



4256 E. Elwood Street, Phoenix, Arizona 85040

Phone: (480) 237-8888

Fax: (480) 237-8893

After hours: (480) 237-8888

Proposal Information presented to:

Maricopa County Community College District

In response to:

**Request for proposal #3422-6
Bus Transportation Services**

Due:

September 19, 2019 at 3PM

Offered by:

Steffi Brooks

Charter Sales Manager

Steffi@TourWestAmerica.com

Authorized Representatives include:

Graham Inns, General Manager, Graham@TourWestAmerica.com

Jackie Robles, Charter Sales Assistant, Jackie@TourWestAmerica.com

Ilia Hernandez, Charter Sales, Ilia@TourWestAmerica.com

Section Seven: PRICING SCHEDULE

Rev 08/01/17

PRICING SCHEDULE

7.1 MOTORCOACHES/LARGE BUSES (45-58 PAKS)

The undersigned has read and understands all conditions and terms of RFP 3422-6 is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the firm, fixed pricing indicated below.

Round trip from any MCCC location to:

Rates below do not include driver accommodations at destination

Ephraim, Utah	\$ 5,600.00	for 4 days
St. George, Utah	\$ 4,152.00	for 2 days
Roswell, New Mexico	\$ 5,600.00	for 4 days
Rexburg, Idaho	\$ 11,478.00	for 7 days
Colorado Springs, Colorado	\$ 10,314.00	for 6 days
Dallas, Texas	\$ 13,110.00	for 9 days
Nogales, AZ	\$ 1,764.00	for 1 days
Winslow, AZ	\$ 1,764.00	for 1 days
Northland Pioneer, Holbrook, AZ	\$ 1,764.00	for 1 days
Eastern CC, Thatcher, AZ	\$ 1,660.00	for 1 days
Cochise College, Douglas, AZ	\$ 2,180.00	for 1 days
AZ Western CC, Yuma, AZ	\$ 1,764.00	for 1 days
Central Arizona College, Coolidge, AZ	\$ 1,140.00	for 8 hours days
Northern Arizona Univ, Flagstaff, AZ	\$ 1,556.00	for 1 days
Yavapai College, Prescott, AZ	\$ 1,140.00	for 1 days
Pima CC, Tucson, AZ	\$ 1,348.00	for 1 days
Univ. of Arizona, Tucson, AZ	\$ 1,348.00	for 1 days
Las Vegas, Nevada	\$ 3,112.00	for 2 days
San Diego, California	\$ 3,628.00	for 3 days
Long Beach, California	\$ 3,836.00	for 3 days
Los Angeles, California	\$ 4,044.00	for 3 days
Enid, Oklahoma	\$ 13,052.00	for 9 days
Sells, AZ	\$ 1,348.00	for 1 days
Salt Lake City, Utah	\$ 9,748.00	for 6 days
Twin Falls, Idaho	\$ 10,622.00	for 7 days
Grand Junction, Colorado	\$ 7,800.00	for 5 days

For trips not listed above, provide pricing for trips from:

One location within Maricopa County to another location within Maricopa County \$ 1,140.00 /mile or hour or day (circle one)

One location within Maricopa County to another location outside Maricopa County but within Arizona \$ 4.56 mile or hour or day (circle one)

One location within Maricopa County to another location Outside Arizona \$ 4.56 mile or hour or day (circle one)

List rate for additional hours (overtime) past the fixed pricing rate*: \$ 90.00 above 12 /per hour

*Charge for additional hour past a standard 10 hour day.

Section Seven: PRICING SCHEDULE

Rev 09/01/17

Price per day for out of town multi-day trips	\$ <u>\$1,140.00/day or \$4.56/mile</u>
Price per day for extra driver/other OTR costs if needed	\$ <u>Relief Driver Cost at \$1.50/mile</u>
Price for 1 day trips that go overnight	\$ <u>Not Applicable.</u>

7.2 SMALL/MINI-BUSES (15-34 PAKS)

The undersigned has read and understands all conditions and terms of RFP 3422-6 is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the firm, fixed pricing indicated below.

Round trip from any MCCC location to:


Ephraim, Utah	\$ <u>N/A</u> for <u> </u> days
St. George, Utah	\$ <u> </u> for <u> </u> days
Roswell, New Mexico	\$ <u> </u> for <u> </u> days
Rexburg, Idaho	\$ <u> </u> for <u> </u> days
Colorado Springs, Colorado	\$ <u> </u> for <u> </u> days
Dallas, Texas	\$ <u> </u> for <u> </u> days
Nogales, AZ	\$ <u> </u> for <u> </u> days
Winslow, AZ	\$ <u> </u> for <u> </u> days
Northland Pioneer, Holbrook, AZ	\$ <u> </u> for <u> </u> days
Eastern CC, Thatcher, AZ	\$ <u> </u> for <u> </u> days
Cochise College, Douglas, AZ	\$ <u> </u> for <u> </u> days
AZ Western CC, Yuma, AZ	\$ <u> </u> for <u> </u> days
Central Arizona College, Coolidge, AZ	\$ <u> </u> for <u> </u> days
Northern Arizona Univ, Flagstaff, AZ	\$ <u> </u> for <u> </u> days
Yavapai College, Prescott, AZ	\$ <u> </u> for <u> </u> days
Pima CC, Tucson, AZ	\$ <u> </u> for <u> </u> days
Univ. of Arizona, Tucson, AZ	\$ <u> </u> for <u> </u> days
Las Vegas, Nevada	\$ <u> </u> for <u> </u> days
San Diego, California	\$ <u> </u> for <u> </u> days
Long Beach, California	\$ <u> </u> for <u> </u> days
Los Angeles, California	\$ <u> </u> for <u> </u> days
Enid, Oklahoma	\$ <u> </u> for <u> </u> days
Sells, AZ	\$ <u> </u> for <u> </u> days
Salt Lake City, Utah	\$ <u> </u> for <u> </u> days
Twin Falls, Idaho	\$ <u> </u> for <u> </u> days
Grand Junction, Colorado	\$ <u> </u> for <u> </u> days

For trips not listed above, provide pricing for trips from:

One location within Maricopa County to another location within Maricopa County	\$ <u> </u> /mile or hour or day (circle one)
One location within Maricopa County to another location outside Maricopa County but within Arizona	\$ <u> </u> /mile or hour or day (circle one)
One location within Maricopa County to another location Outside Arizona	\$ <u> </u> /mile or hour or day (circle one)

SIGNATURE PAGE

Pursuant to Arizona Revised Statutes 35-391.06 & 35.393.06, proposer certifies that it does not have a scrutinized business operation in either Sudan or Iran.

SIGNATURE 

PRINTED NAME Steffi Brooks

TITLE Charter Sales Manager

COMPANY Tour West America, Inc.

ADDRESS 4256 E Elwood St.

CITY, STATE, ZIP Phoenix, AZ 85040

TELEPHONE 480.237.8888 FAX NUMBER 480.237.8893

E-MAIL Steffi@TourWestAmerica.com

Is your firm a:

Corporation* () Partnership () Individual () Joint Venture

▪ If a corporation, answer the following:

a) Where incorporated: State of Arizona, United States of America

b) Date incorporated: 1994

c) Have your Articles ever been suspended or revoked? () Yes (✓) No

If yes, when, for what reason, and when were they reinstated:

▪ Has your firm or its parent or subsidiaries ever been debarred or suspended from providing any goods or services to the Federal Government or other public entities? **No.**

If yes, when, for what reason, and when were they reinstated:

Tab 3 Scope of Work

Tour West America, Inc. is proud to submit this requested information, understands the scope of work, and accepts the opportunity and responsibility to serve Maricopa County Community College District.

Tab 4 Respondent Questionnaire

5.1 Description of Firm

5.1.1-3

Family owned and operated, Tour West America has been a proud member of the charter bus, tour and travel industry for 37 years. Following their passion, the founding partners purchased “Dial-A-Tour” in 1986, a one-motorcoach Tour Company in Yuma, AZ. The fleet was one 1974 Model 5 Eagle nicknamed “Big Red.” Those were the days!

Later, the company incorporated and became Tour West America, Inc. The Phoenix office opened in 1994 and soon became company headquarters housing the charter sales, operations, administrative offices and motorcoach maintenance facility. The original Yuma Main Street location has remained the company’s hub for coach tours, cruises and vacations.

From our humble beginnings, the founders of Tour West America have grown the company to include 26 passenger vehicles.

Our range of activities include:

Motorcoach Charters: From airport transfers to custom itineraries, Tour West America provides charter service to a large variety of customers including international and domestic tour wholesalers and retailers, convention and meeting planners, hotels, casinos, businesses, the U.S. Military, schools, churches and social groups of all kinds.

Coach Tours: Tour West America operates its own Tours serving Yuma and the surrounding lower Colorado River cities. Tour operations and reservations are managed from the original Yuma Main Street location.

In 2013, Tour West America received two prestigious industry awards. The United Motorcoach Association Small Operator “Vision Award” which honors companies that embody a vision to lead the industry into the future and raise operator standards everywhere. And, the BusRide Motorcoach Industry Achievement Award which pays tribute to excellence, commitment and accomplishment within the industry.

Employees of Tour West America are chosen not just for their talents to perform a job task such as the safe operation of a coach, taking a tour or charter reservation or maintaining a motorcoach, but more importantly for the excellent service they are expected to provide our customers and fellow employees. In order to create the best client experience possible, the company has acquired a staff of knowledgeable professionals with many years of experience in all aspects of the industry. The charter division of the company currently consists of two Officers, one General Manager, four middle management, seven staff and 50 drivers. The company turnover is minimal. In the past three years, there has been only one turnover in the accounting department, and a sales associate retired in 2015, who was replaced internally. Driver turnover is typical within the industry; however, we have drivers who have been with us for 10+ years.

Services to Maricopa County Community College District would be handled from the Tour West America headquarters, address below. This office handles the administration, sales, and dispatch of motorcoach services throughout the Southwest, Mexico and Canada. Dispatchers are available 24 hours a day. Full service maintenance is available on site 24 hours a day.

Tour West America, Inc.

4256 East Elwood Street

Phoenix, AZ 85040

480.237.8888 – follow prompt after hours to be directed to our afterhours dispatcher or emergency line.

Key Personnel include:

Corporate President Bj Brooks

- Owner of Tour West America, Inc. since 1986.

Charter Operations:

- Graham Inns, General Manager, experience 35+ years, hired Oct 2003. Resume follows.
- John Fu, Dispatch, hired July 2018, 23 years of driving experience.

Charter Sales:

- Steffi Brooks, Charter Sales Manager, 10+ years of experience in sales and service, hired May 2008. Resume follows.
- Jackie Robles, Charter Sales Assistant, hired October 2016, 4 years of charter sales experience.
- Ilia Hernandez, Charter Sales, hired May 2019, 2 years of charter sales experience.

Fleet Safety Team responsible for driver training, safety & customer service:

- Terry Sparbel, Driver Safety Supervisor, hired May 2010, 50+ years of supervisor experience.

Fleet Maintenance Foreman: Al Hennen

- North Hennepin Technical College, Numerous degrees on bus repair, 30 + years in bus business, 4 years with Tour West America

5.2 Qualifications

5.2.1

A copy of our “Company Snapshot” from U.S. Department of transportation Safety and Fitness Electronic Records (SAFER) System follows.

<https://safer.fmcsa.dot.gov/CompanySnapshot.aspx>

5.2.2

Ongoing Regular Vehicle Maintenance & Pre Trip Inspections

Preventive maintenance and repair is provided within our Phoenix shop. Dedication to providing the passenger a safe, comfortable and reliable trip is the shop’s #1 goal. The shop is well equipped to assist our technicians. Continuous training is provided to our team through academic and vendor classes.

- A Service complete every 6K miles (Visual inspection and lubrication on all major components)
- Supplemental Service completed every 9K miles (Check and verify operation of special equip & accessories)
- B Service completed every 24K miles (Lube chassis and change Oil)
- C Service completed every 100K miles (Service differential, wheel end, fan drive and replaced all belts)
- Trans service completed every 50K miles
- Every 90 days complete emergency exit inspection
- Every 365 days Annual DOT inspection completed

Full service maintenance is available on site 24 hours a day.

5.2.3

DriveCam and Driver Behavior: Newest Safety Assistance

Tour West America utilizes DriveCam technology in its coaches. DriveCam enables our safety personnel to consistently and effectively coach our drivers according to our safe driving policies.

DriveCam's palm-sized, exception based video event recorder is mounted on the windshield behind the rearview mirror and captures sights and sounds inside and outside the coach. Exceptional forces such as hard braking, swerving, collision, etc. cause the recorder to save critical seconds of audio and video footage immediately before and after the triggered event. DriveCam's Driving Risk Analysts apply expert techniques to review and assign a risk score to triggered events. Information is delivered daily to our safety personnel highlighting the specific behaviors and root causes.

Saucon Telemetry Delivery System

Saucon TDS incorporates today’s most effective web, wireless, and telemetry technologies into a structured tool that provides Tour West America up to the minute access to the entire fleet. Telemetry on every motorcoach receives positioning signals

from GPS satellites, engine data directly from the engine, and other environmental data via sensors and is transmitted from the vehicle over a wireless network to the Saucon data center where it is securely stored. This technology allows Tour West America monitor driver behavior to ensure the safest drivers on the road and to pinpoint where your coach is in the unlikely event of a breakdown to expedite servicing the vehicle and getting you back on the road.

5.2.4, 6

Vehicles

Tour West America owns and operates a fleet of twenty-six 40, 47 and 56-passenger tour type motorcoaches. The fleet is maintained to the highest industry standards. Our coaches provided in this bid are 2012-2019 model years and are equipped with the following:

- Cellular telephones for all necessary communications
- DVD players with 3 to 5 viewing monitors
- Radio, CD players, MP3 player jacks
- Wi-Fi capability
- PA system for communication inside the coach
- Soft Cushion reclining seats with aisle and window side arm rests
- Heating and Air Conditioning
- Internal parcel compartments
- Under floor luggage compartments on motorcoaches
- Rear luggage compartments on minibuses
- Clean restroom on motorcoaches
- GPS tracking on all motorcoaches
- Accident Event Recorders, DriveCam
- EPA 2010 Clean Engine Technology
- Passenger 3-point Seatbelts

Available to District:

Eight 56-pax coach, 2012-19 MCI J4500, 3 ADA accessible

5.2.5

Contingency Plan

In the event of a breakdown Tour West America's shop is available 24 hours a day.

Within the Phoenix Metro area our own substitute equipment can be dispatched immediately to replace a failed vehicle. Cooperative relationships with local and regional bus companies allow for a rapid response when we are unable to supply from our fleet.

In the event of a substantial delay due to mechanical failure or delay Tour West America will provide a partial invoice credit.

5.2.7-8

Motorcoach operators are chosen not only for their technical skills but for customer service skills as well. All of our drivers are qualified to care for the needs of students and understand the expected responsibilities. All operators meet or exceed the minimum DOT requirements including a Class B Commercial Driver's License with Passenger and Air Brake Endorsement. Federal requirements including Medical Examinations and Alcohol and Drug Abuse Testing, are strictly adhered to. Alcohol and Drug Abuse Testing applies to all drivers and mechanics.

Driver Training

New operators are required to complete approximately 60-80 hours of training. All drivers are required to complete all the training with exceeding proficiency. Actual driving hours varies depending on the previous experience and initial road test.

Our thorough interview and selection process has rewarded us with drivers of high moral character, which is of extreme importance to Tour West America. The care and well-being of all our passengers is the ultimate concern of Tour West America.

No Tour West America operator has been convicted of any felony and/or crimes sexual in nature. All are of good moral character.

The use of tobacco by any of our staff is always discouraged. Use is never allowed while in the presence or within sight of our passengers.

Ongoing Proactive Functions

MBI Occupational Healthcare performs periodic Medical Certifications.

Motor Vehicle Record (MVR) checks are obtained for each driver on an annual basis. The driver then completes a Certification of Violations and an Annual Review of Driving Record is completed.

Tour West America provides continuous education and certification of its operators. A series of advanced training sessions have been developed to increase operator skills and awareness. Topics include:

- Customer Service
- City & Highway Driving Techniques
- Accident Scene Control
- Motorcoach Diagnostics
- Drugs and Alcohol Awareness
- Advanced Trip Preparedness

These sessions are presented to operators throughout the year in addition to general safety meetings. Additional Safety Information is regularly provided to operators. Memos are

issued as necessary to provide immediate information. General safety meetings are conducted twice a year.

Operators are issued a Company Manual that clearly outlines responsibilities, duties, and policy. Updates are issued as required.

Driver Screening Process

- Application is received.
- Company driver qualifications presented and agreed to by applicant. (Copy of qualifications follows.)
- Application is prescreened by safety and operations before being forwarded to General Manager for review.
- Interview with General Manager.
- Background checks, including previous employment, accident history, drug and alcohol history and criminal record.
- Road test.
- Pre-employment drug test (Also subject to random drug and alcohol testing.).

Applicant will proceed with 60-80 combined hours of classroom, mechanical and driver training after successful completion of the above.

5.2.9

Company Safety Statistics

DOT Accidents

None.

Non-DOT Accidents

Three per one million miles.

5.2.10

Provided in Tab 5

5.3 Operational

5.3.1

Turn Around & Night Driving Policy

Yes, our coaches operate 24 hours a day. So if you prefer to drive through the night and arrive at your destination in the morning we can accommodate your group.

However, due to safety concerns, Tour West America is taking a proactive stance on Turnarounds and will no longer service trips that require a driver to begin at odd hours of the night for two consecutive days to reach a destination. Fatigue and safety do not mix.

Without sufficient sleep, most aspects of a driver's performance suffer, including their judgment, decision-making, memory, reaction time and concentration. If a driver is extremely tired, fatigue can cause uncontrolled and involuntary shutdown of the brain. In other words, they can fall asleep.

While through-the-night travel isn't prohibited by any regulation, safety risks do increase with its practice. Even if the driver is fresh, well rested and alert, overnight driving exposes the trip to a higher percentage of tired auto drivers who aren't governed by any regulation other than their own judgment. The time of day does make a difference in the comparative ease of driving. Driving at night is far more demanding and tedious than driving in daylight.

There are some exceptions to this rule, but for most trips that request a departure between 10pm and 3am requiring through-the-night driving to reach the destination, we will no longer book. Safety is our top priority!

5.3.2

Booking Procedure

Contact our office whichever way is more convenient to you; phone, fax or e-mail as listed on the cover letter. Hours of operation are Monday-Friday, 8am-5pm. After hour, emergency calls are handled live by management by (480) 237-8888.

Simple requests can be handled immediately; complicated itineraries can take more time, but not more than 24 hours. Confirmations are faxed or e-mailed; a signature of the chartering party and a purchase order is required prior to departure. Lead time is immediate based on availability.

Tour West America, Inc. utilizes a state of the art computer software system that assists in performing the following functions: customer information, billing, operator compliance, operator scheduling, dispatches, quotes, confirmations, routing, motorcoach utilization, maintenance scheduling, records, and wash schedules.

5.3.3

Upon request, an ADA accessible coach or ramp can be provided.

5.3.4

Our cancellation policy is extremely lenient. We require 4 business days' notice before your trip departs. We require the finalized itinerary a month before the trip departs but are flexible. All payment requirements are set forth by the bid.

5.3.5

Our drivers can be on-duty for 14 hours, drive for a total of 9 hours, and require 9 hours of rest between shifts.

5.3.6

All additional hours/overtime rates are reviewed on an individual basis.

5.3.7

All covered in 5.2.4, 6

5.4 Other

5.4.1

No.

5.4.2

Not applicable.

USDOT Number MC/MX Number Name

Enter Value: 291095

Company Snapshot

TOUR WEST AMERICA INC

USDOT Number: 291095

ID/Operations | [Inspections/Crashes In US](#) | [Inspections/Crashes In Canada](#) | [Safety Rating](#)

Carriers: If you would like to update the following ID/Operations information, please complete and submit form [MCS-150](#) which can be obtained [online](#) or from your State FMCSA office. If you would like to challenge the accuracy of your company's safety data, you can do so using FMCSA's [DataQs](#) system.

Other Information for this Carrier

- [SMS Results](#)
- [Licensing & Insurance](#)

Carrier and other users: FMCSA provides the Company Safety Profile (CSP) to motor carriers and the general public interested in obtaining greater detail on a particular motor carrier's safety performance than what is captured in the Company Snapshot. To obtain a CSP please visit the [CSP order page](#) or call (800)832-5660 or (703)280-4001 (Fee Required).

For help on the explanation of individual data fields, click on any field name or for help of a general nature go to [SAFER General Help](#).

The information below reflects the content of the FMCSA management information systems as of 09/17/2019.

To find out if this entity has a pending insurance cancellation, please [click here](#).

Entity Type:	CARRIER		
Operating Status:	AUTHORIZED FOR Passenger	Out of Service Date:	None
Legal Name:	TOUR WEST AMERICA INC		
DBA Name:			
Physical Address:	4256 E ELWOOD ST PHOENIX, AZ 85040		
Phone:	(480) 237-8888		
Mailing Address:	4256 E ELWOOD ST PHOENIX, AZ 85040		
USDOT Number:	291095	State Carrier ID Number:	
MC/MX/FF Number(s):	MC-201198	DUNS Number:	79-058-7141
Power Units:	25	Drivers:	41
MCS-150 Form Date:	06/21/2019	MCS-150 Mileage (Year):	783,748 (2018)
Operation Classification:			
	<input checked="" type="checkbox"/> Auth. For Hire Exempt For Hire Private(Property) Priv. Pass. (Business)	<input type="checkbox"/> Priv. Pass.(Non-business) Migrant U.S. Mail Fed. Gov't	<input type="checkbox"/> State Gov't <input type="checkbox"/> Local Gov't <input type="checkbox"/> Indian Nation
Carrier Operation:			
	<input checked="" type="checkbox"/> Interstate	<input type="checkbox"/> Intrastate Only (HM)	<input type="checkbox"/> Intrastate Only (Non-HM)
Cargo Carried:			
<input type="checkbox"/> General Freight	<input type="checkbox"/> Liquids/Gases	<input type="checkbox"/> Chemicals	
<input type="checkbox"/> Household Goods	<input type="checkbox"/> Intermodal Cont.	<input type="checkbox"/> Commodities Dry Bulk	
<input type="checkbox"/> Metal: sheets, coils, rolls	<input checked="" type="checkbox"/> Passengers	<input type="checkbox"/> Refrigerated Food	
<input type="checkbox"/> Motor Vehicles	<input type="checkbox"/> Oilfield Equipment	<input type="checkbox"/> Beverages	
<input type="checkbox"/> Drive/Tow away	<input type="checkbox"/> Livestock	<input type="checkbox"/> Paper Products	
<input type="checkbox"/> Logs, Poles, Beams, Lumber	<input type="checkbox"/> Grain, Feed, Hay	<input type="checkbox"/> Utilities	
<input type="checkbox"/> Building Materials	<input type="checkbox"/> Coal/Coke	<input type="checkbox"/> Agricultural/Farm Supplies	
<input type="checkbox"/> Mobile Homes	<input type="checkbox"/> Meat	<input type="checkbox"/> Construction	
<input type="checkbox"/> Machinery, Large Objects	<input type="checkbox"/> Garbage/Refuse	<input type="checkbox"/> Water Well	
<input type="checkbox"/> Fresh Produce	<input type="checkbox"/> US Mail		

[ID/Operations](#) | [Inspections/Crashes In US](#) | [Inspections/Crashes In Canada](#) | [Safety Rating](#)

US Inspection results for 24 months prior to: 09/17/2019

Total Inspections: 12

Total IEP Inspections: 0

Note: Total inspections may be less than the sum of vehicle, driver, and hazmat inspections. Go to [Inspections Help](#) for further information.

Inspection Type	Inspections:			
	Vehicle	Driver	Hazmat	IEP
Inspections	9	12	0	0
Out of Service	2	0	0	0
Out of Service %	22.2%	0%	%	0%
Nat'l Average % (2009- 2010)	20.72%	5.51%	4.50%	N/A

Crashes reported to FMCSA by states for 24 months prior to: 09/17/2019

Note: Crashes listed represent a motor carrier's involvement in reportable crashes, without any determination as to responsibility.

Type	Crashes:			
	Fatal	Injury	Tow	Total
Crashes	0	0	0	0

[ID/Operations](#) | [Inspections/Crashes In US](#) | [Inspections/Crashes In Canada](#) | [Safety Rating](#)

Canadian Inspection results for 24 months prior to: 09/17/2019

Total inspections: 0

Note: Total inspections may be less than the sum of vehicle and driver inspections. Go to [Inspections Help](#) for further information.

Inspection Type	Inspections:	
	Vehicle	Driver
Inspections	0	0
Out of Service	0	0
Out of Service %	0%	0%

Crashes results for 24 months prior to: 09/17/2019

Note: Crashes listed represent a motor carrier's involvement in reportable crashes, without any determination as to responsibility.

Type	Crashes:			
	Fatal	Injury	Tow	Total
Crashes	0	0	0	0

[ID/Operations](#) | [Inspections/Crashes In US](#) | [Inspections/Crashes In Canada](#) | [Safety Rating](#)*The Federal safety rating does not necessarily reflect the safety of the carrier when operating in intrastate commerce.*[Carrier Safety Rating:](#)

The rating below is current as of: 09/17/2019

Review Information:

Rating Date:	12/01/2016	Review Date:	11/18/2016
Rating:	Satisfactory	Type:	Compliance Review

Stephanie Brooks

5249 E Shea Blvd #213 Scottsdale, AZ 85254 602-327-9199 steffi.brooks@gmail.com

Employment

Charter Sales, Senior Charter Sales and Service with Tour West America 05/2008-Present
4256 E Elwood St, Phoenix, AZ

- Servicing existing accounts.
- Managing contracts.
- Promote Tour West America and Arizona Travel and Tourism at domestic and international trade shows.

Teller II at Tempe Schools Credit Union (Now Landings Credit Union) 07/2012-04/2013
2800 S Mill Ave., Tempe, AZ

- Process member transactions quickly and effectively.
- Dissect customer needs, provide matching services quickly.
- Balance the ATM, vault, and checks.

International Teller at Wells Fargo Bank 06/2011-07/2012

- Process member transactions quickly and effectively.
- Process and balance international currency.
- Dissect customer needs, provide matching services quickly.
- Balance the ATM, vault, and checks.

Hat Writer/Sales Cast Member with The Disney Company 1/2010-7/2010
Main Street, USA, Anaheim, CA

- I was taught customer service from the best of the best and took courses with Disney executives during an intensive seven month internship.
- Greeted customers, suggested products, built rapport with guests, and provided them with the legendary Disney Experience.
- Process payments, kept the store clean, and informed guests on daily Disney activities.

Education

Bachelor of Arts in English
*Northern Arizona University,
Flagstaff, AZ*
Degree obtained 05/11

References upon request.

Graham A. Inns
Mesa, AZ
Graham@TourWestAmerica.com

SUMMARY

Experienced manager with over 35 years' experience in motorcoach industry in driving, operations and sales.

EXPERIENCE

TOUR WEST AMERICA 10/04-present

General Manager 09/15-present

Charter Sales and Service Manager and Assistant General Manager 10/04-09/15

Handle the day to day operations for the company; organize dispatching of buses, sales, service and employee needs.

TOUR WEST AMERICA 10/03-10/04

Tour Bus Driver

Drove people in intra and interstate while assisting Tour Guides with individuals traveling internationally by anticipating needs, moving individuals and luggage, and organizing time schedules.

ARROW STAGELINES/COACH USA 1993-2002

Operations Manager – 2 years

Dispatcher – 3 years

Motorcoach Operator – 4 years

FREELANCE MOTORCOACH OPERATOR 1983-1993 (Florida)

NEWMANS COACH LINES 1976-1983 (Picton, New Zealand)

Branch Manager 1981-1983

Ran operations, interisland freight, motorhomes, national car rentals and line haul service through Newmans satellite office.

FREIGHT MANAGER 1979-1981

Managed freight from central operations in Christchurch to remote areas where parcel services were not normally available.

1976-1979

Motorcoach Operator/Tour Guide

Drove bus and gave detailed commentary.

Tab 5 Attachments & Closing Statements

*All of us at Tour West America look forward to a positive response from
Maricopa County Community College District*

Respectfully yours,



Steffi Brooks
Charter Sales Manager
Tour West America, Inc.

ATTACHMENT A**BIDDER'S STATEMENT**

Interested Bidders are asked to review and provide, as completely and accurately as possible, a written response on each applicable section below:

TYPE OF BUSINESS ORGANIZATION

Please check the appropriate box(es).

The Bidder represents that it operates as:

A CORPORATION incorporated under the laws of

the State of Arizona

An INDIVIDUAL

A PARTNERSHIP

A NON-PROFIT ORGANIZATION

A JOINT VENTURE

Federal Employer Identification Number: 86-0780949

PARENT COMPANY and IDENTIFYING DATA

A "parent" company, for the purposes of this provision, is one that owns or controls the activities and basic business policies of the Bidder. To own the Bidding company means that the "parent" company must own more than 50 percent of the voting rights in that company. A company may control a Bidder as a "parent" even though not meeting the requirements for such ownership if the "parent" company is able to formulate, determine or veto basic policy decisions of the Bidder through the use of dominant minority voting rights, use of proxy voting or otherwise.

The Bidder:

IS IS NOT owned or controlled by a "parent" company.

If the Bidder IS owned or controlled by a "parent" company, Bidder shall provide the name, address, phone and fax numbers, and Federal I.D. No. of the company.

ATTACHMENT A
 BIDDER'S STATEMENT (continued)
 BIDDER REFERENCES
 Private Business Contracts

MCCCD requires a minimum of three (3) current and local references for which you are providing same or similar products and services specified herein. Please indicate below the businesses for which you have provided such during the past two (2) years:

- 1 Company Name: Flagstaff Unified High School District
 Address: 5400 E Railhead Avenue, Flagstaff, AZ 86004
 Phone #: 928.527.2327 Fax #: 928.527.2340
 Contact Person: Patrick Fleming
 Contract Period: From: August 2016 To: Present
 Describe Services: Charter Bus Services, Second Awarded Multi-Year Contract

- 2 Company Name: Mesa Public Schools
 Address: 549 N. Stapley Dr. Bldg. 1, Mesa, AZ 85234
 Phone #: 480.472.0187 Fax #: _____
 Contact Person: Annette Edwards
 Contract Period: From: August 2018 To: Present
 Describe Services: Charter Bus Services, Second Awarded Multi-Year Contract

- 3 Company Name: Phoenix Union High School District
 Address: 4502 N. Central Avenue, Phoenix, AZ 85012
 Phone #: 602-764-1404 Fax #: 602-271-3543
 Contact Person: Lila McCleery
 Contract Period: From: August 2017 To: Present
 Describe Services: Charter Bus Services, Second Awarded Multi-Year Contract

ATTACHMENT A
 BIDDER'S STATEMENT (continued)
 ADDITIONAL BUSINESS INFORMATION
 Standard Business Hours

- 1 Days of week available for services: 24/7
- 2 Business hours of operation: Monday-Friday 8am-5pm
- 3 On-call/Emergency service hours: 24/7
- Phone Number(s): 480.237.8888
- Web Address: TourWestAmerica.com
- FAX Number: 480.237.8893

General Information

- 4 Business License Number: 86-0780949
- 5 Number of years in business under current name: 25
- 6 Number of offices in the State of Arizona: 2
- 7 Business Classification (check applicable category)
- Minority Owned Business (MBE) _____
- Woman Owned Business (WBE) ✓

Does your firm hold this certification from any other agencies or companies?

No: Yes: With Whom? _____

- 8 Name and address of office assigned to handle the MCCCCD account:
- Tour West America, Inc.
- 4256 E Elwood St. Phoenix, AZ 85040

- 9 Account Manager Information:
- Name: Steffi Brooks
- Office Phone: 480.237.8888
- Cell: _____

- 10 Contractors License Number(s): TYPE _____ NUMBER _____

- 11 Do you ever sub-contract any of your services? NO
- YES _____

If YES, which services?: _____

ATTACH ADDITIONAL SHEETS IF NECESSARY TO FURTHER DESCRIBE THE EXPERIENCE AND
 QUALIFICATIONS OF YOUR FIRM FOR PROVIDING THE PRODUCTS/SERVICES UNDER THE CONTRACT



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
1/31/2019

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.

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.

PRODUCER: TIB Transportation Insurance Brokers
CONTACT NAME: Latitia Thomas
PHONE: 818-246-2800
INSURER(S) AFFORDING COVERAGE: Lancer Insurance Company
NAIC #: 26077

COVERAGES CERTIFICATE NUMBER: 108502586 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.

Table with columns: INSR LTR, TYPE OF INSURANCE, ADDL INSD, SUBR WVD, POLICY NUMBER, POLICY EFF, POLICY EXP, LIMITS. Includes Commercial General Liability, Automobile Liability, Umbrella Liab, and Workers Compensation.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
**5000 LIABILITY DEDUCTIBLE PER OCCURRENCE APPLIES TO AL, UM & GL ** CERTIFICATE HOLDER IS ADDED AS ADDITIONAL INSD BUT ONLY TO THE EXTENT THAT THE CERTIFICATE HOLDER IS HELD LIABLE FOR THE CONDUCT OF THE NAMED INSURED

CERTIFICATE HOLDER: Maricopa County Community College District, MCCCD Risk Manager
CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.