

**MARUTI
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Do It RIGHT...Do It SAFE

FLEET | MANAGEMENT | TRANSPORTATION

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PARTNERSHIP PROPOSAL

**MARUTI
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ABOUT

Maruti's success has been unprecedented in the industry. Built on integrity and dedication, Maruti has consistently exceeded the expectations of our clients. Cultivating our community partnerships, Maruti has garnered a solid track record of success. With a substantial presence in the transportation industry for over 14 years, Maruti has safely served both transit passengers and provider agencies in both Florida and Texas. We provide 24/7 passenger transportation, currently providing nearly three million passenger trips annually. We possess the management expertise, passenger transportation experience, and the dedication necessary to successfully partner with the clients we serve.

Currently, Maruti has multiple service contracts to both sophisticated private companies as well as numerous public agencies. Maruti operates passenger transportation services to both public and private sector markets; former and current clients of Maruti include: West Palm Beach County, Humana, Walt Disney World, Community Transportation Services (Hollywood, FL), Lynx, Jacksonville Transportation Authority (JTA), HMO-MCCI Medical Group(Texas), Lake County(FL), and Florida Airport Shuttle(Fort Lauderdale, FL). Maruti client services include fixed route, shuttle, trolley, and paratransit as well as community transportation.

Maruti is a Certified (WMBE) provider as well as a Woman-Owned and Operated Business. Only Maruti provides personalized, high-quality mobility solutions at a competitive price. Our comprehensive knowledge of transportation services, combined with our team experience, enables us to provide stellar service at a competitive price point. Our team delivers high-quality, innovative mobility solution packages designed to minimize costs, maximize efficiency, and enhance your transportation networks.

Our relationships with our partners in transportation allow us to deliver comprehensive mobility solutions; we achieve our clients desired goals by customizing our approach based upon the unique profile of each community we serve. Initially servicing the medical sector, we have evolved into a high-performance mobility solution company; our recognition in this industry has fostered an ever-growing client base. We have proven that our personalized approach to contract fulfilment is practical; we work closely with each client, navigating the pathway to success.

407.412.5613
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Certified DBE/WBE/MBE/ACDBE/HUB
2301 S. Division Avenue, Orlando, FL 32805

PHILOSOPHY

Safety comes first. Our guiding operating philosophy is "do it RIGHT... do it SAFE. " Our priority to our customers, our employees, as well as to our community partners is to provide safe service. Maruti's track record for safety is "no accident. "Our safety record (accident/incident rate) is unmatched in the industry; safety is our number one priority. The collective attitudes of our employees and our approach to our community partnerships comprise our culture of safety; our training, development, and core values thrive upon a foundation of awareness. Our partners entrust us with the most precious resource we all have, the family members that live and work in our communities. The nucleus of Maruti is our honesty, integrity, and communication; these are the same qualities we extend to our business relationships.

At Maruti, we envision a future in which connectivity extends to real-time mobility: where all city, county, and regional transportation outlets operate concurrently within a cohesive grid. Maruti recognizes that the demands of the ridership are paramount; technological advances have revolutionized the transportation industry. Efficiently streamlining community transport, Maruti strives to connect data, processes, and people.

Customer expectations are influencing the way private and public providers plan and design transportation services and systems, and Maruti has the resources to fulfill these evolving expectations. By merging the ideal features of the public and private sectors, Maruti seeks to design and deploy mobility options. Across the board, partnerships with both industries are the key to sustainability within the transportation field. Maruti continuously offers innovative and sustainable solutions. Through our industry relationships with "extended family," we proudly offer mobility solutions; through partnerships with leading developers of intelligent transport systems (ITS), we can customize the design and implementation of smart travel within your community. Maruti~ making your community safer, smarter, and more responsive to the needs of your residents.

Do It RIGHT...Do It SAFE



WORKING WITH MARUTI

- We take responsibility.
- Built on a platform of transparency and honesty, we have been providing solutions to customers for more than 14 years.
- We offer truth in our products and services, our customers see us as a valuable partner.
- Successful outcomes~ To gain insight into your community, we collaborate closely with your team.
- We are trustworthy~ we dedicate the time and collective effort to understand your community's needs truly ~ we align our goals with your goals.
- We are innovative and adaptable to the organic nature of transportation~ we extend our access to top-rated industry partners; your community benefits from the collective force of the best conceptual team in this industry.
- We pioneer innovative solutions.
- We continually challenge ourselves to find new and innovative solutions that create market-leading outcomes and value for our customers, our communities, and our shareholders.
- We streamline asset functions and operations for our clients.
- We adapt to your needs; we recognize industry evolution and have the systems to respond rapidly and effectively.
- We consistently strive to provide more exceptional service through cost-effective and differentiated solutions, all under the umbrella of safety and efficiency.

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CAPABILITIES

Maruti Mobility Management, has the understanding, experience, the team and capacity to effectively and efficiently design, develop and deploy mobility management solutions that will provide cities, transit agencies and customers cost-effective, robust, world-class transportation systems. Maruti partners with clients to create smart, custom-tailored mobility solutions. Our comprehensive approach enhances the quality of mission-critical processes. We work to meet and exceed our customers' expectations, offering end-to-end innovative and agile mobility solutions that tackle the toughest challenges.

➔ PARATRANSIT



Every community faces different challenges to meet the mobility needs of its residents. To meet these challenges, a sophisticated transit partner is invaluable. A caring partner, dedicated to the community, will ensure safe, efficient, and cost-effective transportation. Maruti will customize a specialized system to provide a cost-effective and high-quality paratransit solution to your community. Dedicated to improving your existing services by increasing safety, reliability, and customer satisfaction, Maruti delivers effective cost-savings measures. We achieve this goal through a calculated consciousness of each community's present and future needs for transportation.

Specialized Services Include:

- Medicaid/ Medicare Transportation
- ADA Paratransit Operations
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- ADA Paratransit Operations
- Dial-a-Ride operations
- VA Transportation
- Private Health Care Transportation
- Transportation Brokerage - Call Center Operations for Reservations, Scheduling, and Dispatch
- Transportation Disadvantage services.

➔ *TRANSIT CONSULTING*



Creating and managing a transit service is difficult for any organization; Maruti's consultation team effectively addresses the needs of complex systems. Maruti is well aware of the issue with companies that fail to implement an efficient, effective transit for their community, employees, or customers. Our consultation team is dedicated and trained in the evaluation of systems; we can build upon existing systems or create new networks. We focus on community needs. Our teams can recommend process or KPI metrics to help your system operate as efficiently as possible. These efficiencies can result in higher on-time performance, productivity, and a decrease in budget allocation. Maruti proudly offers our 14 years of experience in the transit industry to your organization.

➔ *HEALTHCARE TRANSIT SOLUTION*



Non-Emergency Medical Transportation (NEMT) - Paratransit Call Center Management
Maruti is a capable company scheduling and providing transportation to Medicaid recipients, including Paratransit Call Center Operations. Our team of experienced professionals can customize a solution that fits the needs of our clients. Maruti will help reduce transit program costs. The benefit with Maruti is that we have capable call center resources with integrated ground transportation service.

➔ **FIXED ROUTE**



Be it servicing a large city or a local community; we provide turnkey Fixed-Route and Trolley services to our customers. We have expertise in managing all equipment, facilities, staffing, and maintenance. Maruti is proud to be the partner riders can rely on; we ensure that all our clients have access to team members at the highest level. Our partners can depend upon strong local teams and responsive corporate officers to provide a seamless transportation experience.





➔ **SHUTTLE**



Shuttle bus systems are challenging and time consuming to operate, especially when your organization has a myriad of other tasks. Your passengers expect promptness, comfort, and cleanliness. As an organization, you demand the most efficient, cost-effective operation possible (as do we). When your system runs efficiently, it is a seamless process of transporting your passengers to their final destination. An inefficient system can be a negative experience for both your passengers and your budget. Let us assist. Through close collaboration with your team, Maruti will create specialized solutions to meet the transportation needs of your organization. We will deliver exceptional levels of safety, quality, and customer service.

MOBILITY MANAGEMENT

Maruti brings a network of solutions to our communities by using improved forms of mobility solutions and harnessing the latest technologies to provide unmatched transportation and customer service. By using cloud-based communications platforms, we eliminate delay and confusion about the mission at hand. Maruti leverages our in-depth understanding of the transportation industry to understand our clients' goals. By understanding client goals and leveraging our expertise, we can implement products and services that are efficient and cost-effective to the customer. We strive to bring the right solutions to our customers while ensuring that agency budgets are not overextended. We provide a full understanding of the local transportation environment, which helps us inform our customers of optimized commutes: including vanpools, carpools, fixed route, on-demand, and private providers. A transportation provider needs to understand the region, focus on the needs, and listen to the demands of their customers; these are the elements necessary to achieve adaptable results.

-  **Flexible Fixed Route and Route Deviation**
-  **On-Demand Ride Request Via Mobile App**
-  **Autonomous Shuttle**
-  **Micro Mobility**

We strive to become the leading mobility manager in the industry, one that provides positive social and economic benefit to the communities we serve. Through improving the quality of life for residents and consumers, we expand mobility choices and promote independence.

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LEADERSHIP

NITA PARIKH

Founder

Ms. Parikh has been a leader in transportation management since 2004. She is the founder and owner of Maruti, which has within a short period of time experienced exponential growth by serving individual paratransit customers as well as helping communities build transit systems. Ms. Parikh has a background in logistics services, transportation management of paratransit and fixed route operations and public transportation. Her focus is on providing a safe service that establishes a sense of community within the ridership and within the organization. Ms. Parikh has been described as “hands-on” and is very visible through daily operations.

GLORIA MARTIN

Director of Administration and Human Resources

Mrs. Gloria Martin has more than fourteen years of experience in the transit industry as a paratransit manager; she has held several supervisory and administrative positions. Ms. Martin, in her role as Director of Administration and Human Resources, is responsible for managing and supervising the professional & technical staff. She performs a variety of human resources functions including but not limited to: recruitment/selection, classification/compensation, employee relations, training and organizational development, labor relations, benefits, and affirmative action/equal employment opportunity (AA/EEO)/diversity programs. She is also responsible for overseeing companywide start up operations.

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LEADERSHIP

PARTH PARIKH

Director of Operations

Mr. Parth Parikh is a seasoned transit professional, serving the public transit industry for 5 years in the private sector. Mr Parikh joined the organization after graduating from Pennsylvania State University with a focus in economics. During his time with Maruti, Parth has been responsible for operations management for 90 employees including drivers, dispatch, reservations and scheduling. He was credited with consistently exceeding daily contractual goals of 95% OTP and 1.7 productivity in West Palm Beach, Florida.

He brings an intense focus to the daily performance goals within the spheres of customer service, communication, organizational development, and creates successful resolutions within our engagement with both customers and employees. Responding with sensitivity and a strong working knowledge of industry guidelines, Parth provides the follow-up and documentation concerning regulatory requirements. He is known to foster positive outcomes through his demonstrated ability to transcend cultural differences with his team-building skills. Positivity and productivity are qualities that Parth possess in abundance, and these skills translate into valued corporate conflict resolutions.

EDWARD STEWART

Safety and Quality Assurance Manager

Mr. Edward Stewart is a seasoned safety and transit professional with 15-years of safety and training experience. Mr. Stewart is a committed professional who is continually seeking improvement in the service division. His expertise, in combination with his professional industry certifications, allows him to provide stellar corporate operational support to the local management teams. His overview of the industry consistently allows Mr. Stewart to provide new insights into the efficiency of existing systems, as well as concise and practical supervisory advisement.

NITESH AGARWAL

Director of Finance

Nitesh Aggarwal served as Assistant Vice President at Allegro Corporate Finance from February 2012 to October 2013. Allegro Advisors is one of the leading boutique investment banks in India with a focus on healthcare, consumer, IT among other sectors. Prior to this, he was Assistant Vice President at New Enterprise Associates from September 2010 to February 2012. New Enterprise Associates is an \$11bn expertise in Investing, Portfolio Management, Investment Banking and Exit.



info@marutius.com



www.marutius.com



407.412.5613 Orlando Main Office



407.412.5622 Fax



2301 S. Division Ave., Orlando, FL 32805



210.227.1900 San Antonio



210.227.1902 Fax



12018 Warfield St., San Antonio, TX 78126



361.904.0095 Corpus Christi



361.904.0096 Fax



2820 South Padre Island Dr., Suite 104, Corpus Christi, TX 78415

