

4. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:

a. Your hiring standards for drivers;

All drivers must:

- Have a valid Driver License
- Clean driving record for last 3 years
- Be at least 21 years old or older
- Pass a comprehensive pre-employment Drug Screening, background check, and physical
- Have at least 1 year prior experience transporting persons in a Motor Common Carrier
- Must have excellent customer service and communication skill
- Be able to read, write and communicate fluently in English
- Pass all recommended and required training

b. Your system for conducting criminal background checks;

- All background checks will be completed using the E-PATCH system
- FBI Background checks

c. Your driver training program;

All drivers who pass the pre-employment drug screening and criminal background checks will complete a comprehensive Driver Training program that will include Safety Training and Defensive Driving. All training will meet

- State Requirements
- PUC Certification Requirements
- Vendor Certification Standards

d. Your system for conducting driver license checks;

Driver License checks will be completed by:

- Completing/submitting form DL-503 Request for Driver Information
- Using The PATCH System
- PennDOT
- DMV

e. Your policies regarding alcohol and drug use by your drivers

- All drivers must pass a comprehensive drug/alcohol test upon hiring
- Any driver who is found to be consuming alcohol/drugs while operating a vehicle will be subject to disciplinary action up to and including termination
- Drivers will be subject to random drug tests every 90 days

6. Describe your vehicle safety program. Please include the following in your explanation:

a. Your periodic vehicle maintenance plan

Here at QCTS, we will properly maintain all vehicles in order to promote the comfort and safety of passengers, operators and the general public

- Conduct regular pre-trip inspections in order to identify vehicle and equipment problems and assure vehicles are in good operating condition.
- Conduct basic Preventive Maintenance service routines in a timely manner to identify vehicle problems and keep vehicle systems in good repair.
- Conduct vehicle repairs in a timely manner and in accordance with industry best practices.
- Regularly inspect vehicles in order to identify and correct problems in to prevent service interruptions.
- Schedule repairs promptly in order to minimize service interruptions.
- Subcontractors will be utilized to conduct routine maintenance and specialized services as needed to ensure fleet viability
- Analyze repair, road call and tow data to identify trouble-prone components or systems for proactive attention.
- Maintain a clean appearance for vehicles through regular interior and exterior cleaning.

b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

- A record of vehicle safety and compliance checks will be maintained by QCTS staff through use of a vehicle log book and a spreadsheet in our database
- All subject vehicles required to participate in the Emissions program will display on the vehicle a renewed Emission certificate of inspection upon successful completion of emissions test
- A certificate of inspections will be affixed to the vehicle to display vehicle has successfully passed all required safety and emission tests
- Fleet vehicles will be inspected semiannually in accordance with Pa. Code 175.5
- State Certified inspectors will be subcontracted to conduct emission tests and safety inspections
- All safety and emissions tests will be conducted in a timely manner prior to the expiration of the inspections sticker
- QCTS will adhere to all safety inspection guidelines as outlined in **67 Pa. Code 175.**