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## Experience and Qualifications

### Responder Information

Model 1 Commercial Vehicles, Inc.  
56396 Frank Pichon Drive  
Slidell, Louisiana, 70458

Ryan Frost | Regional Vice President  
Phone: 800.326.2877  
Email: RFrost@Model1.com

### 1. Background and Experience

Operating 23 full-service locations, Model 1 Commercial Vehicles is the largest bus dealership in the United States representing over 20 major vehicle manufacturers. The Company's team of vehicle sales representatives possess over 560 years of cumulative vehicles sales experience, resulting in 5,000+ vehicles sold nationwide every year.

Model 1 Commercial Vehicles is dedicated to servicing its customers at the highest possible level. Nationwide, the Company has more than 270 company operated service bays dedicated to pre-delivery inspections, warranty, and service work. Green Alternative Systems (GAS), a division of Model 1 Commercial Vehicles, has performed over 10,000 alternative fuel conversions (CNG, Propane, and Electric). Additionally, the Company is the only dealership in the nation to possess multiple Ford-certified, Qualified Vehicle Modifier (QVM) dealership locations.

Model 1 Commercial Vehicles has a dedicated customer service department to manage all pre- and post-sales needs of its customers. The Company has a team of 25+ dedicated outside and inside parts sales representatives responsible for handling all customer parts needs. Model 1 Commercial Vehicles currently holds multiple State Purchasing Contracts, a partial listing of contracts is shown below.

#### **Nationwide Transit Contract Experience (a partial listing of significant projects)**

- Orange County Transit (OCTA) Over 950 Paratransit Buses & Vans
- City of Los Angeles (LADOT) Over 500 Paratransit Buses
- Caltrans/DGS Over 5,000 Paratransit Buses & Vans
- RTC Las Vegas Over 400 Paratransit & Transit Buses
- Access Services Over 1,000 Paratransit Mini Vans
- Dallas DART Over 400 Paratransit Buses
- Florida (FDOT) Over 600 Paratransit Buses & Vans
- GSA Over 350 Paratransit Buses
- Arizona Dept of Trans (ADOT) Over 600 Paratransit Buses & Vans
- North Carolina (NCDOT) Over 600 Paratransit Buses & Vans
- Texas (Multiple Contracts) Over 1,200 Paratransit Buses & Vans
- Washington (WSDOT) Over 650 Paratransit Buses & Vans
- Oregon (ODOT) Over 300 Paratransit Buses & Vans

- Oklahoma (Multiple Contracts) Over 400 Paratransit Buses & Vans
- New Mexico (NMDOT) Over 450 Paratransit Buses & Vans

Model 1 Commercial Vehicles currently holds transit contracts and/or services customers in the following states: WA, OR, CA, NV, ID, MT, WY, UT, CO, AZ, NM, KS, OK, TX, IL, IN, AR, LA, MS, AL, GA, FL, NC, SC, PA, TN, MD, and MA.

### **Customer Service Capabilities**

Model 1 Commercial Vehicles' service locations are located within the contract requirements of all recipient locations. The Model 1 Care and Technical team are available to assist immediately as needed. The Company has the authority to deploy internal and factory personnel from any discipline including engineering, manufacturing, parts, service, and management in response to a customer's needs. No delay in problem resolution due to out-of-state factory personnel availability is experienced. Swift and accurate resolutions to issues and needs are achieved through factory personnel directly reviewing issues, "firsthand," as they are presented.

Model 1 Commercial Vehicles has excellent relations with all major component manufacturers. The Company's Service Technicians and supervisory team are certified by John Deere, Cummins, A/C Carrier, MCC, Trans Air, Thermo King, Freedman Seating, Ricon, and Braun amongst many others. Service Technicians are graduates of the Automotive Technical College, and many are Automotive Service Excellence (ASE) Master Technicians.

The Model 1 Commercial Vehicles' Parts and Service Department is dedicated solely to the service and support of commercial and transit buses and does not service any other type of equipment, school buses or trucks. Such focus ensures an unmatched level of competency in the industry. Technical assistance can be provided immediately during business hours by contacting Model 1 Commercial Vehicles service technicians. A complete description of warranty policy and procedures can be provided upon award.

With over 5,000 units sold annually, Model 1 Commercial Vehicles has the largest "fleet" of vehicles in service in the nation. This gives the Company the most vehicle performance data in the industry. The Company is exposed to issues with vehicles across the country in a variety of operating conditions. This data allows the Company to recognize issues well in advance of smaller dealers that do not service the volume of vehicles Model 1 Commercial Vehicles does. This translates to quicker warranty approvals and repair execution for customers, as many times the Company has already seen the issue prior to receiving the call. Additionally, our technical support team has an information sharing process that communicates common issues and repairs, resulting in reduced troubleshooting times frames and quicker repairs. All of this allows the Company to get customer vehicles back up and running in the quickest manner possible, minimizing downtime for the department's end users.

**List of Centers**

One call to our dedicated Model 1 Care team will initiate immediate warranty service and technical response. Model 1 Commercial Vehicles is an authorized repair facility for all products represented. The Company has the authority to make on the spot decisions regarding warranty repairs and approvals. In addition to the Company operated facilities, local warranty repair facilities will be authorized to perform the required repair on an as needed basis. Our intent is to make all warranties and service as local as possible while providing the customer with the best possible service. Our team of certified technical advisors are available to assist with any necessary troubleshooting efforts. This ensures less downtime and a better overall experience for the department's end users.

**Spare Parts and Inventory Levels**

A critical part of the project is a quick response time to service assistance and parts supply. Model 1 Commercial Vehicles operates dedicated parts warehousing operations with over 60,000 square feet of capacity and \$10,000,000 worth of inventory. The Company stocks significant parts supply at all its locations. In addition, the Company operates dedicated parts warehouses in Arizona, California, Florida, Indiana, Georgia, Pennsylvania, and Texas.

One call to our Parts Department will facilitate the end user's needs. With 25+ dedicated employees, Model 1 Commercial Vehicles' Parts Department has over sixty years of cumulative experience in this field. Most parts can be shipped within twenty-four hours of order. A complete description of the parts policy and procedures can be provided upon award.

**Inspection procedures**

Due to Model 1 Commercial Vehicles' proximity to manufacturers' locations, the Company has inspectors on site during vehicle builds. The Company has a team of inspectors located in Elkhart, Indiana that visits manufacturer facilities on an ongoing basis. This allows the Company to catch any potential issues during the building process, prior to customer receipt. Once completed at the manufacturer, vehicles are delivered to a Company location for additional inspection. In many cases these vehicles flow through Model 1 Commercial Vehicles' Elkhart inspection facility immediately following completion. The Elkhart facility is over 50,000 square feet and processes deliveries of approximately 1,500 vehicles yearly. Any issues identified can be repaired in house or sent back to the manufacturer for repair. Next, vehicles are shipped to one of the Company's local facilities for final PDI (Pre-Delivery Inspection). This additional inspection allows the Company to catch any issues that may have occurred during the initial driving period of the vehicle. Any deficiency noted shall be repaired before delivery. All documents required under the contract shall be provided upon delivery or pickup. The Company inspection processes mentioned above are all in addition to any inspections performed by the manufacturer and/or line inspectors hired by the end user.

**2. Key Personnel and Experience****Contract Management Team**

- Tony Matijevich | President

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- TJ Matijevich | Vice President Sales
  - JR Sauder | Senior Vice President
  - Ryan Frost | Regional Vice President
  - **Micah Bailey | Sales Executive, Project Manager**
  - Nick Corley | Sales Operations Manager
  - Carl Henderson | Senior Director of Service
  - Jason Hultman | Fleet Warranty Administrator

### 3. Fiscal Responsibility

With a 40 year history, 23 locations nationwide, and 350+ employees, Model 1 Commercial Vehicles has the necessary longevity and financial stability to service any contract of any size. Since 1980, the Company has grown to service customers in every state in the U.S. More than 50% of the Company's facilities are owned facilities, not leased properties, with significant investment in renovations, equipment, and employees.

Model 1 Commercial Vehicles has long standing relationships with vehicle floorplan providers and banking partners. Floorplan relationships go back 20+ years and the same goes for its banking relationships. The Company has achieved increased revenue, sales, and transaction growth year over year for the past 10+ years.

### 4. Delivery Performance

Model 1 Commercial Vehicles prides itself on delivering vehicles on time with all specifications met. The Company has not paid liquidated damages on any transit contract in the past five (5) years.

### 5. Ownership History and Statement Regarding Judgements and Violations

Originally founded in 1980 as Creative Transportation Systems (CTS), the Company was later renamed Creative Bus Sales, Inc. in 1990 and now Model 1 Commercial Vehicles, Inc. since 2023. The current owner, Tony Matijevich, purchased the Company in 1993 and it has been family-owned and operated since. Prior to purchasing Model 1 Commercial Vehicles, Tony was the President of Eldorado National, the largest manufacturer of small and mid-size buses in the nation at the time. Under the current leadership and vision, Model 1 Commercial Vehicles has become the largest-volume small, mid, and large-size bus and van dealership in the United States. Over the past 40 years, the Company has expanded its scope through a combination of dealer acquisitions and organic growth.

Model 1 Commercial Vehicles was incorporated in the State of California in 1993 under the current ownership. Model 1 Commercial Vehicles has had no judgments, litigation, licensing violations or other violations outstanding or resolved against it within the past five (5) years.

### 6. Additional Information

Model 1 Commercial Vehicles Nationwide Locations:

1. Chino, CA

2. Sacramento, CA



**MODEL 1 COMMERCIAL VEHICLES**  
9225 Priority Way W. Dr.  
Suite 300  
Indianapolis, IN 46240

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|-------------------------|----------------------|
| 3. Canby, OR            | 14. Elkhart, IN      |
| 4. Mukilteo, WA         | 15. Buffalo, NY      |
| 5. Phoenix, AZ          | 16. Canonsburg, PA   |
| 6. Albuquerque, NM      | 17. Carlstadt, NJ    |
| 7. Colorado Springs, CO | 18. Hudson, NH       |
| 8. Irving, TX           | 19. Jacksonville, FL |
| 9. Lewisville, TX       | 20. Davie, FL        |
| 10. Tyler, TX           | 21. Orlando, FL      |
| 11. Rogers, AR          | 22. Charlotte, NC    |
| 12. Slidell, LA         | 23. College Park, GA |
| 13. Jackson, MS         |                      |

**Notices should be sent c/o**

Ryan Frost Model 1 Commercial Vehicles, Inc. 56396 Frank Pichon Dr., Slidell, LA, 70458  
Phone: 800.326.2877 Fax: 909-465-5529 Email: RFrost@Model1.com

**Preparer**

Nick Corley, Transit Bid Manager for Model 1 Commercial Vehicles, Inc., is the preparer of this proposal.

**Flexible Scope**

Model 1 is committed to flexibility in the products and services offered in the contract upon request by The Jefferson Parish Purchasing Department.

**Independent Pricing**

Model 1 certifies that in connection with this Contract the prices proposed have been arrived at without consultation, communication, or agreement for the purpose of restricting competition.

**Signer(s)**

Each person signing this proposal and/or addenda is the person responsible for or authorized to make decisions as to the prices quoted in the cost proposal and has not participated and will not participate in any action contrary to those stated above.

**Consent**

If awarded a contract, Model 1 will not assign any part of its interest in the agreement without prior consent of The Jefferson Parish Purchasing Department.

**Acceptance of Terms**

Model 1 accepts the Contract Terms and Conditions.



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**Cutoff Dates**

Model 1 agrees to comply with this section. Model year cutoffs are well communicated by the OEM's and chassis dealers alike. We generally receive 60 – 90 day notice and will notify the agency promptly.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Nick Corley'.

**Nick Corley | Transit Bid Manager**  
Model 1 Commercial Vehicles, Inc.