

ANNE ARUNDEL
COUNTY PUBLIC SCHOOLS

2644 Riva Road, Annapolis, MD 21401 | 410-222-5000 · 301-970-8644 (WASH) · 410-222-5500 (TDD) | www.aacps.org

June 28, 2018

Mr. Ronald Dillon, Jr., President
Atlantic Coast Charters, Inc.
1344C W. Nursery Road
Linthicum, MD 21090

Re: RFP #18SC-154: Prequalification of Coach Bus Contractors

Dear Mr. Dillon:

I have approved the award of a contract to your company under the above-referenced solicitation. Attached is a copy of the fully-executed contract and a list of all awarded contractors. Should you have any questions regarding the contract, please contact Susan Phillips at 410.222.5166 or via email at sbphillips@aacps.org. Questions regarding performance should be directed to the Supervisor of Transportation at 410.222.2910.

Congratulations! We look forward to a successful partnership.

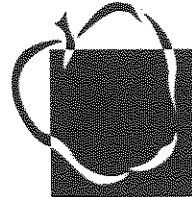
Sincerely,

A handwritten signature in black ink, appearing to read "Mary Jo Childs".

Mary Jo Childs, Esq., CPPO, CPCM
Supervisor of Purchasing

cc: Transportation
Contract File

ANNE ARUNDEL COUNTY PUBLIC SCHOOLS
PURCHASING OFFICE
2644 RIVA ROAD
ANNAPOLIS, MARYLAND 21401



ANNE ARUNDEL
COUNTY PUBLIC SCHOOLS

Title: RFP # 18SC-154 Prequalification of Coach Bus Contractors

Issued: April 3, 2018 Buyer: Susan B. Phillips, 410-222-5166, sbphillips@aacps.org

Proposal Due Date: Proposals are due no later than **10:00 a.m. Eastern Time on Tuesday, May 8, 2018**, in the Purchasing Office at the above address. Electronic submissions - email or fax – are NOT acceptable and will be rejected. The opening is not public.

A **pre-proposal conference** is scheduled for **10:00 a.m. Eastern Time on Friday, April 20, 2018**, in the Bid Room within the Purchasing Office.

If the AACPS Central Office Building is closed due to unforeseen circumstances, proposals shall be due on the next business day that the building is open. The originally scheduled proposal receipt time will remain the same even if the date is changed. Visit the AACPS website, www.aacps.org, for the status of building closures. *Closing of schools does not constitute closing of the Central Office Building.*

NOTE: MINORITY & SMALL BUSINESS ENTERPRISES AND VETERAN-OWNED BUSINESSES ARE ENCOURAGED TO RESPOND TO THIS RFP.

This Proposal must be signed by an owner, partner, or in the case of the corporation, the President, Vice President, Secretary, or other corporate officer. To be signed by any other official, a Power of Attorney or Corporate Resolution must be attached to the proposal. If the Offeror is a corporation, then it must be registered in accord with the Corporations and Associations Article of the Annotated Code of Maryland. Your signature on this page provides AACPS your acknowledgment and acceptance of the terms and conditions contained in the RFP and the execution of same during the discharge of any succeeding contract.

It shall be clearly understood that unless otherwise indicated, when this page is executed by an authorized officer of AACPS, these specifications, terms and general conditions, and price proposal shall become a legally binding Contract between the Successful Offeror and the AACPS.

Offeror Name: Atlantic Coast Charters, Inc.

Address: 1344C W Nursery Road, Linthicum, Maryland 21090

Phone: 410-589-0601 Fax: 410-589-0602 eMail: info@AtlanticCoastCharters.com

Federal ID or Social Security Number: 52-0901972 Federal Motor Carrier #: 179244

MDOT MBE Certification # NA US DOT #: 252335

eMaryland Marketplace #: 307135 MD Dept. of Assess. & Taxation #: D00310490

Offeror Signature: 

Printed Name, Title and Date: Ronald Dillon, Jr President 5-29-18

Accepted by AACPS Supervisor of Purchasing: Mary Jo Childs, Esq., CPPO, CPCM

Signature:  Date: 6/27/18

Award Limitations: _____



To The Evaluation Committee:

We are please to present the our response to RFP#18SC-154 Prequalification of Coach Bus Contractors. This original and 5 copies of the proposal as requested represents our firm's offer to provide the services as described in your RFP.

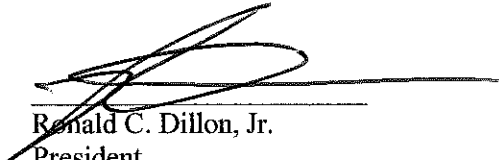
We are willing and able to accept, agree to and will comply with all the contract provisions, including the General Conditions for Service Contracts.

Our contact numbers are as follows:

Atlantic Coast Charters, Inc.
1344C W Nursery Road
Linthicum, MD 21090
Phone 410-589-0601
Fax 410-589-0602
Point of Contact – Ronald Dillon, Jr. – President
Email – RonDillon@yahoo.com
FEIN 52-0901972
Acknowledgement of Addenda 1

Atlantic Coast Charters, Inc. attests that the information contained in this proposal or any part thereof, including its Exhibits, Schedules, and any other documents and instruments delivered or to be delivered to the AACPS, are true, accurate and complete. This proposal includes all information necessary to ensure the statements therein do not in a whole or part mislead the AACPS as to any material facts.

The undersigned has the authority to execute binding legal documents on behalf of Atlantic Coast Charters, Inc.



Ronald C. Dillon, Jr.
President
Atlantic Coast Charters, Inc.



Atlantic Coast Charters

RFP 18SC-154

Prequalification of Coach Bus Contractors

**Atlantic Coast Charters, Inc.
1344C W. Nursery Road
Linthicum, MD 21090
410-589-0601**

[Facebook.com/AtlanticCoastCharters](https://www.facebook.com/AtlanticCoastCharters)

Section II: Qualifications/Experience Affidavit

Name of Offeror Atlantic Coast Charters, Inc.

Information furnished in response to this Affidavit and any verification made by AACPS provides a basis for determining the responsibility of Offerors. If the experience or background of the Offeror is deemed insufficient by AACPS, the Offeror may be determined not responsible and the proposal rejected.

Offeror shall have at least five years' experience in providing work similar in **scope and complexity** to those described herein. The most recent experience must be within the past 12 months.

1. How many years has your firm been in the business of providing similar services/scope of work under your present legal name? 34 Years of relevant experience.
 1a. Under a different legal name? 0 Years of relevant experience.

AACPS may consider relevant individual experience of key personnel when assessing the responsibility of the Offeror.

2. List at least three contracts/references similar in scope and complexity to the work described herein, in which your organization has completed within the last five years (include company names, firm or government agency, address, contact person, phone number, and email address).

- A. Project: Goucher College Athletic Transportation
 Beginning and End Date of Contract: September 2017 – August 2022
 Address: 1021 Dulaney Valley Road, Towson, MD 21204
 School District or Organization: Goucher University
 Contact Person: Nina Zacharias
 Phone Number and Email: (410) 337-6383 nzachari@goucher.edu
- B. Project: Trip to Gettysburg
 Beginning and End Date of Contract: May 24, 2018
 Address: 241 Peninsula Farm Road, Arnold, MD 21012
 School District or Organization: Severn River Middle School (AACO)
 Contact Person: Miguel Smith
 Phone Number and Email: (443) 758-4436 mlsmith4@aacps.org
- C. Project: Towson University Athletics and Parking & Transportation
 Beginning and End Date of Contract: September 2013-August 2023
 Address: 8000 York Road, Towson, MD 21252
 School District or Organization: Towson University
 Contact Person: Andrew Rosenblum
 Phone Number and Email: (410) 704-3515

3. How many people does your company presently employ on a:

A. Full Time basis? 44 B. Part Time basis? 27

4. List the number of motor coach buses your company currently has in operation and include the age, seating capacity and all amenities (Wi-Fi), reclining seats, TV monitor and electronic video players with viewable screens from each seat, electric/power to individual seats, restroom facilities) of each bus, etc.

SEE ATTACHED

**Atlantic Coast Charters
Fleet Information**

#	UNIT #	PAX	YEAR	MAKE	MODEL	LIFT	DVD	WiFi	Outlets
1	701	55	2016	MCI	D4505	Y	Y	Y	Y
2	702	55	2017	Prevost	X3-45	Y	Y	Y	Y
3	704	55	2004	MCI	D4500	Y	Y	Y	N
4	705	55	2008	MCI	D4500	Y	Y	Y	Y
5	706	55	2013	Prevost	H3-45	Y	Y	Y	Y
6	707	47	2005	MCI	D4000	N	Y	Y	Y
7	709	55	2016	Prevost	H3-45	Y	Y	Y	Y
8	710	55	2016	MCI	D4505	Y	Y	Y	Y
9	711	55	2016	MCI	D4505	Y	Y	Y	Y
10	712	47	2006	MCI	D4005	N	Y	Y	Y
11	714	55	2017	Prevost	X3-45	Y	Y	Y	Y
12	715	55	2017	Prevost	X3-45	Y	Y	Y	Y
13	716	55	2017	Prevost	X3-45	Y	Y	Y	Y

All buses have reclining seats and restrooms

5. Describe your company's fleet inventory plan – will your company be expanding its inventory or downsizing inventory over the term of the contract? **We will be expanding and updating fleet. Our plan is to buy 2-3 buses per year for a combination of growing total fleet size and keeping fleet updated.**
6. Describe your accommodations for physically disabled students. **Every bus but two are lift equipped for wheelchairs. Every driver is trained on proper lift procedures, proper restraining of wheelchairs and proper sensitive handling of disabled students.**
7. Describe you company's process for handling roadside emergency situations (breakdowns, accidents). **We do our best to make sure breakdowns do not happen. In the rare situation they do, we have many vehicles in the Baltimore/DC area that are used in commuter service that maybe able to help continue the trip. In addition, we have six full time mechanics between our Linthicum and Hagerstown facilities. A rapid response will occur from our facilities if there is a local problem. If the trip is not within reasonable distance for us to respond we will contact our various contacts (other bus companies as well as mechanical garages) to either replace the bus or get the bus back in service. We are members of the American Bus Association, United Motor Coach Association and the Maryland Motor Coach Association. This allows us to develop relationships with companies outside of our area. Our two bus manufacturers will also help get buses back in service during breakdowns.**
8. Has your organization performed any contract, not included in #2 above, for any unit of the State of Maryland or Anne Arundel County Government over the last five years? (Please list names, addresses, dates and the government employee responsible for accepting the work).
Maryland Transit Administration, 1600 Ludlow St, Building 7, Baltimore, MD 21230 Glenn Saffran (410) 856-4805 gsaffran@mta.maryland.gov Commuter bus services (201, 204 and 505) March 2011 – Current
Anne Arundel County Department of Aging, 2666 Riva Road, Suite 400, Annapolis, MD 21401 Pam Jordon (410) 222-4464 exjord00@aacounty.org
Anne Arundel County Recreation and Parks, 1 Harry S Truman Parkway, Annapolis, MD 21401 Sara Greulich (410) 222-7313 X3556 rpgreu99@aacounty.org
Anne Arundel Economic Development Corporation, 2660 Riva Road, Suite 200, Annapolis, MD 21401 Rosa Cruz (410) 222-7410 rcruz@aaedc.org
9. Has your company or any of its officers or employees ever been found guilty of any criminal act in regard to the performance of a government contract or subjected to any penalty, or liquidated damages arising out of poor or non-performance? Explain. **NO**
10. Has your company ever been suspended or debarred bidding on contracts by the Board of Public Works, or any other local, state or federal organization for any reason? Explain. **NO**
11. Has your company ever filed for bankruptcy/receivership or any other similar defalcation? Explain. **NO**

The signatory of this form hereby affirms that the information as set forth is accurate, truthful and complete, to the best of his/her knowledge and belief.

Dated this 29th day of May 2018.

Name of Organization: Atlantic Coast Charters, Inc.

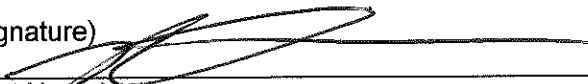
By: (Signature) 
(Print Name)
Title: Ronald Dillon, Jr

Exhibit 1
BID/PROPOSAL AFFIDAVIT

A. AUTHORITY

I hereby affirm that I, Ronald Dillon, Jr (name of affiant) am the President (title) and duly authorized representative of Atlantic Coast Charters, Inc. (name of business entity) and that I possess the legal authority to make this affidavit on behalf of the business for which I am acting.

B. CERTIFICATION OF REGISTRATION OR QUALIFICATION WITH THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION

I FURTHER AFFIRM THAT:

The business named above is a (check applicable items):

- (1) **Corporation: domestic** or foreign;
- (2) Limited Liability Company: domestic or foreign;
- (3) Partnership: domestic or foreign;
- (4) Statutory Trust: domestic or foreign; or,
- (5) Sole Proprietorship

and is registered or qualified as required under Maryland Law.

I further affirm that the above business is in good standing both in Maryland and (IF APPLICABLE) in the jurisdiction where it is presently organized, and has filed all of its annual reports, together with filing fees, with the Maryland State Department of Assessments and Taxation. The name and address of its resident agent (IF APPLICABLE) filed with the State Department of Assessments and Taxation is:

Name and Department ID

Number: _____ Address: _____

and that if it does business under a trade name, it has filed a certificate with the State Department of Assessments and Taxation that correctly identifies that true name and address of the principal or owner as:

Name and Department ID Number: _____

Address: _____

C. EMPLOYMENT OF SEX OFFENDERS AND OTHER CRIMINAL OFFENDERS

I FURTHER AFFIRM THAT:

I am aware of, and the above business will comply with, the following requirements of Section 11-722 of the Criminal Procedure Article, and Section 6-113 of the Education Article, Annotated Code of Maryland:

- A. Maryland Law requires sex offenders to register with the State and with the local law enforcement agency in the county in which they will reside, work, or attend school. **An AACPS contractor may not knowingly employ an individual to work at a school if the individual is a registrant.** A contractor violating this Law is guilty of a misdemeanor and may be subject to imprisonment not exceeding five years or a fine not exceeding \$5,000, or both.

See Section 11-722 of the Criminal Procedure Article, Annotated Code of Maryland.

B. An AACPS contractor or subcontractor may not knowingly assign an employee to work on school premises with direct, unsupervised, and uncontrolled access to children, if the employee has been convicted of:

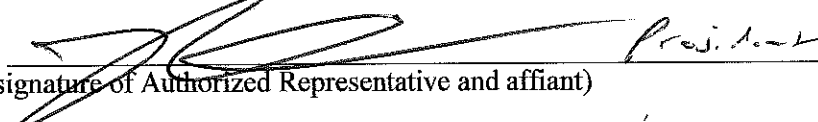
- Section 3-307 of the Criminal Law Article, Maryland Annotated Code, *Sexual Offense in the Third Degree*;
- Section 3-308 of the Criminal Law Article, Maryland Annotated Code, *Sexual Offense in the Fourth Degree*;
- An offense under the laws of another state that would constitute a violation of Sections 3-307 or 3-308 of the Criminal Law Article if committed in Maryland;
- Child sexual abuse under Section 3-602 of the Criminal Law Article, Annotated Code of Maryland;
- An offense under the laws of another state that would constitute child sexual abuse under Section 3-602 of the Criminal Law Article if committed in Maryland;
- A crime of violence as defined in Section 14-101 of the Criminal Law Article, Annotated Code of Maryland; or
- An offense under the laws of another state that would constitute a crime of violence under Section 14-101 of the Criminal Law Article if committed in Maryland.

See Section 6-113 of the Education Article, Annotated Code of Maryland

Violations of any of these provisions may result in immediate termination for cause.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

By: Ronald Dillon, Jr President
(printed name of Authorized Representative and affiant)


(signature of Authorized Representative and affiant)

Date: 5/29/18



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

5/23/2018

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 Sackett Cook & Assoc./TIB 600 Fairmount Avenue, Suite 106 Towson MD 21286-1000	CONTACT NAME: Robin Eshkenazi PHONE (A/C, No, Ext): 410-828-7076 FAX (A/C, No): 410-828-0112 E-MAIL ADDRESS: reshkenazi@tibinsurance.com													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Lancer Insurance Company</td> <td>26077</td> </tr> <tr> <td>INSURER B : Admiral Insurance Company</td> <td>24856</td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Lancer Insurance Company	26077	INSURER B : Admiral Insurance Company	24856	INSURER C :		INSURER D :		INSURER E :		INSURER F :
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INSURER D :														
INSURER E :														
INSURER F :														
INSURED Atlantic Coast Charters Inc. Shore Motor Coach, LLC 1344C W. Nursery Road Linthicum MD 21090	ATLAN12													

COVERAGES **CERTIFICATE NUMBER:** 1223063423 **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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	GL156080#15	12/1/2017	12/1/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ Excluded \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	Y	BA157024#15	12/1/2017	12/1/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$		BEX0961211911	12/1/2017	12/1/2018	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ \$
	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				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Certificate holder is named as an additional insured but only to the extent that they are held liable for the conduct of the name insured.

CERTIFICATE HOLDER**CANCELLATION**

Anne Arundel County Public Schools
 2644 Riva Road
 Annapolis MD 21401

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

© 1988-2014 ACORD CORPORATION. All rights reserved.

INTERSTATE COMMERCE COMMISSION

CERTIFICATE

MC 179244

SERVICE DATE

JAN 28 1985

S & L ENTERPRISES, INC.
DOING BUSINESS AS ATLANTIC COAST CHARTERS
HAGERSTOWN, MARYLAND

This Certificate is evidence of the carrier's authority to engage in transportation as a common carrier by motor vehicle.

This authority will be effective as long as the carrier maintains compliance with the requirements pertaining to insurance coverage for the protection of the public (49 CFR 1043); the designation of agents upon whom process may be served (49 CFR 1044); and tariffs or schedules (49 CFR 1300 through 1310, revised). The carrier shall also render reasonably continuous and adequate service to the public. Failure to meet these conditions will constitute sufficient grounds for the suspension, change, or revocation of this authority.

This authority is subject to any terms, conditions, and limitations as are now, or may later be, attached to this privilege.

For common carriers with irregular route authority: Any irregular route authority authorized in this Certificate may not be tacked or joined with your other irregular route authority unless joinder is specifically authorized.

The transportation service to be performed is described on the reverse side of this document.

By the Commission.

JAMES H. BAYNE
Secretary

(SEAL)

NOTE: If there are any discrepancies regarding this document, please notify the Commission within 30 days.

MC 179244

To operate as a common carrier, by motor vehicle, in interstate or foreign commerce, over irregular routes, transporting passengers, in charter and special operations, between points in the United States (except Alaska and Hawaii).



U.S. Department of Transportation
Federal Motor Carrier Safety Administration

1200 New Jersey Ave., S.E.
Washington, DC 20590

SERVICE DATE

July 10, 2012

DECISION
MC-179244
S & L ENTERPRISES, INC.
D/B/A ATLANTIC COAST CHARTERS
LINTHICUM, MD
REENTITLED
ATLANTIC COAST CHARTERS, INC.

On June 27, 2012, applicant filed a request to have the Federal Motor Carrier Safety Administration's records changed to reflect a name change.

It is ordered:

The Federal Motor Carrier Safety Administration's records are amended to reflect the carrier's name as ATLANTIC COAST CHARTERS, INC.

Within 30 days after this decision is served, the applicant must establish that it is in full compliance with the statute and the insurance regulations by having amended filings on prescribed FMCSA forms (BMC91 or 91X or 82 for bodily injury and property damage liability, BMC 34 or 83 for cargo liability, or a BMC 84 or 85 for broker security and BOC-3 for designation of agents upon whom process may be served) submitted on its behalf. Copies of Form MCS-90 or other "certificates of insurance" are not acceptable evidence of insurance compliance. Insurance and BOC-3 filings should be sent to Federal Motor Carrier Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590.

The applicant is notified that failure to comply with the terms of this decision shall result in revocation of its operating rights registration, effective 30 days from the service date of this decision.

To verify that the applicant is in full compliance, call (202)358-7000 or visit our web site at: <http://li-public.fmcsa.dot.gov>. Any other questions regarding the action taken should be directed to (202)366-9805.

Decided: July 5, 2012

By the Federal Motor Carrier Safety Administration

Jeffrey L. Secrist, Chief
Information Technology Operations Division
NCA

STATE OF MARYLAND

COMMISSIONERS



DOUGLAS R. M. NAZARIAN
CHAIRMAN

HAROLD D. WILLIAMS
LAWRENCE BRENNER
KELLY SPEAKES-BACKMAN
W. KEVIN HUGHES

CLIFFORD J. WATTS
DIRECTOR

HILARY Y. HAMMERMAN
REGINA C. GEE
ASSISTANT DIRECTORS

PUBLIC SERVICE COMMISSION

TRANSPORTATION DIVISION

April 12, 2012

S & L Enterprises, Inc.
t/a Atlantic Coast Charters
19723 Leithersburg Pike
Hagerstown, MD 21742-1443

Dear Sir or Madam:

On March 27, 1989, the Public Service Commission granted authority to S & L Enterprises, Inc. t/a Atlantic Coast Charters, Carrier Number 145, to operate as a charter/contract passenger carrier in intrastate commerce in Maryland. This authority is continuing and non-renewable and S & L Enterprises, Inc. t/a Atlantic Coast Charters remains in good standing with this Commission to the present time.

If you have any further questions, you may contact me at 410-767-8062.

I hope that this information will be helpful to you.

Sincerely,

A handwritten signature in black ink, appearing to read "Hilary Y. Hammerman".

Hilary Y. Hammerman
Assistant Director, Safety and Enforcement

COMMISSIONERS

DOUGLAS R. M. NAZARIAN
CHAIRMAN

HAROLD D. WILLIAMS
LAWRENCE BRENNER
KELLY SPEAKES-BACKMAN
W. KEVIN HUGHES

STATE OF MARYLAND



CLIFFORD WATTS
DIRECTOR OF TRANSPORTATION

HILARY Y. HAMMERMAN
REGINA C. GEE
ASSISTANT DIRECTORS

PUBLIC SERVICE COMMISSION

June 7, 2012

Atlantic Coast Charters, Inc.
Mr. Ronald Dillon, Jr.
1344-C W. Nursery Road
Linthicum, MD 21090

Dear Mr. Dillon, Jr.:

The Maryland Public Service Commission has approved, by Order No. 84956 dated 6/5/2012, your application to operate as a Charter/Contract Passenger Carrier by motor vehicles in intrastate commerce in Maryland. A copy of the order is enclosed.

Also enclosed is a blank Maryland Public Service Commission Passenger Vehicle List form and instructions for adding or deleting vehicles to or from your service.

Your Public Service Commission Carrier Number is 4537. Please refer to this Carrier Number in any correspondence with the Commission.

Tags for the vehicles may now be obtained from the Motor Vehicle Administration, 6601 Ritchie Highway, N.E., Glen Burnie, Maryland, 21062. Your vehicle list is attached. The white copy must be presented to the MVA and the pink copy is for your records.

If you have any questions regarding licensing of your vehicle(s), please contact the Vehicle Registration Division of the Motor Vehicle Administration, at 410-787-2991.

Sincerely,

Barbara Wasiljov

Barbara Wasiljov
Administrative Specialist

Enclosures

cc: Carrier's File # 4537

YEARS 1 through 3

Motor Coach Bus, Local:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$600	\$700
Hourly Rate	\$125	\$125
Mileage Rate	\$3.30	\$3.30
Cancellation Rate	\$0 24hrs notice \$600 onsite	

Motor Coach Bus, Long Distance:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$866	\$900
Hourly Rate	\$125	\$125
Mileage Rate	\$3.30	\$3.30
Cancellation Rate	\$0 24hrs notice \$600 onsite	

OPTION YEAR 1

Motor Coach Bus, Local:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$650	\$750
Hourly Rate	\$130	\$130
Mileage Rate	\$3.60	\$3.60
Cancellation Rate	\$0 24hrs notice \$600 onsite	

Motor Coach Bus, Long Distance:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$950	\$1,000
Hourly Rate	\$130	\$130
Mileage Rate	\$3.60	\$3.60
Cancellation Rate	\$0 24hrs notice \$600 onsite	

OPTION YEAR 2

Motor Coach Bus, Local:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$675	\$775
Hourly Rate	\$130	\$130
Mileage Rate	\$3.65	\$3.65
Cancellation Rate	\$0 24hrs notice \$600 onsite	

Motor Coach Bus, Long Distance:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$975	\$1,050
Hourly Rate	\$130	\$130
Mileage Rate	\$3.65	\$3.65
Cancellation Rate	\$0 24hrs notice \$600 onsite	

Original

18SC-154 Prequalification of Coach Bus Contractors
Section VII: PRICE PROPOSAL

OPTION YEAR 3

Motor Coach Bus, Local:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$700	\$800
Hourly Rate	\$135	\$135
Mileage Rate	\$3.70	\$3.70
Cancellation Rate	\$0 24hr notice \$600 onsite	

Motor Coach Bus, Long Distance:

	Monday-Friday	Weekend or Holiday
Flat Rate (Trip)	\$1,000	\$1,075
Hourly Rate	\$135	\$135
Mileage Rate	\$3.70	\$3.70
Cancellation Rate	\$0 24hr notice \$600 onsite	

Submitted by:

Offeror Name:

Atlantic Coast Charters, Inc.

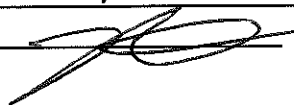
Printed Name and Title:

Ronald Dillon, Jr

President

Authorized Signature:

Ronald Dillon Jr



Date: 5/29/18



Anne Arundel County Public Schools
Purchasing Office
2644 Riva Road
Annapolis, Maryland 21401
Susan Phillips

June 18, 2018

Dear Mrs. Phillips,

Per your request we are defining the parameters of the Flat Rate prices as follows:

Flat Rate, Local: 6 hours and 100 miles

Flat Rate, Long Distance 8 hours and 200 miles

Should you have any questions please feel free to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald Dillon, Jr.", with a long horizontal flourish extending to the right.

Ronald Dillon, Jr
President - ACC

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Company Identification

Company Name: Atlantic Coast Charters, Inc. est. 1984
Street Address: 1344C W Nursery Road
City, State, Zip: Linthicum, MD 21090
Contractor Point of Contract: Ron Dillon, Jr – President, Ron Dillon, Sr – Vice President
Phone Number: 410-589-0601
Fax Number: 410-589-0602
Email: rondillon@yahoo.com or april@atlanticcoastcharters.com
DUNS Number: 605-001312
FED ID: 52-0901972
CAGE Code: 3FGD5
NAICS Codes: 485111, 485113, 485320, 485410, 485510, 485991, 485999, 487110, 532120
Annual Revenue: \$5.1 million SMALL BUSINESS (not 8A Certified)
Registered in CCR Database? Yes
Certified and Inspected DOD bus carrier? Yes

Executive Summary

Atlantic Coast is owned by Ron Dillon Jr. and Ron Dillon, Sr, former owners of Dillon's Bus Service. The Dillon Family has a long tradition of being in the bus business. Edmund Dillon started Dillon's in 1918 when he converted an old ice truck into a bus by adding seats, heating and windows. He was the first school bus contractor in Anne Arundel County.

Edmund's son Perry continued the company from the 1940's until the late 1960's. He maintained a school bus fleet of around 10 buses. In the late 1960's Perry's sons, Ron, Perry, Keith and Brian took over the day to day operations of the bus company. By 1971 Ron, Keith and Brian decided to leave the school bus industry and enter the motor coach business. Perry continued in the school bus industry as a contractor for Anne Arundel County until 2009.



Ron, Keith and Brian started with one used Greyhound bus and slowly began building the business. In the beginning they did it all, drove, maintained, cleaned, and handled the business side. Over time as the company grew, each began to specialize on different segments of the business. Until the 1980's the company's focus was charter business, running both local and long distance tours. In 1981 the company began running service from Annapolis to Washington DC with three buses and a handful of customers. Today that route is known as the MTA 922 and 950 which transports nearly 3,000 people daily using 28 buses.

Dillon's Bus Service continued rapid growth through safe, reliable service through the 1990's. By 2000 the company had grown to over 45 motor coaches with a niche in commuter bus service through contracts with the Maryland Transit Administration. In May 2000 the three brothers decided to sell the business to Coach USA to allow it access to capital and continued growth. The family has stayed on for more than a decade and now operates over 175 motor coaches including 145 under daily contract with the MTA.

Ron Sr and Ron Jr. bought Atlantic Coast Charters in September 2010 after significant financial crisis struck the parent owner of Dillon's Bus. They also wanted to return to more of a family business environment in which the owner's worked side by side with employees. Since September 2010 the Dillon's have grown Atlantic Coast by focusing again on safe, customer oriented service. Atlantic Coast has grown from six charter buses in 2010 to eleven charter buses and seven contract buses today. The Maryland Transit Administration awarded Atlantic Coast a start up contract from Montgomery County to BWI airport. This service is referred to as the MTA 201 service. When the service started in March 2011 Atlantic transported 1,000 passenger that first month. Today the service transports nearly 8,000 passengers each month. The success of the service can be attributed to the reliability of the service and the strong customer focus.

Ron Dillon, Sr. was the driving force behind the growth of Dillon's Bus Service. He has a saying that he lives by, "Credibility before profitability." This motto is simple, treat your customer and employees right, regardless of the economic win or loss and long term you will meet your financial goals. While he spent much time on the business side of Dillon's, he has always had a maintenance focus. In fact, he started working on his Dad's school buses when he was only 10 years old. This love and



interest in the maintenance side of the business was recognized by the US Army where he was head of the motor pool while stationed in Korea. Today there is not a day that goes by that he doesn't spend a few hours in the shop ensuring quality work of Atlantic technicians.

Ron Dillon, Jr. grew up in the business. His first job was working in the maintenance shop at the age of 12 during summer break. He spent each summer for the next 4 years in the shop and then began working in the shop after school when he turned 16. As he attended UMBC studying Economics he continued to work in the Dillon's Bus Service garage. He would work during the day and attend school at night, paying his own way through college. When he graduated in 1997 he decided to leave the business and joined Arthur Andersen in Baltimore. As he worked through tax season he studied for the Certified Public Accountant's exam and passed on his first attempt. In October 1998 he returned to Dillon's Bus Service as Controller. This was his first venture inside the office of the

family business. Today he is President of Atlantic Coast Charters.

The Dillon family has strong ties to the community. In addition to being the first school bus contractor in Anne Arundel County and a longer term business partner, the Dillon's and Dillon's Bus Service give thousands of dollars of donations and in-kind gifts to numerous charities throughout the state. Ron Sr. is a volunteer firefighter at Ferndale Volunteer Fire Department. As a certified EMT and Pump Operator, he enjoys giving back to those in need. Through his lifetime he has volunteered for over 25 years. To this day he can be found driving fire trucks at Ferndale. Ron Jr. also enjoys public service to the community. He served on the Anne Arundel County Council from December 2002 until December 2010 before being term limited. During that time he was Chairman twice and earned the respect of both parties by working toward consensus and common sense. Today he remains active in the community through his Board Memberships at the Baltimore Washington Medical Center and Shock Trauma.

Relevant Corporate Experience

Key contract personnel will be:

April Stefanski – Account Manager April has been with Atlantic Coast Charters since October 2011. Prior to joining Atlantic she worked as charter sales representative at Dillon's Bus Service for over 5 years. During that time she had annual charter sales in excess of \$1.5 million. Her responsibilities at Dillon's included making the initial sales contact with the customer, taking the charter order, following progress of the sale to include collecting of the deposit and balance as well as providing maps for the driver.

At Atlantic her role has expanded to include assigning buses and drivers to customer orders. In addition to her charter sales experience, April also has a strong knowledge of State and Federal safety regulations. Mrs. Stefanski will serve as Point of Contact and Project Manager for this contract.

Ronald Dillon, Jr – President, Atlantic Coast Charters. Ron is responsible for business development, customer relations and accounting for Atlantic Coast Charters. He grew up in the bus industry and officially started working in the maintenance shop at Dillon's Bus Service when he was 12 during his summers off from school. Ron continued working in the shop through high school and college until he graduated with a Degree in Economics and Certificate in Business Administration from University of Maryland Baltimore County. Upon graduation from UMBC in December of 1997 he joined the accounting firm of Arthur Andersen as a tax accountant. He passed the Certified Public Accountants Exam in May of 1998. In October 1998 he rejoined Dillon's Bus Service as Controller and Assistant General Manager. In May of 2000 he helped his family sell Dillon's Bus Service to Coach USA. In November 2007 he was promoted to Regional Vice President of the Atlantic Region of Coach USA. In that position he had three General Managers report to him with a total regional revenue of nearly \$100 million. In addition, to the local GM's he also had a Regional Maintenance Manager, Regional Safety Manager and Regional HR Manager report to him. In September 2010 he bought Atlantic Coast Charters with his father. In October 2010 Atlantic Coast was awarded the MTA 201 Bus Service from Montgomery County to BWI Airport.

Mr. Dillon has a strong connection to the local community. He served on the Anne Arundel County Council from December 2002 until December 2010. Twice during that time he was selected by his peers to be Chairman of the Council. Ron currently serves on the Board of Baltimore Washington Medical Center and the Board of Visitors for the world famous Shock Trauma.

Ron Dillon, Jr. will serve as back up to Mrs. Stefanski and will make site visits to make sure the customers are satisfied. He will also be very active with safety oversight of this contract.

Ronald Dillon, Sr – Vice President, Atlantic Coast Charters. Ron is responsible for the day to day maintenance and operations of Atlantic Coast Charters. He was born into the school bus industry, where he continued to own and operate buses until 1971. In July 1971 he and his brother decided to leave the school bus industry and bought a used Greyhound charter bus. From that humble beginning he grew Dillon's Bus Service to 175 buses of which 145 are under daily contract to the Maryland Transit Administration. During the 1970's he served 24 months in the Army being stationed in Korea. His mechanical abilities were apparent and he quickly ascended to be the head of the motor pool for his base. In May 2000 he sold the family business to Coach USA and stayed on as General Manager. In the 2004 he was successful in expanding the contract with the MTA by 34 buses. In November 2009 the contract was again expanded with the MTA by 55 buses. In each case he successfully procured buses and facilities as well as hired and trained bus drivers and mechanics necessary for the operations within the 90 day start up timeframe. In September 2010 he bought Atlantic Coast Charters with his son Ron Dillon, Jr.

Mr. Dillon has strong ties to the community. In addition to being born and raised in Anne Arundel County, he also provided many charities donations of both funds and bus use. He has also been a volunteer firefighter with Ferndale for more than 25 years. He currently remains active on the roster as a pump operator.

Qualifications and Experience

Atlantic Coast Charters has been in the existence since 1984 and the Dillon family has been in the bus business since 1918. Current management and ownership have been in the industry since 1971. As mentioned previously our Customer Service philosophy is "Creditability before Profitability". Basically we believe in treating customers and employees right, even if that adds some costs, in the long run all parties involved will be better off. We currently operate 30 motorcoaches.

Quality Assurance and Customer Satisfaction Guarantee – We start with the basics, competent office staff, professional, knowledgeable drivers and well maintained buses to minimize quality and customer service issues. However, if an issues does arise with quality or customer service, we will stand behind our work and work to resolve either operationally or financially.

Training of drivers – Nearly all of our drivers are long term charter drivers with years of experience. We train all drivers through classroom lessons, one on one bus operation training with a driver trainer and shadowing once we are comfortable with their driving and customer service skills.

Each driver has GPS turn by turn units in their buses. In addition, the office staff prepares maps showing directions to and from the destinations. The qualifications necessary to join our team is listed below, taken directly from our application package:

Motorcoach Driver Minimum Qualification

You must meet the minimum requirements listed below to be considered an applicant of the company.

1. Provide a complete application with 10 year work history.
2. Provide a current 5-year motor vehicle report. The report must have:
 - No more than 1 serious violation (as defined by DOT) in past 3 years; and
 - No more than 5 violations in the past 7 years.
3. Age 25 or older.
4. Ability to work in the United States of America.
5. Possess a valid Commercial Drivers License with the following:
 - Class A or B CDL
 - Passenger Endorsement
 - No air brake restrictions
6. Ability to speak and write English.
7. Ability to lift 70 pounds.
8. Negative drug or alcohol tests from previous employers.
9. Ability to pass a Department of Transportation physical and pre-employment drug test.
10. Ability to pass criminal background check.
11. Be able to work various jobs, hours, shifts (local & out of town) and must be willing and able to drive interstate routes.
12. Be able to drive across bridges and in tunnels.
13. Ability to drive in all type of weather conditions.
14. Must possess a CDL in state of residence and must have current address on CDL.

USDOT Number – 252335
USDOT Safety Rating attached
MC – 179244
MD Public Service Authority – Original and Current ownership

CORPORATE EXPERIENCE QUESTIONNAIRE

Request for Proposals
RFP 18SC-154

Company/Agency Name	Maryland Transit Administration
Address	1515 Washington Boulevard Baltimore, Maryland 21230
Contract Title	MTA Line 201 – Montgomery County to Anne Arundel County
Contract Number	T8000-0317
Detailed Project Description to include relevancy to the solicitation requirements of the RFP	This is a shuttle service similar to what is needed on for this client. We started it in March 2011 and have grown ridership by 800% through safe, reliable service
Company/Agency P.O.C.	Glenn Saffran
Telephone Number (**Please be sure # is current)	(410) 454-7255
Fax Number	

Contract Type/Cost	Firm-Fixed Price
Award Date	October 2010
Total Contract Value:	\$7 million
Original Awarded Firm-Fixed Price Annual Value	\$1.4 million
Original Awarded Indefinite Delivery Indefinite Quantity Annual Value	N/A
Final Contract Value	\$9.5 million
Explain Difference	Service was expanded in August 2011
Expected Completion Date	February 28, 2016
Actual Completion Date	February 28, 2016
Explain Differences	

CORPORATE EXPERIENCE QUESTIONNAIRE

Request for Proposals
RFP 18SC-154

Company/Agency Name	Maryland Transit Administration
Address	1515 Washington Boulevard Baltimore, Maryland 21230
Contract Title	MTA Line 505 – Hagerstown to Shady Grove
Contract Number	MTA-1462
Detailed Project Description to include relevancy to the solicitation requirements of the RFP	This is a shuttle service similar to what is needed on for this client. Service requires 6 buses per day from Hagerstown to Shady Grove with PM return. Operates Monday - Friday
Company/Agency P.O.C.	Glenn Saffran
Telephone Number (**Please be sure # is current)	(410) 454-7255
Fax Number	

Contract Type/Cost	Firm-Fixed Price
Award Date	September 2014
Total Contract Value:	\$7.3 million
Original Awarded Firm-Fixed Price Annual Value	\$1.4 million
Original Awarded Indefinite Delivery Indefinite Quantity Annual Value	N/A
Final Contract Value	\$7.3 million
Explain Difference	
Expected Completion Date	October 31, 2019
Actual Completion Date	
Explain Differences	

CORPORATE EXPERIENCE QUESTIONNAIRE

Request for Proposals
RFP 18SC-154

Company/Agency Name	Towson University
Address	Union Garage 8000 York Road Towson, MD 21252
Contract Title	various
Contract Number	Various
Detailed Project Description to include relevancy to the solicitation requirements of the RFP	Shuttles around campus as well as local and long distance charters. Also transportation for the athletic department. Many over the road trips to NY, NC, VA, PA, NJ, ME
Company/Agency P.O.C.	Andrew Rosenblum
Telephone Number (**Please be sure # is current)	(410) 704-3515
Fax Number	

Contract Type/Cost	Firm-Fixed Price
Award Date	2014
Total Contract Value:	varies
Original Awarded Firm-Fixed Price Annual Value	\$120,000
Original Awarded Indefinite Delivery Indefinite Quantity Annual Value	N/A
Final Contract Value	
Explain Difference	
Expected Completion Date	2019
Actual Completion Date	
Explain Differences	

CORPORATE EXPERIENCE QUESTIONNAIRE

Request for Proposals
RFP 18SC-154

Company/Agency Name	Goucher College
Address	1021 Dulaney Valley Road Towson, MD 21204
Contract Title	Charter Vehicle Services
Contract Number	G042016
Detailed Project Description to include relevancy to the solicitation requirements of the RFP	Various over the road trips for the athletic department
Company/Agency P.O.C.	Nina Zacharias
Telephone Number (**Please be sure # is current)	(410) 337-6383
Fax Number	nzachari@goucher.edu

Contract Type/Cost	
Award Date	9/2016
Total Contract Value:	
Original Awarded Firm-Fixed Price Annual Value	
Original Awarded Indefinite Delivery Indefinite Quantity Annual Value	
Final Contract Value	
Explain Difference	
Expected Completion Date	9/2021
Actual Completion Date	
Explain Differences	

CORPORATE EXPERIENCE QUESTIONNAIRE

Request for Proposals
RFP 18SC-154

Company/Agency Name	Montgomery College
Address	900 Hungerford Drive Suite 110 Rockville, MD 20850
Contract Title	
Contract Number	
Detailed Project Description to include relevancy to the solicitation requirements of the RFP	Over the road trips for various departments within Montgomery College.
Company/Agency P.O.C.	Sena Wiles
Telephone Number (**Please be sure # is current)	240-567-5286
Fax Number	Sena.wiles@montgomerycollege.edu

Contract Type/Cost	
Award Date	
Total Contract Value:	
Original Awarded Firm-Fixed Price Annual Value	
Original Awarded Indefinite Delivery Indefinite Quantity Annual Value	
Final Contract Value	
Explain Difference	
Expected Completion Date	
Actual Completion Date	
Explain Differences	

CORPORATE EXPERIENCE QUESTIONNAIRE

Request for Proposals
RFP 18SC-154

Company/Agency Name	Hagerstown Community College
Address	11400 Robinwood Drive Hagerstown, MD 21742
Contract Title	
Contract Number	
Detailed Project Description to include relevancy to the solicitation requirements of the RFP	Over the road trips for various departments within Hagerstown Community College.
Company/Agency P.O.C.	Jane Duff
Telephone Number (**Please be sure # is current)	240-500-2451
Fax Number	jduff@hagerstowncc.edu

Contract Type/Cost	
Award Date	
Total Contract Value:	
Original Awarded Firm-Fixed Price Annual Value	
Original Awarded Indefinite Delivery Indefinite Quantity Annual Value	
Final Contract Value	
Explain Difference	
Expected Completion Date	
Actual Completion Date	
Explain Differences	

CORPORATE EXPERIENCE QUESTIONNAIRE

Request for Proposals
RFP 18SC-154

Company/Agency Name	The Convention Store
Address	405 Headquarters Drive, Suite 7 Millersville, MD 21108
Contract Title	Various Shuttles in Baltimore and DC
Contract Number	Various
Detailed Project Description to include relevancy to the solicitation requirements of the RFP	We provide bus shuttle service to various venues in the Maryland/DC market. Can be from 1 bus to 10 buses. From one day to a week long.
Company/Agency P.O.C.	Todd Philbrick
Telephone Number (**Please be sure # is current)	(443) 837-2188
Fax Number	

Contract Type/Cost	Firm-Fixed Price
Award Date	Various - ongoing
Total Contract Value:	varies
Original Awarded Firm-Fixed Price Annual Value	
Original Awarded Indefinite Delivery Indefinite Quantity Annual Value	N/A
Final Contract Value	
Explain Difference	
Expected Completion Date	
Actual Completion Date	
Explain Differences	



➤ MOTOR CARRIER SAFETY REVIEW

ATLANTIC COAST CHARTERS INC.

252335

16-18 AUGUST 2017

CJ McALLISTER

PASS

➤ Submitted to:

MONTGOMERY COUNTY PUBLIC SCHOOLS
DEPARTMENT OF MATERIALS MANAGEMENT
45 WEST GUDE DRIVE, OFFICE 3100
ROCKVILLE, MD 20850
ATTN: BARBARA REGALIA

CSS
10301 Democracy Lane, Suite 300
Fairfax, Virginia 22030
703-877-3323
703-691-2575 Facsimile
800-888-4612 Toll free

CJ McAllister PMP
Program Manager, MCSR DIVISION
cmcallister@css-inc.com



EXECUTIVE SUMMARY

This Motor Carrier Safety Review (MCSR) on Atlantic Coast Charters Inc. revealed a few areas of non-compliance, but overall safe operations. It appears that many of the shortcomings were simply not overseeing the documenting procedures, and tighter all around procedures should easily alleviate all of these areas for better compliance. The carrier's roadside data reveals ultimately safe operations to date. For the most part, management's knowledge of the regulations appears intact.

Atlantic Coast is a family owned carrier located in Linthicum MD, with a satellite terminal in Hagerstown MD. All operations are monitored from the company headquarters in Linthicum, to include all of the records. They share operations, personnel, and facilities with their sister company, Shore Motor Coach. They share management also, and all records are maintained by the same personnel. Mr. Ron Dillon, son, is the President and is half owner along with his father Mr. Ron Dillon who predominantly oversees some of the actual maintenance of the vehicles. Ms. Melanie Dillon works in operations, and Ms. Donna Dillon is the Human Resources Manager. The family originally owned Dillon's Bus Service which was purchased by Coach USA. The majority of the family separated from Dillon's at that time and started Atlantic Coast Charters Inc. and Shore Motor Coach, which Mr. Dillon, the son, is part owner in also. All were very forthcoming with information, professional, and placed considerable importance on safety and ensuring that corrections are made when necessary.

Parts of the carrier's operations are performed for the Maryland Transit Authority; the vehicles used for this work are owned by the MTA which periodically inspects these vehicles but are maintained by Atlantic Coast. The rest of the operations include shuttle and charter service predominantly in the Mid-Atlantic region, but available throughout the nation. They operate a total of 31 vehicles; 11 of those are strictly for MTA and not available for any other work. There are currently 66 drivers employed, with 25 of them considered multi-employed. The current charters are performed for a number of local school systems which equates to approximately 10% of their overall operations.

While the vehicles are separated between the companies, all of the operations, drivers, and mechanics are interchangeable and all records are maintained the same way and by the same management. The attention that management gave to this review and corrections necessary for compliance revealed a serious attempt to enhance their overall operations. They are also researching programs to better their procedures, and have taken many of these steps already by contracting a new company to administer their random testing program and taking many of their programs into the electronic realm. Again, their roadside results reveal good safety, and these enhancements will further their operations, safety, and compliance.



FACTOR ONE: GENERAL

This factor will evaluate the carrier's knowledge of the regulations and its ability to properly instruct employees and drivers about their responsibilities. Furthermore, this Factor examines whether the carrier has proper operating authority for INTERSTATE and/or INTRASTATE commerce, as well as the required levels of financial responsibility.

In order to meet a high level of safety fitness, the motor carrier must demonstrate that adequate safety management controls are in place and are functioning effectively to ensure acceptable levels of compliance and performance. These controls are defined as systems, policies, programs, practices, and/or procedures used by the motor carrier to ensure compliance with all applicable regulations and to ensure the safe use of vehicles and drivers to avoid unnecessary crashes.

All of the requested company information was available; found current and in good order. The required amount of insurance is on file, with the required MCS 90B. All authorities are current and required paperwork on file. There was no evidence of lapses found with insurance, authority, or suspensions by FMCSA stemming from negative actions. The carrier was subjected to a compliance review in March of 2017 from which they received a "satisfactory" rating. The overall roadside data reveals good results, and the corrections of the issues noted during this MCSR should allow for an even better level of safety.

The management controls are in place, and the issues noted revealed simple misunderstandings of some of the regulations. Management has a good deal of experience, and appears to have a strong commitment to ensuring good safety and compliance, as well as customer service. They are current members of a number of associations, and maintain industry information knowledge through a variety of avenues to include copies of the FMCSRs, the regulatory website, and some information from an outside vendor of industry information.

Some training is performed with the drivers initially, and periodically, with documentation on file as support. More training could enhance the drivers' overall operations and knowledge of the regulations.

Other than stepping up their training program there were no other issues noted in this factor.



FACTOR TWO: DRIVER

A motor carrier's compliance with applicable regulations, as well as its policies, procedures and controls as they relate to qualifying and hiring potential drivers, is evaluated in this Factor. The process of data collection from the carrier's program of testing for controlled substances and alcohol is also reviewed and evaluated.

An audit of selected drivers' qualifications (DQ) files is conducted in order to determine the effectiveness of the carrier's procedure. It is also a means of determining the extent of management's knowledge of the regulations and how they apply to operations.

The driver's qualification program is headed by Ms. Melanie Dillon; to include the controlled substance and alcohol testing program. A systematic process is in place for the hiring and maintaining of the records, and the files sampled were well organized and allowed for easy review. Ms. Dillon uses an online application to perform an in-depth investigation into the drivers' history during hiring. This program performs a number of investigations, to include the any required previous employment checks. There were, however, some issues noted and discussed with regards to some of the ongoing qualification processes, markedly with ensuring continued CDL validity following medical physicals; a process requiring some additional checks after drivers renew their examinations. Ms. Dillon had made some attempts at ensuring safety, but fell short of actual compliance. These regulations were discussed to ensure compliance and a better level of safety. There were no instances of "unqualified drivers" discovered, but non-compliance with this process can easily extend to a driver being cited for a commercial driver's license (CDL) not being valid in the commercial driver's license information system (CDLIS).

The carrier currently uses a third party administrator (TPA) to manage their random testing program. They have recently contracted this TPA to assume responsibilities of the program in its entirety. Previously, the program was a hybrid of a TPA for the actual testing and lab work, but management was using an online program to make the periodic draws, which left a few holes in the system. Calendar year 2016 was reviewed for compliance, and while the overall rates were met for compliance there were a few flaws found in the processes used for the testing. For example, the first quarter draw for 2016 was actually pulled in December 2015, and subsequently some of those tests were performed before 2016 even started. The tests used for compliance are strictly for each calendar year. The entire process has been revamped and the processes for 2017 are in place with the new TPA to address all of these problems. This new procedure was set in place well before this MCSR took place.

No immediate safety concerns were identified in this factor, but the issues noted should be addressed with more thorough procedures and overall monitoring. The same attention that was already given to the random testing program will probably easily correct these shortcomings.



Out of Service (OOS) Rate-Driver – DQ

What is the carrier's DRIVER OOS RATE for drivers who have been declared OOS for violations involving qualifications, medical, or NON-HOS issues?

In the previous 12 month period the carrier did not receive any roadside inspections that specifically recognized unsafe driving or qualifications. No rate is calculated for this area.

391.51(b)(7) & (9): GENERAL

Has the carrier maintained medical examiners' registry information in drivers' qualification files, along with the required commercial driver's license information system (CDLIS) check?

The carrier was unable to produce either the medical examiner's registry check or a timely motor vehicle report (MVR) from CDLIS to ensure validity of the drivers' CDLs in some cases. For example, driver Ansboro had a physical performed in February 2017, no registry check or timely MVR was on file. There were, however, two other MVRs found on file since that time, one from June 2017 and one from July 2017; however, this was well outside of the required 15 day time limit set forth in the regulations.

Per FMCSR Part 391.51(7) carriers are required to obtain information on the validity of a driver's CDL within 15 days and maintain this proof as part of the DQ file. Simply delivering this medical certificate to the state DMV is not sufficient to ensure the CDLIS system has accepted the physical and updated the driver's record. The actual certificate can be maintained on file during that 15 day period to prove qualification, along with the good safety practice of the driver maintaining a copy on their person.

Also, FMCSR Part 391.51(9) requires the carrier management to note a check of the physician's certification on the National Registry, and maintain this information in the driver's DQ file.

40.111: GENERAL

Has the carrier obtained semi-annual aggregate statistical summaries from its controlled substance-testing laboratory, when required, and is it retaining them for the required period of time?

The carrier was unable to provide a record of its laboratory's semi-annual aggregate statistical summary reports from the reviewed calendar year. This situation has already been addressed with the contracting of the new TPA, and this report was found on file for the first six month period of 2017.

Under the regulations, the laboratory must send statistical reports to the employer or their consortium by July 20 and January 20 for the preceding complete six-month period, and the reports are required to be retained by the motor carrier for five years.



FACTOR THREE: OPERATIONS

In this Factor the motor carrier's management controls relating to drivers' hours-of-service are evaluated. The primary document used for recording time is the record of duty status (RODS or driver's log) as defined in Part 395 of the FMCSR. Part 390 addresses additional training and instructional requirements deemed the responsibility of the motor carrier.

Ms. Donna Dillon is responsible for reviewing and monitoring the drivers' hours of service (HOS). The carrier is currently using an electronic recording system and all requested files were made available for sampling. No safety trends were identified during the review other than situations that were already addressed by management. Ms. Dillon has a disciplinary policy in place to address any ongoing issues noted during the review; this policy is also outlined in the driver's handbook which is distributed to all when hired.

The carrier is researching the possibility of extending the services of this electronic system to include the daily vehicle inspection report (DVIR). This would greatly enhance that program illustrated under Factor Four Maintenance. This new system, coupled with the DVIR addition, should improve the overall program for good monitoring of the drivers operations.

No violations were noted in this factor.

Out of Service (OOS) Rate-Driver – HOS

What is the carrier's DRIVER OOS RATE for drivers who have been declared OOS for hours of service (HOS) violations?

The carrier underwent 17 roadside inspections in the previous 12 month period that specifically identified HOS violations. None of those inspections resulted in an OOS situation. No rate was calculated for this area, or safety trend identified.



FACTOR FOUR: VEHICLE

The motor carrier's policies, procedures and controls as they relate to vehicle maintenance, inspection and repair are evaluated in this factor. Also, training, reporting, monitoring and maintenance of records for vehicle inspections, routine maintenance and repair of known defects are also evaluated. The primary documents reviewed are driver vehicle inspection reports (DVIR), roadside inspection reports, and vehicle maintenance files. Part 396 of the FMCSR defines the requirements for a systematic vehicle inspection, repair and maintenance program and what constitutes required records.

A critical performance element of this segment of the inspection is the carrier's roadside inspection performance for vehicles that have undergone inspection by various Federal, State or local jurisdictions. A motor carrier's vehicle out-of-service rate is based on the number of vehicles that have been inspected and how many of those inspections resulted in either a vehicle or driver being placed out-of-service (OOS). A carrier's vehicle out-of-service rate relates to the effectiveness of the carrier's preventive maintenance program and the quality of the pre-trip and post-trip inspections performed by their drivers.

The carrier employs their own mechanics for maintenance and repairs on the company vehicles. The main headquarters includes facilities to perform this work along with a wash bay and ample unsecured parking for the vehicles; the majority of the mechanics are employed at this terminal. A portion of the vehicles are housed at their Hagerstown MD facility which also includes maintenance bays, wash and fueling area, and ample unsecured parking. One of the mechanics is stationed there and performs minor repairs on those vehicles; those vehicles are temporarily returned to the main headquarters where all major work is performed. Both of these facilities house the company vehicles along with their sister company's, Shore Motor Coach, vehicles. Although the vehicles are separated by company the mechanics perform work for both companies. The records are maintained by the same personnel also.

Mr. Matt Anders heads up the Linthicum MD maintenance department, and Mr. Ryan Burns, while not the head mechanic, oversees the Hagerstown maintenance and is also the terminal manager. Mr. Anders has a number of years' experience and appeared very knowledgeable on the company vehicles, and is certified by the company to perform brake repairs and periodic inspections; although, the inspections performed by Maryland DOT are used to remain in compliance with the periodic inspection regulation.

While the company's roadside data reveals a good safety record, there were some issues noted with the processes in place. These shortcomings identified a few areas of non-compliance which require attention and were discussed during the review. Ms. Donna Dillon oversees the DVIR program and Mr. Ron Dillon monitors the maintenance filing. Both areas were found to have some issues required immediate attention predominantly for compliance reasons given the afore



mentioned overall profile results. These were not identified as an immediate safety concern, and have not reached critical status, but process violations and should be easily corrected given management's attention to other areas and policies.

Overall, the maintenance personnel were found to be very knowledgeable of the actual safety of the vehicles. Other than these issues noted there were no other areas of concern, and the processes require better monitoring and oversight. The maintenance files reviewed were found to be organized and easily reviewed.

Three vehicles were inspected in Hagerstown during the satellite terminal visit on 18 August 2017. No major issues were noted on those inspections.

385.5(e): Out-Of-Service (OOS) RATE

What is the carrier's OUT-OF-SERVICE rate percentage?

The carrier underwent 55 vehicle inspections in the previous 12 month period; the majority of those were terminal inspections conducted by Maryland DOT under the state program and by the inspectors conducting their compliance review in March of 2017. One inspection resulted in an OOS violation. Three vehicles were inspected during this MCSR with no major violations cited. The carrier's overall OOS rate is calculated at less than 2%.

396.3(a)(2) & (b)(4): GENERAL

Is the carrier able to document that emergency exits are inspected in at least 90-day intervals?

There were a few instances where carrier was unable to document that emergency exits and specified components were inspected in a timely fashion. There is a variety of scheduled services performed on the vehicles but none of the checklists actually identified this inspection. The dates were kept as a specific 90 emergency exit check, and those dates identified some lapses. Even if the exits are inspected timely the documentation can easily be corrected to record the inspections properly. This was seen as a somewhat convoluted violation as the inspections may have actually been performed.

Tests conducted on push-out windows, emergency doors, and emergency door marking lights on buses must be conducted at least every ninety days. Records of these tests are considered a part of the maintenance record and should be retained for at least one year.



396.11(c): GENERAL

Has the carrier failed to require the correction of safety related defects (Appendix G) as reported by a driver on a DVIR before the vehicle was used again?

The carrier's records indicate that vehicles were reported as defective by drivers' on their respective DVIRs and the carrier used the vehicles prior to making the noted repairs. There were a couple of instances found during the review, and this can easily be corrected with tighter management oversight. For example, vehicle 706 was identified as having issues on the DVIR from 22 May 2017. The vehicle was used on the 24th and 25th, with no issues noted on these concurrent DVIRs, and the mechanic did not notate a review or repair until the 26th of May.

The Driver Vehicle Inspection Report (DVIR) is a critical component of the carrier's maintenance program. It is the communication tool between the drivers and mechanics to ensure that commercial motor vehicles remain in a proper state of repair. Section 396.3(a)(1) requires that parts and accessories shall be in proper operating condition at all times. Section 396.11(c) instructs the carrier that safety-related defects listed on the DVIR likely to affect the safety of operating the vehicle must be repaired prior to requiring or permitting the use of the vehicle. The FMCSA has determined that any item listed in Appendix G of Subchapter B (Periodic Inspection Standard), when listed on the DVIR, must be repaired prior to the next use of the vehicle. Sufficient safety management controls should be established to ensure that vehicles are in good repair to avoid the use of an unsafe vehicle.

396.3(b): GENERAL

Does the carrier keep minimum records of inspection and vehicle maintenance?

There were instances identified that all files did not contain some required elements. This was not prominent throughout the reviewed files, but some files were missing roadside inspections and some subsequent required documentation identifying repairs were conducted. For example, a roadside inspection was performed on 27 April 2017 which revealed an OOS situation, the signed inspection was not available which requires a return to the inspecting authority showing repair, and there was no information available that the repair was conducted. While the repair was probably performed, this again revealed a lapse in the regulatory requirement to document these situations.

Section 396.3(b) of the FMCSR clearly states what is required to be on file. Subparagraphs (2), (3) and (4) for passenger motor carriers are critical issues and necessary to support the carrier's effort and ensure compliance. Section 396.3(b)(3) requires the carrier to maintain a record of any and all inspections, repairs, and maintenance activities. Furthermore, it is incumbent upon the carrier to ensure that records of repair are maintained for any safety-related defect listed on a DVIR or recorded as defective during a roadside inspection.



FACTOR SIX: ACCIDENTS

This factor addresses the carrier's rate of recordable accidents per million miles during the past 12 months. It is calculated by multiplying the number of accidents by one million, then dividing that number by the number of miles traveled for the same period. It will be used only when a motor carrier incurs two or more recordable accidents within the 12 months prior to the inspection. All carriers, other than urban (100 mile radius) carriers, with a recordable accident rate greater than 1.5 will receive an unsatisfactory rating for this factor. Changes in the regulations effectively removed "preventability and/or non-preventability" from the recordable determination process.

Recordable accident, as defined in 49 CFR 390.5, means an accident involving a commercial motor vehicle operating on a public road in interstate or intrastate commerce which results in a fatality, bodily injury to a person who as a result of the injury immediately receives medical treatment away from the scene of the accident; and/or one or more motor vehicles incurring disabling damage as a result of the accident requiring the motor vehicle to be transported away from the scene by a tow truck or other motor vehicle.

Management has safety measures in place should a recordable accident occur; or any minor incidents. The carrier profile revealed no recordable accidents in the previous 30 month period that is monitored. They are aware of protocol surrounding these accidents, should they occur, to include post-accident testing and required records to be maintained. Also, identifying any necessary corrective action or testing.

385.5: ACCIDENT RATE

What is the carrier's recordable accident rate per million miles for the previous 12 months?

A total of 1,892,186 miles were operated by the carrier in the previous 12 months; much of that work was performed in metro areas with heavy traffic. No recordable accidents have occurred during that time resulting in no rate or safety trend identified.



COMMERCIAL MOTOR VEHICLE INSPECTION REPORT						Inspection Date	
						8/17/2017	
Motor Carrier Atlantic Coast Charters Inc.				Inspection # 1		Type	
Street Address 1344C W Nursery Road				CVSA Level 5			
City Linthicum		State MD		Zip 21090		Phone # 410-589-0601	
Inspection Location Street Address Same							
City		State		Zip		Time Started	
Drivers Name				D.O.B		Vehicle on carrier Inventory List? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
Driver's License No.				State		Exp. Date	
Was Vehicle Ready for Service? Yes <input type="checkbox"/> No <input type="checkbox"/>				If no, see comments			
Is Medical Certificate in driver's possession?				Issue Date		Exp. Date	
YES NO				GVWR -			

USDOT# 252335

MC#/MX# 179244

MRN#

MRO#

Charter No.

Vehicle size (Pass only)
≥16 9-15 ≤8

VEHICLE IDENTIFICATION - VIN # 1M8PDMPA4WP050488

BRAKE ADJUSTMENT

Unit #	O/L	Type	Make	Year	Company	License No.	State
1	O	MC	MCI	1998	25	010P34	MD

Front		
LEFT	AXLE	RIGHT
	1	
	2	
	3	
	4	
	5	
	6	
	7	
Rear		

Legend (O/L-Owned/Leased) A-Owned B-Term Lease C-Trip Lease
 Legend (Vehicle Type) BU-Bus DC-Dolly Converter FT-Full Truck LM-Limousine MC-Motorcoach OT-Other PT-Pole Trailer SB-School Bus ST-Semi Trailer TR-Straight Trailer/Truck TT-Truck VN-Van
 Company No. - Number assigned to a specific vehicle by the carrier.

UNIT NO.	VIOLATION IDENTIFICATION	VEH TYPE	OOS	VIOLATION DESCRIPTION
1	393.11	MC	N	Left rear back up lamp inop
1	396.3a1	MC	N	Driver side windshield wiper inop

Legend (Unit No.) Should indicate the unit's location in the combination on which a defect is detected. For example, Unit 1 would indicate a single CMV, or the power unit of the combination.

REPORT PREPARED BY:	TIME COMPLETED: AM PM	COMPANY REPRESENTATIVE SIGNATURE:
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The Inspector(s) conducting the inspection will submit their findings to Consolidated Safety Services, Inc. The Inspector(s) conducting the inspection DO NOT have access or knowledge of the criteria used in determining the final Safety Performance Rating.

Sign this document acknowledging completion of the inspection and defects noted herein. This document will be attached to the final Inspection Report.

This carrier acknowledges its responsibility to ensure safe operation of this CMV according to applicable FMCSR, Parts 393, 396, Appendix G and other applicable regulations.



COMMERCIAL MOTOR VEHICLE INSPECTION REPORT

Inspection Date
8/17/2017

Motor Carrier: **Atlantic Coast Charters Inc.** Inspection #: **2** Type: _____

USDOT# 252335

Street Address: **1344C W Nursery Road** CVSA Level: **5**

MC#/MX# 179244

City: **Linthicum** State: **MD** Zip: **21090** Phone #: **410-589-0601**

MRN#

Inspection Location: _____ Street Address: **Same**

MRO#

City: _____ State: _____ Zip: _____ Time Started: _____ AM/PM

Charter No.

Drivers Name: _____ D.O.B: _____ Vehicle on carrier Inventory List? YES NO _____

Vehicle size (Pass only)
≥16 9-15 ≤8

Driver's License No. _____ State: _____ Exp. Date: _____ Was Vehicle Ready for Service? Yes No If no, see comments

Is Medical Certificate in driver's possession? Issue Date: _____ Exp. Date: _____ YES NO
GVWR - _____

VEHICLE IDENTIFICATION - VIN # **1M8PDMPA62P055203**

Unit #	O/L	Type	Make	Year	Company #	License No.	State
1	O	MC	MCI	2002	704	022P69	MD

BRAKE ADJUSTMENT

Front		
LEFT	AXLE	RIGHT
	1	
	2	
	3	
	4	
	5	
	6	
	7	
Rear		

Legend (O/L- Owned/Leased) A- Owned B- Term Lease C- Trip Lease
Legend (Vehicle Type) BU- Bus DC- Dolly Converter FT- Full Truck LM- Limousine MC- Motorcoach OT- Other PT- Pole Trailer SB- School Bus ST- Semi Trailer TR- Straight Trailer/Truck TT- Truck VN- Van
Company No. - Number assigned to a specific vehicle by the carrier.

UNIT NO.	VIOLATION IDENTIFICATION	VEH TYPE	OOS	VIOLATION DESCRIPTION
				No violations noted

Legend (Unit No.) Should indicate the unit's location in the combination on which a defect is detected. For example, Unit 1 would indicate a single CMV, or the power unit of the combination.

REPORT PREPARED BY: *[Signature]* TIME COMPLETED: _____ AM/PM COMPANY REPRESENTATIVE SIGNATURE: *[Signature]*

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COMMERCIAL MOTOR VEHICLE INSPECTION REPORT

Inspection Date
8/17/2017

Motor Carrier	Atlantic Coast Charters Inc.			Inspection #	3	Type	
Street Address	1344C W Nursery Road			CVSA Level	5		
City	State	Zip	Phone #				
Linthicum	MD	21090	410-589-0601				
Inspection Location	Same						
City	State	Zip	Time Started				
Drivers Name	D.O.B			Vehicle on carrier Inventory List?			
Charter No.	Driver's License No.			State	Exp. Date	Was Vehicle Ready for Service?	
Vehicle size (Pass only)			Is Medical Certificate in driver's possession?		Issue Date	Exp. Date	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
≥16	9-15	≤8	YES NO		GVWR -		

VEHICLE IDENTIFICATION - VIN # 1M86DMBA1GP014083

BRAKE ADJUSTMENT

Unit #	O/L	Type	Make	Year	Company	License No.	State
1	O	MC	MCI	2016	711	032P03	MD

Front		
LEFT	AXLE	RIGHT
	1	
	2	
	3	
	4	
	5	
	6	
	7	

Legend (O/L Owned/Leased) A-Owned B-Term Lease C-Trip Lease
 Legend (Vehicle Type) BU-Bus DC-Dolly Converter FT-Full Truck LM-Limousine MC-Motorcoach OT-Other PT-Pole Trailer SB-School Bus ST-Semi Trailer TR-Straight Trailer/Truck TT-Truck VN-Van
 Company No. - Number assigned to a specific vehicle by the carrier.

UNIT NO.	VIOLATION IDENTIFICATION	VEH TYPE	OOS	VIOLATION DESCRIPTION
				No violations noted

Legend (Unit No.) Should indicate the unit's position in the combination on which a defect is detected. For example, Unit 1 would indicate a single CMV, or the power unit of the combination.

REPORT PREPARED BY:	TIME COMPLETED:	COMPANY REPRESENTATIVE SIGNATURE
	AM PM	

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