

Assist-To-Transport, LLC

**71 Albert Dr
Manitowoc, WI 54220**

October 9, 2021

City of Manitowoc – Maritime Metro Transit:

Assist-To-Transport, LLC is very excited to submit a proposal to provide the City and County of Manitowoc with elderly and disabled transportation for 2022-26. As requested we have provided all the company information as per the RFP. All of the information is accurate and complete.

Sincerely,



Stephen J.M. Roekle, Managing Member
Assist-To-Transport, LLC

(920) 682-8820 fax (920) 682-2027

Table of Contents

| | Page |
|--|------|
| Statements of Qualifications, Experience, and Organization Relationships | 3 |
| Experience Statement | 3 |
| Innovation | 3 |
| Key Personnel | 3 |
| Personnel Program | 4 |
| Employee Training Program | 5 |
| Safety and Accident Reduction Program | 5 |
| Vehicles | 6 |
| Maintenance | 7 |
| Scheduling and Dispatch | 10 |
| Service Monitoring | 11 |
| Customer Complaints | 12 |
| Records and Reports | 13 |
| Financial Statements | 13 |
| Proposal Modifications for Consideration | 13 |
| Conclusion | 15 |
| Appendix | |

Statements of Qualifications, Experience, and Organization Relationships

Experience Statement

Assist-To-Transport, LLC was formed by staff members from Brandt Buses, Inc in 2001. Brandt Buses has been in the transportation industry for 47 years providing school bus services for the Manitowoc Public School District. All aspects of transportation including customer service, training, routing, scheduling, etc. have been honed over those many years. It is this experience that was tapped when Assist-To-Transport began specialized transportation for the County of Manitowoc in 2001. In 2002 Assist-To-Transport was awarded the combined City-County of Manitowoc Paratransit contract and has faithfully performed all the responsibilities of this contract since that time.

Because Assist-To-Transport is the current Provider, we have the best overall knowledge of the services needed in this contract. We are a local company that understands that this contract is more than transporting clients, it is a quality of life issue for our residents. We treat this as a much-needed service to people that our office staff and drivers know as friends, relatives, and acquaintances. Our transportation record over the past 20 years demonstrates this. If we were awarded the contract there would be no transition issues. Clients are already familiar with our phone number and the services we provide.

Innovation (Rural only as stated in RFP)

Over the past 20 years efforts have been made to open up new transportation opportunities to Rural citizens. We have worked with the ADRC to promote bus stops in area locations to bring people into food and retail businesses using the white buses. Unfortunately, this was not successful long term. We provide discounted rates through the Rural ADA program that can be utilized Monday-Friday from 8am-4:30pm. Out of county and additional rides are offered through the volunteer program managed by the ADRC. We will continue to work with MMT and ADRC to advance any ideas in this area.

Key Personnel

The experience, background, and attitude from the key individuals in our organization provide a distinct advantage over other competitors. Our staff has been fulfilling this contract since 2001. You know what you are going to get with us. We have proven to be easy to work with and open to new suggestions and ideas. This staff wants to continue to promote a positive attitude that the City/County will enjoy working with. We have a sincere desire to do a good job for the City/County. The key personnel we employ are the reason we have been successful with the current contract. When the

City-County asks itself 'who do I want to work with for the next 5 years?' we would hope that answer would be our staff.

Steve Roekle- President of Assist-To-Transport,LLC.

Steve is a 1992 graduate of UW-Eau Claire with a B.B.A. He has 25 years of transportation management training and experience and is the owner of Assist-To-Transport and Brandt Buses, Inc. Steve oversees all activities at Brandt Buses, a school bus company serving the Manitowoc Public School District. Steve is certified to have taken Drug and Alcohol Awareness and Detection Classes. He is responsible for the day-to-day activities involved with the current City-County Paratransit Contract. Steve has had direct communication with Kara Ottum, Transit Manager, City of Manitowoc, and Wendy Hutterer, Director of the Manitowoc County Aging and Disability Resource Center. We encourage the City/County committee to inquire with them on his performance.

Beth Wagner- Transportation Manager, 20 years of experience at Assist. Beth has been responsible for day-to-day scheduling and dispatching since January, 2002. Over the years, she has developed a strong relationship with clients, the nursing homes, and clinic personnel. She holds a Commercial Drivers License and has management and driver training. Beth has direct contact with Linda at the City and we would encourage the committee to inquire with them on her performance.

Jayne Kouba- Transportation Manager, 6 years of experience at Assist. Jayne is also responsible for scheduling and dispatching.

Kevin Schroeder- Head Mechanic, 35 years of experience
Kevin is a fully certified mechanic. He has had attended many seminars and classes on wheelchair ramps, transmissions, brakes, engines, etc. His vast experience in working on the paratransit vans and buses during the time we have held the City/County Contract enables him to properly maintain our fleet. Our fleet receives an annual inspection by the Wisconsin State Patrol and has passed every time. The committee is welcome to inspect our maintenance records.

Gerry Licht- Mechanic, 20 years of experience.
Gerry is also a fully certified mechanic. His vast knowledge base and mechanical skills allow us to have extremely qualified mechanics available from 6am – 5pm. Having two mechanics available immediately in case of emergency is extremely valuable especially if there is a breakdown in cold weather. This helps Assist maintain consistent service to its clients.

Personnel Program

Finding and maintaining quality employees is vital. We recruit new drivers mostly from leads given to us by our current employees. However, we also utilize Indeed to post openings. Our hiring practices currently include filling out an application, a one-

on-one interview, a Nationwide criminal background check, a Motor Vehicle Records inspection, and a pre-employment drug test. With these initial steps, unsatisfactory employees can be weeded out. All drivers must go through a 4-hour Defensive Driving Course and a 4-hour First Aid/CPR Course both certified by the National Safety Council. Our Handbook is given to the employee and explained (Handbook included). Written standards of conduct and performance required for our employees is located on Pages 4-8 in the Handbook. The driver must also sign a Behavior Policy and our Drug and Alcohol Policy (page 72-73 in Handbook). Once a driver becomes an employee they are subject to the State and Federally mandated random drug and alcohol tests. Assist-To-Transport, LLC currently has a pool of over 50 drivers. The number of existing drivers we have is an advantage in the event of illness or emergency with another driver. Our large pool of sub drivers helps us provide seamless transportation services to our clients.

Employee Training Program

Assist-To-Transport has an extensive employee-training program. First, drivers receive a copy of the Assist-To-Transport, LLC Handbook (see copy included). In the Handbook drivers learn about our work rules and policies. After a manager goes through the Handbook with the driver, they must read and sign a release form that indicates they understand and will follow all that is covered in the book. Second, the driver receives our Driver Training Manual (see copy included). This is a 25-page document that covers Disability Awareness and Passenger Assistance in great detail. Again, one-on-one training will take place with this driver covering all the material in the Manual. Next the drivers must take the Defensive Driving and First Aid/CPR classes as stated above.

The last step in training is for a new driver to ride along with a driver on their route. During this training the new employee will be shown firsthand how to perform a pre-trip, loading and unloading clients/wheelchairs, hooking up wheelchairs, learning the difference in service for clients in the different programs, and learning pick and drop off points.

All Assist-To-Transport, LLC drivers are automatically submitted into a random drug and alcohol-testing program. Our policy mirrors the template offered by the Federal Government. Any of our drivers can be selected at random for testing. This offers additional assurances that the drivers we employ are quality individuals.

Safety and Accident Reduction Program

We are always training our employees. On Monday, Wednesdays, and Fridays a staff member reads an FYI (For Your Information), which consist of basic reminders to the drivers. Meetings are held during the year to further instruct and update our drivers. A monthly newsletter is distributed that addresses current issues and other pertinent information. Payroll stuffers are attached to every check that highlights an important driving tip. We believe in constantly feeding reminders to our drivers so that they don't have an opportunity to forget the important items.

If a driver is involved with an accident, specific procedures are followed. This includes immediate drug and alcohol testing if the driver is given a citation. Two-way radios in the buses allow for quick notification. The office staff along with the driver evaluates each accident. The appropriate retraining or instructions are then given.

Vehicles

Assist-To-Transport, LLC will need the use of all 9 of the vehicles that are provided by the City and County of Manitowoc. They include the 5 – Ford E-350's, the 2016 Freightliner bus, and the 3 - 2015 Thomas buses. Our bid is based on the commitment of the City/County to continue to follow the capital replacement program that has been established. 19 other vehicles will be maintained by Assist-To-Transport to complete the vehicle needs of the contract. All vehicles are connected by a two-way radio system enhanced by a repeater. The range of the two-way radio transmission can extend beyond Manitowoc County. This provides immediate communication with each driver. Additionally, Assist-To-Transport, LLC has access to a fleet of 39 school buses. The fleet is made up of traditional school buses, as well as, handicap school buses. The handicap school buses are all wheelchair equipped. In case of emergency or vehicle breakdown, a suitable replacement vehicle is always available. Backup vehicles are vital in maintaining consistent service. Mechanical issues will occur and vehicles will need to be repaired. This is a fact in the transportation industry. Our spare buses are the reason we have never missed a rural holiday house route in the 20 years we have been providing services to the County. Any company that bids for the rural contract should have a spare bus. All the vehicles used for this contract are inspected annually by Certified Wisconsin State Inspectors.



Picture of one of the spare buses.

Assist-To-Transport, LLC purchases diesel fuel from Brandt Buses, which has a 10,000-gallon on-site diesel fuel tank. Due to the bulk purchases our diesel fuel cost is less than a contractor who purchases from regular gas stations.



A view of the 10,000-gallon fuel tank. Also, a view of part of the bus fleet that could be used as spares if needed.

All the vehicles used in this contract by Assist-To-Transport are fully functioning and their appearance reflects the seriousness and pride we take in serving our customers. They are all well kept up and maintained. The air conditioners, heaters, wipers, etc. work in every vehicle. Any rust spots or dents are fixed immediately. We realize that all Manitowoc County residents see our vehicles and the image we portray reflects on the City/County. We welcome any vehicle inspection by the City/County.

Vehicle Maintenance Program

Most of the work on the vehicles for Assist-To-Transport is done in-house. All mechanical issues not handled in house are done by Licensed Technicians at reputable repair businesses. Assist-To-Transport, LLC has access to 2 full time mechanics that cover the hours from 6am-5pm. Both mechanics are on call after hours. Having mechanics on site and available on call after hours is a crucial benefit for service. It is a fact that vehicles will break down. The important point is that when a vehicle does break down we can quickly take care of that issue while not affecting our service. Kevin Schroeder is the lead mechanic with 30 years of experience. Gerry Licht is a mechanic with 15 years of experience.

All the Thomas buses are scheduled for preventive maintenance every 2,000 miles. The Ford vans and Ford mini buses are scheduled for preventative maintenance every 3,500 miles. Each vehicle must undergo a complete inside and out inspection with forms filled out by the mechanics. All maintenance guidelines supplied by the manufacturer for each vehicle are followed. Records of maintenance work are kept on each vehicle and copies are submitted to the City/County monthly. Below is the Preventative Maintenance checklist performed on each vehicle.

Preventive Maintenance

Bus # _____ Year _____

| | |
|---------------------------------|--------------------------------|
| Lights | Power steering level and leaks |
| Steering Components | Fuel and engine leaks |
| Exhaust System | Tires |
| Brake hoses | Windows and mirror |
| Brakes | Check switches and panel |
| Trans. Fluid level and leaks | First aid kit |
| Rear end grease level and leaks | Fire Extinguisher |
| Emergency Brake | Seats check and tighten |
| Springs | Door buzzers |
| Brake Fluid level and leaks | Wiper Blades |
| Oil level and leaks | Wheel chair lifts |
| Antifreeze level and leaks | Batteries |

Our entire fleet is inspected annually by State Inspectors and our vehicles have always passed. In addition, all drivers complete the required pre-trip and post-trip prior to driving that vehicle. The driver must sign the pre-trip and post-trip forms. These forms are also copied and submitted to the City/County monthly.

Examples of both the pre-trip/post-trip Inspection Guide and the pre-trip/post-trip signature forms are located on the next page.

Pre-Trip and Post-Trip Inspection

Pre-Trip:

Open hood, Check: Oil
Coolant
Washer fluid

Unlock all doors. (Mandatory to unlock rear emergency door)

Start Vehicle: (Turn on headlights and 4-way flashers)

Walk around vehicle and inspect for: Body damage
Tire inflation (visual)
Lights and flasher operation
Ramp/Lift operation
Interior for damage
Seat and belt condition
Fire extinguisher
First Aid supplies
Heater - A/C operation

Check fuel level

During Trip:

Note all operational conditions of vehicle

Vehicle operation okay
Vehicle requires repair or service

Any problems discovered during inspections or trips should be noted on the daily inspection form and reported to a mechanic. The mechanic will make the decision as to whether the vehicle is safe to take on the road before necessary repairs are made.

Pre-trip and Post-trip inspection guide

| DATE | PRE-TRIP | POST-TRIP | NOTES | STARTING ODOMETER | Ending Odometer |
|---------|----------|-----------|-------------|-------------------|-----------------|
| 9/3/01 | JPB | Labor Day | | 26654 | |
| 9/4/01 | JPB | JPB | OK | 26634 | 26702 |
| 9/5/01 | JPB | JPB | OK | 26707 | 26837 |
| 9/6/01 | JPB | JPB | oil low | 26902 | 26971 |
| 9/7/01 | Jm | Jm | | 27104 | 27174 |
| 9/10/01 | Jm | Jm | | 27226 | 27295 |
| 9/11/01 | Jm | Jm | | 27433 | 27502 |
| 9/12/01 | Jm | Jm | | 27567 | 27639 |
| 9/13/01 | Jm | Jm | | 27705 | 27774 |
| 9/14/01 | Jm | Jm | | 27916 | 27988 |
| 9/17/01 | JPB | JPB | oil change? | 28049 | 28121 |
| 9/18/01 | | | | | |
| 9/19/01 | | | | | |
| 9/20/01 | | | | | |
| 9/21/01 | | | | | |
| 9/24/01 | | | | | |
| 9/25/01 | | | | | |
| 9/26/01 | | | | | |
| 9/27/01 | | | | | |
| 9/28/01 | | | | | |

#12

VEHICLE NUMBER _____

Drivers sign pre-trip and post-trip Form



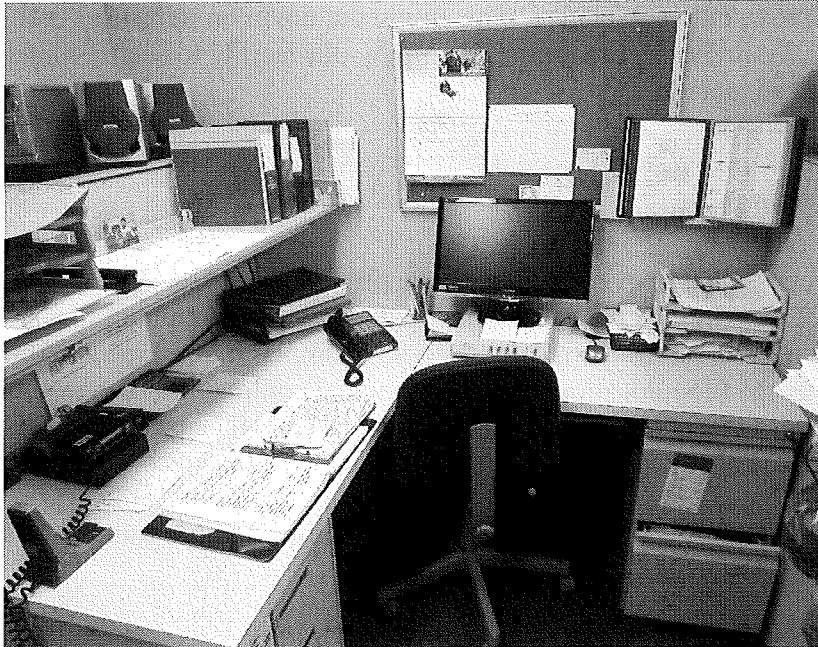
Back of Brandt Buses building (where Assist-To-Transport, LLC has its office) showing the three-bay maintenance stalls on the left. The white door represents our bus wash stall. The door on the far right is a storage and additional maintenance stall.



A view inside the three-bay maintenance area.

Scheduling and Dispatching

Assist-To-Transport, LLC already possesses the computer programs and dispatching expertise to fulfill this contract. Our staff has successfully scheduled and dispatched all the Specialized Transportation needs for the City-County of Manitowoc since 2001. We utilize Driveware Dispatch System.



View of the office at Assist-To-Transport.

Assist-To-Transport, LLC will maximize dispatch efficiency by providing one number to call for all three programs. In addition, clients are used to and have become familiar with our phone number and dispatch personnel.

Service Monitoring

Assist-To-Transport, LLC has a strong 20-year service record. We have provided timely and efficient transportation to all our clients. We continue to strive to offer our riders the best service we can. Assist-To-Transport hopes that our service record would carry much weight when the committee decides on a provider. Not all communities are satisfied with their paratransit providers. Over the 16 years, City and County personnel have not had to spend very much time dealing with problems from the three programs. This has to be comforting and reassuring for this committee to know that they don't have to worry about what is happening with the transportation. The job gets done well.

Our service monitoring system is patterned after the system Brandt Buses, Inc. uses. Brandt Buses has held the Manitowoc Public School District contract for 47 years and holds an impeccable record. Steve Roekle monitors our pool of over 70 drivers that can be drawn upon to fulfill the driving needs of this contract. However, all management is responsible to make sure each driver is performing his or her job correctly. If there is a problem, a Service Complaint Form is filled out (next page). Steve Roekle will meet with that driver, evaluate the situation, and proceed accordingly (see Handbook). The course of action may include retraining or in extreme cases, termination.

In addition, Assist-To-Transport, has GPS tracking units in every vehicle. We can see exactly when our vehicle arrives at its destination to ensure timely service. It tracks location, speed, stop times, and routes. By monitoring our fleet with GPS tracking

Records and Reports

Some of the forms Assist-To-Transport uses have already been displayed. This includes a Service Complaint Form and Pre-trip and Post-trip Forms. We also provide the City-County with Excel spreadsheets with ridership totals and other information.

New computer dispatch software that would connect Assist, the City, and the County has been discussed in the past. This might be a way to increase efficiencies with easier access to information for everyone and lessen the paper reports.

Financial Statements

Assist-To-Transport, LLC is sound financially. We have been in business for 20 years. The City of Manitowoc has 20 years of our financial audits. This includes balance sheets, income statements, and a description of assets and liabilities. Due to the redundancy, I have included our audited financial records for the past 4 years instead of the requested 5. Hawkins Ash CPA performed our financial audit. (see appendix).

Additional questions regarding financial stability can be addressed to Dave Diedrich, Vice President at Investors Community Bank in Manitowoc, (920) 686-5656.

Proposal Modifications for Consideration

Assist-To-Transport utilizes every industry tool to create efficiencies. We use computerized scheduling, we combine rides, we attempt to move flexible requests for rides outside of peak times, etc.

There are some options to reduce costs, however, they would lessen the quality of service that is currently provided to Manitowoc County residents which would lower their quality of life. At some point the line can go below acceptable standards and begin hurting rather than helping our community. These programs are intended to help the disabled and elderly receive basic needs like seeing a doctor and getting food. But they can also help maintain a level of self-esteem and self-worth with taking elderly to hair appointments. With that in mind the following recommendations would lower our cost per trip.

The elderly program could cut all rides other than doctor's appointments. You could continue to run trips to grocery stores but on a very limited schedule. A north side route and a south side route could be setup on an on call basis on a particular day. Clients would call in for a pickup on the north side on Monday of every week and on the south side on Tuesdays of every week. The bus would make a route, pick them all up, and drop at designated spots like Copps, Walmart, or Shopko. There would be a set pickup time and the routes would be reversed for drop-off. This would make use of a bus that is not used during the day and eliminate the need for probably one van.

An overall change that could be made is that the City/County agree on a particular number of vans they want to run and have riders sign up on a first come first serve basis. Pickups would be on the half hour and when the slots are filled for that day no more rides

are taken. This would eliminate the issue of providing enough vehicles for peak ride times. This could save one or two vehicles needed in a fleet and thus reduce costs.

Another option would be to increase the time allowed for returning a client from a doctor or other type of appointment. Or you could just eliminate returns during peak ride times. This would level out the need to stock additional vehicles. For example, you could up the return window to 90 minutes and state there are no returns from 8-9am and 3-4pm. These are peak times. Clients would have to wait until a van is available.

We are open to discuss all options. Keep in mind that these would lessen the service that the Manitowoc County residents who are the most in need would get.

EEO/Affirmative Action Plan

See appendix for our EEO/Affirmative Action Plan.

Statement Of Insurability

Assist-To-Transport, LLC currently carries the contractually required insurance and will be able to continue the same coverage. In fact, we are currently covered until our annual renewal expires on May 1, 2022. A Certificate of Insurance is included in appendix.

Proof of Bondability

Included in the appendix is a letter from Dave Diedrich, Vice President at Investors Community Bank, stating we are financially sound and capable of completing this contract.

Debarred Bidder's List

No member of Assist-To-Transport, LLC is on a Debarred Bidders List.

Bid Opportunity List

1. Assist-To-Transport, LLC
2. 71 Albert Dr
3. We are not a DBE
4. We have been in business for 20 years
5. Gross Receipts of \$1,900,000 in 2020

Conclusion

Assist-To-Transport is a local company made up of people who live in Manitowoc County. Because of this, our entire staff has a vested interest in helping improve our resident's quality of life by providing the best transportation service possible. We are very proud of our record over the past 20 years. We feel we offer the best option for the City/County of Manitowoc to fulfill this five year contract for all three programs. Assist is the most qualified since we have been the provider for all three programs for the last 15 years. Our vehicles are well maintained. Our employees are already trained and know the clients and the service requirements in this contract. By selecting Assist-To-Transport for this contract there would be no transition or implementation process. The continuation of the coordination of services is an important benefit to the elderly and disabled citizens of Manitowoc County. Having one number to call and the same number that they have used for 20 years can't be overstated. We look forward to working with you in the future.

Thank you for your time and consideration.

INDEPENDENT AUDITORS' REPORT

To the Member
Assist-To-Transport, LLC
Manitowoc, Wisconsin

We have audited the accompanying financial statements of Assist-To-Transport, LLC (a Wisconsin Limited Liability Company) which comprise the balance sheets as of December 31, 2020 and 2019, and the related statements of income, member's equity, and cash flows for the years then ended and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States and the *Wisconsin Department of Health Services Audit Guide, 2018 Revision*, issued by the Wisconsin Department of Health Services. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Assist-To-Transport, LLC, as of December 31, 2020 and 2019, and the results of its operations, and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Report on Additional Information

Our audit was conducted for the purpose of forming an opinion on the basic financial statements of Assist-To-Transport, LLC taken as a whole. The accompanying supplemental information on pages 13-15 as listed in the accompanying table of contents as required by the *Wisconsin Department of Health Services Audit Guide*, 2018 Revision is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The supplemental information on pages 13-15, has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards* and the *Wisconsin Department of Health Services Audit Guide*, 2018 Revision, we have also issued a report dated August 19, 2021, on our consideration of Assist-To-Transport, LLC's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and the *Wisconsin Department of Health Services Audit Guide*, 2018 Revision and should be considered in assessing the results of our audit.

HAWKINS ASH CPAS, LLP

Hawkins Ash CPAs, LLP

Manitowoc, Wisconsin
August 19, 2021

ASSIST-TO-TRANSPORT, LLC
BALANCE SHEETS

| <u>ASSETS</u> | DECEMBER 31, | |
|---|---------------------|-------------------|
| | 2020 | 2019 |
| CURRENT ASSETS | | |
| Cash | \$ 388,858 | \$ 67,787 |
| Accounts receivable | 132,216 | 174,754 |
| Prepaid expenses | 49,419 | 44,267 |
| TOTAL CURRENT ASSETS | 570,493 | 286,808 |
| EQUIPMENT, VEHICLES, AND LEASEHOLD IMPROVEMENTS, at cost | | |
| Equipment | 16,847 | 16,847 |
| Vehicles | 661,399 | 654,211 |
| Leasehold improvements | 2,400 | 2,400 |
| | 680,646 | 673,458 |
| Less accumulated depreciation | 226,308 | 171,458 |
| NET EQUIPMENT, VEHICLES, AND LEASEHOLD IMPROVEMENTS | 454,338 | 502,000 |
| TOTAL ASSETS | 1,024,831 | 788,808 |
| <u>LIABILITIES AND MEMBER'S EQUITY</u> | | |
| CURRENT LIABILITIES | | |
| Accounts payable | 14,647 | 18,716 |
| Accrued payroll and payroll liabilities | 31,169 | 28,430 |
| TOTAL CURRENT LIABILITIES | 45,816 | 47,146 |
| MEMBER'S EQUITY | 979,015 | 741,662 |
| TOTAL LIABILITIES AND MEMBER'S EQUITY | \$ 1,024,831 | \$ 788,808 |

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

ASSIST-TO-TRANSPORT, LLC
STATEMENTS OF INCOME

| | YEAR ENDED DECEMBER 31, | |
|---|----------------------------|-------------------|
| | 2020 | 2019 |
| REVENUE | \$ 1,832,584 | \$ 2,220,334 |
| CONTRACT EXPENSES | <u>1,210,003</u> | <u>1,329,033</u> |
| INCOME BEFORE NONCONTRACT REVENUE (EXPENSES) | 622,581 | 891,301 |
| NONCONTRACT REVENUE (EXPENSES) | | |
| Bad debt expense | (8,123) | (10,731) |
| Miscellaneous income | 15,916 | 21,836 |
| Grant revenue - PPP funds | 139,900 | - |
| Donations | (15,400) | (31,050) |
| Professional fees | (2,328) | (1,488) |
| Loss on disposal of fixed assets | - | (68,954) |
| Rent | <u>(27,729)</u> | <u>(20,077)</u> |
| NET INCOME | \$ 724,817 | \$ 780,837 |

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

ASSIST-TO-TRANSPORT, LLC
BALANCE SHEETS

| <u>ASSETS</u> | DECEMBER 31, | |
|--|-------------------|-------------------|
| | 2018 | 2017 |
| CURRENT ASSETS | | |
| Cash | \$ 115,452 | \$ 35,036 |
| Accounts receivable | 149,919 | 113,488 |
| Prepaid expenses | 39,643 | 20,570 |
| TOTAL CURRENT ASSETS | 305,014 | 169,094 |
| EQUIPMENT, VEHICLES, AND LEASEHOLD IMPROVEMENTS, at cost, | | |
| Equipment | 16,847 | 18,136 |
| Vehicles | 553,961 | 466,310 |
| Leasehold improvements | 2,400 | 2,400 |
| | 573,208 | 486,846 |
| Less accumulated depreciation and amortization | 180,558 | 179,750 |
| NET EQUIPMENT, VEHICLES, AND LEASEHOLD IMPROVEMENTS | 392,650 | 307,096 |
| TOTAL | 697,664 | 476,190 |
| <u>LIABILITIES AND MEMBER'S EQUITY</u> | | |
| CURRENT LIABILITIES | | |
| Accounts payable | 19,333 | 33,858 |
| Accrued payroll and payroll liabilities | 23,135 | 24,184 |
| TOTAL CURRENT LIABILITIES | 42,468 | 58,042 |
| MEMBER'S EQUITY | 655,196 | 418,148 |
| TOTAL | \$ 697,664 | \$ 476,190 |

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

ASSIST-TO-TRANSPORT, LLC
STATEMENTS OF INCOME

| | YEAR ENDED DECEMBER 31, | |
|---|----------------------------|--------------------------|
| | 2018 | 2017 |
| REVENUE | \$ 1,950,121 | \$ 1,811,329 |
| CONTRACT EXPENSES | <u>1,141,911</u> | <u>1,113,141</u> |
| INCOME BEFORE NONCONTRACT REVENUE (EXPENSES) | 808,210 | 698,188 |
| NONCONTRACT REVENUE (EXPENSES) | | |
| Bad debt expense | (23,637) | (9,609) |
| Miscellaneous income | 2,600 | 6,100 |
| Donations | (20,750) | (9,950) |
| Professional fees | (2,575) | (1,738) |
| Loss on disposal of fixed assets | (34,474) | - |
| Interest expense | <u>(1,014)</u> | <u>(108)</u> |
| NET INCOME | <u>\$ 728,360</u> | <u>\$ 682,883</u> |

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



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
4/23/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | | |
|---|--|-----------------------------|
| PRODUCER Ansay & Associates, LLC. PW 101 East Grand Ave. Suite #11 Port Washington WI 53074 | CONTACT NAME: Sandy | |
| | PHONE (A/C. No. Ext): 262-284-7174 | FAX (A/C. No): 262-377-3784 |
| INSURED Assist to Transport, LLC 71 Albert Drive Manitowoc WI 54220 | E-MAIL ADDRESS: Sandy.bowman@ansay.com | |
| | INSURER(S) AFFORDING COVERAGE | |
| | INSURER A : SFM Mutual Insurance Company | NAIC # 11347 |
| | INSURER B : Secura Specialty Company | 22543 |
| | INSURER C : Merchants National Insurance Company | 12775 |
| | INSURER D : INSURER E : INSURER F : | |

COVERAGES

CERTIFICATE NUMBER: 1092850540

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|--|-----------|------------|---------------|-------------------------|-------------------------|---|
| B | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR | | | 3322568 | 5/1/2021 | 5/1/2022 | EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ OTHER: \$ |
| B | AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS | | | 3322570 | 5/1/2021 | 5/1/2022 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ |
| C | <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$ | | | CUPN000356 | 5/1/2021 | 5/1/2022 | EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000 |
| A | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | | Y/N N/A | 59632.107 | 12/27/2020 | 12/27/2021 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000 |

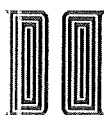
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate holder is an additional insured in regards to the general liability and auto liability policies. 2015 Ford #1FDEE3FL6FDA12273, 2016 Ford #1FDEE3FS6GDC49242, 2019 Ford #1FDEE3F59KDC52757, 2019 Ford #1FDEE3FS0KDC52758, 2016 Dodge #2C7WDGBG8GR377700, 2017 Dodge #2C4RDGBG7HR853298, 2017 Dodge #2C7WDGBG3HR853451, 2014 Dodge #2C4RDGBG2ER406597, 2015 Dodge #2C4RDGBG2FR724379, 2016 Dodge #2C4RDGBG3GR162719, 2016 Dodge 2C7WDGRG7KR698863 With comprehensive and collision deductibles of \$1000/\$1000

CERTIFICATE HOLDER

CANCELLATION

| | |
|---|--|
| City of Manitowoc 900 Quay Street Manitowoc WI 54220 USA | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. |
| | AUTHORIZED REPRESENTATIVE <i>Sandra Bowman</i> |

© 1988-2014 ACORD CORPORATION. All rights reserved.



INVESTORS
COMMUNITY BANK

October 7, 2021

RE: Assist-To-Transport, LLC

Committee Members:

Investors Community Bank would be willing to provide a Letter of Credit to Assist-To-Transport, LLC if required by Manitowoc Maritime Metro.

It is also our opinion that Assist-To-Transport, LLC is more than capable financially of executing and fulfilling all requirements of this contract. They have maintained an account balance that would strongly indicate their good financial status.

If you should have any questions, please do not hesitate to contact me at 920-686-5656.

Sincerely,

David J. Diedrich
Vice President Business Banking

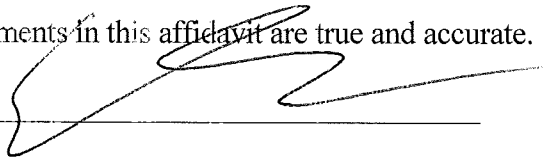
AFFIDAVIT OF NON-COLLUSION

Solicitation Number: QE-21-5

I hereby swear (or affirm) under the penalty of perjury:

1. That I am the responder (if the responder is an individual), a partner in the company (if the responder is a company) or an officer or employee of the responding corporation having the authority to sign on its behalf (if the responder is a corporation);
2. That the attached offer (proposal) has been arrived at by the responder (Offeror) independently and has been submitted without collusion with and without any agreement, understanding, or planned common course of action with any other firm or entity designed to limit fair and open competition;
3. That the contents of the solicitation response (the Offeror's proposal) have not been communicated by the responder or its employees or agents to any person not an employee or agent of the responder and will not be communicated to any such persons prior to the official opening of the solicitation responses (Offers); and
4. I certify that the statements in this affidavit are true and accurate.

Authorized Signature: _____



Date: 10/6/21

Name of Firm or Entity: ASSIST-TO-TRANSIT, LLC

Subscribed and sworn to me this 6 date of October

Signed Notary Public: Faith Stewart

My Commission Expires: 5/17/2024

FAITH STEWART
Notary Public
State of Wisconsin

ASSIST-TO-TRANSPORT, LLC

**71 ALBERT DR
MANITOWOC, WI 54220**

EEO Affirmative Action Plan

It is the policy of Assist-To-Transport, LLC to afford equal opportunity for employment to all individuals regardless of race, color, religion, sex or national origin.

Therefore, this corporation will take affirmative action to ensure we:

1. Recruit, hire, train, and promote persons in all job classifications without regard to race, color, religion, sex or national origin (except where sex is a bonafide occupational qualification);
2. Base decisions on employment to support the principle of equal employment opportunity; and
3. Ensure that all personnel actions such as compensation, benefits, promotions, transfers, layoffs, return from a layoff, company-sponsored training, education, tuition assistance, a social and recreational programs, will be administrated without regard to race, color, religion, sex, national origin, handicap, or other factors as required by law.

The successful achievement of a nondiscriminatory employment program requires maximum cooperation by all employees. As part of this cooperative effort, management helps to lead the way by establishing and implementing affirmative procedures and practices to ensure equal employment opportunity for all.

Equal Treatment of Clients, Vendors, and Customers

Assist-To-Transport, LLC does not discriminate by reason of race, color, religion, sex, marital status, or national origin in services or accommodations offered or provided to our employees, clients, or guests.

Debarment, Suspension, Ineligibility and Voluntary Exclusion

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of \$25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

- a) Debarred from participation in any federally assisted Award;
- b) Suspended from participation in any federally assisted Award;
- c) Proposed for debarment from participation in any federally assisted Award;
- d) Declared ineligible to participate in any federally assisted Award;
- e) Voluntarily excluded from participation in any federally assisted Award; or
- f) Disqualified from participation in any federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows: The certification in this clause is a material representation of fact relied upon by the Recipient. If it is later determined by the Recipient that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the Recipient, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

Date: 10/8/21
Signature: [Signature]
Company: ASSISTED TRANSPORT, LLC
Name: Stephen Rickett
Title: Assistant Manager

LOBBYING

31 U.S.C. 1352

49 CFR Part 19

49 CFR Part 20

Applicability to Contracts: The Lobbying requirements apply to Construction/Architectural and Engineering/Acquisition of Rolling Stock/Professional Service Contract/Operational Service Contract/Turnkey contracts over 100,000.

Applicability to Micro-Purchases: Micro-purchases are defined as those purchases under \$10,000. These requirements do not apply to micro-purchases.

Flow Down Requirement: The Lobbying requirements mandate the maximum flow down, pursuant to Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352(b)(5) and 49 C.F.R. Part 19, Appendix A, Section 7.

Mandatory Clause/Language: Clause and specific language therein are mandated by 49 CFR Part 19, Appendix A. Modifications have been made to the Clause pursuant to Section 10 of the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, *et seq.*]

Lobbying Certification and Disclosure of Lobbying Activities for third party contractors are mandated by 31 U.S.C. 1352(b)(5), as amended by Section 10 of the Lobbying Disclosure Act of 1995, and DOT implementing regulation, "New Restrictions on Lobbying," at 49 CFR § 20.110(d)

Language in Lobbying Certification is mandated by 49 CFR Part 19, Appendix A, Section 7, which provides that contractors file the certification required by 49 CFR Part 20, Appendix A.

Use of "Disclosure of Lobbying Activities," Standard Form-LLL set forth in Appendix B of 49 CFR Part 20, as amended by "Government wide Guidance For New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96) is mandated by 49 CFR Part 20, Appendix A.

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, P.L. 104-65 [to be codified at 2 U.S.C. § 1601, *et seq.*] - Contractors who apply or bid for an award of \$100,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [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

