

# SFMTA Commuter Shuttle Program

The following are Service Disruption Prevention Plans submitted by applicants to the Commuter Shuttle Program.

## Table of Contents:

Bauer's	1
Bishop Ranch	3
Chariot	4
Corinthian	6
Hallcon	7
Kaiser	8
Lux Leasing	9
MV Transportation	13
Pure Luxury	16
Royal Coach	18
San Francisco Minibus	20
Storer	22
Transmetro	23
We Drive U	24



## 2018-2019 Service Disruption Prevention Plan

This document outlines the Service Disruption Plan that Bauer's Intelligent Transportation Inc. has implemented to prevent any disturbances related to our commuter bus operation.

1. How will bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic;
  - a. **Bauer's maintains a full-service maintenance facility within San Francisco at Pier 50. Our mechanics are available to perform on site repairs within short period of time. Bauer's also has relationships with multiple towing companies throughout the Bay Area and Bauer's would contact these companies promptly in the event of any mishap which requires towing to remove a vehicle, in the shortest amount of time reasonable, under these circumstances.**
2. Sufficient bus availability to satisfy ridership demand, including bus spare ratio and ability to replace broken-down vehicles with equivalent vehicles that comply with Commuter Shuttle Program non-arterial street restrictions;
  - a. **Bauer's maintains one of the largest private company shuttle bus and motor coach fleets in Northern California consisting of approximately 200 vehicles.**
3. Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason, including driver spare ratio;
  - a. **Bauer's has 79 Full and Part Time Commuter Transit drivers available, Bauer's currently has 46 commuter transit routes in San Francisco. Bauer's also has charter drivers and many farm-out relationships with other companies whose employees could be used to provide back-up drivers if necessary.**
4. Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets; and
  - a. **Bauer's has been in business in San Francisco for almost 30 years and Bauer's knows the ins and outs of the bay area transportation. Bauer's has been selected as the transportation provider for many of the special events and therefore has intimate knowledge of how best to perform its services and keep traffic flowing during such events.**



5. A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in that Resolution, and any agreements or documents evidencing such steps, shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.
  - a. **Bauer's maintains an employee eccentric culture and endeavors to address the concerns of all employees in a timely manner. Bauer's maintains an open-door policy and all employees are encouraged to contact any member of upper management directly with any concerns. Bauer's is fully compliant with all labor laws and believes it is in harmony with its workforce in this regard.**

# Service Disruption Prevention Plan

## Bishop Ranch A Sunset Development Project

(i) How bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic;

In the occasion a vehicle suffers a breakdown and/or stall the operator immediately contacts our dispatch staff in conjunction with an onsite mechanic to troubleshoot the situation. If the breakdown and/or stall cannot be corrected immediately the vehicle will be towed to our facility or a nearby repair facility whichever will be able diagnose and remedy the matter sooner.

(ii) Sufficient bus availability to satisfy ridership demand;

Our fleet of one hundred vehicles servicing the bay area throughout any given day allows us several options as far as vehicles that can be utilized to meet the demand based upon ridership and location.

(iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason;

We have crossed trained our shuttle operators on several routes to ensure when an operator is on vacation or ill we have ample staff to ensure there are not any service disruptions.

(iv) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets;

In conjunction with the point of contact for each contract we discuss upcoming events to ensure a plan of action is in place for foreseeable events. In the case of those events which are not foreseeable the shuttle operator in conjunction with our dispatch staff and the point of contact immediately start working on alternate routes that can be utilized to assist in minimizing in any delays.

(v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.

As our operators are non-union and we comply with all labor and SFMTA regulations we are confident in our ability to avoid potential disruptions set forth in the resolution.



# Service Disruption Prevention Plan

## Table of Contents

Consistent & Efficient Service .....	1
Bus Availability To Satisfy Ridership Demand .....	1
Back-Up Driver Staffing.....	1
Contingency Routing Plans .....	2
Labor Harmony .....	2

## Consistent & Efficient Service

Chariot Transit Inc. utilizes facilities at Ryder Truck Rental in San Francisco, and at Serramonte Ford in Daly City. Both locations are able to provide immediate tow service in the case of a breakdown. In the event either of these facilities are not available for an immediate tow, Chariot also maintains relationships with several providers in the area.

## Bus Availability to Satisfy Ridership Demand

Chariot maintains a fleet of over 150 vehicles, utilized for a mixture of its intracity and TCP operations. As Chariot continues to expand its fleet, approximately 5% of its fleet remains on standby in the case of breakdown or additional need. In response to customer demand, Chariot also consistently adds higher number of vehicles to routes that show increased ridership.

## Back-Up Driver Staffing

Chariot employs over 200 full and part time drivers. As a part of its normal operations, Chariot assigns a set of drivers as standby operators in the case of call-outs.

---

## Contingency Routing Plans

Chariot monitors both the SFMTA Alert and Traffic Advisory webpages, and subscribes to text alerts for its operations staff. Operations staff are trained to quickly adjust routes and notify customers in the case of street closure or other blockage events.

## Labor Harmony Considerations

In May of 2016, Chariot agreed to a neutral card-check by the Teamsters. The resulting organization of the drivers was encouraged and supported by Chariot's executive team. In addition, Chariot drivers ratified the first contract between the company and the Teamsters in September 2017. Chariot maintains a positive relationship with both its drivers and the Teamsters.

## Service Disruption Prevention Plan

(A) The Service Disruption Prevention Plan must address, at a minimum:

(i) How bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic;

- Drivers are trained to get the shuttle and passengers to a safe spot and call for help. Corinthian has multiple tow companies on account in multiple locations in the bay area to remove broke down shuttle with minimum impact to surrounding traffic.

(ii) Sufficient bus availability to satisfy ridership demand;

- Corinthian monitors ridership on a daily basis to adjust to ridership demands as required.

(iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason;

- Corinthian schedules a minimum of 10 back up drivers per day to accommodate any sickness or other reasons.

(iv) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets; and

- Corinthian has a 24hr dispatch and traffic monitoring department and we monitor traffic conditions and advise driving of potential issues and reroute as required. Corinthians also following all SFMTA recommended guidelines for all events, construction within San Francisco.

(v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.

- Corinthian complies with all local cities, state and federal labor laws. Corinthian also put additional employee incentives, appreciate/service award and maintains competitive wages, medical and benefits. Corinthian management team has an open door policy for all employees, voice considers, suggestions and safety.

(B) The Service Disruption Prevention Plan may, but is not required to, include statements from third parties describing the Applicant's efforts to prevent service disruptions.

(C) The SFMTA will post the Service Disruption Prevention Plan for each Permittee on the SFMTA website.

(D) The Permittee shall provide notice to SFMTA of any labor dispute in which it is involved that has the potential to cause a disruption of service.”

## **Bus Breakdowns**

Hallcon, operating as **Loop Transportation**, maintains 3 maintenance shops in the Bay Area, including our main maintenance facility in South San Francisco. At South San Francisco, our fleet includes road service vehicles to handle any maintenance or mechanical issues within the service area. In addition, we have contracted with 2 tow service companies to promptly remove and retrieve any vehicle needing removal or higher level of maintenance/repair.

## **Vehicle Availability to Satisfy Ridership Demands**

### **Monitoring**

Ridership data is monitored on a routine basis to check for overflow risks and underutilization. On routes where overflow risk is determined, defined by 80% utilization of the passenger capacity, the route is monitored on daily basis. If 80% utilization is sustained over a month, action is taken to alleviate the potential overflow situation. The actions may include increasing vehicle capacity (where applicable), increasing frequency, or introducing alternate routes.

### **Vehicle Availability**

In an urgent overflow situation, protection (standby) vehicles are deployed. Protection vehicles are always available and staffed to handle exigencies during the commute hours.

In addition to protection vehicles, Loop Transportation maintains a 10% spare ratio. The purpose of the spares is to facilitate repair and maintenance, and to deploy as ridership demand increases.

## **Back-up Driver Staffing**

In addition to protection drivers and vehicles, additional drivers are on the active roster. Due to planned and unplanned absences, the roster of drivers always exceeds the daily requirement by approximately 7%. In addition to the active drivers, additional drivers are available on-call, depending on availability.

## **Contingency / Alternate Routing**

Loop Transportation dispatchers are monitoring traffic conditions, Sig Alerts, broadcast reports, and driver feedback during the normal commute operations. For accidents, and blockages, the dispatchers guide the driver around the choke point(s) using authorized routes. For unknown, ad-hoc disruptive events, dispatchers would similarly guide the drivers around the incident. For construction, special events, parades, special events and other planned events, drivers have alternate routing prepared and reviewed prior to the start of the route.



## Kaiser Permanente, San Francisco Medical Center Service Disruption Prevention Plan 2018

**“Applicant shall provide a Service Disruption Prevention Plan which describes Permittee's efforts to maintain consistent and efficient service in the event of potential disruptions.**

(A) The Service Disruption Prevention Plan must address, at a minimum:

(i) How bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic;

Kaiser Permanente maintains a full service contract with Penske near Pier 80, mechanics are available to perform on site repairs within a short period of time. Penske also has working relationships with multiple towing companies throughout the Bay Area, to promptly address any mishap which requires the towing of a vehicle in the shortest amount of time reasonable under this circumstances.

(ii) Sufficient bus availability to satisfy ridership demand;

Kaiser Permanente has sufficient shuttle buses available to provide transport services to our employees based on our ridership demands.

(iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason;

Kaiser Permanente has sufficient full and part time employees in the event a driver or drivers are unable to work due to illness and vacation coverage. Additionally, we employ 2 on call drivers to assist with vacation coverage and sick calls along with regularly scheduled staff..

(iv) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets; and

Kaiser Permanente, Transportation Department monitors various agencies for special events within the city which may impact traffic conditions. Contingency plans are created based on listed events.

(v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.

The 2015 National Agreement was crafted through the joint efforts of 150 union, management and physician representatives of Kaiser Permanente and the Coalition of Kaiser Permanente Unions. It enables KP to continuously improve performance and deliver the best quality, service and affordability—and remain the best place to work. We follow the guidelines set forth in the Collective Bargaining Agreement which allows us to offer premium compensation, benefits and assigned shifts. Morning commuter transit service begins at 6:00 AM and continues to 9:15 AM.

# **LUX LEASING LLC**

## **Service Disruption Prevention Plan**

### **PURPOSE**

Lux Leasing LLC has adopted the following Service Disruption Prevention Plan to ensure efficient and consistent service in the event of potential disruptions, including labor disputes.

### **ABOUT US**

Safe, superior, trustworthy service in top-tier, quality transportation - these are the words and phrases that truly describe and define the Lux Leasing LLC service and brand. We fully realize that each of our drivers and buses will define the service and experience that clients and communities in which we operate will forever associate with Lux Leasing LLC. With this in mind, we do everything possible to provide safe, superior, and trustworthy service at every turn.

In particular, we know that providing transportation services throughout the Bay Area is an opportunity with incredible responsibility. We know that safety and efficiency is of utmost importance and must be our top priority. For this reason, we are dedicated to delivering safe, reliable, incident-free and unparalleled white-glove transportation service not only to our clients, but also to our communities.

### **COMMUTER SHUTTLE PILOT PROGRAM**

We believe the Commuter Shuttle Pilot Program demonstrates that a regulatory framework can help ensure the city realizes the transportation benefits our shuttles provide while minimizing impacts to Muni and our neighborhoods.

Indeed, an analysis of the pilot program found that:

- Shuttles in the permit program had about 17,000 daily boarding's on average weekdays, or 8,500 people taking a daily roundtrip from or within San Francisco.
- Nearly half (45 percent) of shuttle rider survey respondents do not own cars.
- 45 percent of those who do not own cars cited shuttles as the "main reason" they did not own one.
- If the shuttles are not an option, nearly half (47%) of survey respondents said they would drive alone to work. That would translate to almost 8,000 more one-way car trips a day, the equivalent of every car that uses 24th Street daily. That's more than 2 million one-way car trips a year on what are already congested streets.
- Only 5 percent of shuttle riders said they would move closer to work.
- Conflicts with Muni buses were reduced by about 35 percent on a per-stop basis.

- The number of commuter shuttle stop locations were halved from about 250 before the pilot to 124 during the pilot.
- By taking cars off the road, shuttles remove nearly 4.3 million vehicle miles traveled from the streets each month.

## **OUR PLAN**

To maintain consistent and efficient service in the event of potential disruptions, Lux Leasing LLC has adopted the following Service Disruption Prevention Plan.

### **i. In the event of a bus breakdown or stall:**

We maintain shuttles to the highest standards to ensure routine maintenance does not impact efficient service. To the extent possible, generally unforeseeable maintenance challenges or delays will be anticipated and mitigated to ensure safety and minimal impact to our service routes. For the unavoidable breakdown or emergency, our response **will** be collaborative between our maintenance and operations divisions.

A network of industry partners/operators, mobile towing and tire companies, and roadside assistance are identified throughout our service areas and will immediately be called upon if the need arises. We will immediately utilize these options if needed and take any steps necessary and available to expedite clearance of access to bus zones or impeding the free flow of traffic.

Additionally, a spare vehicle will be tasked to provide back-up transportation, ensuring passengers are transported in a safe and timely manner.

### **ii. Sufficient bus availability to satisfy ridership demand:**

We maintain five spare shuttles on call to meet daily service needs, perform necessary maintenance and repair requirements, and accomplish regular fueling, servicing, and cleaning. Our experience over the past few years operating in the Bay Area has shown that this number of spare shuttles is the correct balance between efficient operational and maintenance practices, the challenges of delivering high quality services to our ridership base, fiduciary responsibilities, and proper asset management.

### **iii. Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason;**

We maintain seven spare shuttle drivers on staff to cover routes and fill in when necessary. Spare drivers are available to fill in for absent regular drivers or in case an emergency arises. All spare drivers are properly trained on all routes well in advance and know their duties should the need to fill in arise.

### **iv. Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets;**

We realize that business disruptions come in all shapes and sizes-from construction, special events, parades, celebrations, rallies, and protests, to natural disasters, chemical spills, system failures, work stoppages, and call center outages. For this reason, we make every effort to

consider and plan through the gamut of scenarios that could present the need for a contingency routing plan.

Our teams meet regularly to ensure everyone involved-technology, operations, service, transportation-knows their role, as well as who is responsible for what actions. For scheduled or anticipated events (e.g., construction, special events, parades, celebrations, rallies, and protests), our team works ahead of time with the necessary municipal agencies and private party points of contact to ensure we have all information necessary to reroute and/or increase service lines as required to maintain full, efficient, operational demands. For unscheduled events (e.g., natural disasters, chemical spills, system failures, work stoppages, and call center outages), our approach is less concerned with what caused the interruption than the appropriate action to take when an interruption in service occurs, as it would be nearly impossible to plan for every conceivable type of service interruption. In all cases, however, our Service Response Team (SRT), which consists of the Company's General Manager, Director of Operations, and Account Manager, are trained to determine the severity of the interruption and the steps necessary to resume service as efficiently and safely as possible. In each instance, SRT members are responsible for evaluating the extent of the interruption, contacting the appropriate resources to promptly resolve the service interruption, and minimizing the inconvenience and potential disruption to the community and clients.

- v. A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.**

We are dedicated to continuing what we believe to be an excellent employee relations program. We will do our best to maintain good working conditions, competitive wages and benefits, open communications, and employee involvement. Over the years, our Company has earned a fine reputation in our industry. We know that our reputation is a direct result of the loyalty, commitment, and continued efforts of our employees. We regularly look to our employees for ideas about how to improve all areas of our business -- in areas like customer service, safety, efficiency, and employee relations.

Notably, our commitment to addressing the principles and concerns set forth in the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution is best exemplified by a document that predates the Board's Resolution. In our August 27, 2014 all-employee memorandum (enclosed as Exhibit A), we laid out our commitment to creating the fundamental cultural changes required to making Lux Leasing LLC the best place for safe, superior, trustworthy drivers to deliver the top-tier, quality service, and experience that defines the Lux Leasing LLC service and brand. We promised to modernize our processes to be employee-focused, speed-oriented, and quality-driven. We committed to being more effective in predicting and understanding what our employees need and more nimble in adjusting to information we get from the market. We acknowledged that these changes would bring on the need for new training and learning, but we accepted that investing in future learning and growth has great benefit for everyone. Since then, we have put our words into action by rolling out new plans to strengthen our employee relations. For example, among other things, we now:

- Provide 100% employer-paid medical, dental, and vision benefits for employees;

- Provide twelve paid holidays a year;
- Provide a profit sharing program that regularly contributes into each employee's 401(k) account;
- Provide employee's access to enjoy our client's free cafeteria, gym, and laundry services, to name a few; and,
- Restructured wages in a manner that, on average, constituted an approximate hourly increase of 20% and the addition of a 15% premium for split shift route assignments.

And we are not done. While we are proud of what we collectively achieved, we sincerely believe that a crucial part of our success, and of the job security for all of us, is in maintaining cooperative and harmonious relationships between the Company and all employees. With that in mind, we will continue striving to develop new approaches, both traditional and innovative, that show our commitment to addressing the principles and concerns set forth in the Board's Labor Harmony Resolution.



## Service Disruption Prevention Plan for the Mission Bay Shuttle Service Operated by MV Transportation

### **A. Service Disruption Prevention Plan:**

- (i) How bus breakdowns or stall (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic.

*Most importantly a good quality preventative maintenance program is currently being provided on each bus, with service being performed every 3,000 miles with an inspection of critical items and repairs done immediately and not postponed until a failure occurs. Should a bus however find itself in a breakdown situation our repair person is minutes from our facility located at 3550 Third Street. Should a vehicle need to be towed our provider can generally remove a vehicle in less than thirty minutes. Drivers will move bus from shared bus loading zones if it is at all possible to do so safely.*

- (ii) Sufficient bus availability to satisfy ridership demand

*MV Transportation currently keeps its spare buses parked in a lot near 16<sup>th</sup> Street and Owens Street. We have a spare ratio of approximately 20% which allows us to do preventative maintenance on a pre-scheduled basis and address ridership demand increases should they occur.*

- (iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason:

*MV Transportation operates numerous contracts in the SF Bay Area and has sufficient drivers to meet both short term and long term driver requirements for service. This particular service has an extra board so that drivers who call off can be handled within the contract itself but should there*

*be a need for additional drivers a pool from other operations is available. While available is has never been used for this contract in the past five years.*

- (iv) Contingency routing plans in case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets:

*To operate in the City of San Francisco one must always be prepared for a rerouting of service as it occurs almost daily. The General Manager gets reports from the SFMTA as to road closing, but many times we have to deal with blocked access. When it happens we immediately have an action plan to inform our drivers and customers. We use Swiftly to track our vehicles and Twitter to inform our customers of route changes as they occur.*

- (v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreement or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts) work hours, working conditions and wages.

*Our Drivers are represented by the Teamsters Union and we have just completed in the past three month a comprehensive review of wages, benefits and working conditions to address these concewe are in the middle of a five-year contract. Our drivers voted overwhelmingly in favor of our wage and benefit plan in 2016.*

- (B) **The Service Disruption Prevention Plan may, but is not required to, include statement** from third parties describing the Applicants efforts to prevent service disruptions.

(vi) Attached is a letter from the contractor who oversees this contract as to our effort to insure no service disruptions.

(C) We understand this plan will be posted on the SFMTA website

(D) The Permittee shall provide notice to SFMTA of any labor dispute in which it is involved that has the potential to cause a disruption of service.

*(vii) Our current labor agreement calls for no disruption of service by a labor action for the next five years.*

Santos Orellana  
MV Transportation Inc.  
General Manager  
121 Main Street  
Half Moon Bay CA 94019

Date: May, 2018

Dear Santos:

On behalf of Mission Bay TMA, this acknowledges that there have been no service disruptions caused by labor conflicts or strikes, in the eight years that MV Transportation has held the contract to provide shuttle service to Mission Bay.

We appreciate how difficult a job driving in San Francisco has become, between regulations that affect routing and stops, a significant increase in traffic, and disruptions on a daily basis due to the many construction projects drivers encounter on each route.

Despite these difficult conditions, the Mission Bay drivers have maintained a 'can do' attitude and overall, we have very few complaints about driver attitude or driving.

Thank you.

Cordially,

Wendy Silvani  
For MB Shuttle and MBTMA



MV TRANSPORTATION, INC.  
[www.mvtransit.com](http://www.mvtransit.com)



It is the practice of Pure Luxury to maintain a fleet of safe reliable vehicles and maintain sufficient driver staffing to minimize service disruption.

In the event of a service disruption the Operations Department staff at Pure Luxury are well trained to follow an established operational plan to handle a Service Disruption 24 hours per day, 7 days per week. The Operational Plan consists of the following; Communication Process, Chain of Command, Vendor and Employee contact lists. Pure luxury also adheres to strict Vehicle Maintenance Policies.

### **Communication Process Policy**

Pure Luxury has established the Dispatch office as the main point of contact regarding operational functions. Therefore, it is the Policy of Pure Luxury that when an employee experiences an operational disruption situation the Dispatcher is their first point of contact.

### **Chain of Command Policy**

It is the Policy of Pure Luxury that a Chain of Command be followed during service disruptions. Pure Luxury service Chain of Command procedure is as follows when a vehicle becomes disabled:

- a. Driver/Chauffeur immediately contacts Pure Luxury dispatch center.
- b. The dispatcher will obtain pertinent information to include vehicle location, condition of vehicle, with or without passengers on board, driver name and phone number.
- c. The dispatcher will notify the Fleet Maintenance and DOT Safety Manager and relay all information obtained. He will then make contact with the driver/chauffeur. The situation will be immediately assessed to determine appropriate action to be taken, then notify the dispatcher of his decision.
- d. The dispatcher using GPS systems will begin contacting other drivers and rerouting the closest vehicles to pick up passengers from the disabled vehicle. The dispatcher will also coordinate the routing of a tow truck to remove the disabled vehicle.

### **Relationships Arranged**

- a. Pure Luxury maintains an up to date contact list of all employees to include a list of back-up drivers.
- b. Pure Luxury maintains an up to date contact list of tow companies and mobile mechanic vendors in each major Bay Area city.

### **Maintenance Policy**

Pure Luxury maintains and enforces strict vehicle maintenance policies to ensure service disruptions are kept to a minimum. The policies in part include;

- a. Regular vehicle services performed at minimum 30 days to maximum 45 days.
- b. Follow a mileage based parts replacement program where parts are replaced prior to historical data regarding part failure. This program is followed based on personal experience and industry recommendations.
- c. Pure Luxury maintains an inventory of parts to minimize vehicle downtime.

Pure Luxury drivers and chauffeurs are trained and required to perform a pre-trip safety inspection prior to the start of each run. In the event a driver discovers a safety defect the following steps will be followed;

- a. Driver/chauffeurs are required to notify dispatch immediately of safety defects.
- b. Dispatch will assign a different vehicle to the driver, place the defective vehicle out of service then notify the Fleet Maintenance manager.
- c. The Fleet Maintenance manager will schedule the defective vehicle for repair.
- d. Only the Fleet Maintenance manager has the authority to place a vehicle into service and only after the assigned mechanic signs off that the vehicle is ready for service.

**Other Steps to avoid service disruption**

Pure Luxury has a great partnership with all of their employees. Compensation is amongst the highest offered in the bay area. Benefits, shift pay, split shift pay, incentives, Safety and Service Bonuses, and several other added perks are part of the package offered to employees at Pure Luxury. Drivers are presented their work schedules in advance and are trained to cover other routes as a backup plan also. Drivers are allowed to choose their work days and hours to best fit their personal commitments and lifestyle.

# Royal Coach Tours



630 Stockton Avenue • San Jose, California 95126 • P:408.279.4801 • F:408.286.1410 • [www.royal-coach.com](http://www.royal-coach.com)

## SERVICE DISTRUPTION PREVENTION PLAN

- 1.) How bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic;
  - ***Royal Coach Tours maintains backup vehicles to be dispatched immediately in case of breakdown. Our full service maintenance shops includes a mobile service truck which can be dispatched for minor repairs. In the event a vehicle has to be towed we have agreements in place with Atlas Civic Center Towing in San Francisco to get vehicles off the road immediately.***
- 2.) Sufficient bus availability to satisfy ridership demand;
  - ***Royal Coach Tours operates 15 shuttles daily in San Francisco. In addition we have a fleet of 70 coaches which can be dispatched to handle extra demand.***
- 3.) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason;
  - ***Royal Coach Tours schedules back-up drivers every shift in case of driver sickness or other reasons.***
- 4.) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets.
  - ***Royal Coach Tours dispatch is trained to re-route drivers on Caltrans-designated Arterial Streets in case of construction, special events, parades, celebrations, rallies, protests or other activities.***

5.) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.

- ***Royal Coach Tours is a Family owned non-union shuttle service provider. We value the individual relationships with our drivers. We maintain open lines of communication through ongoing monthly drivers meetings. We maintain 5 satellite yards in the Bay Area and assign drivers to routes that operate as close to home as possible minimizing their overall commute time. Our Safety Committee convenes monthly and includes a driver representative to assist in addressing safety issues and drafting safety policies.***

"Applicant shall provide a Service Disruption Prevention Plan which describes Permittee's efforts to maintain consistent and efficient service in the event of potential disruptions.

(A) The Service Disruption Prevention Plan must address, at a minimum:

(i) How bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic;

(ii) Sufficient bus availability to satisfy ridership demand;

(iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason;

(iv) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets; and

(v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.

(B) The Service Disruption Prevention Plan may, but is not required to, include statements from third parties describing the Applicant's efforts to prevent service disruptions.

(C) The SFMTA will post the Service Disruption Prevention Plan for each Permittee on the SFMTA website.

(D) The Permittee shall provide notice to SFMTA of any labor dispute in which it is involved that has the potential to cause a disruption of service."

Please submit this by email to me (alexander.jonlin@sfmta.com) by the end of the day on **Tuesday, January 19<sup>th</sup>**, so that we can process the plans in time to get placards to everyone by February 1<sup>st</sup>. Let me know if you have any questions.

Thanks,

**Alex Jonlin**

Winnie Li <winniesfminibus@gmail.com>  
to Alexander, Shiela

4:52 PM (0 minutes ago)

Hi Alex,

Our updated Service Disruption Prevention Plan:

(A) The Service Disruption Prevention Plan must address, at a minimum:

(i) How bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic; **SF Minibus is contract with two local towing companies namely Courtesy Tow and Atlas Towing. All drivers are trained and instructed to call our 24 hour dispatch line. They will need to make sure that all passengers are safe then they need to report to our dispatch, their current situation and location. Dispatch will call on-site mechanic and towing company**

(ii) Sufficient bus availability to satisfy ridership demand; **SF Minibus has back-up drivers and buses available at the yard. We do a quarterly review of daily and monthly demand**

(iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason; **SF Minibus has back-up drivers available in our yard during commute times. Drivers are required to call our 24 hour dispatch line in order to give us ample time to handle situations. All drivers are trained to do different routes in case we need to switch assignments**

(iv) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets; and **SF Minibus we plan ahead with our clients for alternate routes. Drivers are instructed to; contact office/ dispatch in the event of any route disruption and they will be accordingly.**

(v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages. **SF Minibus has been doing business in the transportation industry for 38 years and is a non union shuttle service provider. Our yard is located in the city of San Francisco and conveniently close to all our shuttle routes therefore efficiently react to situations in a timely manner. We consistently implement a quarterly safety course which is a mandatory requirement for all our drivers. All our employees are paid competitively and above minimum wage. We offer all our employees multiple benefits. It is a priority that San Francisco Minibus stay in compliance with the Labor Harmony resolution.**

Winnie Li/Office Manager  
San Francisco Minibus  
P: (415)777-5555  
F: (415)970-8093  
[winnie@sffminibus.com](mailto:winnie@sffminibus.com)  
[www.sffminibus.com](http://www.sffminibus.com)

# Service Disruption Prevention Plan

- (i) Bus Breakdowns or Stall Plan:** So as not to block access to bus zones or impede the free flow of traffic in case of equipment failure, breakdowns or stalls (mechanical or otherwise) the driver will immediately notify dispatch or the proper authorities depending on the situation. Our shop staff will respond to the scene promptly with the necessary equipment and/or resources to get the vehicle out of the way. If the vehicle is one that is only operated by us (not owned, maintained or serviced by us), we will notify the maintenance team responsible for the vehicle immediately and assist as needed to ensure a quick recovery/clearing of the vehicle so as not to disrupt other services or traffic.
- (ii) Sufficient Bus Availability:** In order to ensure sufficient bus availability to satisfy ridership demand, we have spare equipment at the ready to deploy on short notice should the need arise. Our clients are mostly able to foresee/communicate the need in advance so that we are able to implement the plan efficiently and appropriately.
- (iii) Sufficient Back-Up Driver Staffing:** In the event that drivers are unable to work due to sickness or other reason we have trained back-up drivers/staff on standby and prepared to run a route at a moment's notice to avoid any interruption in service.
- (iv) Contingency Routing Plan:** In the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets, our dispatchers and operations staff will determine the best alternative route around said event while maintaining proper and legal routing set forth by local city, county and/or state agencies pertaining to buses and commercial vehicles. Storer will also maintain contact with the client and passengers to determine and communicate the any route changes in order to maintain efficiency and quality of service. Any changes to routing will be handled accordingly on a case by case basis as it is not possible to foresee all potential, specific scenarios before either notice of said event or at the time of sudden occurrence.
- (v)** We are a third generation, family-owned business, founded in 1952. The year 2016 represents 64 years of business under one, continuous ownership. Throughout these many years our reputation has been built on safety, high quality, and dependable transportation services. Our company has the upmost respect for our driver force and they're dedication to safety never goes unnoticed. We have a driver first and open door policy which means that we put an extremely high emphasis on driver morale and their working environment. All of our terminal locations offer driver's rooms where drivers can relax and be a part of the office and our family-like environment. In addition to pay we offer medical, dental, vision, 401k, safety bonuses, paid vacation & holidays.

(A) The Service Disruption Prevention Plan must address, at a minimum:

(i) How bus breakdowns or stalls (mechanical or otherwise) will be remedied quickly so as not to block access to bus zones or impede the free flow of traffic; **Transmetro has a contract with Courtesy Tow to dispatch truck immediately upon notice to assist with removal of disabled vehicle.**

(ii) Sufficient bus availability to satisfy ridership demand; **Transmetro maintains sufficient reserve buses in stock.**

(iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason; **Transmetro employs sufficient reserve backup drivers during revenue service hours.**

(iv) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets; **Transmetro has identified alternative routes planned from 9<sup>th</sup>/Market in an event of construction, special events or celebrations.**

(v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages. **Transmetro has considered and embraced Labor Harmony Resolution.**



## **WeDriveU Service Disruption Plan**

This document outlines the Service Disruption Plan WeDriveU Inc. has implemented to prevent any disturbances related to our commuter bus operation. The service disruption plan includes details on how mechanical issues are remedied to avoid obstructions to bus zones or the impediment of traffic and how WeDriveU has taken steps to promote positive labor relations with our driving staff.

### **(i) In the event of a bus breakdown or stall:**

WeDriveU maintains our vehicles to the highest standards to prevent bus breakdowns to the greatest extent possible. Despite these efforts, it is inevitable that equipment failures will occur. To minimize any disruption to our service and the flow of traffic, WeDriveU contracts with mobile service technicians, mobile tire repair services and towing companies to remedy the situation in an expeditious manner as is possible. The buses operated by WeDriveU are monitored by dispatchers, who have the ability to arrange a rescue bus to pick up any passengers stranded by a bus breakdown.

### **(ii) Sufficient bus availability to satisfy ridership demand:**

WeDriveU has 9 spare buses on a daily basis with a ratio of 1:13 spare buses to routes. These spare buses are to be used in the event a bus is found to be non-operational during pre-trip, to pull buses out of service to perform preventative maintenance or to be used as a rescue bus in the event a bus breaks down or has an incident mid-route. Operating with this level of spare equipment has proved to be sufficient to satisfy our needs in terms of allowing us to perform preventative maintenances in a timely fashion while ensuring we have enough vehicles to service all routes.

### **(iii) Sufficient back-up driver staffing in the event that drivers are unable to work due to sickness or other reason:**

WeDriveU has 12 spare drivers to be utilized to cover for driver vacations and sick days with a ratio of 1:10 spares drivers to routes. Operating with this level of spare drivers has proven to be sufficient to provide coverage for driver vacation time and to ensure we have enough drivers to staff all routes, even in the event of emergency sick call outs.



**(iv) Contingency routing plans in the case of construction, special events, parades, celebrations, rallies, protests or other activity that may block access to certain city streets;**

In the event WeDriveU knows about a special event that will disrupt our normal routing in advance, we provide detailed training to all drivers on the change in routing in the form of written memos and on-the-road training to make sure all drivers are equipped with the information they need to safely navigate the situation. There are countless different scenarios that could arise that would lead to a buses' route being blocked, and it is impossible to create contingency routing plans for all of the infinite number of situations that could potentially arise. In the event that unforeseen circumstances lead to a bus needing to be re-routed, our dispatch team will direct the driver to the safest possible route get around the obstacle and resume the typical route. Our dispatchers are all well versed on the network of major and minor arterial streets and have the ability to communicate with all drivers in real time via radio.

**(v) A description of the means by which Applicant has considered the San Francisco Board of Supervisors' March 2015 Labor Harmony Resolution, including steps taken to avoid potential disruptions by addressing the principles and concerns set forth in such Resolution, and any agreements or documents evidencing such steps, as well as information regarding shuttle driver schedules (including any split-shifts), work hours, working conditions, and wages.**

WeDriveU's success over the past 28 years can be attributed to our Employees and the excellent service they provide our customers. Putting our employees first and looking out for their welfare is of the utmost importance to us as they are the backbone of our business. In collaboration with our clients, we have recently been able to provide substantial increases to overall compensation packages for our Shuttle Drivers to include, but not limited to:

- increase in hourly wages
- increase in holiday/vacation/sick time accrual
- increase in split-differential pay
- increase in employer contributions to health benefits and pension plans
- comfortable break locations and in some cases access to client owned and operated break facilities

Our Employees are some of the highest paid CDL Shuttle Bus operators in the Bay Area and we take great pride in hiring the best candidates and retaining them. Our Management teams are fully supported by our Corporate Office to provide ongoing safety training, harassment/discrimination training, compliance with federal and state laws as it relates to hiring practices and compliance with all OSHA, DOT and PUC requirements.