



## **Business Operation Executive Summary**

Rift Valley Transportation, Inc. is a privately owned and operated transportation company located in St, Paul, Minnesota. It was established in December 2005 and started its operation with one Van and one driver with a vision to be one of the best transportation providers in the Twin Cities Metro Area. Currently, the company is working with several Minnesota School Districts, non-profit social service agencies and other privately owned companies. As a result of its relentless effort to materialize its vision, the company has built such a huge reputation of reliability and dependability from its customers and stakeholders over the past 15 years of its operation. Today, there is a great demand for the service of the company, particularly from the school districts in the area.

In addition to the service it provides to students, the company played a significant role in opening job opportunity for many job seekers. Over the past three years alone, more than 200 people were hired and worked in this company. The experience they gained with us gave many of them the opportunity to be CDL drivers with other big transportation companies. Currently there are more than fifty part time drivers, three full-time, and three part-time office staff working in the company.

The company purchased the property at 45 Empire Drive Saint Paul MN 55103 for the purpose of expansion of the operation site for the company business. As the company provides transportation service to special education needs, homeless students, and students who go treatment facilities. The property is intended to be used as office space, parking space and maintenance and repairs shop.

This business plan is prepared for the purpose of giving necessary information regarding the operation plan of Rift Valley Transportation, Inc. to the City of St Paul with special focus to the usage of the building at 45 Empire Drive St Paul MN 55103. This operation plan presents the importance of getting public auto shop including repairs and body works.



## **A) The Need for Auto Shop and Body Painting**

Since this building has sufficient spaces to store company vehicles as, repair works and boot for body painting its intended to help company generate income especially during this COVID 19 time when nearly 100 percent students going to be distance learning when our business entirely dependent on students' transportation. And also, the auto repair shop is expected to provide services to the company driver and the general public or surrounding community.

**Currently, we have completed all necessary improvements including Trench drain, HVAC and waste flammable trap and we are given permission to utilize it. As there is existing painting boot available and approved for previous user or owner of property so, kindly request approval for general public use. All other stuff such as electrical and mechanicals are maintained well and in a good working conditions.**

## **B) About the Operation of the company**

We provide routing services to the school districts that they do the routing themselves and send the route information to our office. We give orientation to drivers on this pre-arranged route information so that they handle the route themselves. As the routes for drivers are pre-arranged, the drivers are not expected to come to base or office frequently. Most drivers come to base to pick up vehicles in the morning and return vehicles in the evening at the end of their shift. Some drivers come to base only once a week to get updates on their routes.

## **C) Future plan of Growth**

Over the last 15 years the company has worked hard and, thus built such a huge reputation of reliability and dependability from its customers and stakeholders. Today, a number of school districts and insurance companies express their greatest satisfaction with the service of this company and are encouraging the



company to double its intake capacity. Last year this time ,there were more than sixty part time drivers, three full time and three part-time office staffs working in the company. This company provides transportation service for more than 700 customers(Students)everyday. In regard to its future development plan, we like to focus more on quality service rather than increasing the size. Although the demand for this service is increasing from time to time, the shortage of dependable drivers is one of the major challenges of this industry. As most of the experienced drivers go for CDL and drive the yellow Bus, the turnover is very high. As a result, we like to keep the current size with very minor change for the next 5 years.

#### **F)Organizational Structure of the Company**

The company has well established organizational structure. The President and CEO of the company is mandated a role of providing leadership to the company with special focus on planning, organizing and coaching the business of the company. The Operation Manager is mandated to coordinate the day to day operation of the company business. The Human Resource Manager is responsible for hiring, training and overseeing compliance to company policy and procedures. The Company has three additional part time office staff: Dispatcher, and two billing workers.

#### **I) Job Opportunity**

The company has opened job opportunity for more than 200 hundred people over the past three years alone. Many struggling individuals come to our company and we give them training on driving. Their experience with our company gives them an opportunity for commercial driving license and most of them are yellow bus school drivers at this time. We continue to hire drivers and this a good opportunity for the community around our office. For this particular auto shop and painting will give job opportunity for about 7 employees.



#### D) Times of Operations

Our times of operations as follows

In the morning we open for the public at 8:30 am and close in the evening at 6:30