

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](http://www.aacps.org)

June 28, 2018

Mr. Ronald Dillon, Jr., Vice President  
Shore Motorcoach, LLC  
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](mailto: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.

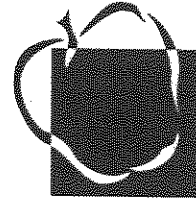
Sincerely,

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

Mary Jo Childs, Esq., CPPO, CPCU  
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](http://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: Shore Motorcoach, LLC

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

Phone: 410-647-7704 Fax: 410-589-0602 eMail: shoremotorcoach@gmail.com

Federal ID or Social Security Number: 73-1640118 Federal Motor Carrier #: 434643-C

MDOT MBE Certification # NA US DOT #: 1036557

eMaryland Marketplace #: 000851 MD Dept. of Assess. & Taxation #: W06789747

Offeror Signature: \_\_\_\_\_

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

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

Signature \_\_\_\_\_

Date \_\_\_\_\_

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:

**Shore Motorcoach, LLC**

**1344C W Nursery Road**

**Linthicum, MD 21090**

**Phone 410-589-0600**

**Fax 410-589-0602**

**Point of Contact – Ronald Dillon, Jr. – Vice President**

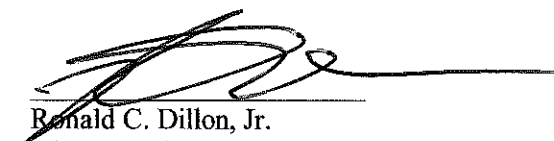
**Email – [RonDillon@yahoo.com](mailto:RonDillon@yahoo.com)**

**FEIN 73-1640118**

**Acknowledgement of Addenda 1**

*Shore Motorcoach, LLC. 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 Shore Motorcoach, LLC

  
Ronald C. Dillon, Jr.  
Vice-President  
Shore Motorcoach, LLC



# **Shore Motorcoach, LLC**

**RFP 18SC-154**

## **Prequalification of Coach Bus Contractors**

**Shore Motorcoach, LLC  
1344C W. Nursery Road  
Linthicum, MD 21090  
410-589-0600**

**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? 17 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: Gilman School  
Beginning and End Date of Contract: Feb 2012 - Current  
Address: 5407 Roland Avenue, Baltimore, MD 21210  
School District or Organization: Gilman School  
Contact Person: Carol Schuch  
Phone Number and Email: (410) 323-3800 cschuch@gilman.edu
- C. Project: STEM Trip to Gettysburg  
Beginning and End Date of Contract: May 1, 2018  
Address: 620 Patriot Lane, Millersville, MD 21108  
School District or Organization: Old Mill Middle School South  
Contact Person: Mary Hartman  
Phone Number and Email: (410) 969-7000 mehartman@aacps.org

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**

# Shore Motorcoach

## Fleet Information

#	UNIT #	PAX	YEAR	MAKE	MODEL	LIFT	DVD	WiFi	Outlets
1	250	55	2006	Prevost	H3-45	Y	Y	Y	Y
2	251	55	2010	Prevost	H3-45	Y	Y	Y	Y
3	252	55	2013	Prevost	H3-45	Y	Y	Y	Y
4	255	55	2016	Prevost	H3-45	Y	Y	Y	Y
5	256	55	2011	Prevost	H3-45	Y	Y	Y	Y
6	257	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](mailto: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](mailto: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](mailto:rpgreu99@aacounty.org)**  
**Anne Arundel Economic Development Corporation, 2660 Riva Road, Suite 200, Annapolis, MD 21401 Rosa Cruz (410) 222-7410 [rcruz@aaedc.org](mailto: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: Shore Motor Coach, LLC

By: (Signature)

(Print Name)

Title: Ronald Dillon, Jr Vice - President



*Exhibit 1*  
**BID/PROPOSAL AFFIDAVIT**

**A. AUTHORITY**

I hereby affirm that I, Ronald Dillon, Jr (name of affiant) am the Vice President (title) and duly authorized representative of Shore Motorcoach, LLC (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 Vice - President

(printed name of Authorized Representative and affiant)

vice President  
(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).

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

**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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <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		GL156090#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	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED 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	<b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			BEX0961211911	12/1/2017	12/1/2018	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ \$
<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N	N/A				PER STATUTE 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

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

400 7th Street SW  
Washington, DC 20590

**SERVICE DATE**  
June 21, 2002

**CERTIFICATE**  
**MC-434643-C**

RONALD DILLON SR, & KEITH DILLON SR  
d/b/a SHORE MOTOR COACH  
BERLIN, MD

This Certificate is evidence of the carrier's authority to engage in transportation as a **common carrier of passengers, in charter and special operations**, by motor vehicle in interstate or foreign commerce.

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 387); the designation of agents upon whom process may be served (49 CFR 386); and schedules (49 CFR 374.305). The carrier shall also render reasonably continuous and adequate service to the public. Failure to maintain compliance will constitute sufficient grounds for revocation of this authority.

*Terry Shelton*

Terry Shelton, Director  
Office of Data Analysis & Information Systems

**NOTE:** Applicant is a nonrecipient of governmental financial assistance.

**NOTE:** Willful and persistent noncompliance with applicable safety fitness regulations as evidenced by a DOT safety fitness rating of "Unsatisfactory" or by other indicators, could result in a proceeding requiring the holder of this certificate or permit to show cause why this authority should not be suspended or revoked.

CPN

**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:

Shore Motor Coach, LLC

Printed Name and Title:

Ronald Dillon, Jr Vice President

Authorized Signature:

Ronald Dillon, JrDate: 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,



Ronald Dillon, Jr.  
Vice President - SMC

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## Company Identification

**Company Name:** Shore Motorcoach est. 2001

**Street Address:** 1344C W Nursery Road

**City, State, Zip:** Linthicum, MD 21090

**Contractor Point of Contract:** Ron Dillon, Sr – President, Ron Dillon, Jr – Vice President

**Phone Number:** 410-589-0600

**Fax Number:** 410-589-0602

**Email:** shoremotorcoach@gmail.com

**DUNS Number:** 130-459719

**FED ID:** 73-1640118

**CAGE Code:** 3EXQ9

**NAICS Codes:** 485111, 485113, 485320, 485410, 485510, 485991, 485999, 487110, 532120

**Annual Revenue:** \$1.1 million SMALL BUSINESS (not 8A Certified)

## Executive Summary

Shore Motorcoach, LLC 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 Shore Motorcoach 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 Shore Motorcoach by focusing again on safe, customer oriented service. Shore Motorcoach has grown from six charter buses in 2010 to eight charter buses today.



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 Shore Motorcoach 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 Vice-President of Shore Motorcoach.

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 Shore 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, Sr – President, Shore Motorcoach.** Ron is responsible for the day to day maintenance and operations of Shore Motorcoach. 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 Shore Motorcoach 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.

**Ronald Dillon, Jr – Vice President, Shore Motorcoach.** Ron is responsible for business development, customer relations and accounting for Shore Motorcoach. 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 Shore Motorcoach with his father.

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.

## **Qualifications and Experience**

Shore Motorcoach has been in the existence since 2001 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 – 1036557

USDOT Safety Rating attached

MC – 434643-C

MD Public Service Authority – Original and Current ownership



## 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	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**

**SHORE MOTOR COACH**

**1036557**

**15 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

On 17 August 2017 a Motor Carrier Safety Review (MCSR) was performed on Shore Motor Coach for continued work with the Montgomery County School District. The carrier's profile data supports overall good safety operations, and the management personnel appeared knowledgeable of the regulations; however, there were some procedural issues noted predominantly in maintenance and driver qualifications. Nothing was identified as an immediate safety concern, and some of the issues were simply noteworthy with no violation involved. Management can easily correct these shortcomings by simply tightening the monitoring of programs and more attention to the details required for compliance.

Shore Motor Coach is a small family owned and operated carrier with operations headed up from their main terminal in Linthicum MD, and an outlying terminal in Hagerstown MD. Both facilities are shared with a sister company, Atlantic Coast Charters Inc. The management for the majority of operations is also shared with this sister company. The top management is slightly different; Mr. Ron Dillon Sr is the owner and President of Shore Motor Coach, and holds a share of ownership in Atlantic Coast Charters Inc. His son, Ron Dillon Jr, is the Vice President and holds the remainder of ownership; he is also the President of Atlantic Coast Charters Inc. Ms. Melanie Dillon works operations, and Ms. Donna Dillon heads up Human Resources. Mr. Dillon Sr was the previous owner of Dillon's Bus Service which he sold and moved over to start this company. Other than Mr. Ron Dillon Sr, all were present and available for the entire review; all also attended the pre and post briefing; discussing the shortcomings and regulatory requirements.

The carriers operates eight motor coaches and performs charter operations in the Mid-Atlantic region, but available to destinations throughout the United States. The drivers for the company are shared with Atlantic Coast Charters Inc. and a total of 66 are employed to perform work with both of these carriers. The random testing program includes all of these drivers that operate for both companies, and the maintenance personnel also work under both authorities. Other than the actual vehicles used, which are distinctively identified and marked, the two companies are managed as one, but with two separate sets of authority, insurance, and USDOT numbers.

Shore Motor Coach underwent a compliance review in November of 2016 with an overall satisfactory rating. The shared management attends any conferences or association meetings as representatives of both companies.

Management is knowledgeable of the regulations, and the violations noted were identified as lapses in the programs in place. More attention to detail can easily correct the problems; the overall operations would then couple good regulatory compliance with the already good safety record.



## **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.

The carrier's basic information is current and in good order. They have the appropriate amount of insurance and proper authorities to perform operations throughout the nation. Management made all requested documentation available, and all were professional and receptive during the review.

Training is being performed and documented, but more training for drivers, mechanics, and management would definitely benefit the operations and assist in correcting the issues noted in the review. Throughout the operations, management would benefit from tighter oversight and monitoring of the programs in place, to include limited actual policy changes. They place a good amount of attention to many of the areas of their company, and that same attention to the few areas noted should easily correct deficiencies. They have already addressed some problems in their random testing program that were caught during self-auditing.

## **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 qualifications, and subsequent records retention, is headed up by Ms. Melanie Dillon. This includes the DQ files and the random controlled substance and alcohol testing program. Good processes are in place for this program, and some good faith efforts were explained, but there were some lapses in the oversight which led to a couple of issues noted; easily correctable with tighter oversight of the regulatory requirements. All of the requested records were made available and found to be well organized, making them easy to review and ultimately easy to oversee. Some issues were noted with the relatively new regulations surrounding medical physicals.

During a self-review of their random testing program Ms. Dillon identified the need for a third party administrator (TPA) to run their entire program. For the calendar year 2016, the year review for compliance, they were performing their own random draws using a scientific computer program; a TPA was administering the remainder of the program. There were some shortfalls found in that overall method, and the carrier contracted a new TPA to control their entire program. The regulatory rates were met for 2016, for both controlled substances and alcohol, but there were some minor mix-ups in the process. Also, some of the required information pertaining to the program was not received. A cursory check of the 2017, new, system revealed good procedures which should correct any of the problems found. Overall, the program, even for 2016, was intact but processes were in need of change.

Management has already taken a number of steps to correct the issues, and had explained some actions that were performed but unfortunately not documented for compliance. The attention is there; some of these minor procedural details can easily illuminate the violations noted.



***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?***

There were no driver roadside inspections, in the previous 12 months, that specifically identified unsafe driving or driver qualification. The current period did not result in a calculation being made.

***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?***

While these required reports were missing for calendar year 2016 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 drivers are employed to work with Atlantic Coast Charters Inc. as well. 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?***

During the previous 12 months to the date of this MCSR, the carrier's drivers underwent four roadside inspections where drivers were specifically inspected for hours of service (HOS) issues. None of these inspections resulted in a driver being placed OOS; no rate was calculated for this period.



## 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 operates eight motorcoaches which are separated between the Hagerstown and Linthicum facilities. Both terminals include maintenance bays, employed mechanics, and ample unsecured parking. The mechanics in Linthicum perform almost all work on the vehicles, to include major repairs; the mechanic in Hagerstown performs minor repairs and sends vehicles to the main headquarters for the major work and preventative maintenance. A work order system is used for repairs and maintenance performed on the vehicles, and all of the requested files revealed a good number of these work orders.

Mr. Matt Anders is the head mechanic and operates at the headquarters; Mr. Ryan Burns is the Terminal Manager in Hagerstown, but also performs some minor repairs and is temporarily replacing that terminal's head mechanic. Mr. Anders has a number of years' experience performing maintenance on motorcoaches; he actually worked at Dillon's for Mr. Ron Dillon Sr before they sold and started this company. He is quite mechanically knowledgeable and effectively heads up the actual work; records retention is headed up by Mr. Ron Dillon Jr, with DVIRs controlled by Ms. Donna Dillon.

The carrier's roadside data reveals good safety results, and the issues noted in maintenance regarded the filing of information and procedures that require some attention. The root of these shortcomings fall in line with the attention to information retention found during this review. These can all be easily corrected with tighter oversight of the filing system in place. Some training to all involved would also benefit the overall operations. These issues found were discussed with management and it appears they strive to get these areas into compliance.



Three vehicles were inspected at the Linthicum facility with some minor issues noted, but no OOS violations.

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

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

The carrier has received 16 roadside vehicle inspections from Maryland DOT and other authorities in the previous 12 months. There were three vehicles inspected during this MCSR which identified some minor issues, but no major or OOS violations. One of the roadside inspections on file resulted in an OOS situation. The overall OOS rate for vehicle inspections is calculated at just over 5%.

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

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

The same management and mechanics oversee this company's maintenance program, with the same procedures, and there were a few instances where carrier was unable to document that emergency exits and specified components were inspected in a timely fashion. For example, the last emergency check documented on vehicle 256 was performed on 13 May 2017.

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 255 was identified as having brake issues on the DVIR from 18 June 2017, and the mechanic addressed the issue on the 22<sup>nd</sup>. The vehicle was operated all of the days in between. The overall process of addressing and reviewing should be

addressed with some training to both drivers and mechanics so the integrity of the program is intact. This shortcoming can lead to more serious situations if not addressed adequately.

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?***

In some situations information was found to be lacking in the vehicle maintenance files. For example, vehicle 143 underwent a roadside inspection in Pennsylvania on 22 October 2016 which resulted in an OOS issue. There was no tow receipt available and no copy of the inspection signed and returned to the inspecting authority. There was a work order on file but that was performed at the carrier's facility. Again, this was identified as a lapse in the oversight of the program in place. Management was aware that this action needed to be performed, but there was not documentation to identify compliance.

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.

There are no recordable accidents on record, and management is aware of requirements to ensure necessary post-accident testing and records retention. Remedial action is also in place if necessary following individual perusal of accidents that may occur. The safety program currently in place appears to have positive results to date, and for the last 30 month period monitored by FMCSA.

There were no concerns in this factor.

### **385.5: ACCIDENT RATE**

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

The carrier has operated 324,820 miles in the previous 12 months; miles taken from the IFTA reports for the last four quarters. The majority of these operations have taken place in metro areas surrounding the Mid-Atlantic portion of the United States. No recordable accidents have occurred during that time, or in the 30 month period observed by FMCSA on the profile, resulting in no rate calculated.



## COMMERCIAL MOTOR VEHICLE INSPECTION REPORT

Inspection Date

8/17/2017

Motor  
Carrier

Shore Motor Coach

Inspection #

Type

1

Street  
Address

1344C W Nursery Road

CVSA Level

5

City

State

Zip

Phone #

Linthicum

MD

21090

410-589-0601

Inspection Location

Street Address

Same

City

State

Zip

Time Started

Drivers Name

D.O.B

Vehicle on carrier Inventory List?

YES ☒ NO ☐

Driver's License No.

State

Exp. Date

Was Vehicle Ready for Service?

Yes ☐ No ☐

If no, see comments

GVWR -

USDOT# 1036557

MC#/MX# 434643

MRN#

MRO#

Charter No.

Vehicle size (Pass only)

≥16 9-15 ≤8

Is Medical Certificate in driver's possession?

YES NO

Issue Date

Exp. Date

VEHICLE IDENTIFICATION - VIN # 2PCH33494BC711863

Unit # O/L Type Make Year mpany l License No. State

1	O	MC	PREVOST	2011	256	032P21	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	COS	VIOLATION DESCRIPTION
1	393.11	---	---	MC	N	5 upper rear marker lights inop
1	393.3a1	---	---	MC	N	Multi reading lamps inop
1	396.3a1	---	---	MC	N	Oil seap on rear of engine
		---	---			
		---	---			
		---	---			
		---	---			
		---	---			
		---	---			
		---	---			

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:	COMPANY REPRESENTATIVE SIGNATURE

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		Shore Motor Coach				Inspection #	Type	
Street Address		1344C W Nursery Road				CVSA Level		
City		State		Zip		Phone #		
Linthicum		MD		21090		410-589-0601		
Inspection Location								
Street Address		Same						
City		State		Zip		Time Started		
Drivers Name		D.O.B		Vehicle on carrier inventory List?				
Driver's License No.		State		Exp. Date		YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>		
Was Vehicle Ready for Service?		Yes <input type="checkbox"/> No <input type="checkbox"/>						
If no, see comments								
GVWR -								
Is Medical Certificate in driver's possession?		Issue Date		Exp. Date				
YES NO								
VEHICLE IDENTIFICATION - VIN # 2PCH3349XAC711705								
BRAKE ADJUSTMENT								
Front								
LEFT		AXLE		RIGHT				
		1						
		2						
		3						
		4						
		5						
		6						
		7						
Rear								
Legend (O/L-Owner/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	396.3a1	MC			N	Minor antifreeze seap R side engine hose		
1	393.11	MC			N	Multiple reading lamps inop		
1	393.11	MC			N	R side back up lamp 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:		COMPANY REPRESENTATIVE SIGNATURE		
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## COMMERCIAL MOTOR VEHICLE INSPECTION REPORT

Inspection Date  
8/17/2017

Motor Carrier	Shore Motor Coach			Inspection #	3	Type	
Street Address	1344C W Nursery Road			CVSA Level	5		
City	Linthicum	State	MD	Zip	21090	Phone #	410-589-0601
Inspection Location	Same						
Street Address							
City		State		Zip		Time Started	
Drivers Name				D.O.B			
Driver's License No.				State			
Exp. Date				Vehicle on carrier Inventory List? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>			
Was Vehicle Ready for Service?				Yes <input type="checkbox"/> No <input type="checkbox"/>			
If no, see comments							
GVWR -							

VEHICLE IDENTIFICATION - VIN # 2PCH3349XDC712194

Unit #	O/L	Type	Make	Year	mpany I	License No.	State
1	O	MC	PREVOST	2013	252	021P43	MD

## BRAKE ADJUSTMENT

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
1	396.3a1	---	---	MC	N	R antifreeze hose leak engine compartment

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:	COMPANY REPRESENTATIVE SIGNATURE

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