

September 26, 2025



Nancy Williams
Contract Compliance Administrator
Augusta Procurement Department
535 Telfair Street, Suite 605
Augusta, GA 30901

Re: Written clarifications following September 9 negotiations meeting and BAFO position

Dear Ms. Williams,

Thank you for meeting with us and for outlining Augusta's priorities. Per your request, we are providing written responses to the clarification questions discussed in our negotiations meeting on September 9, 2025. These answers reflect what was discussed in the meeting. We have also noted the BAFO items that we will include in our final pricing submission.

We appreciate the opportunity to partner with Augusta, and we are aligned with the January 1 contract start, with transition activities beginning upon Commission approval and notice to proceed.

1) Microtransit program, is cost included in the price proposal?

Our price proposal includes assisting with the design, planning, consulting, and partnership work to stand up microtransit using Augusta's existing software. Per the discussion and Addendum 2, incremental operating costs that depend on activation, for example additional drivers and supervision, will be negotiated when Augusta decides to go live.

2) Electric bus program, is training provided in the cost proposal?

Yes, electric bus training will be provided. We outlined a hybrid approach: OEM training tied to the purchased vehicle models; MV's National Training Manager and Zero Emissions Team delivering high voltage, PPE, safety, lockout tagout, and de energization procedures for technicians and operating staff; supported online modules through partners like MCI and Proterra; and inclusion of managers, safety staff, and, as appropriate, Augusta participants. This supports Augusta's five electric buses already in service and provides ongoing training for our local team.

3) Contingency items, emergency services and 80 hours for government officials

We will partner with Augusta through your Emergency Operations Center process, place an MV manager or designee in the EOC during events, and follow defined hurricane and severe weather procedures, including vehicle staging and service scaling. In declared events, we mobilize first, then reconcile reasonable

reimbursement with you after the response stabilizes. Regarding charters, we will support the FTA permitted 80 hours for government officials and stay within the Charter Rule. We will coordinate these trips in advance so they are compliant and do not impact regular service. MV requests that any charters be billed at an hourly gate to gate rate. The 80 hours of Charter Cost to Government Officials for the City of Augusta, Commissioners, Mayor Administration, etc. Augusta Transit will not be charged for the city officials.

4) Accident reporting within 30 minutes versus 1 hour

We agree to notify Augusta within 30 minutes of any incident. Initial notice will be brief, for example location and type of event, followed by updates as facts are confirmed. We will implement QR code based notifications from dispatch to push immediate alerts to designated Augusta contacts and MV leadership for no additional costs.

5) Multilingual support for ridership

We will provide multilingual support through a live telephone translation service available to dispatch and front line staff.

6) Breakdown of cost by service, Fixed Route, ADA Paratransit, Rural

The breakdown of cost by service is attached.

7) Aging vehicles will not excuse vendor from meeting KPIs, RFP p. 19 of 181

Understood and agreed. We will not cite fleet age as a reason for missing performance standards. Our preventive maintenance routines, technician training, and daily oversight are designed to keep vehicles safe and reliable, new or old, and to meet Augusta's KPIs.

8) Key personnel, retention of existing Augusta managerial staff, RFP p. 35 of 181

We recognize the significance of retaining long-term managers who possess essential institutional knowledge. Upon receiving the names of these individuals, MV will promptly contact them to confirm their interest in joining our organization. We will proceed with our standard screening and background checks, which assess safety, teamwork, empathy, and other attributes integral to delivering exceptional customer service and ensuring our continued commitment to passengers. Following successful completion of all required background screenings, including drug and alcohol testing, MV will extend employment offers that reflect mutually agreed-upon compensation and benefits according to each individual's assigned role and responsibilities.

9) "Most advantageous to Augusta, Georgia," RFP p. 57 of 181

Our commitment is to be a collaborative partner focused on service reliability, safety, clear communication, and continuous improvement. You asked for less paper and more efficient processes. We will deploy digital tools that reduce paper, improve records, and free staff to focus on riders. We will be responsive, transparent, and accountable, and we will bring in senior support when needed.

10) Remuneration guidance, RFP p. 116 of 181, and MV proposed rates

We completed a local wage analysis and proposed competitive rates, with an initial increase and annual growth. Retention is more than pay. We will pair wages with career pathways, recognition, benefits, and recruiting tools that have materially reduced turnover across MV. If, during performance, wages alone prove to be the limiting factor for attraction or retention, we will raise the issue and address it, so service remains stable.

11) Continuous training and certification

Yes. We will provide ongoing in house and external training for operators and technicians, including high voltage safety, PPE, lockout tagout, OEM content, and tracked operator training. Certifications, for example ASE for maintenance and CDL development for operators, are part of our standard approach, and we will invite Augusta to participate in appropriate sessions.

12) References

You reported four references, including some beyond our provided list, and that the feedback on MV was very positive. Thank you.

13) Maintenance management software and Fleetwatch compatibility

You asked whether MV uses a system compatible with Fleetwatch. We routinely operate in environments with Fleetwatch and similar fueling and lubrication systems, and we can integrate with the platform Augusta is using.

14) BAFO request

MV Transportation carefully evaluated Augusta's requirements and submitted our most competitive pricing with our initial proposal. We believe the pricing offered is fair for the scope of services and ensures sustainability over the contract term. Importantly, our proposal also brings significant added value through MV's outstanding safety record, robust training and certification programs, technology tools, and proven employee retention initiatives including AI technology that directly support reliable, high quality service for Augusta and its riders.

Sincerely,



Vice President of Business Development

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