



# DELRAY BEACH COMMUNITY REDEVELOPMENT AGENCY

RFP No. 2018-18

March 28, 2019

# SAFETY OF THE COMMUNITY

▶▶▶ ***Think Safe, Act Safe, Be Safe***



**The safety of our passengers, employees and the public is our highest priority.**

- **No Cell Phone Use While Driving**
- **Safe Backing Procedures**
- **High-Visibility Vests**
- **Proper and Comprehensive Training**
- **Engaging Fellow Employees About Safety**
- **BeSafe – Positive Reinforcement**

# FLORIDA PRESENCE AND REGIONAL SUPPORT





# PARTNERSHIP

## Communication is Key!

### Working relationship with Delray Beach CRA & City staff

- Experienced local management, staff, and drivers
  - Based in Delray Beach with deep understanding of the Downtown Roundabout Trolley
- Frequent and open communication
- Complete transparency
- Development of goals, objectives and KPIs
- Strategy meetings

# OUR COMMITMENT

## ► Keys Steps to the Long-Term Success of Services

### Offering Delray Beach local and experienced:

- On-site management team
- Region management team
- Operations facility for maintenance and daily cleaning
  - Focused and fast maintenance and service

***As the current provider, First Transit's transition activities focus on a review of our service with the new contract term***

# SAFETY AND TRAINING

## First Transit Advantages

- Background and FDOT Testing
- First Transit & TSI/ New Operator Training
- Smith System/ Defensive Driving
- Monthly Safety Meetings
- BeSafe Program
- Certified Instructors
- 1-on-1 Behind-the-Wheel
- DriveCam (Driver feedback)
- First Transit University



Think **Safe**, Act **Safe**, Be **Safe**.



# PROPOSED FLEET

## Environmentally Friendly with Alternative Fuel

- Propane fueled - Starcraft Allstar vehicles

## Bicycle Racks

- Included on both vehicles

## Vehicle Wrapping

- Included – CRA to choose design

## Vehicle to accommodate up to 20 passengers

- Starcraft Allstar seats 20 passengers (up to 2 wheelchairs)

***First Transit proposed vehicles meet specifications of the RFP***

# TECHNOLOGY SERVICES

Most importantly, we use our size to YOUR advantage-leveraging our relationships with the industries best suppliers to bring new products to market.

## DriveCam

- Onboard video recording system with event based triggered
- Improved driver feedback and post-driver training
- Operator directed and playback recording for on-board safety and security
- Incident documentation and training resources



## OPTIONAL SERVICES

### Waysine AVAS

- Industry innovator in passenger information systems
- Can be managed remotely
- Direct communication between the CRA and passengers during emergencies or special event

### Hella Aglaia APC

- Highly automated and reliable object recognition
- Unhindered by extreme lighting conditions
- Infotainment for on board communications
- Suppresses false counts from non-person objects, u-turns, or undirected movements in the door area



# WHY CHOOSE FIRST TRANSIT?

## Focus on Customer Service

- Ensuring all employees understand how to provide customer-focused service

## Focus on Safety and Security

- First Transit's unwavering commitment to safety
- Comprehensive training program includes 54 hours of initial training with one-on-one behind the wheel training
- Driver testing (Drug/Alcohol and FDOT background checks)
- Providing Innovate Technology Solutions (i.e. DriveCam)

## Focus on Maintenance

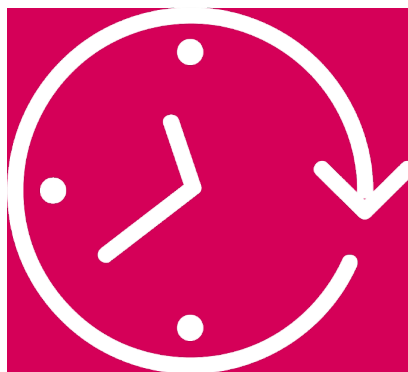
- Fleet maintenance performed in our local shop to First Transit's standards

## Cost Assurance and Security

- Cost proposal with fixed price for the life of contract, as specified in the RFP

## The RIGHT Partner

- Working in partnership with the CRA, as we did with the City, to ensure service is consistently operated in a safe and reliable manner to serve the passengers



## Questions and Answers

