America Shuttle, Inc. d/b/a SuperShuttle

Verification of References Questionnaire for SuperShuttle by Miami & Other Cities

. ROJECT: RFP Number: 2018-06-05-0-AV-03 Shared Ride and Limousine Service Concession PROJECT TITLE: RFP FIRM: SuperShuttle Date of Verification: Miami & Other Cities Reference Organization: Project Verified: Person Contacted: Ms. Sandra Harris Miami Transportation Manager Title of Contact: 305-416-1726 Telephone: sandraharris@miamigov.com E-Mail:

Questions	Yes	No
1. Was the firm the Prime Contractor?	Х	
2. Did the firm supervise and coordinate the work of the	Х	
subcontractor/s?		
3. Were you satisfied with the firms overall performance?	Χ	
4. Was the project completed on time?	Χ	
5. Was the project completed within the approved budget?	Х	
6. Did the firm work well with the owner?	Χ	
Did they protect owner's interest?	Х	
8. Was there high turnover in the original?	Total Section	
9. Did the firm respond to owner requests in a timely fashion?	X	
10. Did the firm respond to regulatory agency requests in a timely		X
manner?		
11. If there were DBE/ACDBE goals for minority participation did		N/A
the firm meet the goals and if so how? (ownership, subcontracting		
etc) Please answer below		
12. Would you engage this firm again? If no, please answer below	Χ	
13. What specific service did the firm provide? (taxi dispatching,	Please	
curbside management, parking management) Please answer	see	
below.	below	
14. What was the term of their service? Please answer below.	Please	
	see	
	below	
15. Are you aware of other organizations utilizing this firm's	X	
service? If so who? Please answer below.		

Verification of References Questionnaire for SuperShuttle by Miami & Other Cities

Additional comments provided by Owner's contact:
Question #13- LSF provided Trolley services for the City of Miami Trolley System
Question #14- LSF has been the City of Miami's Trolley Services provider since 2012 to present, the current contract ends in 02/2022.
Question #15- LSF has contracts with the following municipalities: City of Miami Beach, City of Miami Gardens, City of Doral, City of North Miami Beach, City of Homestead, City of Pinecrest and City of Miami Springs just to name a few.

Completed via email – Sandra

Harris

Completed Via Phone By

Yellow Airport Limousine Service (YASL)

Operates under the name Go Shuttle &

Executive Car Service

Verification of References Questionnaire for Fort Lauderdale-Hollywood International Airport for Share Ride and Limousine Service Concession By GFLCVB

PROJECT:	RFP Number: 2018-06-05-0-AV-03
PROJECT TITLE:	Share Ride and Limousine Service Concession
RFP FIRM:	Go Airport Shuttle
Date of Verification:	08/28/18
Reference Organization:	GFLCVB
Project Verified:	Transfers for NOBLE Conference
Person Contacted:	Kelly Tortoriello
Title of Contact:	VP, Strategic Client Services
Telephone:	954-765-4466
E-Mail:	ktortoriello@broward.org

Questions	Yes	No
Was the firm the Prime Contractor?	X	
Did the firm supervise and coordinate the work of the	X	
subcontractor/s?		
3. Were you satisfied with the firms overall performance?	Х	
4. Was the project completed on time?	Х	
5. Was the project completed within the approved budget?	Х	
6. Did the firm work well with the owner?	Х	
. Did they protect owner's interest?	Х	-
8. Did the firm experience high employee turnover?		X
9. Did the firm respond to owner requests in a timely fashion?	X	
10. Did the firm respond to regulatory agency requests in a timely manner?	Х	
11. If there were/are DBE/ACDBE goals for minority participation did the firm meet the goals and if so how? (ownership, subcontracting etc) Please answer below.	Х	
12. Would you engage this firm again? If no, please answer below.	X	
13. What specific service did the firm provide? (taxi dispatching,		
curbside management, parking management) Please answer below.		
14. What was the term of their service? Please answer below.		
15. What was the <i>business form</i> of their term of service? I.e. concession agreement, management agreement etc. Please answer below.		
16. What was the approximate annual budget for the service provided? If concession how much annual revenue. Please answer below.		
17. Are you aware of other organizations utilizing this firm's service? If so who? Please answer below.		
18. Regardless of the outcome or validity did this firm or the procurement process become involved in any public controversy? If "yes" please respond to the following;		Х
a. Was there any media coverage?		X
b. Which media publications/radio or TV covered the story?		X

Verification of References Questionnaire for Fort Lauderdale-Hollywood $_{Page\;6\;of\;6}$ International Airport for Share Ride and Limousine Service Concession By GFLCVB

Additional comments provided by Owner's contact:
Set up a customized website for discounted online reservations for guests traveling to GFL for the city-wide NOBLE conference attendees; approximately 400 of 1200 total attendees utilized this complimentary service (provided on behalf of CVB as a client commitment), and were greeted curbside at the airport and provided transfers to the Diplomat Resort. Subsequent reporting and billing was also expedited in a professional manner with glowing feedback from the NOBLE client on the service provided. This option saved the CVB approximately \$15,000 and greatly enhanced the overall guest experience.
7/27-8/2/2018
1121-01212010
Invoiced post-event based on actual usage
invoiced post-event based on actual usage
Event Budget: \$5k
Event Badget. Tok
As a long-time CVB partner, the customized group website option (posted within our microsites) have been an excellent value-add service enhancement solution for many clients over the years.