training Course, and a lead consultant for the Indiana locally developed plan updates.

JULIE SCHAFFER
Associate

EDUCATION

Attended Miami of Hamilton University

YEARS OF TRANSPORTATION EXPERIENCE

14

AFFILIATIONS

Certified Community Transit Manager
Registered Guardian Certification

PUBLICATIONS

PROFESSIONAL EXPERIENCE

Associate, RLS & Associates, Inc. - Added to her strong management skills, Ms. Schafer brings considerable expertise in state and federal compliance, including Section 5311, 5317, and FMCSA, grant writing, resource development, policies and procedures, and vehicle maintenance. As part of the ODOT Rural Circuit Rider team, Ms. Schafer provides on-site training and technical assistance for ODOT's Section 5311 transit systems. For the Wisconsin RTAP Program, Ms. Schafer coordinates training and technical assistance projects for Wisconsin's rural, small urban, and mobility management projects and the WisRTAP newsletter. Ms. Schafer conducted locally developed coordination plan updates for Pickaway and Scioto Counties, and a planning study for Fayette County, Ohio; and assisting with the Erie County, Ohio feasibility study. Past projects have included lead consultant for the West Virginia Region 11 Regional Planning and Development Council coordination plan and the Seminole Nation of Oklahoma Transit Plan, assisting with the update of the coordination plan for the Toledo, Ohio Metropolitan Council of Governments; providing on-site technical assistance to Marion Area Transit; and lead researcher for an FTA prescription and over-the-counter post-accident survey. She is also the Project Manager for the New Hampshire RTAP project, providing oversight and technical assistance.

LifeTime Resources

Community Service Division Director, March 1999 – May 2011

Ms. Schafer was directly responsible for management of a seven county public transit system funded through the Indiana DOT with Section 5311 and Section 5317 (New Freedom) grants. Her responsibilities included budget development, state and federal compliance, grant writing, resource development, development of policies and procedures, fleet maintenance, employee supervision and training, and community relations. Under her management, the transit system received several awards including an Indiana Achievement Award for Community Impact.

Harrison Building and Loan

Savings Department Manager, October 1993 – March 1999

Nurses and Company

Scheduling Coordinator, May 1989 – September 1993



With more than 35 years progressive experience in transit and paratransit planning, operations and management evaluation, policy development, and state DOT program management, Mr. Garrity's specific areas of expertise include financial management and cost allocation, regulatory compliance, planning and evaluation of existing public transit services, paratransit and transit demand forecasting, ADA, Title VI, performance analysis, and contracting for services.

RICHARD GARRITY
Senior Associate

EDUCATION

Graduate work in Geography, University of North Carolina at Chapel Hill
B.A., Geography, East Stroudsburg University

YEARS OF TRANSPORTATION EXPERIENCE

35

AFFILIATIONS

TRB Rural and Intercity Bus National Conference Planning Committee
Easter Seals Project Action Mobility Planning Service Institute, Faculty
Community Transportation of America, Institute for Transportation Coordination, Faculty

PUBLICATIONS

TCRP Report 144: Sharing the Costs of Human Services Transportation
Volume 2: Research Report

PROFESSIONAL EXPERIENCE

Senior Associate, RLS & Associates, Inc. - Mr. Garrity is a nationally recognized expert in the area of Federal Transit Administration regulatory compliance and has served as a Litigation Consultant to the U.S. Department of Justice, Disability Rights Section, providing technical assistance on ADA compliance and remedy. He is a nationally recognized trainer on technical topics ranging from "Financial Management" and "Cost Allocation" to the "Integration of GIS in Public Transit Planning," ADA, and Charter Compliance. Mr. Garrity served as the firm's Project Manager on its engagement with Westat on the TCRP G-9 project, "Sharing the Costs of Human Services Transportation." He was one of the primary authors of the project report (TCRP Report 144), conducted detailed examination of major human service agency transportation funding programs in Arizona and Oregon, developed the typology of human services transportation, and prepared the project's transportation cost allocation model. He was also the Project Manager on the TCRP Project "Impact of Non-Emergency Medical Transportation on Transit Agencies," and was a major contributor and certified instructor of the nationally accepted MTAP Financial Management Guidelines training course.

Mr. Garrity has served as a faculty member to the Community Transportation Association of America (CTAA) "Institute for Transportation Coordination" and National Easter Seals/Project Action's "Mobility Planning Services (MPS) Institute." Current and past projects include: Wichita Transit Paratransit Assessment and Comprehensive Financial Analysis; DART Mobility Management Implementation Plan; Maine Restructure NEMT in the State; Georgia RTA RHST Reporting Services; Kosciusko County Feasibility Study; Ohio Mobility Improvement Study; Compliance Monitoring Programs for Oregon, Tennessee, and Illinois DOTs; Corridor Study, CTAA/Tanana Chiefs Conference; West Virginia Cost Allocation Training; Indiana DOT Economic Stimulus Program Development and Implementation; Illinois DOT Economic Stimulus Program; and the Fairbanks North Star Borough Mobility Management Plan. City of Fayetteville/Cumberland County Coordinated Transportation Development Plan; and the New York Metropolitan Transportation Council Coordinated Public Transit-Human Services Transportation Plan; and the RPTA/Valley Metro Regional Paratransit Study.

CGA Consulting Services, Inc.

Senior Associate, May 1984 - September 1997

Public Transportation Division NCDOT

Rural and Small Urban Programs Manager, January 1978 - May 1984



Mr. Michael Noel has nearly 40 years of experience working in the transit and paratransit industries as a trainer and consultant specializing in safety, security, management, leadership, customer service, strategic planning and organizational development. He has trained over 10,000 transit professionals in 42 states, and has helped author many of the leading publications that guide the industry today.

Mr. Noel is a founding member of the Community Transportation Association of America (CTAA) and has served on various committees of the American Public Transit Association (APTA) over the course of his long and distinguished career. A former transit manager in Pennsylvania, he continues to serve as a member of the board of the Cambria County Transit Authority. He serves as a subject matter expert on a host of transportation projects and helped author numerous materials including the National RTAP *Threat, Vulnerability & Emergency Preparedness Toolbox, Safety Training and Rural Transit (START) Boards That Perform and Customer Driven Service.*

MICHAEL R. NOEL
Senior Associate

EDUCATION

Graduate, Pennsylvania State University

YEARS OF TRANSPORTATION EXPERIENCE

38

AFFILIATIONS

- American Public Transportation Association
- Community Transportation Association of America
- National Safety Council
- Greater Johnstown Chamber of Commerce
- Pennsylvania Association of Municipal Transportation Authorities (PAMTA) - Past Rural Vice President
- Pennsylvania Association of Consolidated Transportation (PACT) - Past Vice President
- Community Transportation Association of America - Founding Member
- Southern Alleghenies Planning and Development Commission - Past Chairman of Transportation Committee
- National Rural Transportation Assistance Program Advisory Committee

PUBLICATIONS

PROFESSIONAL EXPERIENCE

Senior Associate, RLS & Associates, Inc. - Mr. Noel is joining RLS as a Senior Associate specializing in strategic and statewide planning and safety and security, and will be a lead trainer for the RLS training division.

Principal, Lazaro & Noel LLC. 1999 – 2014 - Since 1999, Mr. Noel has served as a Principal in his own firm, Lazaro & Noel, a Limited Liability Corporation (LLC), which provides training and organizational development services. In this role, Mr. Noel has facilitated strategic planning sessions, offered training in Safety & Security, Operator Safety Training, Management and Supervisory Training, Stress Management, Train-the-Trainer, Customer Service, and numerous other specialized courses. He is a Senior Instructor for the National Transportation Institute and the Community transportation Association of America and has conducted safety audits at many transit systems and consulted on such issues as organizational development, service delivery, management reviews, etc. He has facilitated numerous retreats and developed strategic plans for transit, governmental, and private corporations. Mr. Noel, along with Ream Lazaro developed the Focus on Excellence management model used by large and small transit systems throughout the U.S. Mr. Noel has lead statewide training efforts in Pennsylvania, Maryland and West Virginia and trained or consulted in 42 states.

Technical Coordinator & Penn TRAIN Manager, Pennsylvania Transportation Institute at Pennsylvania State University (Penn State) 1995 – 1999

Independent Contractor, Pennsylvania Transportation Resource and Information Network (Penn TRAIN), 1992 – 1995

Assistant General Manager, Cambria County Transit Authority, 1987 – 1992

Rural and Specialized Services Division Director, Cambria Area Rural Transit, 1981-1987

CARTS Manager, Cambria County CAC, Inc., 1976-1981



Ms. Rosamary Amiet joined RLS & Associates after more than 31 years with the Ohio Department of Transportation (ODOT). During her ODOT tenure, Ms. Amiet was involved with virtually every aspect of the ODOT-managed Federal Transit Administration programs (Section 5303, 5307, 5310, 5311) and the State's general revenue-funded transit assistance programs. Prior to her retirement, Ms. Amiet was the manager for the FTA Section 5310 Program and the Ohio Technical Assistance Program (OTAP), the state counterpart of the National Rural Transit Assistance Program (National RTAP). She oversaw the efforts to computerize the RTAP Scholarship program, wherein the application process was conducted electronically. In addition, Ms. Amiet was co-chair of the Ohio Statewide Transportation Coordinating Council and was instrumental in the development of ODOT's Ohio Coordination Program.

ROSAMARY AMIET
Senior Associate

EDUCATION

Business Management Coursework
Franklin University

**YEARS OF TRANSPORTATION
EXPERIENCE**

37

AFFILIATIONS

PUBLICATIONS

Minnesota Coordination Toolkit
WV "It's Time To Coordinate" Toolkit
FTA Prescription and Over-the-Counter
Medication Toolkit Update

PROFESSIONAL EXPERIENCE

Senior Associate, RLS & Associates, Inc. – During Ms. Amiet's career with RLS, she has provided input, research, and support for several major transportation studies, including the Ohio Mobility Improvement Study, the West Virginia State Coordination Study; West Virginia Statewide Coordinated Transportation Plans and Plan Updates; the Indiana Statewide Coordinated Transportation Plans and Plan Updates; and the Minnesota Statewide Transportation Study. She developed JARC and New Freedom State Management Plans for the Indiana DOT and updated those plans to meet MAP-21 requirements. She is currently working with ODOT to develop the Ohio Transit 101, a 5 module training course for transit managers. Other past projects include the update to the West Virginia Safety and Security Manual (SPIDER), development of the WV DER Handbook, and the FTA Prescription and Over-the-Counter Medication Study and Toolkit. She also provides editing support and input for the development and production of Quarterly Newsletters for the Indiana RTAP and Wisconsin RTAP Programs.

Interim Office Administrator, Ohio Department of Transportation for the Office of Transit- Ms. Amiet provided administration and oversight of the Federal Transit Administration (FTA) transit planning and subsidy programs, Ohio Technical Assistance Program (OTAP/RTAP) the Ohio Public Transportation Grant Program, the Ohio Elderly and Disabled Transit Fare Assistance Program and the Ohio Coordination Program. She was also the Chair of the Statewide Transportation Coordination Task Force.

Public Transportation Manager, Ohio Department of Transportation of the Office of Transit- Ms. Amiet was responsible for directing Section 5310 and 5311 Programs and the Ohio Technical Assistance Program (OTAP), a program that uses State general revenue and Federal Rural Transit Assistance Program (RTAP) funds to provide technical assistance and training to ODOT grantees. She also developed the criteria and processes for the Ohio Coordination Program.

Transit Planning & Operations Coordinator, Ohio Department of Transportation, Office of Transit

Planner, Ohio Department of Transportation, Office of Transit



Ms. Noel joins RLS & Associates, Inc. following a successful career in training, and organization development services. For the past nine years, she has been a Principal with the firm of Lazaro and Noel LLC, a successful transportation consulting firm that specialized in consulting and training on organizational change (Focus On Excellence), management development, organizational development, safety, safety reviews and strategic planning.

PATTI SWARTZ NOEL
Associate

EDUCATION

University of Pittsburgh, B.S., Education –
Secondary Math
Certified Educator
Certified Myers-Briggs Type Inventory
Facilitator
TransitSCORE Graduate

**YEARS OF TRANSPORTATION
EXPERIENCE**

22

AFFILIATIONS

Community Transportation Association
of America (CTAA)
Past Member of Pennsylvania Public
Transit Association (PPTA) and
PennTRAIN

PUBLICATIONS

PROFESSIONAL EXPERIENCE

Associate, RLS & Associates, Inc. – Ms. Noel will join RLS’ training staff and provide technical assistance and support to other RLS projects in the areas of planning, coordination, ADA, drug and alcohol, and safety and security.

Lazaro & Noel, LLC

Principal, 1998 – June 2014 - Patti Swartz Noel has over 15 years of experience working in the transit and paratransit industries and over 25 years working with education, in public schools and adults venues. She has served as Manager, and since 2005, Principal of Lazaro & Noel, LLC, which provides training and organizational development services. She is highly knowledgeable about and has provided assistance with Safety & Security Emergency Plans (SSEPPs) and assessments, Myers-Briggs Type Inventory and training, customer service assessments, standard operating procedures and policy assessments.

Ms. Noel has assisted with logistical set-up of training sessions, conferences and scheduling. With a background in education, she has developed and prepared training materials and integrated PowerPoint presentations. She is very knowledgeable with computers and computer graphic design.

Ms. Noel is familiar with the Federal Transit Administration’s rules and regulations, the Americans with Disabilities Act and regulations regarding drug and alcohol testing.

Cambria County Community Action, Inc.

Resource Specialist, 1992 – 1996; 1997 – 1999 - In 1992, Ms. Noel began a career in social services, which would utilize her background in education and technical skills with computers. Her background in social services with Cambria County Community Action Council and Single Point of Contact programs afforded an extensive knowledge of Welfare to Work programs, Medical Transportation Assistance Programs and government reporting. She was responsible for development of curriculum, training and monitoring of Welfare to Work participants and served as a single point of contact and resource specialist. She also served as agency representative to several community organizations.

Ms. Noel has served in leadership positions in various educational, community and religious organizations.

Admiral Peary Vo-Tech

Adult Education Instructor, 1991 – 1992

Cambria County Community Action Inc.

Counselor, 1990 – 1992



Mr. Kincaide began his work with RLS developing maps using ArcGIS and has progressed to managing data collection efforts for on/off passenger counts, passenger surveys and outreach efforts for transit and coordination plans. Along with his knowledge of ArcGIS, Mr. Kincaide also works with U.S. Census data to write demographic information on study areas. Mr. Kincaide is also the RLS web manager and is production supervisor for all RLS products including proposals, client products, and RTAP newsletters for the states of Indiana and Wisconsin.

ZACH KINCAIDE
Technical Analyst

EDUCATION

B.S., Geography (Minor in Urban Affairs), Wright State University
Public and Social Services Transportation Certificate, Wright State University
National Environmental Policy Act Training, 2009
Categorical Exclusions Training, 2009

YEARS OF TRANSPORTATION EXPERIENCE

7

AFFILIATIONS

PUBLICATIONS

PROFESSIONAL EXPERIENCE

Technical Analyst, RLS & Associates, Inc. – A sample of Mr. Kincaide’s past and current projects include:

- Project Manager, Greater Dayton RTA Title VI Analysis Update, overseeing data collection, survey distribution and analysis, mapping, demographic Analysis, policy and procedure development, final report production).
- Contributor, Fayette County, OH Coordinated Public Transit-Human Services Transportation Plan Update.
- Major contributor, Bloomington Transit Title VI Program.
- Team member, Westchester County and surrounding area for New York’s Metro North Bee Line Bus System on board surveys.
- Lead researcher, Greater Dayton RTA Title VI Study; data collection administrator, Toledo Area RTA Title VI update.
- Collected system information, demographic information, and creating maps for all 11 rural regions in Indiana for Indiana’s regional coordination plans; Data collection manager for ridership assessment for Stark Area Regional Transit Authority (SARTA) in Canton, OH.
- Major contributor to the Lextran Title VI Study and Greater Dayton RTA U-Pass Feasibility Study.
- Created a database of maps for the Matanuska-Susitna Borough Short Range Transit Plan and wrote the demographic chapter of the Coordinated Public Transit-Human Services Transportation Plan for the Indianapolis Region.
- Analyzed survey responses in the Lower Hudson Valley for New York Metropolitan Transportation Council, and created origins and destinations maps for out of county trips in the Central Indiana Regional Transportation Authority service area.
- GEO coded origins and destinations of transit trips in Naperville, NC, and created a database of maps for the Tri-County Transportation Development Plan in Lansing, MI.

Greater Dayton Regional Transit Authority
Intern, March 2007 – April 2008

Wright State University & Clark County, Ohio
Field Technician, July 2006 – December 2006



Mr. Schultze's current assignments include supporting RLS' Rural Circuit Rider and Grants Management Team for the Ohio Department of Transportation. In this capacity, Mr. Schultze works one-on-one with transit systems as part of their quarterly reimbursement and operating data requirements, reviewing and processing both operating and capital invoices. He also provides on-site assistance as needed at various transit systems, including the Chillicothe Transit System. In addition, Mr. Schultze provided support for the conduct of the Scioto County and Pickaway County Coordinated Public Transit-Human Services Transportation Plans; and survey data collection and entry for Lextran in Lexington, KY and Valparaiso Transit in Valparaiso, IN.

ALEX SCHULTZE
Associate

EDUCATION

B.S. in Public Affairs, Environmental Management Concentration, Indiana University, Bloomington, IN

INDOT/FHWA National Environmental Policy Act and Categorical Exclusions Training

40 Hour HAZWOPER Certification

Transit 101 Transit Manager Training, Ohio Department of Transportation

YEARS OF TRANSPORTATION EXPERIENCE

5

AFFILIATIONS

PUBLICATIONS

PROFESSIONAL EXPERIENCE

Associate, RLS & Associates, Inc. - Mr. Schultze currently provides grants management and invoice support to the ODOT Office of Transit and its administration of the Section 5311 Rural Transit Program. Mr. Schultze's specific responsibilities within the Office of Transit include the review and process of operating and capital invoices for the Section 5311 program grantees and coordinating any required revisions or updates to the invoices. He also functions as the Training Liaison with the Transit 101 education series and provides assistance for the Section 5311 Technical Assistance Reviews. Finally, Mr. Schultze processes all Section 5311 and Section 5310 vehicle dispositions.

Mr. Schultze is also experienced in survey data entry using the Microsoft Office Suite as well as map development using ArcGIS. He has developed maps to represent demographic information and bus route profiles. Mr. Schultze supported RLS' Data and GIS section, performing demographic data entry from surveys to generate a variety of documents, including bus profiles. He also produced GIS computer-aided maps using ArcGIS for transit studies and plans and composed Excel spreadsheets to track transportation data, providing administrative support, as needed.

Green Design Intern, May Creek Farm - Mr. Schultze worked with the resident's association to determine its needs in order to develop a framework for a green design project and presented monthly progress presentations. Mr. Schultze helped to design a green community center that would serve fifteen families and a green condo complex that would house four families. He also worked to integrate green technology and design including passive and active solar, geothermal, and sustainable materials.

Water Quality Intern, Indiana Clean Lakes Program - Mr. Schultze performed lab functions including water sample testing for alkalinity, Ph, total suspended solids, and fecal coliform. He participated in lab maintenance by routinely cleaning, taking inventory and keeping material safety data sheets up to date. Also, he worked to prepare sampling materials for in field collection and collected water samples in the field for multiple parameters.



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
PTR14022

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
BETH COLLINS
304-558-2306

*128112315 937-299-5007
 RLS & ASSOCIATES INC
 3131 S DIXIE HWY STE 545

DAYTON OH 45439

RECEIVED FEB 18 2014

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DIVISION OF PUBLIC TRANSIT
 BUILDING 5, ROOM 906
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0432 304-558-0428

DATE PRINTED
02/12/2014

BID OPENING DATE: 03/20/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	HR		946-12		
CONTRACT: FOR DEVELOPMENT OF COORDINATION PLANS OPEN END CONTRACT THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF PUBLIC TRANSIT, IS SOLICITING BIDS FOR AN OPEN END CONTRACT TO PROVIDE THE AGENCY WITH THE DEVELOPMENT OF COORDINATION PLANS THAT MEET THE REQUIREMENTS OF THE FEDERAL TRANSIT ADMINISTRATION'S 5310 GRANT PROGRAM, PER THE ATTACHED DOCUMENTATION. ***** THIS IS THE END OF RFQ PTR14022 ***** TOTAL:						

SIGNATURE	TELEPHONE	DATE
	(937) 299-5007	3/10/2014
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President	31-1287821	

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

ADDITIONAL TERMS AND CONDITIONS (Construction Contracts Only)

1. **CONTRACTOR'S LICENSE:** West Virginia Code § 21-11-2 requires that all persons desiring to perform contracting work in this state be licensed. The West Virginia Contractors Licensing Board is empowered to issue the contractor's license. Applications for a contractor's license may be made by contacting the West Virginia Division of Labor.

West Virginia Code § 21-11-11 requires any prospective Vendor to include the contractor's license number on its bid. Failure to include a contractor's license number on the bid shall result in Vendor's bid being disqualified. Vendors should include a contractor's license number in the space provided below.

Contractor's Name: _____

Contractor's License No. _____

The apparent successful Vendor must furnish a copy of its contractor's license prior to the issuance of a purchase order/contract.

2. **DRUG-FREE WORKPLACE AFFIDAVIT:** W. Va. Code § 21-1D-5 provides that any solicitation for a public improvement contract requires each Vendor that submits a bid for the work to submit at the same time an affidavit that the Vendor has a written plan for a drug-free workplace policy. To comply with this law, Vendor must either complete the enclosed drug-free workplace affidavit and submit the same with its bid or complete a similar affidavit that fulfills all of the requirements of the applicable code. Failure to submit the signed and notarized drug-free workplace affidavit or a similar affidavit that fully complies with the requirements of the applicable code, with the bid shall result in disqualification of Vendor's bid.

2.1 DRUG-FREE WORKPLACE POLICY: Pursuant to W. Va. Code § 21-1D-4, Vendor and its subcontractors must implement and maintain a written drug-free workplace policy that complies with said article.

The awarding public authority may cancel this contract if: (1) Vendor fails to implement and maintain a written drug-free workplace policy described in the preceding paragraph, (2) Vendor fails to provide information regarding implementation of its drug-free workplace policy at the request of the public authority; or (3) Vendor provides to the public authority false information regarding the contractor's drug-free workplace policy.

3. **DRUG FREE WORKPLACE REPORT:** Pursuant to W. Va. Code § 21-1D-7b, no less than once per year, or upon completion of the project, every contractor shall provide a certified report to the public authority which let the contract. For contracts over \$25,000, the public authority shall be the West Virginia Purchasing Division. For contracts of \$25,000 or less, the public authority shall be the agency issuing the contract. The report shall include:

REQUEST FOR QUOTATION
PTR14022 Coordination Plan

10.1.1 Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

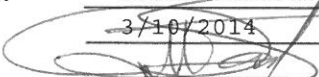
10.1.2 Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

10.1.3 Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

10.1.4 Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

10.1.5 Vendor shall inform all staff of Agency's security protocol and procedures.

10.2 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Vendor Name: RLS & Associates, Inc.
Contract Manager: Robbie L. Sarles
Vendor Address: 3131 S. Dixie Highway, Suite 545
Dayton, OH 45439
Telephone Number: (937) 299-5007
Fax Number: (927) 299-1055
Email Address: rls@rlsandoassoc.com
Date: 3/10/2014
Signature: 

10.3 Ownership of Data: All materials developed for this project shall become the property of the West Virginia Division of Public Transit. The successful bidder shall not place any successful bidder name, firm's name, address or telephone number on any part of the data, or handouts. All materials developed for this project shall also be provided in pdf format.

BID FORM # 2

CERTIFICATION OF PRIMARY PARTICIPANT REGARDING

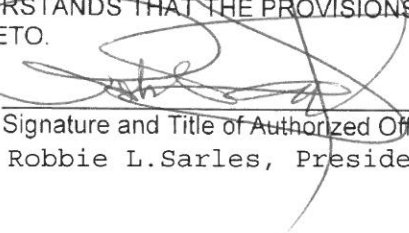
DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The Primary Participant (applicant for an FTA grant or cooperative agreement, or potential contractor for a major third party contract), RLS & Associates, Inc. (COMPANY NAME) certifies to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

If the primary participant (applicant for an FTA grant, or cooperative agreement, or potential third party contractor) is unable to certify to any of the statements in this certification, the participant shall attach an explanation to this certification.)

THE PRIMARY PARTICIPANT (APPLICANT FOR AN FTA GRANT OR COOPERATIVE AGREEMENT, OR POTENTIAL CONTRACTOR FOR A MAJOR THIRD PARTY CONTRACT),
RLS & Associates, Inc., CERTIFIES OR AFFIRMS THE TRUTHFULNESS AND ACCURACY OF THE CONTENTS OF THE STATEMENTS SUBMITTED ON OR WITH THIS CERTIFICATION AND UNDERSTANDS THAT THE PROVISIONS OF 31 U.S.C. SECTIONS 3801 ET SEQ. ARE APPLICABLE THERETO.



Signature and Title of Authorized Official
Robbie L. Sarles, President

BID FORM #3

CERTIFICATION OF RESTRICTIONS ON LOBBYING

The undersigned (Vendor, Contractor) certifies, to the best of his or her knowledge and belief, that:

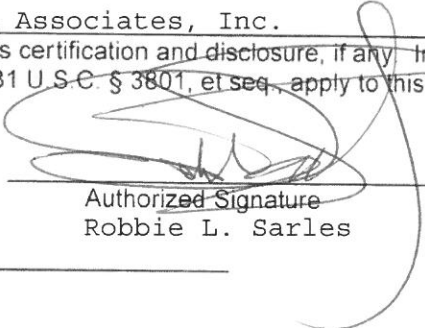
1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. [as amended by "Government Wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.)]
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure. [Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Vendor, RLS & Associates, Inc., certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Vendor understands and agrees that the provisions of 31 U.S.C. § 3801, et seq., apply to this certification and disclosure, if any.

3/10/2014

Date


Authorized Signature

Robbie L. Sarles

President

Title

RFQ No. PTR14022

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code §61-5-3*) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: RLS & Associates, Inc.

Authorized Signature: *[Signature]* Date: 3/10/2014
Robbie L. Sarles

State of Ohio

County of Montgomery, to-wit:

Taken, subscribed, and sworn to before me this 10th day of March, 2014.

My Commission expires April 4, 2015.

AFFIX SEAL HERE

NOTARY PUBLIC

[Signature]

Purchasing Affidavit (Revised 07/01/2012)



DEBORAH L. THRAWL
NOTARY PUBLIC
STATE OF OHIO
Recorded in
Greene County
My Comm. Exp. 4/4/15

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety, understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

RLS & Associates, Inc.

(Company)

(Authorized Signature)

Robbie L. Sarles, President

(Representative Name, Title)

(937) 299-5007

(Phone Number)

(937) 299-1055

(Fax Number)

3/10/2014

(Date)



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
PTR14022

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
BETH COLLINS
304-558-2306

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

DIVISION OF PUBLIC TRANSIT
 BUILDING 5, ROOM 906
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0432 304-558-0428

DATE PRINTED
03/12/2014

BID OPENING DATE: 03/20/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 01		
				THIS ADDENDUM IS ISSUED TO MODIFY THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.		
0001	1	HR		946-12		
				CONTRACT: FOR DEVELOPMENT OF COORDINATION PLANS		
				***** THIS IS THE END OF RFQ PTR14022 ***** TOTAL:		

SIGNATURE	TELEPHONE (937) 299-5007	DATE 3/18/2014
TITLE President	FEN 31-1287821	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: PTR14022

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:


(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

RLS & Associates, Inc.

Company



Authorized Signature

3/18/2014

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

III. COST PROPOSAL

Enclosed in this document is the cost proposal on Bid Form #1 that corresponds to the technical scope of work presented in the RFQ. The cost proposal as outlined on the following page presents the projected costs associated with each task. Associated expenses are also included.

Our proposed Grand Total Bid to complete the project is \$295,717.62.

Costs associated with optional task are listed on Bid Form #1 and are in addition to the Grand Total Bid.

**Pricing Page
RFQ: PTR14022**

Task		Unit of Measure	Unit Price	# of Units	Extended Price
4.2 A	Develop 11 regional public transit human service plans/updates	One plan	\$ <u>10,336.01</u>	11	\$ <u>113,696.11</u>
4.2 D	Conduct public outreach meetings/activities in 11 regions, one initial meeting	One outreach meeting/ advertisement (ex. radio, newspaper, web)	\$ <u>4,992.88</u>	11	\$ <u>54,921.68</u>
4.2D	Conduct public outreach meetings/activities in 11 regions, follow up meeting	One followup meeting/ advertisement (ex. radio, newspaper, web)	\$ <u>4,815.08</u>	11	\$ <u>52,965.88</u>
4.2 E	Produce 11 regional reports	Cost of 1 regional report	\$ <u>92.90</u>	11	\$ <u>1,021.90</u>
4.2 F	55 copies of the regional reports (5 copies of each report for the 11 regions)	One copy of a report	\$ <u>102.90</u>	55	\$ <u>5,659.50</u>
4.2 F	Produce an Executive Summary of the 11 regional reports	Executive Summary	\$ <u>2,632.78</u>	1	\$ <u>2,632.78</u>
4.2 F	30 copies of the Executive Summary	One copy of Executive Summary	\$ <u>20.50</u>	30	\$ <u>615.00</u>
4.2 G	Make a presentation before the WV Transportation Coordinating Council	Presentation	\$ <u>4,908.16</u>	1	\$ <u>4,908.16</u>
4.2 H	Technical Assistance to two regional coordination efforts	1 hour	\$ <u>125.00</u>	50	\$ <u>6,250.00</u>
4.2 I	Technical Assistance to Division, WVTCC or MPO coordination project and/or activity	Cost per 1 hour	\$ <u>137.50</u>	50	\$ <u>6,875.00</u>
4.3	Initial meeting and Progress Meetings (3 meetings)	Cost of one meeting	\$ <u>4,567.60</u>	3	\$ <u>13,702.80</u>
	Grand Total Bid				\$ <u>295,717.62</u>

**Please note: These are only estimated quantities and do not reflect any guarantee of purchase.
The Agency may purchase more or less as needed.**

IV. RLS EXPERIENCE AND TECHNICAL QUALIFICATIONS

RLS & Associates, Inc. (RLS), founded in 1987, has grown into a widely respected consulting company which provides transportation management and operations consulting services to transportation providers and communities throughout the United States, Canada, and the Virgin Islands. This woman-owned business enterprise works exclusively in the transit industry and specializes in providing consulting assistance to small, medium, and large public transit systems, federal and state departments of transportation, government agencies, and paratransit operators. Ms. Sarles and the RLS staff are unequaled in their experience and knowledge of Federal Transit Administration (FTA) programs and regulations, including Sections 5310, 5311, 5307, Charter, Intercity, and MAP-21 coordination requirements.

Further, RLS has a long history and respected reputation in meeting and exceeding client's expectations. RLS' mission in all projects is to first, fully understand the client's needs; second, to produce a product that is *uniquely designed to meet those needs*; third, to not only meet the intent of the project, but to produce a product that is both *realistic and implementable*, and fourth and finally, perform the work *on time and within the established budget*. RLS has a documented record of success in meeting all of these goals. To accomplish this, RLS first draws from its corporate experience from more than two decades of assisting transportation organizations with diverse and challenging issues to develop a well-organized, clearly defined project management plan which will be critical to the conduct of the proposed work effort in the most effective, cost-efficient manner possible. As such, the RLS team that has been assembled has a collective experience in the transit industry and possesses expertise in the areas of developing coordinated and public transportation services. Leading members of the project team fully understand the fundamental principles of the project, and are thoroughly versed in transportation fare structure evaluation and planning. The following paragraphs offer samples of similar projects on which members of the proposed RLS team worked.

A. WORK EXPERIENCE WITH STATE DEPARTMENTS OF TRANSPORTATION

WEST VIRGINIA

West Virginia Coordinated Human Service Transportation Assistance and Other Studies West Virginia Department of Transportation (WVDOT)

RLS & Associates, Inc. conducted a statewide planning effort for the West Virginia DOT's Division of Public Transit (DPT) to update regional coordination plans to meet the requirements of the Federal Transit Administration's (FTA) Section 5310, 5316, and 5317 grant programs for the DPT and its 11 planning and development regions; assisting Section 5311 and 5307 recipients to coordinate to the maximum extent feasible; providing assistance to Metropolitan Planning Organizations with their plans, if requested; and providing general technical assistance to organizations in the area of



coordination. RLS also quantified the feasibility of expanding the DPT's Section 5311 program and developing several financial scenarios to support this endeavor. This study built on a previous project conducted by RLS for the DPT where RLS conducted a separate statewide study to assess current statewide transportation and coordination efforts, document best practices in a transportation coordination toolkit, and develop a standard template for use in the 11 regions for the development of local coordinated transportation plans.

Highlights from this statewide study included:

- ◆ Multi-county/regional coordination in rural and small urban areas;
- ◆ Basic computation of the actual fully allocated cost per trip for each participating human service agency, senior program, and public transit provider;
- ◆ Development of a range of coordinated transportation strategies including but not limited to the following:
 - Public-human service agency trip sharing;
 - Joint use of vehicles;
 - Joint procurement;
 - Bulk fuel purchasing agreements;
 - Coordinated trips with local universities and major employers;
 - Regional/multi-county mobility management programs;
 - Carpools/Vanpools;
 - Taxi-voucher programs;
 - Coordinated training programs;
 - Centralized call centers and scheduling centers;
 - Coordination with private sector providers (i.e., voucher programs).

In addition to preparation of coordinated regional transportation plan updates, the RLS team also evaluated the 5310 Pilot Project that provided operating dollars for three human service agencies in West Virginia and six Combination Food and Passenger Vehicle program evaluations. The Combination Food and Passenger Vehicle program is a coordinated project between the DPT and West Virginia Senior Services to provide vehicles that transport passengers as well as meals in a hot/cold compartment. Evaluations included a cost benefit analysis and recommendations for the future of each program.

Timeframe: 2010 - 2013

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Development of a Coordination Toolkit and Coordination Plan Template West Virginia Department of Transportation (WVDOT)

RLS & Associates, Inc. developed "It's Time to Coordinate," a user friendly guide to coordination and compilation of best practices for the West Virginia DOT/Division of Public Transit. The toolkit was not developed to duplicate or present existing information in a new way, rather the Toolkit's sections on "Frequently Asked Questions" and "Getting Started" together with a list of websites and reference materials were compiled to present the best of information available on

transportation coordination that has been developed over the past thirty years in such a way that transportation systems, planning agencies, human service organizations and virtually anyone with an interest in coordination can use the Toolkit as a guide to implement transportation coordination.

In addition, RLS developed instructions and a template for a Coordinated Public Transit-Human Services Transportation Plan. This document, along with several accompanying forms and tables which have been provided, will assist communities in meeting the SAFETEA-LU requirements for a locally developed coordination plan that is now a condition of funding under the Federal Transit Administration's Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs. A template was also developed to assist communities with providing periodic updates of their plans.

Timeframe: 2006

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OTHER STATE DEPARTMENT OF TRANSPORTATION WORK EXPERIENCE (MINIMUM REQUIREMENT: TWO OTHER STATE DEPARTMENTS)

2013 Indiana Regional Coordination Plans and Updates

Indiana Department of Transportation (INDOT)

RLS & Associates, Inc. is updating 11 Indiana Regional Coordinated Transportation Plans within the state in compliance with the updated coordination requirements for funding as part of MAP-21.

The final plans will provide documentation for Section 5310

(Elderly Individuals and Individuals with Disabilities), including

New Freedom projects, and Job Access/Reverse Commute projects (formerly Section 5316 and now incorporated as part of the Section 5311 program). Each Regional Plan will reflect all

transportation services within the region, even those funded by agencies other than FTA, and will reflect public participation at the local level. RLS conducted outreach activities to ensure

that adequate input is solicited from each county within each region and from a diverse list of participants and area stakeholders. Public and stakeholder focus groups were facilitated by RLS

to guide participants through a strategic planning process that will identify existing resources, service gaps, and alternatives for meeting these gaps. Public surveys were distributed

throughout each county at libraries or other local gathering places and also made available on-line. From the resource assessment, public input, outreach efforts, and focus groups, the RLS

team developed a list of prioritized goals and objectives that tie directly to the unmet needs identified from the public and stakeholders. Strategies included an implementation plan that

identified for each the lead agency, funding resources, timeline, and performance measures.



Timeframe: November 2012 – March 2014
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Project In-Progress



Ohio Technical Assistance Project (OTAP)
Ohio Department of Transportation (ODOT)

RLS & Associates, Inc. is the prime contractor and primary contributor to the Ohio Department of Transportation's "Ohio Technical Assistance Project (OTAP)." The purpose of this project is to provide the technical expertise necessary to ensure the efficient, cost-effective operation of the new and existing small urban and rural transportation systems within the state. The topics defined as part of the project include those that are beneficial to many systems as well as those that are specific to particular sites. The emphasis is placed on topics that are technical in nature with "hands on" solutions rather than large research studies.

◆ Rural Public Transit System Transition Assistance

RLS provides technical assistance to coordination projects in Ohio that are making the transition to the rural general public transportation program. As part of this effort RLS staff meet with local agency representatives to assess the nature and extent of technical assistance needs. Subsequently the scope of the technical assistance is outlined. Typically, the assistance is focused on short-range implementation-oriented strategies. Expertise has been provided in the areas of management and organizational structure, policy development, data collection, MIS, scheduling and dispatch procedures, fare and contract pricing policies, and performance evaluation.

◆ Rural Transit Circuit Rider

The RLS Circuit Rider provides technical assistance to the Ohio new start rural transit systems to ensure a smooth transition and implementation of transportation services and compliance with State and Federal requirements. The circuit rider visits each system, develops an action plan, identifies needed corrective actions, develops an implementation plan, and provides ongoing follow-up assistance. The circuit rider efforts are targeted toward new-starts and potential new-starts. Currently four systems are being assisted by the circuit rider. Assistance has been provided in the form of developing sample policy and procedural manuals, drug and alcohol recordkeeping procedures, system brochure assessment, contract rate evaluation, and regulatory compliance reviews.

◆ Drug and Alcohol Program Compliance State Oversight Program Development

RLS provides ongoing technical assistance to the Ohio Department of Transportation regarding regulatory compliance issues. Specifically RLS has provided guidance to ODOT regarding the roles, responsibilities, and procedures for performing state management oversight of the State's Section 5311 systems' drug and alcohol testing programs. ODOT monitoring procedures and

checklists were modified to address compliance issues identified for other states through the FTA compliance audit process.

- ◆ **Contract Rates White Paper**

Issues surrounding contract service and the methods for developing a fully allocated rate structure are summarized in this paper. The White paper illustrates the basic approach to the appropriate use of rural transit funds and other Federal and State subsidies in providing mobility for a special contracting group. Suggested methods for establishing equitable payment by the contracting group, as well as for determining the positive and negative fiscal impacts of providing contract service were outlined in a step by step format.

- ◆ **Development of White Papers on Americans with Disabilities Act Issues**

RLS in concert with Multisystems developed clarified interpretations and applicability of the ADA in regards to vanpools, social service agencies, demand response general public transportation systems, and coordinated transportation systems. The white papers were based on information, opinions, and interpretations from the U.S. Department of Transportation, the Federal Transit Administration, and the U.S. Department of Justice. The paper defined public entities and services, and the requirement for equivalent service and program access.

- ◆ **Resource Inventory**

In June 1999, the Ohio Department of Transportation Office of Transit began this effort by compiling an inventory of resources that are available to support community transportation. The goal of this project was to "develop a comprehensive inventory of Federal, state, and local programs and resources that are available to plan for and support public transportation and welfare reform initiatives." The RLS efforts in the project expanded on the 408 Transportation Work Team's efforts by compiling information about more than 80 Federal, state, and non-governmental programs that support community transportation. Inventories were completed for 12 Ohio counties.

- ◆ **Scheduling / Dispatch Assistance for Lancaster**

RLS and KFH reviews the current reservations, scheduling, and dispatch functions of the City of Lancaster's Taxi Token Program. After the initial assessment, new policies and procedures were developed that addressed service quality, travel time, drop-off time, and time calls.

- ◆ **Enhance TGIS System to Include Inventory Data for Section 5311 Management Performance Review**

Enhanced and added specific capabilities to the Transit Grants Information System (TGIS) to assist the three-year Management Performance Review Program.

- ◆ **Video Production**

Provided assistance to ODOT in producing a high quality, versatile marketing video. RLS & Associates, Inc. provided pre-production decision-making and planning assistance to the project. They selected the production company, developed an appropriate production schedule and performed the necessary research to ensure an accurate script and realistic theme. During production, RLS staff secured the necessary props, uniforms, vehicles and persons to provide an

accurate representation of the systems and area. RLS & Associates, Inc. oversaw all post-production projects including: narration, rough cut, final editing, audio, and dubbing.

- ◆ **Technical Assistance -- City of Newark**
Assisted the City of Newark with the establishment of its "service consumed" data collection and record keeping procedures consistent with Section 15 requirements. Developed vehicle specifications, determined suitability of fare structure, developed Disadvantaged Business Enterprise Plan and reviewed the Drug and Alcohol policy.
- ◆ **Status of Transportation in Ohio**
Coordinated the development of the 1989, 1992, 1995, 1996, 1997, 1998, and 1999 Status of Transportation in Ohio Annual Report for the Public Transit Division of the Ohio Department of Transportation.
- ◆ **Ohio Ridership Reference Booklet**
RLS & Associates compiled ridership data for the Ohio Department of Transportation in 1996, 1997, 1998, and 1999. This easy-to-use reference document provided ridership data for each of the urban and rural transit systems in the state. For each system a two year comparison was provided as well as ridership for the last ten to fifteen years. The information was provided in table and graph form.
- ◆ **Newsletter Development**
Was responsible for editing, layout and design of ODOT's quarterly newsletter, the Ohio Transfer, specifically for the Bureau of Public Transportation. This function has since been returned to the ODOT Communications Department.
- ◆ **Regional Transit Authority Development**
Provided sample resolutions, bylaws and issues paper to assist Knox, Holmes, and Coshocton Counties form a Regional Transit Authority. Provided technical assistance and support to the City of Steubenville in its efforts to establish a Regional Transit Authority. Sample resolutions were drafted and implementation support was provided.
- ◆ **Grants Management**
Oversaw the automation of the Office of Public Transportation including grants management.
- ◆ **Section 5311 Funding Allocation Formula Assessment**
RLS & Associates conducted an assessment of Ohio's Section 5311 Funding Allocation Formula. The assessment included a review of ODOT's database of financial and non-financial, statistical and performance information, and a review of other states' formula distribution mechanism. An alternative incentive/disincentive based formula was recommended and subsequently adopted for the Section 5311 Funding Allocation. The allocation method was subsequently reviewed and updated to reflect issues such as "left-over" funding, service expansion, new starts, under usage, and capitol replacement.
- ◆ **Section 5310 Program Review**

RLS & Associates conducted a review of Ohio's Section 5310 program for ODOT. The review process focused on the current application process, evaluation and selection criteria, vehicle procurement, monitoring, and disposition, and overall program administration. A summary of recommendations was made to ODOT.

◆ Ohio Coordination Program Evaluation

RLS & Associates developed a methodology to evaluate the coordination projects funded by ODOT. The evaluation methodology utilizes a computer spreadsheet that tracks the accomplishments of the projects from the year prior to coordination through a two-year funding grant and computes changes in the cost per mile, cost per trip, passengers per mile, and passengers per hour among others.

◆ Intercity Bus Service Needs Assessment

Conducted a state-wide needs assessment of Ohio's Intercity Bus Service to determine the use of Section 5311(i) funds. Private and public transportation providers were surveyed to determine whether the State's Intercity Bus Service needs were being met and to make recommendations for the allocation of the Section 5311(i) funds. Additionally, RLS assisted in the determination of evaluation criteria to review potential funding projects under this program and oversee the development of a marketing brochure to promote the availability of intercity bus service in Ohio.

◆ Rail Fixed Guideway NPRM Review

RLS & Associates conducted a review of the Notice of Proposed Rule-Making (NPRM) 49 CFR 659 which addresses state agency oversight of rail fixed guideway systems. In addition, an assessment of the implications for ODOT was made.

◆ Rideshare Program Evaluation

RLS conducted a performance-based analysis of the Ohio local rideshare agencies. The primary intent of the work effort was to document the effectiveness and performance of the individual agency programs and to develop a corresponding performance-based funding allocation. A survey was conducted to quantify the production of the rideshare programs in relation to the number of carpools formed and other related indicators. The data was later analyzed, put into spreadsheet format, and used to establish alternative allocation methods. ODOT later used this data to assist in its initial evaluation of the role the DOT should have in local rideshare programs.

◆ Rideshare Program Review

RLS & Associates conducted a review of the Rideshare Program which promotes car and vanpooling for commuters in Ohio. An analysis of the current administration process was conducted, which focused on program development, guidelines, and monitoring. The review included a peer analysis of what other states are doing with their Rideshare Programs and a summary of findings and recommendations.

◆ Rideshare Program Funding Allocation Methodology

RLS & Associates developed several alternatives for funding the Rideshare Program agencies using a performance-based methodology. RLS conducted a database survey to collect inputs for the new methodology.

◆ Fare Analysis

Conducted a statewide transit fare analysis to identify current practices and to provide guidance on ways to improve farebox recovery ratios. The discussion included a detailed explanation of how to calculate the recovery ratio, definitions, identification of additional revenue sources, and fare elasticity's.

Timeframe: Current

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Indiana Rural Transit Assistance Program (INRTAP)

Indiana Department of Transportation (INDOT)

RLS & Associates, Inc. provides technical assistance and program management services on behalf of the Indiana Department of Transportation in the administration of the Indiana Rural Transit Assistance Program.



The scope of services includes the following services:

Providing technical assistance to agencies that provide public and specialized transportation including (but not limited to):

- ◆ Writing and distributing the Indiana Dispatch newsletter;
- ◆ Maintaining the RTAP website;
- ◆ Maintaining the RTAP 1-800 hot line for technical assistance;
- ◆ Preparing and maintaining information packets regarding public & specialized transportation;
- ◆ Providing timely, informative responses to technical assistance request; and
- ◆ Reviewing Section 5310 and Section 5311 grant applications.
- ◆ Providing oversight and monitoring of Indiana's Medical Qualification Program.

Providing technical assistance to agencies regarding the Indiana drug and alcohol program including (but not limited to):

- ◆ Providing grantees with technical assistance with the drug & alcohol program;
- ◆ Collecting, reviewing, and submitting reports, as necessary, to satisfy all FTA regulations;
- ◆ Conducting drug and alcohol compliance reviews for Section 5311 grantees;
- ◆ Monitoring testing facilities; and
- ◆ Submitting state reports to FTA.

Providing training to agencies that provide public and specialized transportation including (but not limited to):

- ◆ Developing and maintaining brochures and training resource list;
- ◆ Maintaining a transportation resource library and training videos;
- ◆ Providing scholarships to transit professionals to attend trainings; and

- ◆ Providing on-site training courses which include but are not limited to:
 - Indiana Driver Training;
 - Passenger Assistance Techniques;
 - Defense Driving;
 - Emergency Procedures;
 - Fire Safety;
 - Vehicle Evacuation;
 - Dealing w/difficult people;
 - Drivers in De-Stress;
 - Preventative Maintenance; and,
 - Scheduling and Dispatching.

Timeframe: 2006-Current

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New Hampshire Rural Transit Assistance Program (RTAP)

New Hampshire Department of Transportation

RLS & Associates, Inc. was hired by the New Hampshire Department of Transportation to run the Rural Transit Assistance Program (RTAP). As a part of the contract RLS will provide: Compliance Reviews; Project Planning and Coordination; Development and Promotion of Training Program; Special Events; Administration of the Scholarship Program; NHRTAP Information Center; Financial Management, Project Management, and Administration; and other technical services as needed.

Timeframe: 2012-Current

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Minnesota Rural Transit Assistance Program - Transit Manager Education

Minnesota Department of Transportation (MNDOT)

RLS will assist state in developing a Transit Management Education Program. The program will provide education and tools for transit managers who may have supervisory skills, but need essential knowledge specifically related to rural public transit service delivery. It will also build on upon the existing skills transit managers, but also expand the vast knowledge of requirements currently in place by the FTA for transit service throughout the state. In MN there are a variety of transit systems. These include multi-county systems, single county, single city or municipality, and tribal transit. Some systems are structured as not for profit on community action programs, others are Joint Powers Boards, county or city governments. The Office of Transit - Transit for Our Future (TFF) is an initiative that seeks to utilize consolidation,

collaboration, and coordination to standardize public transit delivery throughout greater Minnesota.

Timeframe: 2013-Current
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St. Paul, MN 55155
Phone: (651) 366-4184
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Wisconsin RTAP

Wisconsin Department of Transportation (WisDOT)

The Wisconsin Department of Transportation awarded RLS & Associates, Inc. the statewide contract to manage the Wisconsin Rural Transit Assistance Program on behalf of WisDOT. RLS has complete responsibility, with WisDOT input and approval, for implementing RTAP for Wisconsin's rural and small urban, coordinated, and community transportation providers, including the RTAP newsletter, website, and electronic resource center, and the RTAP Scholarship/Peer-to-Peer Network. One of the major work efforts for this project was to conduct a comprehensive needs assessment to survey the various transit providers about their specific training and technical needs. As a result, RLS has provided training on a variety of topics including, Defensive Driving, Passenger Assistance Techniques, Customer Service, Cost Allocation, and Volunteers, In addition, RLS staff has provided presentations at the Annual WURTA Conferences and assisted with the annual Rodeo.



Timeframe: 2011-Current
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Rhode Island Human Services Transportation Study

RIPTA

As part of this statewide study, RLS & Associates, Inc. contacted human service agency and for-profit transportation providers to develop a comprehensive inventory of available services. RLS also conducted in-depth research into the health and human services transportation (HHST) programs in other states. Interviews with state program staff were conducted to gain insight into program specifics. States that offered examples and best practices were highlighted in a report to the client, summarizing the strengths and weaknesses of each program as well as their relevance to the circumstances in Rhode Island. Information presented to the client in draft reports was discussed and refined. Refinements required additional research to gather supplementary information as requested by the client.

Timeframe: 2008-2009
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Completed On Time

Ohio Mobility Improvement Study
Ohio Department of Transportation (ODOT)

RLS & Associates, Inc. conducted the Ohio Statewide Mobility research project for the Ohio Department of Transportation to determine if Ohio could embrace a statewide approach that integrates health and human services transportation (HHST) so that individuals served by these agencies, including the elderly, people with low incomes and individuals with disabilities, can meet basic mobility needs in an efficient and effective manner. Nelson/Nygaard Consulting Associates also participated in the conduct of this project. Project objectives included summarizing state-level best practices; assessing and evaluating state level approaches; documenting administrative and procedural linkages between state departments that have resulted in successful program coordination; identifying specific quantifiable benefits associated with a state's program; developing Ohio specific recommendations that will result in better integration of HHST at the state and local levels, documenting current ODOT funding practices, resources and utilization/leverage of other funding; and developing coordination options and an accompanying implementation plan. RLS conducted a detailed literature research; summarized coordination legislation used by other states; conducted an extensive statewide outreach effort; documented baseline conditions of coordination in Ohio; identified key federal programs and state administrative agencies/delivery networks; assessed the state level involvement in the funding or sponsorship of health and human services transportation; and summarized the current status of public transportation in Ohio. Nine recommendations were offered in four categories: Immediate; Short Term; Mid Term; and To Be Considered. Recommendations ranged from fostering regional service delivery approaches and providing one on one technical assistance and outreach to developing cost sharing approaches, recommending legislative changes to consolidate grants management and vehicle purchases to a long range recommendation of pursuing dedicated transit funding.



Timeframe: 2012-2013
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**B. LOCAL AND REGIONAL COORDINATION AND MOBILITY MANAGEMENT
PLANNING FOR SECTION 5311, 5307, AND 5310 RECIPIENTS (MINIMUM
REQUIREMENT: THREE YEARS EXPERIENCE)**

2013 Indianapolis Coordination Plan

Indiana Department of Transportation (INDOT)

RLS & Associates, Inc. worked with the Indiana Department of Transportation, Public Transit Section (INDOT) and the Indianapolis Public Transportation Corporation, IndyGo, (Section 5307) to update the regional coordinated public transit and human service agency transportation plan for the Indianapolis region. The final plan satisfies the MAP-21 requirements for Marion County (Indianapolis) and seven surrounding counties to have a locally developed plan in place to support applications for Section 5310 (Elderly Individuals and Individuals with Disabilities), Section 5316 (Job Access/Reverse Commute), and Section 5317 (New Freedom). Planning activities involved extensive public outreach, local stakeholder workshops throughout the region, a service assessment of transportation providers in the eight-county region, determination of unmet transportation needs and gaps in service, and establishing goals and strategies to effectively meet those needs through coordination. The plan was developed with extensive participation from the Indianapolis region's numerous public and private transportation providers as well as the Central Indiana Regional Transit Authority (CIRTA) and Central Indiana Commuter Services (CICS) program.

Timeframe: November 2012 – May 2013

Contact: Todd Jennings

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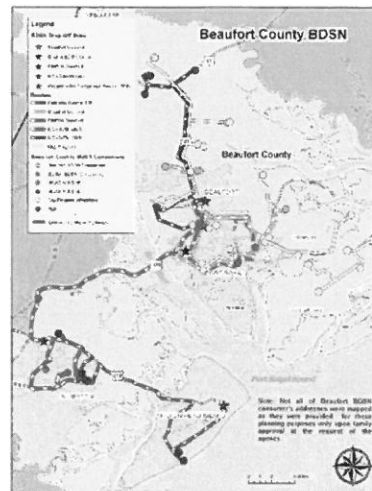
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**Lowcountry South Carolina Coordinated Public
Transportation Expansion Plan**

Lowcountry Regional Transportation Authority

RLS & Associates, Inc. was hired by Lowcountry Regional Transportation Authority and the Community Transportation Association of America (CTAA) to assist the Lowcountry Regional Transportation Authority in expanding the availability of coordinated public transportation services throughout the lower four county portion of its service area. The Lowcountry Regional Transportation Authority (LRTA) operates Section 5307 public transportation services in a five county region of southeastern South Carolina. The area includes concentrations with significant employment opportunities, and the Parris Island U.S. Marine Corp Base. Employees often live distant from the job opportunities and a significant number of workers in



the hospitality industry are unable to find affordable housing near their places of employment. In response to those needs, LRTA, operating as Palmetto Breeze, began operating commuter routes, and limited demand responsive services. Prior to the planning effort, LRTA partnered with several human service agencies to establish a coordinated transportation service which was the first of its kind in South Carolina. That service developed into the need to hire a mobility manager to support the coordinated services. Within portions of the region, however, the client specific transportation services operated by various human service programs continued to operate, but they were not available to the general public or clients of other agencies. Palmetto Breeze, in conjunction with the Lowcountry Council of Governments initiated this project to improve this network of services as an opportunity to effectively address unmet mobility in four counties. RLS worked with the original coalition of human service agencies, the LRTA, the Council of Governments, and CTAA to develop a comprehensive assessment of existing services that included detailed operating costs to compare the cost of operating as individual providers to the costs of coordinating or consolidating services. The plan also evaluated the full range of temporal, spatial, and funding-limitation gaps in service and developed strategies to overcome those gaps. The plan involved priorities and detailed recommendations for coordinated routes, complete with 5-year operating cost projections and anticipated hours/miles and passengers served.

Timeframe: 2011 – 2012
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Completed On Time

Yankton Transit Coordinated Public Transit-Human Services Transportation Plan
Yankton Transit (Section 5311 Recipient)

The Coordinated Public Transit-Human Services Transportation Plan replaces a previous incomplete plan and includes all aspects required of a Coordination Plan. The work plan included an assessment of all human service and transportation providers within the city and adjacent communities, and identifies gaps in service by determining needs of persons with disabilities, older adults, and low income persons. Through public surveys and stakeholder interviews, RLS determined strategies for coordination, system structure and methods of creating greater efficiencies. Extensive outreach efforts and demographic analysis were the basis for a detailed transportation needs assessment. Outreach efforts included public surveys, stakeholder interviews, local public meetings and workshops to gain community input. The plan will serve as a tool for educating and informing Yankton Transit stakeholders and leaders about the transportation needs and resources of the City and neighboring communities. And, by identifying these needs and resources, the plan provided a guide for the City to successfully address these needs in the future. Finally, the project resulted in strategies, ranked by priority, for applications to the Federal Transit Administration (FTA) for MAP-21 project funds.

Timeframe: July 2013 – December 2013

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Completed On Time

Fairbanks Mobility Management Plan for Public Transportation
Fairbanks North Star Borough (Section 5311 Recipient)

RLS & Associates, Inc. developed the Fairbanks North Star Borough Alaska Mobility Management Plan for the Fairbanks North Star Borough. The planning process involved extensive community outreach as well as an in-depth analysis of existing fixed route and ADA complementary paratransit, University of Alaska Fairbanks transportation, and human service agency transportation resources. RLS developed a range of implementation strategies that would be appropriate for improving transportation in the area through mobility management. Ultimately, the locally selected implementation plan was for a centralized call center that will encourage better use of local transportation resources and improved transportation options for the local communities, including the tribal communities and inter-city providers that are bringing passengers into Fairbanks.

RLS conducted inventories and focus group meetings with transportation providers throughout the Fairbanks North Star Borough including but not limited to public transit, paratransit, school transportation, Tribe funded programs, senior center and Pioneer Home transportation, and University of Alaska Fairbanks. RLS also conducted a needs assessment with the transportation providers as well as organizations, such as Access Alaska and Love INC that represent individuals with disabilities and people with low incomes.

Timeframe: January 2010 – October 2010
Contact: Adam Barth
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Completed On Time

Delaware County Technical Assistance/Feasibility Study
Delaware County Long Term Care & United Way of Delaware and Otsego Counties

RLS & Associates, Inc. assisted the United Way of Delaware and Otsego Counties (UWDOC) in developing a new coordinated public transportation program in Delaware County, New York. Although there was no local public transportation service in this area, a network of human service agencies operated transportation for their individual clients. The study involved in-depth data collection and inventory of existing transportation services/resources in Delaware County and the immediately surrounding areas, conducted via survey and one-on-one interviews. Major trip origins, destinations, and key activity centers were identified, transit needs were quantified and solutions developed. In addition to providing all components

necessary for a coordinated transportation plan, RLS also led the local stakeholders through development of a strategic implementation plan along with complete fiscal projections for operating and capital needs. The project resulted in follow-on work in which New York State DOT hired RLS to act as the Mobility Manager throughout the initial implementation phases until a local Mobility Manager could be hired.

Timeframe: 2009
 Contact: Laura Stewart
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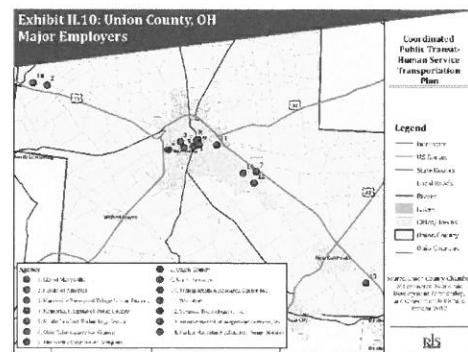
**Coordinated Public Transit-Human Services Transportation Plan
 Pickaway County Community Action Organization (Section 5311 & 5310 Recipient)**

RLS & Associates, Inc. conducted all aspects of preparing a Coordinated Public Transit-Human Services Transportation Plan, according to requirements of MAP-21. Actively working with the Pickaway County Community Action Organization and the Pickaway Area Transit system. Goals and Strategies included a range of options from a call center for transportation, to technology, and coordinated training opportunities.

Timeframe: 2012
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 Email: mmills@picca.com
 Completed On Time

**Union County Coordinated Public Transit-
 Human Services Transportation Plan Update
 Union County Senior Services (Section 5310
 Recipient)**

RLS is updating the Coordinated Public Transit-Human Services Transportation Plan building on past efforts in Union County, Ohio and revisiting the initial evaluation of county and local community characteristics, including a stakeholder assessment and inventory of existing transportation services. Extensive outreach efforts and demographic analysis are the basis for a detailed transportation needs assessment. Outreach efforts include a public survey, transportation provider and local stakeholder interviews, and local public meetings and workshops to gain community input. The planning process, and ultimately the plan, will serve as a tool for educating and informing Union County stakeholders and leaders about the transportation needs and resources of the County.

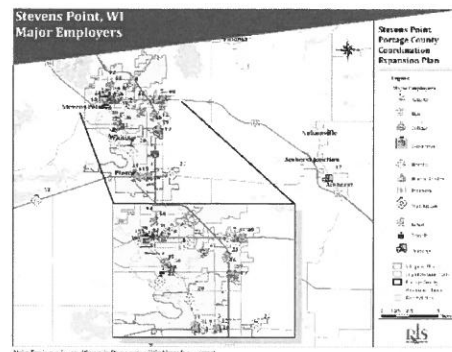


And, by identifying these needs and resources, it will provide a guide for the County to successfully address these needs in the future. Finally, the project will result in strategies, ranked by priority, for applications to the Federal Transit Administration (FTA) for MAP-21 project funds.

Timeframe: 2013
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In Progress

Stevens Point Transit Services Expansion Plan
Stevens Point Transit, Stevens Point, WI
(Section 5307 Recipient)

Recognizing that provision of affordable transportation services is essential to placing individuals in sustainable employment situations, the North Central Wisconsin Workforce Development Board (NCWWDB) and Stevens Point Transit and the Community Transportation Association of America (CTAA) initiated this plan to enhance transportation services throughout the study area; including the most rural areas of Portage County where access to employment and community services was extremely limited. Recommended service enhancements will build upon the successful fixed routes, demand response, taxi, and volunteer transportation currently provided for the general public and University of Wisconsin Stevens Point. RLS & Associates, Inc. provided technical guidance and expertise to Stevens Point Transit and NCWWDB and developed a plan for consolidating the transportation services provided by the City of Stevens Point and Portage County. The plan addressed three primary goals: (1) Identification of how to actually coordinate specific functions of public and human service agency transportation between the City and County; (2) Development of a partnership with the City and County to ensure the most efficient use of financial resources; and (3) Consolidation of staff into a joint program to reduce duplications of service while maintaining or increasing the number of transit related jobs.



Timeframe: 2011-2012
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Completed On Time

Transit Consolidation Implementation Plan and Joint Transportation Development Plan
Licking County Area Transportation Study (LCATS) (Section 5307 Recipient)



At the onset of the study, Licking County Transit Board and the City of Newark were two separate transit systems operating demand response public transportation within close proximity.

The City of Newark is the county seat of Licking County. Duplications in trip origins and destinations, administrative functions, and maintenance, as well as confusion for the passengers about fare structures and providers, brought the County and City together to explore opportunities for consolidating the services. RLS & Associates, Inc. assisted the City and County with implementation of a consolidated transportation program that would reduce duplications and improve efficiency while enhancing service to the local community. Phase 1 of the project involved the consolidated implementation plan. Phase 2 initiated the development of a Joint Transportation Development Plan (TDP) to guide the newly consolidated transit program through the next five years. In addition to the planning efforts, RLS staff offered technical assistance on an as needed basis.

Timeframe: 2012- Current
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Tanana Chiefs Conference Corridor Study
Tanana Chiefs Conference, Alaska

RLS & Associates, Inc. provided technical assistance to the Tanana Chiefs Conference (TCC), along with the Community Transportation Association of America (CTAA), in improving transit service in five highway corridors around Fairbanks Alaska adjacent to tribal lands of Conference members. The member tribes of the TCC face unique transportation challenges, only nine tribes are connected by road. For some of the villages off the road system, mobility alternatives include boats on rivers in summer, and snow machines overland in winter. The major destination for villages that have access to the road system in Fairbanks. There are also non-Native communities along these highway corridors leading into Fairbanks, which likewise have substantial transportation needs focused on Fairbanks. Transportation services developed as part of this project will serve the non-Native communities as well as the Native villages in order to achieve the critical mass to sustain transportation services. Extensive outreach efforts, including public meetings in the Native and non-Native communities were conducted throughout the planning effort to understand needs and existing resources. Service alternatives and service and organizational implementation strategies were presented with the final report, along with a comprehensive list of performance measures, ridership expectations, line-item operating and capital budgets, and recommendations for revenue sources. RLS also presented a

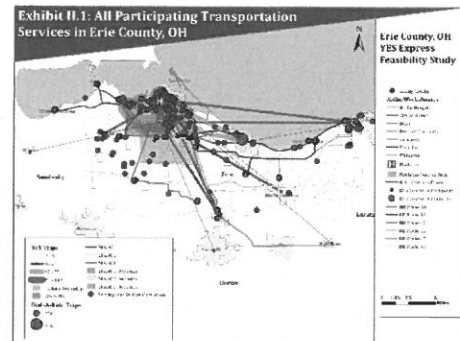
workshop for interested communities to discuss step-by-step procedures for implementing a new coordinated transportation effort.

Timeframe: 2011-Current
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Erie County Feasibility and Implementation Plan
Erie County Board of Developmental Disabilities
(Section 5311 and 5310 Recipients)

RLS & Associates, Inc. conducted a feasibility study and preparing an implementation plan for Erie County, Ohio. Erie County is a year-round residential area and also a seasonal tourist area in the summer. The population increases significantly during tourist season. This plan focused on transportation needs of year-round residents but also included a component of transportation needs assessment for local

businesses and the economic development office. The planning process involved extensive coordination and outreach with human service agencies and transit providers in Erie County and the contiguous areas as well as surveys of employers, agency consumers, and public transportation passengers. Tasks for the plan involved the following: (1) Develop forecasts of unmet transportation demand in Erie County; (2) Develop forecasts of unmet transportation demand for travel by Erie County residents to contiguous counties and the more distant large urban areas; (3) Develop service and organizational alternatives for expansion of co-produced transportation services in Erie County and into adjacent counties; (4) Determine the costs/benefits (or Return on Investment) for each potential co-produced transportation alternative; and (5) Refine the preferred alternatives including a 5-year sequence of implementation activities and detailed operating budget and capital plan.



Timeframe: 2012
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Completed On Time

Scioto County Locally Developed Coordinated Public Transit-Human Services Transportation Plan

Scioto County Board of Developmental Disabilities (Section 5310 and 5311 Recipients)

RLS & Associates, Inc. conducted all aspects of a Coordinated Public Transit-Human Services Transportation Plan, according to requirements of MAP-21. Activities included working closely with the Scioto County Board of Developmental Disabilities and the local rural public transportation system. Goals and strategies included a range of options from a coordinated call center for transportation, to technology and coordinated training opportunities.

Timeframe: 2012

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SITKA - Coordinated Public Transit Human Services Transportation Plan

Center for Community, Inc. (Section 5311 Recipient)

RLS & Associates, Inc. developed the Plan for Coordination of Human Services Transportation Needs and Services, Sitka, Alaska, a Five-Year Plan for coordination of human services transportation. This planning process updated and expanded the current plan which was developed in 2007 and build upon the coordinated transportation successes of the local area. Sitka's current public transportation system is a coordinated system including Center for Community, Inc. (CFC), Sitka Tribe of Alaska, Sitka Tribe, and Southeast Senior Services. Continued promotion and expansion of coordination efforts at the local level will be key to achieving coordinated transportation goals and the participation and financial support that they require. The project entails collection of updated information through comprehensive community outreach efforts, and soliciting input and support from the agencies and organizations that serve individuals with disabilities, older adults, people with low incomes, and the general public in the study area. The final plan included a range of realistic goals and fiscally responsible implementation strategies for advancement of the coordinated transportation services in the Sitka community and an Executive Summary. The final, locally adopted five-year coordinated transportation plan, including cost per ride for each agency was adopted by the Tribal Council, Sitka Tribe of Alaska on August 18, 2010.



Timeframe: 2010

Contact: Connie Sipe

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**TARTA Coordinated Public Transit Human Service
Transportation Plan Update
Toledo Area Regional Transit Authority (TARTA)
(Section 5307 and 5310 Recipients)**

The Toledo Area Transit Authority (TARTA) hired RLS & Associates, Inc. to update the Coordinated Public Transit Human Services Transportation Plan. The planning process involved comprehensive outreach efforts for all organizations in the Toledo area that serve individuals with disabilities, people with low incomes, older adults, and the general public. Focus group sessions and public meetings were conducted at various times and locations convenient for the stakeholders. Following the updated needs assessment and gaps analysis, the study team developed and prioritized realistic coordinated transportation strategies for the area. The goal of the effort was to assist the local stakeholders in their efforts to move beyond planning and to facilitate new actions toward implementation of goals and strategies. Specific coordinated strategies that were explored involve paratransit and commuter services.



Timeframe: 2012
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**Greene County Community Transportation Service Plan (CTSP)
North Carolina Department of Transportation (NCDOT)**

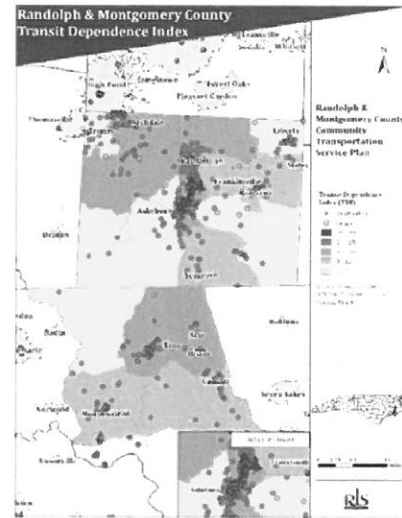
RLS conducted a short range Community Transportation Service Plan for Greene County Transit (GCT) in Greene County, North Carolina under contract to the NCDOT. This project consisted of a comprehensive overview and assessment of GCT, including the update and development of a profile of existing services. GCT's transit advisory and governing board structures were reviewed and assessed, including their responsibilities and achievements to date. RLS also reviewed GCT's funding, revenues, fare structure, and third party contract management. Alternatives to the existing management and operation of GCT were also developed. The advantages and disadvantages of each alternative and the costs associated with each alternative were included. These alternatives explored potential coordination/consolidation of GCT with neighboring community transportation systems. All costs and revenues associated with each service design improvement and alternative were included. Once an alternative was chosen, a complement implementation plan and schedule was developed and presented.

Timeframe: 2011
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**Randolph and Montgomery Counties, NC Community
Transportation Service Plan (CTSP)**
North Carolina Department of Transportation (NCDOT)

RLS & Associates, Inc. (RLS) conducted a Community Transportation Service Plan for Randolph and Montgomery Counties, North Carolina under contract to the NCDOT. Randolph County, through the designated lead agency for coordination, the Randolph County Senior Adults Association, Inc. (RCSAA), had been a long-time transportation provider in the county, first as a provider of specialized services and more recently as a nonurbanized area public transportation provider. Early in the last decade, the system responded to NCDOT regionalism initiative and formed a strategic partnership with Montgomery County to manage transit services in both counties. Today, the program provides both rural public transportation and human service agency transportation under contract to various human service agency programs. The program has grown substantially and now constitutes the largest program in terms of scope of services and workforce at RCSAA.



The primary goal of the CTSP process was to ensure that the RCATS system was making a strategically planned response to the projected mobility needs of the general public and targeted populations in the two-county service area, and continuously improving and achieving excellence in all aspects of their service delivery and management. This project consisted of a comprehensive overview and assessment of the RCATS system, including the update and development of a profile of existing services, governance, funding structure, fleet and capacity analysis, and public outreach process. Alternatives to the existing management and operation of RCATS were developed. The advantages and disadvantages of each alternative and the costs associated with each alternative were included. These alternatives explored potential coordination/consolidation of RCATS with neighboring community transportation systems. All costs and revenues associated with each service design improvement and alternative were included. Once an alternative was chosen, a complete five-year implementation plan and schedule was developed and presented.

Timeframe: 2011
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CIRTA Rural/On-Demand Transit Study for Central Indiana
Central Indiana Regional Transportation Authority (CIRTA)



The rural/on-demand transit providers of the eight counties that surround Marion (Boone, Hamilton, Hancock, Hendricks, Johnson, Madison, Marion, Morgan, and Shelby) partnered with RLS & Associates, Inc. to develop a process to evaluate and make recommendations that address the need for seamless travel from urban to rural areas and county to county transit. RLS & Associates identified opportunities for resource sharing among rural/on-demand transit providers looking specifically for economies of scale in purchasing, communications, and technology. RLS also worked together with its subcontractor, PB & J Graphic Designs, Inc., to develop a marketing plan for regional service operations. To accomplish the study goals, RLS assessed the limitations and opportunities for increased service capacity using existing resources, analyzed existing policy and recommend policy changes that will enable increased service capacity of providers (local and state), reviewed procurement practices, and recommended improved marketing and outreach for transit providers. Ultimately, the study will enable the network of transportation providers to provide seamless transportation throughout the Central Indiana region.

Timeframe: 2009
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Completed On Time

C. OTHER TRANSIT AND COMPREHENSIVE PLANNING

V-Line Public Transit Route Study
City of Valparaiso V-Line

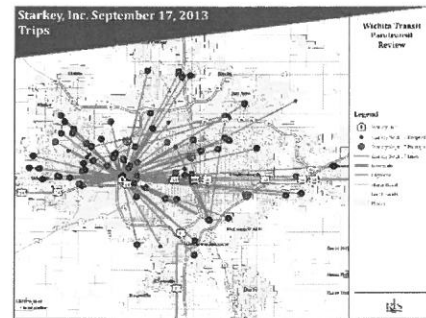
RLS & Associates, Inc. is conducting this route study joined by subcontractor Nelson\Nygaard. The V-Line transit system is operated as a deviated fixed route service in Valparaiso, Indiana. The City is part of the Northwest Indiana Regional Planning Council (NIRPC) and receives Federal Transit Administration Section 5307 funding, in addition to local funds. The system is open to the general public and serves a number of college students. Experiencing significant growth in ridership each year since 2007, the V Line was struggling to stretch its resources to provide more and better service, without compromising service quality. Project tasks include (1) Interviews with staff, local officials, and other community stakeholders; (2) Public meetings; (3) Onboard passenger surveys; (4) Evaluation of latent transit demand; (5) Detailed route evaluations, realignment, and mapping; (6) Major service feature recommendations based on the findings of previous tasks; and (6) A cost analysis with a 5, 10, and 15 year financial plan.

Timeframe: 2013 – Current
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Valparaiso, IN 46383
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Wichita Transit Paratransit Assessment

Wichita Transit

RLS is reviewing Wichita Transit's ADA Complimentary Transportation program including 7 contracted providers. The review will include a comprehensive analysis of operational, financial, maintenance and program management and compliance of ADA services provided to Wichita Transit. RLS has evaluated service delivery, ADA eligibility process and contract management agreements. Recommendations for the organizational structure of the ADA services were developed for consideration of the project steering committee. Additionally, RLS is developing a Mobility Manager Guide to allow a smooth information transition for the soon to be hired position.



Timeframe: 2013 – Current
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Niles Michigan Transit Development Plan

City of Niles

Faced with declining revenues, the City of Niles was forced to reduce its hours of operation and staff. Unfortunately, they found that ridership also declined. The City of Niles hired RLS & Associates, Inc. to assist the City with making systematic improvements to their valuable Dial-A-Ride service. RLS completed a comprehensive analysis of the Dial-A-Ride service and made recommendations to improve the effectiveness of the system while ensuring its sustainability. Public and stakeholder participation were key components of the study process as RLS gained an understanding of the transportation needs of the local community and compared those needs to the existing resources. RLS also conducted a complete financial and performance analysis of the existing fixed route, policies, staffing levels, and demand response services. Ultimately, RLS provided short- and long-term recommendations for the City of Niles Dial-A-Ride service. Recommendations have been approved by the City Council and implementation started immediately following the plan.

Timeframe: 2012
Contact: Evan Smith

In addition to the regional plans, RLS will prepare a report and give a presentation to the WVTCC in either July or January. Key members who have had direct input into the regional planning processes will be available for the WVTCC presentation. RLS will be available to make a presentation on any information pertinent to advancing coordination activities in West Virginia during the one-year timeline, or in later years should the contract be extended.

RLS understands that the goal of this project is to encourage and facilitate the coordination of transportation services to the maximum extent practicable and ensure compliance with the requirements as developed by the Federal Transit Administration (FTA); including compliance with MAP-21 or any subsequent reauthorization of the Federal Transit Program. The proposed approach will satisfy those requirements.

If requested by WV DPT, the most experienced RLS personnel will provide technical assistance, as needed, to up to two additional regions that wish to advance coordination activities in their area. Also, if requested, RLS will provide technical assistance to any WV DPT, WV TCC, or MPO coordination project and/or activity. Technical assistance will be available throughout the entire contract period.

RLS will provide monthly progress reports to the WV DPT Project Manager by the 15th of each month for activities conducted during the previous month.

**West Virginia DOT, Division of Public Transit RFQ - PTR14022
Project Timeline**

No.	Scope of Work Activities	NTP	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
4.3	Initial Meeting	#	X											
4.2A	Develop 11 Regional Public Transit Human Service Plans/Updates		[Gantt bar from Month 1 to Month 11]											
4.2D	Conduct Public Outreach Meetings/Activities in 11 Regions, Initial Meeting		[Gantt bar from Month 1 to Month 5]											
4.2D	Conduct Public Outreach Meetings/Activities in 11 regions, Follow-up Meetings		[Gantt bar from Month 6 to Month 9]											
4.2E	Produce 11 Regional Reports		[Gantt bar from Month 7 to Month 11]											
4.2F	55 Copies of Regional Reports		[Gantt bar from Month 7 to Month 8]											
4.2F	Produce an Executive Summary of the 11 Regional Reports		[Gantt bar from Month 7 to Month 8]											
4.2G	Make a Presentation before the WVTCC										•			
4.2H	TA to Two Regional Coordination Efforts		[Gantt bar from Month 1 to Month 12]											
4.2I	TA to Division, WVTCC or MPO Coordination Project and Activity		[Gantt bar from Month 1 to Month 12]											
4.3	Progress Meetings (3 Meetings) & Monthly Progress Reports		*	*	X*	*	*	*	*	X*	*	*	*	*X

- This symbol designates the tentative date for the presentation to the DPT and West Virginia Transportation Coordinating Council
- * This symbol designates the monthly status or progress reports submitted to the DPT
- X This symbol designates a tentative meeting date with DPT