



REQUEST FOR INFORMATION

SRTA AND GWINNETT COUNTY TRANSIT OPERATIONS AND MAINTENANCE SERVICES

ISSUED BY: State Road and Tollway Authority (SRTA)

SRTA RFI Number 20-070

Richard Sawyer, Issuing Officer
245 Peachtree Center Avenue, Suite 2200
Atlanta, GA 30303

Schedule of Events

Issue date	May 4, 2020
Deadline for submitting questions	May 15, 2020 (2:00 PM)
Posting of official answers	May 25, 2020
Submittal due date	June 8, 2020 (2:00 PM)



1 General Information

1.1 Purpose of Solicitation

The State Road and Tollway Authority (“SRTA”) along with the Gwinnett County Board of Commissioners requests information from firms specializing in providing Transit System Operations and Maintenance Services. It is the hopeful intent of SRTA and Gwinnett County (“County”; collectively, “Owners”) that all such firms interested in potentially providing future services to the Owners will participate by responding to this Request for Information (RFI), and such responses will inform and aid the Owners in finalizing preparations for a subsequent formal Request for Proposals (“RFP”) procurement process to select and retain a contractor to operate, maintain and administer all services for the Gwinnett County Transit (“GCT”) System/Xpress Services.

By issuance of this RFI, the Owners invite interested, capable Transit Operations firms to provide informative feedback as further described and requested in this RFI. Information received in response to this RFI will help facilitate subsequent issuance of the planned RFP, and, some input received from respondents to this RFI may be incorporated into a final scope of services that will provide the basis for the RFP solicitation.

Therefore, responses to this RFI will be valuable to, and appreciated by SRTA and the County. However, it is not an absolute requirement for potential proposers (to a subsequent RFP) to respond to this RFI solicitation, and any upcoming RFP evaluation criteria for the scope(s) indicated herein shall not include consideration of responsiveness to this RFI or content of RFI response(s).

1.2 Currently Planned Scope of Services and Budget

The Owners currently envision a comprehensive services scope for GCT System and Xpress Transit Operations which consists of furnishing all labor, machinery, tools, means of transportation, supplies, equipment, materials, safety equipment, services and incidentals required to deliver the Scope of Services in Section 3 and subsequent sections of this RFI.

The GCT System service consists of (four (4) commuter fixed routes, one (1) reverse commute fixed route, and seven (7) GCT local fixed routes with complementary ADA paratransit service. The Xpress service currently consist of 25 commuter routes from 24 park & ride lots operated from the GCT System’s North and Xpress South facilities. Currently, the goal of the planned procurement is to secure a long-term contract for a comprehensive scope of operational, maintenance, administration and related ancillary services, such that nothing remains to be purchased, provided or supplied by SRTA or the County, other than existing SRTA or County-owned buses, certain related equipment and other peripheral items to be listed in the planned RFP.

The Owners envision that SRTA and the County will individually contract with a successful future proposer (to the upcoming RFP) for Operations and Maintenance Services as further describe herein, and are in agreement to work cooperatively together with a selected Contractor to ensure the Contractor and the



Owners can leverage the benefits for both services to maximum advantage. This may include, but is not limited to, utilizing common maintenance and operations bases, utilizing overlapping personnel in Xpress and GCT services, centralizing overhead functions such as overall management staff, creating single efforts to recruit and then train Operators and mechanics, optimizing joint use of safety and training expertise and resources and operations supervision, creating efficiencies in parts inventories, fuel purchase and inventory, and optimizing other aspects of the comprehensive operational scope to gain the maximum degree of cost effectiveness and reduce duplication.

Among other informational objectives indicated herein, SRTA and the County are interested in how the industry experts- firms that specialize in providing Transit System Operations and Maintenance Services-view this “leverage” arrangement, and, also interested in obtaining their insights into gaining maximum advantage from such a cooperative effort, and/or other aspects, including other possible arrangements.

SRTA has estimated that its budgetary need for delivery of the envisioned Scope of Services, inclusive of fuel for the North Operations Facility, is \$18,800,000 for Fiscal Year 2022. (SRTA pays fuel supply for South Operations Facility). Gwinnett County’s operating budget for 2020 is approximately \$20,000,000. SRTA is exempt from Federal excise taxes; no payment will be made for any taxes levied on prospective Contractor’s employee’s wages. SRTA and Gwinnett County is also exempt from State of Georgia and local sales and use taxes.

1.3 Envisioned Term of Contract and Federal Participation

It is currently planned that a prospective Contractor shall perform all services required in a Contract resulting from an upcoming RFP procurement, and as called for in any subsequent amendments, for the period of three (3) years as set out in a Contract suitable to the Owners. SRTA and Gwinnett County currently plan to retain the option of renewing any resulting Contract for up to two (2), one-year renewal periods, however, industry perspective in response to this RFI will be welcome, to aid that determination.

The contracts to be awarded as a result of this solicitation are envisioned to be financed in part by funds from the United States Department of Transportation (USDOT) as awarded through programs of its operating administrations, including the Federal Transit Administration (FTA). As such, all FTA requirements governing the use of federal funds shall be in effect in any prospective contract, and respondents to this RFI shall consider FTA requirements in providing their input to the scope.

1.4 RFI Events and RFP Solicitation Schedule

RFI Issue date	May 4, 2020
Deadline for submitting questions	May 15, 2020 (2:00 PM)
SRTA posts official answers	May 25, 2020
Information Submittal Deadline	June 8, 2020 (2:00 PM)
<i>Anticipated SRTA RFP Issuance</i>	<i>Late June, 2020</i>
<i>Anticipated Proposal Submission Deadline</i>	<i>Mid-September, 2020</i>
<i>Anticipated Oral Presentations</i>	<i>Mid-October, 2020</i>
<i>Anticipated Award</i>	<i>Mid-November</i>
<i>Turnover Period:</i>	<i>January 1, 2021-June 30, 2021</i>
<i>Service Start Date:</i>	<i>July 1, 2021</i>



Information submitted in response to this SRTA (RFI) Solicitation No. 20-070 must be submitted as instructed in Section 2 herein.

1.5 Restrictions on Communications with SRTA and the County

From the date of issuance of this solicitation through the date of submission of information to SRTA, interested potential respondents are not allowed to communicate with any SRTA or County staff or Board/Commission Members regarding this solicitation. All communications concerning this solicitation should be directed to the Issuing Officer. Prohibited communication includes all contact or interaction regarding this solicitation, including, but not limited to, telephonic communications, emails, letters, texts, or personal meetings. Unauthorized contact regarding this solicitation may result in disqualification for subsequent procurements related to this scope.

Oral communications regarding this solicitation shall not be considered official communications. Neither SRTA nor the County is responsible for any oral statements made by its employees or representatives regarding this solicitation. All official communications to and from SRTA and/or the County regarding this solicitation shall be transmitted in writing.

1.6 Contact Information/Issuing Officer

All inquiries, offers, submissions, and/or other correspondence regarding this solicitation must be directed in writing to:

Richard Sawyer, Issuing Officer
State Road and Tollway Authority
Email: rsawyer@srta.ga.gov

1.7 Questions

Please review the RFI and submit any and all questions or requests for clarifications to the Issuing Officer by the deadline dates and time specified in this RFI. Questions regarding the RFI must be submitted in writing, by electronic mail in accordance with the Section 1.5. Written questions must be submitted to the attention of the Issuing Officer, in accordance with Section 1.6, above.

SRTA and the County reserve the right to revise or amend the RFI up to the time set for the submittal deadline. Such revisions and amendments, if any, shall be announced by written addenda to the RFI. Upon issuance, addenda will be considered part of the RFI and will prevail over inconsistent or conflicting provisions contained in the original RFI.

Should there be any changes made to the RFI as a result of questions received, the SRTA shall post a formal addendum to the RFI. Answers to questions received by the applicable deadline will be posted to both the Georgia Procurement Registry website at http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp and the SRTA website at <https://www.srta.ga.gov/procurement/>.

It is the sole responsibility of the Respondent to make itself aware of SRTA's answers. Responses to questions are provided as information only and do not in any way alter the contents of the solicitation



inclusive of the Scope or of future related procurements, unless so indicated by addendum.

2 Submission Instructions and Terms and Conditions for Respondents

2.1 Deadline for Submission of Information/Late Submittals

Information submitted in response to SRTA RFI Solicitation No. 20-070 must be received by SRTA no later than 2:00 p.m. (EST) on June 8, 2020 to ensure that it is reviewed properly for full benefit and potential incorporation of some the information into the upcoming RFP procurement process. Information received after the submission deadline is subject to rejection or non-inclusion.

2.2 Format for Submittals

An electronic original of the submittals shall be prepared. One complete copy must be provided via email as a SINGLE .pdf file. Each submittal shall include a transmittal letter as a part of the file. Submittals must be printable on standard (8½" x 11") paper. The pages of the submittals must be numbered. A table of contents must be included to identify each section as prescribed in this RFI.

Responses are limited to **35 printable pages or less** using a minimum of size 11 font. Each submittal shall be prepared simply and economically, providing straightforward, concise information. Irrelevant displays and promotional materials are not desired. Emphasis must be on completeness, relevance, and clarity of content.

All submittals must be prepared and submitted in accordance with the format and content requirements specified below.

2.3 Requested Information (Deliverables):

The Owners request that the following informational deliverables be included in the Respondents' submittals, as appropriate for each Respondent. The Owners understand individual Respondent firms are unique, and each Respondent will likely provide differing levels of detail and types of information from other Respondents.

The Owners request that Respondents provide concise, reasonably complete information for each requested deliverable, to the extent possible. The Owners, however, do not expect exhaustive detail nor extensive information on every scope item from the Respondents, but will appreciate responsive, concise submittals, free of unnecessary marketing materials and/or elaborate graphics.

The submittals must be categorized and numbered as outlined below. Each submittal should be prepared simply and economically, with thoughtful attention to the informational needs of SRTA and the County for subsequent preparation of a complex, comprehensive services procurement. References in submittals to websites or to other sources of information should be clear, intuitively accessible, and relevant to the



corresponding category.

A. RESPONDENT INFORMATION

1. Provide basic company information: company name, address, name of primary submitting contact, telephone number, email address, and company website. If the firm has multiple offices, the submittal should include information about the parent or main company and any local branch office separately. Identify main administrative office from which an account for a scope such as the Owners' might be managed if the firm were to respond to a future RFP.
2. Provide form of ownership, including state of residency or incorporation, and number of years in business. Is the respondent a sole proprietorship, partnership, corporation, LLC, or other structure?
3. Briefly describe the history and growth of your firm(s). Provide general information about the firm's personnel resources, including disciplines and numbers of employees and locations and staffing of offices.

B. RESPONDENT'S EXPERIENCE

1. Provide concise, general information on the firm's experience in providing Transit Systems Operations and Maintenance such as described in the envisioned scope herein, and any related services for programs/clients similar in complexity, size, scope, and function to the Owners and envisioned scope herein. Describe 3 systems, programs or clients, in order of most relevant to least relevant to the envisioned scope, that demonstrate the firm's qualifications to provide expert perspective and industry information to the Owners. For each system/program/client, the following should be provided:
 - a. Client entity name, service location and dates during which services were performed.
 - b. Clear general description of services performed by your firm.
 - c. Overall service budget.
2. Provide a brief, general statement on the firm's experience and qualifications in a complex operational management role for similar clients. Point out any operational management of systems of extreme complexity, including experience in providing leadership in systems or scopes that are highly challenging. Briefly include any industry ratings or national achievement recognitions to attest to the level of expertise.

C. RESPONDENT'S PERSPECTIVE ON OWNERS' ENVISIONED SCOPE OF SERVICES

Having reviewed the Owner's envisioned Scope of Services in Section 3 (and subsequent sections), herein, and in consideration of the planned procurement and prospective resulting Contracts for SRTA and Gwinnett County, please provide information regarding the Scope of Service and other categories shown in the table, below.

NOTE ON ASSUMPTIONS- In providing feedback/input on scope items, please assume external conditions to scope include known and/or historically prevailing transit utilization levels, normal regional environmental conditions, and stable market conditions and customary traffic patterns. Also assume "Pre-COVID-19" conditions for the purposes of responses to this RFI. (You may, however, offer helpful insight into future public health safeguards which might be suggested as standard for a future



scope/contract for the System.)

<p><u>MAIN SCOPE CATEGORIES (SECTION 3 OF RFI)</u></p> <ol style="list-style-type: none"> 1. Overall Summary* 2. Operations* 3. Service Changes* 4. O & M Facilities* 5. Fuel 6. Vehicles 7. Vehicle Maintenance 8. Facilities & Equipment Maintenance 9. Customer Service* 10. Revenue Collection, Reconciliation & Deposit* 11. Contractor's Personnel* 12. Uniforms 13. EEO / Affirmative Action 14. Disciplinary Policy 15. ADA Requirements 16. Drug & Alcohol Testing 17. Security & Emergency Mgt.* 	<ol style="list-style-type: none"> 18. Safety* 19. Quality Management* 20. Use of Vehicles/Owners' Assets 21. Marketing & Promotional Activities 22. Cont./Owner Service Responsibilities* <p style="text-align: right;"><u>(SECTION 4 of RFI)</u></p> <ol style="list-style-type: none"> 23. Reporting Requirements* <p style="text-align: right;"><u>(SECTION 5 of RFI)</u></p> <ol style="list-style-type: none"> 24. Turnover/Contract Completion* <p style="text-align: right;"><u>(SECTION 6 of RFI)</u></p> <ol style="list-style-type: none"> 25. Turnover/Contract Start* <p style="text-align: right;"><u>(SECTION 7 of RFI)</u></p> 26. Vehicle Condition at Turnover <p><u>ADDITIONAL CATEGORIES FOR RESPONDENT INPUT</u></p> <ol style="list-style-type: none"> 27. Service Continuity (General Discussion)* 28. Performance-Based Management/Service Level Agreement (utilization & optimum metrics)* 29. Current Listed FY'22 Budget (Feasibility for Envisioned Scope)*
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Where appropriate, provide a narrative on of the Scope of Services categories in the table above, which may serve SRTA and the County in gaining insight into the following (*See note at the bottom of this list for instructions*):



- a) A comparison of the envisioned Scope to your firm’s general perspective of “best practices” in the particular category.
- b) Your firm’s perspective on how excellence in customer experience can be best/better achieved in the particular category.
- c) Your firm’s perspective of where technological advances can improve the service category, and in what ways.
- d) Your firm’s perspective on how cost efficiencies might be best/better achieved in the particular category.
- e) Your firm’s perspective on how labor efficiencies and employee satisfaction/retention might be best/better achieved in the particular category. Where applicable, convey your firm’s culture with regard to “local-level” management and its importance.
- f) Your firm’s concerns about any aspect of the particular category in which you may feel the current envisioned scope detail is significantly substandard, not feasible or reasonable, too expensive, etc.

INSTRUCTIONAL NOTE- for Submittal Category “C”, above, please number your desired itemized response (For example, comments on “Best Practices” in “ADA Requirements” would be numbered “C-15-a”.) Please be sure to address the scope categories which are indicated in bold with an asterisk “()”. Address all other scope items as desired.*

2.4 Method of Submittal of Responses

Submittals must be submitted exclusively to the Issuing Officer at the e-mail address noted in Section 1.6. It is the sole responsibility of the Respondent to ensure that its proposal is successfully delivered to SRTA by the specified date and time. E-mails must be submitted with the Subject entitled”:

“Information Submittal in response to SRTA RFI No. 20-070”

2.5 Confidential Information

Any and all information submitted in response to this RFI are subject to public inspection, pursuant to the provisions of O.C.G.A. § 50-18-70 et seq., Georgia’s Open Records Act, upon completion of the prospective RFP process. Each Respondent will be responsible for clearly identifying and labeling any records contained in its proposal as "trade secret" that the proposer has reasonably determined meet the definition of "trade secret" under Section 10-1-761(4) of the Georgia Code and that the proposer wishes to be exempt from disclosure under Section 50-18-72(a) (34) of the Georgia Code or any other applicable law. The Respondent must attach to its proposal an affidavit affirmatively declaring that specific information in the Records constitutes trade secrets pursuant to Article 27 of Chapter 1 of Title 10 of the Georgia Code.

Respondents are advised that their designation as "trade secret" will not be binding on SRTA or determinative of any issue relating to confidentiality. SRTA will not accept blanket designations that do not clearly identify information and materials that are "trade secrets". SRTA may, in its sole discretion, and subject to compliance with the Open Records Laws and other applicable law, treat



the whole of the relevant Section(s)/document(s) that are subject to such a blanket designation as subject to disclosure pursuant to the Open Records Laws.

All material submitted regarding the RFI becomes the property of SRTA and the County. Any activity pursuant to this RFI is governed by all applicable laws, including without limitation, Georgia and Federal antitrust laws. Neither SRTA nor the County is responsible to return to any or all of the information furnished by the Respondent. In no event will the State, SRTA, the County or any of their agents, representatives, consultants, directors, officers or employees be liable to a Respondent or subcontractor for the disclosure of all or a portion of any information submitted in response to this RFI.

2.6 Reserved Rights

In connection with this solicitation, SRTA reserves to itself all rights (which rights are exercisable by SRTA in its sole discretion) available to it under its Procurement Policy and applicable law, including without limitation, with or without cause, and with or without notice, the right to:

- a. modify the procurement process or documentation described in this RFI;
- b. develop the project in any manner that it, in its sole discretion, deems necessary or desirable, including by modifying the scope of the project;
- c. cancel this RFI, or a subsequent RFP, in whole or in part at any time prior to the execution by SRTA of the Contract, without incurring any cost obligations or liabilities except as otherwise expressly stated in this RFI or the subsequent RFP;
- d. issue a new solicitation after cancellation of this RFI or a subsequent RFP;
- e. not issue an RFP;
- f. reject any and all submittals, responses, and proposals at any time;
- g. SRTA reserves the right to request clarification and/or additional information from any or all Respondents as determined necessary by the Owners, in their sole discretion.

2.7 Protest Procedures

SRTA's protest policy shall govern this solicitation, and it can be found at: <https://www.srta.ga.gov/procurement/>.

2.8 Disadvantaged Business Enterprise (DBE) Participation

The requirements of 49 CFR Part 26, Regulations of the U.S. Department of Transportation, apply to this solicitation and any resulting Contract. It is SRTA and the County's policy to practice nondiscrimination based on age, disability, race, gender, color, sex, religion or national origin in the award or performance of this contract. All companies qualifying under this solicitation are encouraged to submit proposals. The requirements of this solicitation apply for all Proposers, including those who qualify as a Disadvantaged Business Enterprise (DBE). Proposers with questions regarding DBE certification may contact the Issuing Officer.



SRTA's overall agency goal for participation by DBEs in its federally funded contracts awarded between October 1, 2018 and September 30, 2021 is 8%. Gwinnett County Transit has a DBE goal of 4.59% for this contract. Additional Contract requirements related to participation by DBEs are specified in Part 3 – Contracts of this RFP.

Contractor may meet the DBE goals through prime or subcontract work. The selected Contractor will be expected to assist the SRTA and the County in meeting its respective DBE obligations throughout the period of performance under this Contract. Both SRTA and the County shall require compliance from the selected Contractor. Each Proposer shall disclose its plan for meeting SRTA's and the County's DBEs goal when submitting the proposal and identify the DBE firm or firms in accordance with the Offer Document #.

A DBE Directory identifying all firms eligible to participate as DBEs is maintained by the Georgia Department of Transportation (Georgia DOT) in relation to the Uniform Certification Program (UCP). **Proposer or subcontractors seeking to participate as DBEs must be certified at the time of bid submittal.**

To access the Georgia DOT DBE Directory, please visit:

<http://www.dot.ga.gov/PS/Business/DBE#tab-2>: cancel Windows Security popup and click on the Directories tab at bottom of web page.

The status of a company as a Disadvantaged Business Enterprise is subject to change. Proposer shall be solely responsible for reviewing and utilizing the most current version of the DBE Directory to ensure that any company listed in its proposal is a certified Disadvantaged Business Enterprise at the time of proposal submission. Failure to list certified DBE Participants in the proposal may subject the proposal to be disqualification.

As an incentive to increase utilization of minority-owned businesses as subcontractors on State purchases, the State of Georgia provides for an income tax adjustment on the state tax return of any company that subcontracts with a State certified minority-owned firm to furnish goods, property, or services to the State of Georgia. The Tax Incentive Program is codified at O.C.G.A. §48-7-38 and is managed by the Georgia Department of Revenue.

2.9 Small Business Participation

SRTA and the County strongly support the participation of small business owners in its contracts. It is the policy of the SRTA and the County to ensure nondiscrimination in the award and administration of USDOT-assisted contracts. It is the intention of the SRTA and the County to create a level playing field on which Small Businesses can compete fairly for contracts and subcontracts relating to its construction, procurement and professional services activities in compliance with the requirement of 49 C.F.R. 26.39.

2.10 Ethical Standards

It is a breach of ethical standards for any SRTA or County employee to participate directly or indirectly in a procurement when the employee knows:

- The employee or any member of the employee's immediate family has a financial interest pertaining to the procurement;



- A business or organization in which the employee, or any member of the employee's immediate family, has a financial interest pertaining to the procurement; or
- Any other person, business or organization with whom the employee or any member of employee's immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement.

SRTA employees are also bound by the Georgia Governor's Executive Order, dated January 14, 2019, for "Establishing a Code of Ethics for Executive Branch Officers and Employees." The Executive Order prohibits SRTA and SRTA employees, or any person acting on their behalf, from accepting, directly or indirectly, any gift from any person with whom the employee interacts on official SRTA business. Therefore, it is unlawful for a potential Proposer, or its subcontractors or suppliers, to make gifts or favors to any SRTA employee. It is also unlawful for any SRTA employee to accept any such gift or favor.

2.11 Conflicts of Interest

Respondent must disclose in detail, with the Proposal, anything that may create a conflict or appearance of a conflict of interest. For purposes of this RFI, "conflict of interest" means any situation or circumstance arising out of existing or past activities, business interests, familial relationships, contractual relationships or organizational structure (i.e., parent entities, subsidiaries, affiliates, subconsultants, etc.) or litigation where: 1.) Respondent, a key team member or key personnel could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of SRTA or the County's independent judgment; or 2.) could or could be seen to compromise, impair or be incompatible with the effective performance of its obligations under the resulting Contracts.

Required disclosures include, but are not limited to: 1.) any current contractual relationships with the SRTA, the County, any of their employees or board members; 2.) any past, present or planned contractual or employment relationships with any officer or employee of SRTA or the County; and 3.) any other circumstances that might be considered to create a financial interest in the Contract by SRTA, the County or any of their respective employees or board members if Respondent is awarded the Contracts. The foregoing list is a demonstrative list and shall constitute a limitation on the Respondent's disclosure obligations.

SRTA and the County, in their sole discretion, will make a determination relative to a real or perceived potential conflict for a Respondent and its ability to mitigate such a conflict. A Respondent found to have a Conflict of Interest that cannot be mitigated, as determined in the sole discretion of SRTA, shall not have its proposal submission evaluated for Contract Award.

Failure to comply with the requirements in this Section 2.16 or to abide by the SRTA's determination in this matter may result in the SRTA disqualifying the Respondent from submitting a proposal, disqualifying the offending team member from participating on a Respondent's team or, following submission of a proposal, discontinuing further consideration of such Respondent and its proposal. Conflicts of interest that arise after the submission deadline, but before the Notice of Award, must be disclosed in detail in writing to the Issuing Officer.



2.12 Submittal Preparation Costs

All costs of submittal preparation, and any other submission costs shall be at Respondent's sole cost and expense. Neither SRTA nor the County will provide reimbursement for any costs associated with preparation.



SECTION 3 ENVISIONED SCOPE OF SERVICES

3.1 SCOPE SUMMARY

SRTA and Gwinnett County seek to retain one Contractor to operate, maintain and administer all Contractor-identified services in this RFP, such that nothing remains to be purchased, provided or supplied by SRTA or Gwinnett County, other than existing SRTA and Gwinnett County-owned buses and equipment listed in this RFP. The Scope of Services to be performed by the selected Contractor includes specific services described below as well as Reporting Requirements in Part III and Turnover/Contract Completion in Part IV.

Specific requirements for elements of the total operation may be shared between the North and South facilities, e.g. classroom Operator training, payroll, street supervision, storage etc. However, shared functions must be approved by SRTA and the County prior to start-up. For all other day-to-day revenue operational and maintenance requirements, each facility must be autonomous with staff dedicated to either GCT or SRTA or shared as required in this document.

Where direction from, or the authorization/approval of a particular change, from "SRTA or the County" is required, the entity affected by such direction or authorization must provide such direction, authorization, or approval.

3.2 Operations

The Contractor shall provide the necessary management, technical and operating services for the operation of *Xpress*, GCT commuter, fixed route local, paratransit and microtransit services as specified by SRTA and the County.

The Contractor shall assist and cooperate with SRTA and Gwinnett County in meeting the objectives of providing quality transportation services. The Contractor shall perform close liaison activities, coordination, and cooperation with SRTA and the County on matters related to operations, monitoring, reporting and service performance measurements, and will respond immediately to any inquiries, concerns, and requests of SRTA and the County.

SRTA and Gwinnett County will be the primary responders to all media inquiries about their respective service. The Contractor will assist in preparing information to support the response to media inquiries. Upon direction by SRTA or the County, the Contractor may be requested to assist in responding to the media.

The Contractor shall establish and implement various operating policies which address SRTA and GCT standard operating procedures and policies; local, federal, and state laws, regulations and ordinances such as clean air standards, idling, noise, bus Operator phone use, etc.

The Contractor shall execute all dispatch duties including Operator sign-in and out, vehicle route assignments, paratransit and microtransit call intake, monitoring of CD/AVL, and operational communications such that a Dispatcher is required to be on duty in the dispatch offices at all times while *Xpress*, GCT commuter, fixed route local buses, paratransit and microtransit vehicles are in service. The Dispatcher will be required to monitor and respond to operational communications, monitor CAD/AVL and provide real time delay information, throughout operating hours and communicate with Operators, supervisors, customer service (including SRTA customer service) and maintenance personnel regarding



operations, service, safety, and customer service issues and all activities related to this work. The Contractor shall keep detailed logs on ALL communications through an automated system to be provided by Contractor and approved by SRTA and the County. Dispatch for North and South can be situated at the South facility, however, Xpress and GCT shall each have their own dedicated dispatch personnel.

The Contractor, when requested by SRTA or the County, will ensure that its Operators will distribute notices to passengers or otherwise render assistance in customer relations, information, promotion, monitoring, and supervisory functions.

The Contractor will ensure that its Operators require each passenger to pay the appropriate fare prior to being provided transportation service with the exception of Xpress PM Service fares, which are collected upon arrival at the park and ride lot. For this, Operators shall request fare payment from all passengers upon exiting. If the farebox is not working, it is the responsibility of the Operator to report malfunctioning farebox equipment to dispatch immediately upon discovery. If an Operator is observed not collecting fares and through investigation it is determined the farebox was functioning properly, the contractor will be required to reimburse SRTA or Gwinnett County all fare revenue that should have been collected by the Operator. If an Operator fails to report malfunctioning farebox equipment as required, and Contractor continues to use the impacted bus to provide revenue service the contractor may be required to reimburse SRTA or the County for any fare revenue that was not collected for the applicable service.

Operators will be required to honor special passes as determined by SRTA or the County; collect, cancel and/or validate passes and tickets; and issue, collect, and validate transfers, in accordance with SRTA and Gwinnett County fare policies. Operators will verify cash fares deposited in the farebox and are not permitted to handle cash fares. If a passenger is unable to deposit a fare in the farebox, due to a disability, the Operator may assist the passenger. Operators will record ridership counts by passenger categories using the electronic farebox system provided on the bus.

Xpress and the County commuter routes interface with the Metropolitan Atlanta Rapid Transit Authority (MARTA) service at several MARTA rail stations. Three of the County's local fixed routes (10A, 10B, 20, and 35) along with the complementary paratransit service interface with MARTA at the Doraville rail station. SRTA and the County have a reciprocal fare agreement with MARTA that provides for reciprocal free transfer privileges for passengers. The free reciprocal transfers are only available when using the Breeze™ smartcard fare collection system.

Operators shall have available at all times during operation of any bus an accurate time piece set each day which conforms to the CAD/AVL system clock, a hole punch for transfers, and a flashlight for pre-trip and post-trip inspections.

Operators will be required to operate wheelchair lifts, or kneeling features and ramps on commuter buses, low floor buses and paratransit vehicles and assist in securing wheelchairs and other mobility devices. Operators will be required to announce all ADA required stops, as directed by SRTA, County policy, and federal law in the event the automated stop announcement system is not functioning or an Operator is operating a coach or bus that does not have the automated feature available.

Operators must fill out pre-trip and post-trip vehicle inspection forms as outlined in the Contractor's operating rules and procedures, and State of Georgia DOT requirements. When equipped on Xpress



coaches, the Operator shall be required to use the revenue vehicle's Clever Devices pre and post-trip inspection system. In the event the Clever Devices pre-post trip system is inoperative, the Operator shall report the defect and use the hand-written inspection forms. Operator's pre and post trip inspections shall include a functional check of the CAD/AVL and radio systems.

SRTA and the County will not pay for a service trip or revenue hours for any revenue vehicle that is driven by a supervisor, manager, safety personnel, and/or other personnel not classified as an Operator during Revenue Hour Service, unless the Contractor has obtained PRIOR authorization from SRTA or the County.

The Contractor shall furnish all equipment and services required in the operation and management of all services, unless specifically identified to be contributed by SRTA or the County.

3.2.1 SRTA Xpress, GCT Commuter and Local Service

Using revenue vehicles provided by SRTA and the County, the Contractor will operate *Xpress*, GCT commuter and local bus service on fixed schedules as specified by SRTA and the County. *Xpress* route maps and schedules can be viewed at the following website (www.xpressga.com) The GCT fixed route maps and schedules can be viewed at the County's transit website (www.gctransit.com), click on 'Routes & Schedules' The daily operating statistics for current service operating levels are included in Part X.

The Contractor shall be responsible for developing, and providing to SRTA and the County for approval, all schedule block and run cuts. The Contractor shall be responsible for developing and distributing all schedule Operator shift run cuts in conformity with SRTA and the County's prior approval and specifications. For any subsequent route and schedule changes during the performance of this Contract, SRTA or the County will provide route, span of service, headway and service frequency changes to the Contractor for developing subsequent schedule block and run cuts. The Contractor shall provide schedule block and run cuts in a format compatible with the affected services CAD/AVL system. The selected contractor may be required to provide schedule block data for *Xpress* service not covered under the terms of this contract for purposes of consolidating data into the CAD/AVL system.

Xpress, GCT commuter and local bus service shall be operated in strict accordance with the operating days and hours, routes and schedules set forth in the current Master Schedule, and the Contractor shall provide such service in a safe, professional, and courteous manner. *Xpress*, GCT commuter and local bus service hours and peak period vehicle requirements may vary over the term of the Contract depending upon funding, other considerations, and/or direction from SRTA or the County. The Contractor shall not place any vehicles into "extra service" on a route without express written permission of SRTA's Project Manager for *Xpress* service or the County for GCT commuter and local service.

Xpress and GCT commuter service shall not be operated on the major holidays designated by SRTA or the County, which currently are: New Year's Day, Dr. Martin Luther King's Birthday (observed), Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Black Friday, and Christmas Day.

SRTA and the County reserve the right to unilaterally amend the holiday schedule during the contract year, should it become necessary. SRTA and the County reserve the right to not operate



any service or operate limited schedules on days surrounding designated holidays such as Wednesday before Thanksgiving, Christmas Eve, New Year's Eve and on other holidays not listed, during the course of the Contract. SRTA and Gwinnett County shall designate holiday schedules for each respective service the upcoming year in the December prior to the approaching calendar year.

The Contractor shall be authorized to deviate from established routes when necessary to avoid construction work, disabled vehicles or other obstructions within the public right-of-way. All deviations are to be reported immediately to SRTA or the County.

In the event that an *Xpress*, GCT commuter or local bus operates more than ten (10) minutes behind schedule, the Contractor shall report the occurrence to their respective client and customer service department (SRTA or the County) immediately and take all available steps to restore on-time performance. The Contractor shall establish procedures, subject to SRTA and the County's review and approval, to review root causes and restore on-time performance in a timely and on-going consistent manner. The Contractor shall include in their procedure a process for ensuring schedule adherence, most notably during PM service to and from downtown Atlanta. Street supervisors shall not be utilized as pullout officials during AM and PM peak service periods.

The Contractor must provide a reliable monitoring program to ensure high-performance service delivery in achieving consistent on-time performance for each system. The resources provided to the Contractor such as Clever Devices, Avail, Transtrack and other programs can be utilized by the Contractor for the implementation of this program. The Contractor will be responsible, through routine daily monitoring of transit services, for accumulating accurate data and assembling reports that provide operational performance metrics. The monitoring will include counting and reporting SRTA *Xpress* and GCT commuter passenger boardings by trip. Contractor will also provide reporting, as requested, related to fixed route local passenger counts by trip or block, run-time data, on-board ride-checks and analysis of schedule, route or service problems to assist in identifying equipment, schedule, or service level improvements.

The Contractor shall be responsible for adjusting transit monitoring personnel levels and utilizing existing personnel with other permanent duties as needed to assist in ensuring a consistent high quality of service. The monitoring plan and procedures are subject to SRTA and/or the County approval.

A strong **Supervision Component** is required that provides adequate street supervision at all times revenue vehicles are operating. The Contractor must implement a program that provides adequate geographic coverage throughout the transit system's service area with assurances that there will be a prompt response to accident investigation or service incidents. Because of the geographic size of the service area, street supervision staffing must be evaluated carefully. When developing street supervisory staff levels and assigned staging location, the Contractor must account for traffic density, potential incident deployments to the extreme boundaries (and potential response times), and amount of equipment in service. SRTA and the County require an immediate response time to service incidents across the service area. Special emphasis must be given to supervisory presence at key downtown locations and MARTA stations, Gwinnett Transit Center, and park and ride lots. Street supervisors shall not be utilized as pullout officials during AM and PM peak service periods. The Contractor shall immediately notify SRTA or the County of a service incident.



The Contractor is required to maintain records and provide such records to SRTA and/or the County upon request, of the names of supervisors who worked on Xpress, GCT fixed route express and local service, and the number of hours worked, per day. On a daily basis, Xpress and fixed route express and local service supervisors shall conduct an on-time check of 10% of all trips. The Contractor shall develop a monitoring plan and procedures subject to SRTA and County approval. Time check reports shall be turned into the respective client on a daily basis.

The Contractor shall perform all scheduled services subject to SRTA and Gwinnett County's operating standards for service performance. Service shall be provided as requested or according to any adjusted schedule established by SRTA or the County, including route modifications required as a result of a declared emergency. The Contractor shall not supply vehicle revenue hours when such hours are not scheduled, as SRTA and/or the County will not pay for such hours.

Operator reliefs are the responsibility of the Contractor and shall not disrupt the continuity of service. If a major disruption in service occurs, the Contractor shall notify the respective client (SRTA or Gwinnett County) immediately. If the Contractor should be unable to provide alternative service, SRTA or the County may then elect to secure the necessary services. Should SRTA or the County elect to secure such service from other sources, the Contractor shall be liable for all such costs incurred.

3.2.1.1 SRTA Xpress Service Hours and Buses

The SRTA Xpress routes operate Monday through Friday excluding designated holidays. Based on the current operations, Xpress has a total of 27 commuter routes. Contractor will oversee 25 Xpress routes. Based on the current operations the North Facility that is shared with GCT operates 12 routes: (400, 401, 408, 410, 411, 412, 413, 414, 416, 417, 419, and 428). The South Facility operations has responsibility for 13 routes: (423, 426, 430, 431, 432, 440/441, 442, 453, 463, 482, 483 and 490). There are other SRTA Xpress routes not covered under the term of this Contract which are operated through another intergovernmental agreement with Cobb County. SRTA Xpress service included in this RFP currently operates a daily service level of 411 revenue hours and utilizes 114 buses for the AM peak pullout and 120 buses during the PM peak pullout. This is an annual service level of approximately 102,322 annual revenue hours assuming 249 operating days per year. Refer to Part X for route hours and miles.

A total of 150 diesel MCI buses are available to provide the SRTA Xpress service. As of this RFP, 90 buses are assigned to the South, and 60 to the North facilities. SRTA reserves the right to move routes and buses at their sole discretion... Refer to Part XI, MCI buses.

3.2.1.2 GCT Commuter Service Hours and Buses

The GCT commuter routes operate Monday through Friday excluding designated holidays. Based on the current contractor run cut, the four (4) GCT commuter and one (1) GCT reverse commute routes (101, 102, 103, 103A, and 110) are currently authorized at a daily service level of 219.48 revenue hours (revenue hours + billable deadhead hours) and utilize 29 commuter buses during the PM peak pullout. This is an annual service level of approximately 35,245 annual revenue hours assuming 254 weekdays per year. Refer to Part X for route hours and miles.



A total of 43 diesel MCI buses are available to provide the GCT commuter service. Refer to Part XI, MCI buses 7001-7009 and 9001-9033, 9035).

3.2.1.3 Local Bus Service Hours and Buses

Based on the current contractor run cut, the seven (7) GCT local routes (10A, 10B, 20, 30, 35, 40, and 45) are currently authorized at a daily service level of 320.56 revenue hours on Monday-Friday and 229.55 revenue hours on Saturday and utilize 28 local buses during the PM peak pullout. This is an annual service level of approximately 90,616 annual revenue hours assuming 254 weekdays and 52 Saturdays per year. Refer to Part X for route hours and miles.

A total of 33 low floor 40' Gillig buses are available to provide the GCT local service, with the expected arrival of five more buses before the start of this contract. Refer to Part XI.

3.3 Service Changes

SRTA and Gwinnett County each reserve the right to adjust service levels during the term of this Contract. This includes any adjustment necessary in vehicles allocated to perform this service. SRTA or the County shall have the option to add or delete from the given schedule or to re-deploy service to other areas based on demand or changes in service productivity. The Contractor will provide service subject to route changes, additions and deletions during the term of this Contract.

3.3.1 Modifications

Route and schedule modifications may be required from time to time. Contractor shall provide field supervisory personnel at strategic locations whenever emergencies or other non-recurring events affecting normal service take place.

- (a) Minor Route and/or Schedule Changes**— While SRTA or the County will, in most cases, provide at least a one-week notice, as little as 24-hour notice may be given to respond to minor adjustments. Such changes will not require a rebidding of the bus Operator work runs by the Contractor, though they may occasionally “unhook” two pieces of work. Such changes typically will constitute not more than two percent (2%) of the existing revenue hours and/or miles. Minor adjustments, depending on the time frame allowed, may be given verbally and then confirmed by a written memorandum.
- (b) Major Route and/or Schedule Changes** – Major route changes are those that exceed 20 percent (20%) of the current revenue hours provided. In such instance, the Contractor may rebid the bus Operator work runs. Except for emergencies, SRTA or the County will attempt to implement major service changes on a predictable schedule in coordination with the Contractor’s periodic bus Operator work run bids. Major changes will be given in writing by SRTA or the County.
- (c) Other Route and Service Modifications**— Modifications caused by non-recurring events (such as accidents, inclement weather) are the responsibility of the Contractor. Route and service modifications necessitated by recurring events (such as street closure) are also the responsibility of the Contractor and must be approved by SRTA or the County. In case of an emergency, the Contractor shall respond to modifications to service immediately.



- (d) State, Regional or County-wide Emergencies** – Upon the declaration of an emergency (by the Governor of Georgia or the Chairman of the Gwinnett Board of Commissioners, for example), the Contractor may become responsible for a number of transportation-related activities, including the implementation of emergency travel routes and coordination with other agencies supplying common carrier services. In the event of a declared emergency, the Contractor shall deploy vehicles in a manner described by SRTA or Gwinnett County Department of Transportation as part of any transportation emergency operations plan.
- (e) Revenue Vehicle Breakdown** – The Contractor shall dispatch a spare revenue vehicle in the event of a revenue vehicle breakdown. SRTA or the County each reserves the right to establish additional criteria regarding reliability of response in the event of breakdowns.
- (f) Service Continuity Plan** – The Contractor shall provide a Service Continuity Plan designed to maintain service at its normal levels. The Contractor is expected to take any necessary action to prevent or minimize inconvenience experienced by our passengers and make every effort to ensure their safety and comfort. In the event of a service disruption or delay that would prevent an Operator from making all scheduled pick-ups or completing the trip on time, the Contractor is expected to respond to the event/incident with the Service Continuity Plan. Actions found within a Service Continuity Plan might include “bumping up” Operator trip assignments and/or dispatching replacement vehicles to cover late or “missed” trips in order to alleviate potential overcrowding, which would otherwise result on trips scheduled to follow a missed trip. It may also include dispatching replacement equipment from a staging area to reduce the time that passengers would otherwise spend waiting for the next trip. In the event of a disabled vehicle, a Service Continuity Plan might involve diverting other buses to pick up transferring passengers. Service disruptions or delays could include an accident, mechanical failure, severe traffic back-up, detour or road closing, an Operator’s failure to either report on time or perform the assigned run. The Contractor must provide a method in which they communicate any service interruptions to SRTA and the County. The method to communicate must be form of a text or alerting system that has the ability to notify SRTA or County staff and Customer Service of potential interruptions. The system must also have the capability to provide weekly/monthly recaps of all messages sent. Information that is expected to be communicated through the system is missed service for any reason. Missed service can include but is not limited to: missed trips due to Operator or vehicle shortage, accidents, mechanical breakdowns etc.

3.3.2 Paratransit Service

The Contractor shall operate complementary paratransit service in strict accordance with the Americans with Disabilities Act of 1990 (ADA). The Contractor shall be responsible for meeting all regulations as promulgated in DOT ADA regulations (49 CFR Part 37). The complementary paratransit service shall be operated in strict accordance with the established operating days and hours of the fixed route local bus service, or any revisions thereto. The Paratransit services shall be curb to curb. However, accommodations shall be made for passengers requesting extended assistance beyond the curb due to a disability.

SRTA and the County’s 2020 Title VI Program is available upon request per Section 1.10 of this RFP.



The Contractor shall provide continuing paratransit, senior needs, sensitivity, and customer service training to all paratransit services personnel (Operators, dispatch, reservation personnel, supervisory staff, etc.) and provide training records to the County as requested. Compliance with ADA regulations and excellent customer relations skills are vital and required of all Contractor paratransit services personnel.

Dispatchers and paratransit reservation personnel must be computer literate and able to use computerized and scheduling software and programs. Dispatchers and paratransit scheduling personnel must also be trained in radio protocol and communications with Operators, customer communications, recordkeeping, incident reporting, and scheduling.

The Contractor shall provide complementary paratransit service to origins and destinations for the core service area within corridors with a width of three-fourths of a mile on either side of each fixed local route within Gwinnett County. In addition, the Contractor shall provide complementary paratransit service (1) to an expanded larger area outside the core service area along designated corridors with a width of three-fourths of a mile on either side of fixed local route segments previously operated by GCT, and shall provide such service for the core plus expanded complementary paratransit service area Monday through Saturday during normal fixed route bus service hours and (2) shall include the MARTA Doraville rail station as a stop for the complementary paratransit service to facilitate interagency transfers. To view the complementary paratransit service area: go to the GCT website at www.gctransit.com, then click on 'Accessible Services' link; under the 'ADA Paratransit' heading click on the 'map link'; the complementary paratransit service area is the light purple shaded area on the map.

The Contractor will use the County-provided phone numbers for communications with paratransit customers including eligibility, reservations/scheduling, and operations functions. The Contractor will utilize the Georgia Relay *Dial 7-1-1* service for customers who have difficulty using a standard phone (people who are deaf, hard of hearing, deaf-blind or speech disabled). The Contractor will be responsible for providing language assistance services for persons with limited English proficiency. The Contractor and its personnel, communicating with paratransit customers that require these services, shall be required to have a working knowledge of handling communications utilizing these services.

The Contractor shall provide sufficient staffing to ensure that the paratransit workflow and documentation is coordinated and maintained on a daily basis, including applications for paratransit service, reservations and scheduling, operations, supervision, and reporting.

The Contractor shall be required to document dispatcher's notes, passenger identification, date of request, date and time of requested trips, origin and destination, events, trips (no-show, missed trips, trip denials and reason for denials, arrival and departure times, negotiations, etc.) and review/analyze all data to ensure compliance with all GCT and FTA complimentary paratransit services requirements, and as a means to effect positive changes to paratransit service.

The County shall pay for paratransit service on a per trip basis. A paratransit trip is defined as passenger pick-up to passenger drop-off, excluding the following activities and no-pay items:

- Deadhead shall not be considered a trip



- Leaving or returning to the garage or yard facility to or from the standing or ending point of service shall not be considered a trip
- Passenger no-show, missed trips as defined in Paratransit Standards section 2.2.2.3, or cancellations shall not be considered a trip
- Transportation of personal care attendants and/or companions shall not constitute a trip. Additional reimbursement by the County to the Contractor above the primary paratransit passenger 'trip' shall not be permitted

The actual number of trips and hours may vary over the term of the Contract. Past history data should be used as approximations. The actual service may increase or decrease over the term of the Contract, depending on the demand for service, the characteristics of the fixed route service, the County budget, and/ or changes in the ADA law and DOT ADA regulations. As of October 2019, there are 573 individuals with GCT ADA paratransit certification of which approximately 349 individuals are active ADA paratransit passengers. Part X includes paratransit service statistics from 7/1/18 through 6/30/19. During this time period, 25,527 trips were provided.

The County has published a Paratransit Service Rider's Guide to assist the community with their ADA Paratransit services. Bidders shall refer to this document for clarifications of the County's Paratransit policies and procedures.

The guide can be found at:

<https://www.gwinnettcountry.com/static/departments/transportation/pdf/GCT%20Paratransit%20Service%20Rider%27s%20Guide%20Revision%20May%2012%202017.pdf>

The County may require the Contractor's participation in community discussions and meetings as related to paratransit services. There shall be no reimbursement to the Contractor for these meeting and discussions.

A total of 7 (seven), 24-ft cutaway buses are available to provide the GCT paratransit service. The county will purchase additional vehicles for the Microtransit service. It is expected that Microtransit and Paratransit will share a fleet of vehicles. Refer to Part XI.

3.3.2.1 Paratransit Eligibility

The Contractor shall employ qualified personnel to review all applications for certification or re-certification and shall retain an independent subcontractor to make eligibility determinations, following the ADA requirements.

The Contractor is responsible for coordinating and carrying out the application and eligibility determination process for ADA paratransit eligible individuals for initial certifications and recertification every three years. The Contractor shall assist customers with the application process by responding appropriately to inquiries about paratransit service, sending out applications, receiving and reviewing applications for completeness in a timely manner, following up with applicants as necessary to complete forms, responding to individuals on the certification status, and maintaining an automated database on all certified ADA paratransit eligible individuals. The Contractor is responsible for all tasks and costs associated with the certification and/or re-certification process, and the mailing of all paratransit information materials.



The Contractor, as required by the ADA, will communicate certification decisions to customers within twenty-one (21) days of receipt of the completed application. **The Contractor will provide the County with monthly reports showing the status of all certification and re-certification applications and the time required to determine and communicate their decisions to the applicant.**

Appeals of decisions will be directed to the County for response. The Contractor will provide the County with all necessary information to evaluate the appeal.

A hard copy file shall be developed and maintained on all paratransit applicants whether approved or denied, and a copy of all correspondence sent to the applicant by the Contractor shall be maintained in this file. The County shall have access to these files at all times. At no time shall paratransit files be inaccessible to County personnel.

The Contractor shall be responsible for all tasks and costs associated with the re-certification process. **The County reserves the right to modify the Contract to remove the certification/recertification function. The Respondent shall include in the Submittal the cost per applicant to certify or recertify applicants.**

The Contractor shall be responsible for issuing GCT Breeze™ ADA paratransit cards with picture identification for paratransit eligible individuals throughout the duration of the Contract. The GCT Breeze™ ADA paratransit cards will be issued according to current County procedures and in conformance with the ADA regulations. The County will provide the Breeze™ photographic/validating equipment and the Breeze™ card stock to the Contractor. The Contractor will be responsible for maintaining a photocopy of each card issued in the hard copy file of each paratransit eligible individual.

3.3.2.2 Paratransit Reservations and Scheduling

The Contractor shall be responsible for the County's paratransit reservations and scheduling. The County operates advance reservation (next day) service for paratransit trips. Paratransit passengers must call the day before a trip is required to make a reservation. Reservations must be taken during normal business hours. The current hours and days for taking reservations are from 8:00 a.m. – 5:00 p.m. Sunday through, even if a holiday is observed on those days. The County will not pay an additional charge if reservations must be taken on a holiday. These hours are subject to modification based on ADA regulations or changes in service hours or days. An answering machine or voicemail system shall be available for recording paratransit trip requests when the administrative and dispatch offices are closed.

The Contractor shall install and maintain telephone equipment to handle 12,000 calls per month and will meet or exceed incoming call volumes up to 1,500 per day and 190 calls per hour for Paratransit scheduling and dispatch lines. The Contractor shall be required to provide a backup plan in the event of a phone system outage that will ensure the required call response times are adhered to and tracked.

The Contractor shall provide the County's "Where's My Ride" service as outlined in the Gwinnett County Paratransit Service Rider's Guide.

The Contractor shall ensure at least one full time Spanish speaking representative is available



and on-duty to assist with reservations during all normal business hours.

The Contractor shall be responsible for providing 24-hour Language Line interpretation services for customer service, dispatchers, and reservation line assistance.

Subscription or "standing order" trips are allowed for an individual requesting service for a minimum of three days per week with the same destination and time. The County reserves the right to change this policy in the future.

The Contractor shall provide the necessary reservation personnel to efficiently respond to incoming calls for reservations requests, trip revisions, general information, and complaints or commendations. Reservation personnel must be well versed in ADA law and regulations, and the County's requirements for the provision of paratransit service. Reservation personnel will maintain a daily log of all telephone requests received and include information on trip revisions and cancellations.

The Contractor shall provide an automated reservation, scheduling, dispatching, and reporting program for the provision of paratransit service. The current contractor provides Trapeze software on its server. Respondents shall utilize Trapeze or equivalent paratransit service software program on its server. If the Respondent proposes to use an equivalent software and not Trapeze, the Respondent shall provide justification documentation for the equivalent software including summary of the equivalent software's features and a 'pluses/minuses' comparison of features to Trapeze. The Contractor's program shall be compatible with the current CAD/AVL system, AVAIL.

The Contractor is responsible for scheduling **all** requests for service within one hour of the requested time. The Contractor must be capable of scheduling all requested trips per day and integrating the requests for service into efficient vehicle routes that maximize productivity, minimize the cost to the County, and assure quality service. The Contractor shall track and maintain records in an Excel format of trip denials for any reason including "out of the service area" trip requests. The Contractor shall be permitted to negotiate travel times in accordance with GCT Paratransit Service Rider's Guide and 49 CFR 37.131. The Contractor's schedulers and dispatchers shall not adjust a rider's pickup time or pickup window without the rider's consent.

Flexibility is required in the deployment of vehicles through the day. The Contractor shall be required to schedule passenger trips and deploy vehicles to provide service to meet service demand in the most efficient and cost-effective manner while meeting ADA requirements. Where necessary, the Contractor must be prepared to employ shifts to provide more service during peak service hours and/or be prepared to deploy a vehicle to handle a small number of trips, or just one trip.

The Contractor is responsible for verifying that users of the paratransit system are eligible for the service. Verification should include, but is not limited to, obtaining the client paratransit identification card number at the time of the request for service and checking the passenger's picture paratransit identification card upon picking up the passenger.



3.3.2.3 Paratransit Performance Standards

The Contractor is responsible for meeting and exceeding the following minimum ADA Paratransit performance standards:

- A paratransit trip shall be considered on time if the vehicle arrives at the pickup location within the 30-minute window (+/-15 minutes of scheduled/negotiated pickup time) based on GPS validated location transmitted by the vehicle
 - On-time performance
 - Untimely drop offs shall be defined as dropping a rider off 30 minutes or more before, 5 minutes or less before, or after the rider's appointment time.
- Calls shall be tracked with hourly metrics identifying number of incoming calls, answered calls (including primary and secondary hold time and number of calls answered within one-minute increments), and abandoned calls. Total hold times shall be no longer than two minutes, with primary and secondary individual hold times not to exceed one minute
- For the purposes of performance standards, a paratransit rider no-show shall be defined as:
 - Any cancellation less than one hour before the scheduled pick up time
 - Calling for a same-day hold less than one hour prior to pick up
 - Customer declined trip at the door
 - No call by the customer or their representative to cancel the trip 1 hour or more before the 30-minute pick up window **and**
 - The vehicle arrives at the scheduled pickup location within the 30-minute pickup window (Operators must wait five (5) minutes at the trip origin location AFTER the appointed pick up time, or five (5) minutes upon arrival if arriving after the scheduled pick up time) **and**
 - The Operator cannot reasonably see the customer approaching the vehicle within 2 minutes
- A paratransit trip denial shall be defined as
 - Contractor unable to provide a trip on a next-day basis when requested by an eligible customer between locations within the complementary paratransit service area, during fixed route hours of operation, while subject to the limitations of trip time negotiation.
 - If the denied original trip negates the need for a return trip (roundtrip), the denial shall be counted as two denied trips
 - If the rider requests a next-day trip and the Contractor can only offer a trip outside of the one-hour negotiating window, whether or not the rider accepts the offer, shall be considered a trip denial
 - If the Contractor can only provide one leg of the rider's requested next-day round-trip, and the rider does not accept the offered one-way trip, both legs of the trip are denials and shall be counted as two denied trips



- If the rider accepts a return trip but not the outbound trip, the outbound trip shall be counted as one denial
- The Contractor is required to ensure no more than .25% (a quarter of a percent) of all requested trips are denied.
- A missed paratransit trip shall be defined as:
 - Caused by the contractor and not the rider
 - Trips that are requested, confirmed, and scheduled but do not take place
 - The vehicle arrives and leaves before the beginning of the pickup window without picking up the rider and without the rider indicating they no longer want to make the trip
 - The vehicle arrives at the end of the pickup window and departs without picking up the rider (either because the rider is not there or because the rider declines to take the trip because it is too late)
 - The Contractor is required to ensure no more than .25% (a quarter of a percent) of all requested trips are missed.
- Subscription Service shall be permitted in-line with the County's Paratransit Service Rider's Guide and shall not absorb more than 50% (fifty percent) of the number of trips available at a given time of day, unless there is a non-subscription capacity

In the event of changes to ADA/FTA regulations and/or changes to the Gwinnett County Paratransit Service Rider's Guide, then ADA and Federal regulations shall take precedence. Performance standards may change due to changes in ADA, Federal, and/or local regulations.

3.3.2.4 Paratransit Operations

A paratransit dispatcher is required to be on duty in the paratransit dispatch office at all times while buses are in service. The dispatcher will be required to monitor and respond to radio and CAD/AVL communications throughout operating hours and communicate with Operators, supervisors and maintenance personnel regarding operations, service, safety, and customer service issues. **Detailed logs must be kept on ALL original communications.**

The Contractor is responsible for meeting ADA requirements relative to the delivery of service, including picking up trips within the 30-minute window. The Contractor shall notify the customer in the event of an unavoidable delay.

A strong **Supervision Component** is required for the paratransit program that provides adequate street supervision at all times paratransit vehicles are operating. This must include ensuring that ADA requirements are being followed in the paratransit service delivery and that data related to fares, mileage, trips, and revenue hours are being reported accurately. The Contractor shall develop and submit to the County for approval, a supervisory/ monitoring plan and procedures during the Turnover period. The plan and procedures must include methodology for performing monitoring plan tasks. The Contractor shall submit a plan that is acceptable to the County 30 days prior to first day of contract service operations. At minimum, the Contractor shall be required to provide 1) the names of the supervisors who worked



exclusively for paratransit service and the number of hours worked per day; the information shall be documented daily and available to the County on request and 2) on a daily basis, paratransit supervisors shall do an on-time check of 10% of all trips at the physical location of the pickup or drop-off location of daily trips scheduled. Same day cancellations and no-shows cannot be included in the 10%; time check reports shall be documented daily and available to the County on request.

Operators shall have available at all times during operation of any bus an accurate time piece set each day which conforms to the CAD/AVL system clock, a hole punch for transfers, and a flashlight for pre-trip and post-trip inspections.

Operators must fill out a pre-trip and post-trip vehicle inspection as outlined in the Contractor's Operating Rules and Procedures, and State of Georgia DOT requirements.

Operators will verify Breeze™ Card transactions, cash fares and paper tickets deposited in the fare box. Operators are not permitted to handle fares. If a passenger is unable to deposit their fare in the farebox due to a disability, the Operator may assist the passenger.

The Contractor shall maintain the security of the fareboxes on the buses and the associated revenue collection system. Operators will immediately report to dispatch all problems arising with the farebox or Breeze™ equipment. The Contractor is to immediately take actions to fix the farebox or Breeze™ equipment problem, either by providing verbal directions to Operators, dispatching a supervisor or contacting maintenance personnel to replace the vehicle.

Operators will record revenue counts by passenger on the Operator's manifest. The fare collected is to be totaled by the Operator at the end of each tour. Operators will also record on the manifest all critical times and mileage necessary to document:

- Number of Trips
- Passenger counted separated by primary customers and personal care attendants and/or companions
- Revenue Hours and Revenue Mileage – First pickup to last drop off, excluding activities and no-pay items listed above in Section 2.3.2,
- Service Operation – Vehicle number, sign in, depart yard, arrive/depart each pickup, arrival back at yard, and sign out.
- Scheduled/negotiated customer pickup times, pickup window, and appointment time (if any)

Operators will be required to operate the lift and assist in securing wheelchair and other mobility devices. Operators must assure that all passengers, in wheelchairs or other mobility devices, are secured by seat belts and wheelchair restraining systems.

Operators must wait five (5) minutes at the trip origin location AFTER the appointed pick up time, or five (5) minutes upon arrival if arriving after the scheduled pick up time, before a passenger can be considered a no-show and the Operator departs the location. Operators must communicate immediately with Dispatch in all cases where a passenger is a no-show. Dispatch must approve the Operator's request to no-show the passenger and place the information on



the dispatch log. The Contractor shall administer the current GCT “No Show” Policy process in handling violations, suspension, appeal, and reinstatement.

When requested by the County, Operators will distribute notices to passengers or otherwise render assistance in the County’s customer relations, promotion, monitoring, and supervisory functions.

All reports produced for paratransit service and forwarded to the County must be produced through the Contractor’s computerized automated paratransit software, Trapeze or equivalent. The Contractor shall insure their software will properly interface with the County’s provided CAD/AVL equipment and Transtrack software. No handwritten reports will be accepted. Custom reports are required and the information on the reports must be linked from scheduling software. The paratransit service software used by the Contractor shall be capable of producing daily reports for Operator’s manifests and follow-up reporting of daily service delivery including, but not limited to, number of total trips, number of revenue hours operated, number of missed trips, number of trips outside the thirty (30) minute window, and number of cancellations and no-shows.

3.3.3 Special Event Service

In addition to regular service operations, the Contractor may from time to time, upon receiving specific written authorization from SRTA or the County, provide special transportation services. The rate for special event service shall be paid from the start of scheduled revenue service to the end of schedule revenue service, excluding deadhead.

No minimum hours are guaranteed for special events. Special events may be scheduled on any day of the week and at any hour. These special events could include transport of government officials, emergency preparedness planning and operations, responding to immediate emergencies, et cetera. It is SRTA and Gwinnett County’s policy that none of its transit revenue vehicles shall be used for any charter services.

SRTA and the County special event service is very limited – in calendar year 2018, special event service hours provided was less than 75 hours for the County and less than 30 hours for SRTA. All special event service is determined by SRTA and the County.

Passenger fares for special events are the property of SRTA and/or the County and are to be accounted for and deposited using the same procedures followed for the regular operations on the fixed route service.

3.3.4 Rodeos and Other Transit Industry Events

SRTA and Gwinnett County encourage the Contractor to participate in transit “Rodeos” and other industry events as a means of encouraging quality service and a spirit of enthusiasm, professionalism, and cooperation. SRTA *Xpress* and County vehicles may be utilized for transit Rodeos upon permission by SRTA or the County for their respective vehicles. Neither SRTA nor the County will be responsible for any of the wages, damage to the vehicles or other additional operating expenses related to participation in a transit Rodeo.



3.4 Operations and maintenance facility

GCT shall provide a North facility for shared SRTA Xpress and GCT operations and maintenance per the terms identified in section 2.3.1 below. SRTA shall provide a South facility for the operations and maintenance per the terms identified in section 2.4.3 below.

The Contractor is responsible for all utilities and maintenance costs for the facilities to include the routine/general maintenance. The Contractor will maintain all facilities in a clean and orderly condition at all times during the Contract. Routine or general maintenance and repair of its facility will be at the Contractor's expense. Facility maintenance shall be performed at levels sufficient to meet all safety and environmental requirements and ensure proper provision of transit service and care for the assigned transit vehicles and other SRTA and County property.

In addition, the Contractor will be responsible for the upkeep of the grounds surrounding each facility including the area around fueling stations, bus and paratransit/microtransit yard (including vehicle wash area), employee/visitor parking areas, security fencing, and signage. The Contractor's upkeep will include weed control, pest control, and mowing grass. As seasonally required, the Contractor will remove snow and ice from the parking area and walkways/stairs and apply sand and/or salt as appropriate for pedestrian and vehicular safety.

The Contractor also is responsible for installation and maintenance of interior and exterior lighting and security cameras for the facility or facilities in the Northeast Corridor. The Contractor's security cameras shall not interface with County operated and maintained camera systems. The Contractor will remove all oil leaks, gasoline leaks and any other fluid stains from concrete and asphalt surfaces in and outside the building at all facilities.

The Contractor shall be responsible for developing, implementing and monitoring the SRTA and County approved Pest Management plan. The Pest Management plan shall include weed and pest control for all facilities maintained under this contract. At least twice a year or immediately upon discovery of an infestation, all facilities will be treated and/or exterminated to prevent infestation by ants, fleas, roaches, bed bugs, and other insects and vermin, utilizing safe, non-hazardous and EPA approved insecticides/materials by a licensed and Pest Management certified exterminator. The methods of control and application of weed control and pesticides shall minimize exposure of employees, customers, pets, service animals, and protected wildlife to the applied pesticides. The Contractor shall be required to acquire and maintain Safety Data Sheet information for all pesticides used. All pest control services costs shall be borne by the Contractor.

The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 at seq. The Contractor agrees to report each violation to SRTA or the County and understands and agrees that SRTA or the County will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with federal assistance provided by FTA.

3.4.1 Hazardous Waste

The Contractor shall be required to store, monitor, and dispose of all hazardous waste in accordance with all EPA, state, county, and local regulations. The Contractor shall be properly



registered and file and retain all manifests in accordance with EPA regulations. The Contractor shall be responsible for all costs associated with storage, monitoring and disposal.

3.4.2 North Operations and Maintenance Facility

The Contractor will ensure the following functions are housed at the GCT/Xpress facility in the Northeast area:

- Fixed Route Express and Local Dispatch with staff dedicated individually to SRTA and GCT
- Fixed Route Express and Local Operations
- Paratransit Dispatch
- Paratransit scheduling
- Paratransit Operations
- Microtransit Dispatch
- Microtransit Operations
- Operator Break Room
- Safety and Training
- Maintenance area sufficient to serve GCT service and SRTA Xpress service operating out of the North facility
- Parts and Equipment Storage
- Vehicle Fueling
- Vehicle Servicing and Cleaning
- Bus Washer
- Farebox Probing, Vault, and Revenue Counting
- Contractor Management and Administration
- Contractor shall provide a secure room with a desk, office chair, file cabinet, adequate lighting, functioning telephone and data line (for computer), for use by SRTA Xpress and/or GCT representatives.

Respondents have two options for the provision of an operations and maintenance facility for Gwinnett County service and SRTA Xpress service operating from the North:

Option 1: Purchase or lease current contractor O&M facility:

By agreement with the County, the current contractor leased property and made leasehold improvements to establish its operations and maintenance facility at 2880 Remington Park Court, Norcross, GA 30071, and set up a lease back arrangement to recover the full investment. The facility includes the yards for bus storage which currently accommodates 102 revenue vehicles, employee parking, operations and maintenance building, security fencing around the perimeter of the parking area, security cameras, enclosed bus wash, and diesel fueling facility. A CNG fast fill and 2-unit CNG compressor system are on-site but no longer in service. The County may remove the CNG



equipment during the term of this agreement. Equipment purchased by the current contractor under this agreement becomes the property of the County upon full depreciation or upon the purchase by the County of the un-depreciated balance. By agreement, upon expiration of the service provider contract or in any event upon termination by either party, the County shall pay the current contractor for any remaining un-depreciated balance, and the current contractor shall at the County's request assign its lease for the facility over to the County, and the County can subsequently reassign the lease to another service contractor.

The Contractor will agree to the same requirements and provisions as described above if the current contractor facility option is chosen and made part of the Contract.

The current contractor estimates the CY 2018 lease expense at 2880 Remington Park Court, Norcross, GA 30071 to be approximately \$263,500 for three leases covering the building and main yard, additional parking area for local buses, and parking area for employees.

Option 2: Provide O&M facility on new site:

The Contractor shall provide a North side operations and maintenance facility for the operation and maintenance of its assigned GCT and SRTA *Xpress* vehicles as specified by SRTA and the County. The location of that facility or facilities shall be appropriate for the provisions of GCT and SRTA *Xpress* operation and maintenance services that operate in the Northeast area.

The facility yard must be sufficient to store and safely maneuver the daily yard movements of both *Xpress* and GCT, including 2 daily peak pullouts of commuter coaches. The current GCT fleet consists of forty-three 45-ft MCI coaches, thirty-three 40-ft urban buses, and seven 24-ft paratransit vehicles. The respondent should anticipate space for 5 - 9 additional 40-ft urban buses and four 24-ft paratransit vehicles within the duration of this Contract. SRTA *Xpress* fleet consists of sixty 45-ft MCI coaches. The respondent should anticipate space for 5-20 additional 45-foot MCI coaches within the duration of this Contract. The respondent shall provide employee and visitor parking as well as sufficient space for the Contractor's servicing/supervisory vehicles and vendor/supplier vehicles.

The Contractor will provide additional building security including hardened vault area, controlled access, security fencing around the parking area for revenue and non-revenue vehicles and cameras to ensure the revenue protection.

The Contractor will provide a facility with the ability to perform routine preventive and corrective maintenance for the fleet size described above for GCT and SRTA *Xpress* vehicles. The facility shall be able to accommodate maintenance on vehicles up to the size of 45-ft MCI coaches. The Contractor shall provide all shop equipment required to perform all preventative and corrective maintenance.

The Contractor will be responsible for the removal, transfer, and reinstallation of the Gwinnett County-owned fueling facility equipment, including diesel dispensers to its operations and maintenance facility. The Contractor will be responsible for construction of pads, fuel islands, and canopies; construction and supply of all electrical and mechanical connections; and construction and supply of all pumps, and all fire suppression and safety equipment as well as the Fuel Master bus fueling system.



The Contractor will be responsible for the costs to move and reinstall all applicable SRTA or Gwinnett County-owned equipment such as, but not limited to, GFI, Cubic and Breeze™ fare collection equipment, CAD/AVL and computer equipment, Wi-Fi equipment, shop equipment, and main security entrance gate.

The Contractor will comply with all applicable federal, State, and local environmental laws, ordinances, and permitting requirements in the development of its operations and maintenance facilities.

3.4.3 SRTA South Operations and Maintenance Facility

SRTA will provide a maintenance and operations facility that was constructed in 2017 located at 5250 Frontage Road, Forest Park, GA 30297. This facility has 38,711 sq. ft. of building space with separate 12 bay maintenance and office buildings. SRTA will lease the new maintenance facility to the selected Contractor for a cost of \$1 annually throughout the term of the contract.

The Contractor shall have the following facility maintenance responsibilities for the SRTA South facility.

The Contractor shall perform the following service with due diligence and care:

- a.) Under the direct supervision of the Facility Manager, the Facility Maintenance Contractor will provide routine maintenance, operation and repair of the entire facility, which includes but is not limited to the administration building and maintenance shop and the equipment specified in the following areas on said premises: Fuel Island, bus wash, retention ponds, parking lots, security gates, landscaping, and all utility related services.
- b.) To cause the building to be maintained in a manner deemed advisable by the Owner, including interior and exterior cleaning, and cause repairs and to the building to be made, including but not limited to electrical, carpentry, plumbing, masonry, decorating and such incidental alterations or changes therein as may be proper with the approval of the Owner. Emergency repairs i.e., those immediately necessary for the preservation or safety of the building or for the safety of personnel and visitors or required to avoid the suspension of any necessary service in the building will be made by the Contractor irrespective of the cost thereof.
- c.) To recommend, and with the approval of the Owner, cause all such acts and things to be done in or about the building as shall be necessary or desirable to comply with any and all orders (or violations) affecting the facility and placed thereon by any Federal, State, or Municipal authority having jurisdiction and orders of the Georgia Board of Fire Underwriters, the Georgia Fire Insurance Exchange or other similar bodies, except that if failure to promptly comply with any such order or violations would or might expose the Owner or Contractor to criminal or civil liability, the Contractor may cause such order or violations to be complied with after consulting with the General Manager and or Director of Transit Operations. The Contractor shall notify the Owners immediately after receipt of any order or violation, as aforesaid.
- d.) To enter into contracts for electricity, gas, boilers, oil burners, steam, water treatment, telephone, HVAC, plumbing, parking lot cleaning, window cleaning, rubbish removal, fuel, security agency property protection, vermin extermination and other services to aid in maintaining facility operations. All cost shall be the responsibility of the Contractor. The HVAC and plumbing contractors must be approved by SRTA.



- e.) Purchase all supplies to properly clean and maintain and operate the facility; make all such contracts and purchases in the Contractor's Company name. This includes paper, ink and toner for the copy machine.
- f.) Check all bills received for services and work for the facility and advise the Owner of any discrepancies with respect thereto. Pay or cause to be paid all such bills, water charges, cable bills and other assessed charges in a timely manner.
- g.) All maintenance, testing and operational checks of the backup generator. All repairs are to be made by a SRTA approved generator maintenance contractor.

1.) Semi-annual load testing of backup generator

Contractor will not rent, sublet, or assign out any part of the facility to subcontractors.

Contractor shall coordinate with the facility superintendent moving dates and large deliveries, so that there shall be a minimum of disturbance to the operation of the facility and of inconvenience to general operations.

Contractor will routinely perform many tasks including but not limited to; conducting visual inspections of buildings, equipment and conditions; maintain, adjust and make minor repairs to, woodwork, flooring and walls; replace broken windows and door glass; make minor repairs to plumbing systems, and electrical fixtures, assist in relocating building equipment as directed and approved by facility manager. Visually inspect building, structures and equipment to assess and check for defects, malfunctions and hazardous conditions. Visually check for and record the observable conditions of the premises, prepare reports; keep records and may operate a motor vehicle in the performance of assigned duties. All SRTA Xpress requested maintenance must be completed within 10 business days. If requested maintenance cannot be completed with 10 business days, the contractor must provide a reason and make a request for an extension.

The schedule of maintenance and repairs are in the attached document. (Attachment X)

Some physical activities performed by maintenance workers are climbing ladders, lifting and carrying objects weighing up to 100 lbs.; using power driven and basic hand tools, bending, crouching and kneeling; and working in inclement weather and hot workspaces.

Moreover, the contractor will provide the following services:

- Plumbing preventive maintenance, semi-annual cleaning of toilet traps and drain piping
- Replacement of lightbulbs and or fixtures
- Interior door hardware (door checks)
- Repair of employee lounge appliances (refrigerators, water fountains, coolers, coffee machine, microwave)
- Pest control
- HVAC Service agreements
- Janitorial of both buildings, service areas, pits and fueling stations (shampooing of carpets)
- Refuse removal service



- Landscaping, and grounds maintenance, including snow removal and retention pond cleaning
- Receiving of fuel deliveries and manual sticking of fuel tanks to ensure accuracy of fuel levels

As determined by Owner, services described above may be outsourced by Contractor as necessary, with written approval by the owner.

3.5 Fuel

The Contractor shall be required to provide diesel fuel for the North facilities. The Contractor shall be responsible for monitoring storage tank reports including diesel fuel levels, interstitial leaks, water intrusion, etc. Any fuel related services (i.e. fuel polishing, etc.) to correct fuel problems will be the responsibility of the Contractor.

The Contractor would be responsible to provide diesel fuel for all currently assigned GCT transit revenue vehicles. The GCT revenue vehicle fleet currently consists of diesel-powered vehicles fueled with ultra-low sulfur diesel fuel. The Contractor shall provide fuel for all currently assigned SRTA Xpress transit revenue vehicles. This fleet consists of all diesel-powered vehicles fueled with ultra-low sulfur diesel fuel.

Fuel at the North facility is provided by the contractor and is passed through as an expense to be included on SRTA and the County's invoices respectively. The Contractor shall be invoiced for fuel used (when it is dispensed into a vehicle). The County is working to extend its fuel co-op contract to the North facility. If the County's fuel co-op becomes available at the North facility, the procedure would be the same, except the contractor would be allowed to purchase from the County fuel co-op allowing for a lower fuel cost.

SRTA shall provide diesel fuel for the South facility through a statewide contract. The Contractor shall be responsible for monitoring fuel tank levels and processing fuel orders directly through the fuel provider. The fuel provider shall invoice SRTA directly for the fuel delivered. Fuel orders must be placed in a timely fashion by the Contractor so as to not run out of fuel. SRTA currently utilizes the FuelMaster system at the South facility.

SRTA and the County reserve the right at any time during the Contract term to require the Contractor to directly purchase fuel for use by the Contractor for the provision of the contracted transit service.

The Contractor shall ensure that all assigned vehicles are fueled each day after revenue service. The Contractor shall maintain accurate mileage and fuel dispensed records for each vehicle fueled and shall include those items in the permanent vehicle record on a daily basis. Prior to Contract start-up, SRTA and the County will outline all operating, administrative and accounting procedures that the selected Contractor must follow related to vehicle fueling. The Contractor will be required to utilize and provide reports from North and South automated fueling systems. Currently the Fuel Master system is being utilized at the North and South facilities, however, the systems are completely separate from each other and do not share common data.

The Contractor shall pay for the fuel used for Contractor support vehicles, i.e. supervisor vehicles and maintenance service vehicles (including the 7 non-revenue vehicles provided by SRTA at the beginning of this contract and all Contractor supplied replacement vehicles). The Contractor shall provide

The Contractor shall be responsible for procuring diesel exhaust fluid (DEF) for the North and South facilities. The Contractor shall include the consumed DEF expenses for assigned revenue vehicles as part of the normal monthly invoicing for service to SRTA and the County. The DEF expense portion of the invoicing



shall provide the number of gallons dispensed, average monthly unit price and DEF expense, broken out by service type (GCT system). As with all costs that are a flow through to SRTA and the County, the Contractor shall account for and invoice DEF consumption and costs for the SRTA Xpress service separately from the GCT commuter route service.

Note that the Contractor will require the cash flow capacity to maintain adequate diesel fuel and DEF supply inventories and/or meet fuel vendor payment schedules ahead of the actual fuel consumption, monthly invoicing and subsequent reimbursement by SRTA and the County for each respective service.

The Contractor shall be required to actively seek to procure fuel at the lowest possible market, delivery and other costs throughout the duration of the Contract. The Contractor shall apply for the rebate on federal excise taxes on natural gas, and any future tax rebates, etc., throughout the duration of the Contract; revenues from these rebates are the property of SRTA and the County and are to be accounted for and transmitted to SRTA and the County.

The Contractor shall be required to establish and maintain a contract for emergency wet fueling at the North and South facilities.

3.6 Vehicles

3.6.1 Revenue Vehicles

The County will provide all revenue vehicles necessary for GCT transit service of commuter, local bus paratransit and microtransit services at the outset of this Contract. The County reserves the right to add or delete vehicles as required during the course of this Contract. Part XI lists the revenue vehicles currently in the fleet.

The Contractor shall give the County a twelve (12) month written notice of the need for additional paratransit vehicles. The Contractor shall justify the reason(s) for needing the additional vehicles.

SRTA will provide all revenue vehicles necessary for the operation of SRTA Xpress service. SRTA reserves the right to add or delete vehicles as required during the course of this Contract. Part XI lists the 150 revenue vehicles currently in the fleet. Vehicles are assigned to a specific garage (i.e. Northeast or South) and have specific programming for update through GFI at those locations. The Contractor cannot reassign vehicles between garages without the consent of SRTA. SRTA is currently in the process of procuring new MCI coaches. As new coaches arrive, existing coaches will be retired. The coaches to be replaced and their assigned locations are subject to SRTA review and determination.

3.6.2 Vehicle Defect Report

Vehicle defect cards (DVIR) shall be made available to Operators on all revenue vehicles operated under the Contract. A vehicle defect report shall be completed daily on each vehicle prior to service and after service and filed chronologically by vehicle number. All defects shall be repaired by the Contractor. Defects identified on the pre or post trip inspections as meeting the Out of Service criteria shall require repair before the vehicle can be returned to service. The Contractor shall maintain records of all defects and their repairs. The vehicle defect reports shall be kept on file for the duration of the Contract term and copies of all defect reports shall be turned over to SRTA and the County upon termination of the Contract. The Contractor shall submit a summarized vehicle defect report to SRTA and the County by the fifth (5th) day of each month. The report shall be in a



form mutually agreed to by all parties. Vehicle defect cards shall be provided by the Contractor and shall be vehicle type specific with a numbering system specific to each vehicle type. The Contractor shall be required to submit proposed DVIR forms to SRTA and the County for review and approval as part of the transition process. An innovative approach to ensure vehicle defect cards are completed by Operators and reviewed/addressed by maintenance staff is encouraged.

SRTA may implement an electronic version of the vehicle defect card. At such time, SRTA shall require utilization of the electronic vehicle defect cards on all SRTA equipment. The Contractor shall be required to modify their defect tracking and report systems accordingly.

3.6.3 Service/Support Vehicles

The Contractor must provide all other vehicles, such as those needed for supervisors, Operator relief, and maintenance at GCT. The Contractor may not use revenue vehicles for support functions without the express consent of SRTA or the County's Transit Division Director -- such consent ordinarily will be given only in emergencies. The Contractor will furnish and maintain all necessary support vehicles in order to ensure field supervision mobility, bus Operator relief capability, road call maintenance, and vehicle towing throughout the service area. Towing and road call services may be handled by contractual agreements or "in-house", at the Contractor's discretion. It shall be the Contractor's responsibility to make these arrangements.

SRTA *Xpress* will provide 7 non-revenue vehicles for use in the *Xpress* system. Part XI lists the 7 support vehicles. The vehicles are to be used by the Contractor until the end of their useful life. The Contractor is responsible for ensuring routine preventive maintenance and repairs are consistently performed on all non-revenue vehicles and are completed according to manufacturer recommended guidelines by an OEM authorized dealer. All vehicles provided by SRTA must be maintained in a State of Good Repair and any maintenance needed to keep them at an SGR score of 3.0 or higher is the responsibility of the Contractor. All non-revenue or support vehicles must be white in color and include the Contractor's name and *Xpress* decaling on the vehicle. At the end of these support vehicles useful life the Contractor is responsible for obtaining replacement vehicles at the Contractor's expense.

The Contractor shall insure all road support vehicles are stocked with spill kits, basic first aid kits, and fire extinguishers.

The Contractor shall procure and install in all of its service/support vehicles communications devices compatible with current SRTA *Xpress* radio equipment that will allow for timely and efficient dispatch, coordination, radio communication between service/support vehicles and buses, and response to necessary service/incident calls. In addition, hand-held mobile units shall be provided for all field supervisors and other personnel as needed at the Contractor's expense to provide communication with dispatch and customer service in regard to on-time performance and other daily operational issues.

All non-revenue vehicles provided by SRTA will need to be replaced by the selected contractor once the useful life of the existing 7 vehicles has been reached. SRTA will not be providing replacements

Non-Revenue Vehicles



Manufacturer	Model Year	Model	Odometer as of 02/06/2020	Fuel Type	Projected Replacement Year
Ford	2014	Edge SEL 4D FWD	60,126	Gasoline	2024
Ford	2014	Edge SEL 4D FWD	65,357	Gasoline	2024
Ford	2014	Edge SEL 4D FWD	58,673	Gasoline	2024
Ford	2014	F 150 XL Reg Cab	36,021	Gasoline	2024
Chevrolet	2015	G2500 Express Wagon	24,875	Gasoline	2025
Ford	2015	F 450SD XL Supercab	42,768	Diesel	2029
Ford	2015	F 450SD XL Supercab	39,996	Diesel	2029

3.7 Vehicle Maintenance

The Contractor shall perform the duties and accept the responsibilities set forth below in connection with the maintenance of the assigned SRTA and County transit revenue vehicle fleet. SRTA and the County will only approve a Vehicle Maintenance Program that meets or exceeds the Original Equipment Manufacturer (OEM) recommendations. The Contractor shall be required to submit a final draft and receive approval by SRTA and the County, of the Vehicle Maintenance Plan 30 days prior to contract service start. The Contractor’s plan shall be in accordance with the SRTA Xpress and GCT Fleet and Facilities Plan.

3.7.1 General Terms

The Contractor shall be responsible for the maintenance of all vehicles and vehicle-related equipment, furnishings, and accessories required in connection with the operation of both *Xpress* and GCT transit systems in accordance with SRTA Xpress and GCT Fleet and Facility Plans. All vehicles and shop equipment shall be maintained in a clean, safe, sound, and operable condition at all times and in full accordance with any manufacturer recommended maintenance procedures and specifications. In addition, items shall be maintained in compliance with all applicable requirements of federal, State, and local statutes or regulations. Failure to adhere to the vehicle maintenance and cleaning program requirements set forth in the Scope of Work/Services may result in Liquidated Damages or other contractual remedies, up to and including termination.

All repairs to the assigned SRTA and Gwinnett County transit revenue vehicle fleet and vehicle-related equipment, furnishings, and accessories shall be performed by the selected Contractor or other approved vendors. SRTA Xpress and GCT shall approve all vendors prior to any work being performed on any SRTA Xpress or GCT vehicles. Repairs shall include, but not be limited to, work to correct loss or damage; adjustments due to normal wear and tear; and overhaul, rebuilding or replacement of components. Repair work shall be conducted as soon as practicable upon learning that such work is required in accordance with the Fleet and Facilities Plan timeline. The Contractor shall perform repair work expeditiously in response to identification of problems by Operators or other staff members. The selected Contractor shall assure SRTA and the County that required non-safety repairs shall not be deferred beyond a reasonable time. The Contractor shall ensure safety



defects are never deferred. SRTA and the County retain the right to have any vehicle that has not been repaired within thirty (30) days to be taken to a repair facility of its choice for repair. Those repair costs will be invoiced to the Contractor or the amount will be deducted from current monies owed to the Contractor.

SRTA and the County currently has a Transit Asset Management Plan which includes vehicle rehabilitation programs with a goal of maximizing fleet reliability and service quality, minimize the maintenance costs and extend vehicle service life. This plan calls for a comprehensive, mid-life vehicle overhauls. SRTA completed the midlife overhaul of their 2004 MCI fleet in 2018.

The Contractor shall implement the approved Quality Management Plan. The Maintenance manager shall work with the Quality and Safety managers to analyze data and effect changes to promote efficiencies, develop and implement maintenance policies and procedures, and ensure all required maintenance is performed in a safe, efficient, and timely manner.

The Contractor shall provide all labor, repairs, parts, supplies, lubricants, solvents, diagnostic equipment (and software), and all other components, services, tools and equipment which may be required to fulfill its maintenance responsibilities at the Contractor's cost and expense. At a minimum this will include diagnostic equipment for engines, transmissions, brakes, HVAC systems, TPMS, and coach electronics. Each maintenance shop will have its own equipment.

In the event that SRTA or the County provides the Contractor with additional vehicles at future times, the Contractor shall acknowledge receipt of such additional vehicles upon their delivery to and acceptance by the Contractor. In the event additional vehicles are provided, acceptance of said vehicles shall be in accordance with the "Turn-Over" procedures found below.

SRTA and the County are responsible for the initial (new bus) painting and replacement of decals found on their respective revenue vehicles. The Contractor is responsible for all body repair, painting and decal replacement due to accident, incident, and wear or as is determined to be necessary by SRTA or the County. The Contractor is responsible for periodic repainting of the vehicle finish, and decal replacement due to weathering, tree and debris strikes, sign scrapes, vandalism, and any other paint or decal defect even though the defect was not caused by an accident.

Upon termination of the Contract, the Contractor shall return all SRTA and County equipment to SRTA and the County ready for use, with no deferred maintenance or damage.

3.7.2 Maintenance Records

The Contractor shall prepare, maintain, and make available to SRTA and the County (or its designee), all records and data relative to the maintenance of the assigned SRTA and County transit revenue vehicle fleet and vehicle-related equipment, furnishings, and accessories. The fleet maintenance system shall be automated and shall be part of the Contractor's Computerized Maintenance Management System (CMMS) and electronic reporting system. The Contractor's CMMS system shall be required to be fully compatible with SRTA and County EAM software systems. The Contractor shall maintain an individual electronic vehicle history file for each revenue vehicle to include by date of action all preventive and repair maintenance functions including warranty work, inspections, parts usage, unscheduled maintenance, fuel and oil usage, labor expended on each vehicle, and any other information deemed pertinent by the Contractor and



SRTA or the County. Paper and electronic versions of these files shall be organized by vehicle number. The Contractor is responsible for keeping the vehicle file current throughout the term of the Contract and shall make available complete copies of all vehicle files to SRTA and the County at in point during the contract and at the end of the Contract. Electronic files shall be provided in a compatible format for upload into SRTA and the County's EAM system. SRTA is currently in the process of procuring a new EAM system. The Contractor shall provide documentation to SRTA and GCT 90 days prior to the contract service start date affirming compatibility of the Contractor's, SRTA, and GCT CMMS/EAM systems, and draft of the Contractor's maintenance record format for SRTA and GCT approval.

SRTA or the County or their agent/representative shall have immediate access to all vehicle maintenance records during planned or unannounced visits or inspections of the vehicle operations and maintenance facility for the duration of the Contract. All such records shall be prepared and maintained in such a manner so as to fulfill all applicable State and federal requirements (**49 U.S.C. Section 5326 / MAP-21 Section 20019**). These records shall be used by SRTA or the County to enable it to accurately evaluate the Contractor's maintenance performance.

The Contractor shall prepare and maintain maintenance records in a form approved by SRTA and the County. Such records shall include, but not be limited to, the following:

- Vehicle defect cards (DVIR) -- The Contractor's Maintenance Department will review, coordinate follow-up action and sign-off completed repairs and file DVIRs which are filled out by Operators.
- Work orders shall be made for all tasks performed on SRTA Xpress and GCT vehicles. The Contractor is required to create work orders for all subcontracted and warranty repairs. Work orders shall include vehicle number, vehicle LTD mileage when work order is opened, dates of complaint and repair, technician name, reported complaint, cause, correction details, labor hours and materials.

Other Data to be Maintained

- Major and minor failure reports which are numbered, and identify the date, time, vehicle number, route number if in service, problem and LTD mileage on vehicle.
- Maintenance records for each vehicle which provides the following information at a minimum:
 - Make, model and model year
 - Vehicle Identification Number (VIN) and SRTA or County fleet number
 - SRTA or County Property ID number and serial number of installed County-owned equipment (if the component is serialized). This includes, but is not limited to, fare collection equipment components, communications equipment and other items as required.
 - Major component serial number such as engine, transmission, radiator etc.
 - License number
 - Date vehicle was received



- In-service date with the Contractor
- Life miles
- All vehicle repairs (corrective maintenance), with work orders that support the repair, parts cost, and labor cost. Work orders must be signed by the technician performing the repair, whether the technician is in-house or a third-party contractor.
- All preventative maintenance actions, including inspections, with work orders that support the repair, parts cost, and labor cost must be signed by the technician performing the repair, whether the technician is in-house or a third-party contractor.
- Rebuilds and major component replacements, including date and life miles at time of replacement/rebuild and major component serial number if serialized.
- Removed and replacement parts (and their serial numbers), labor, and all other costs shall be entered into the system.
- All subcontracted repairs, including subcontractor name, materials and labor, shall be entered into the system.
- All warranty repairs, including repairs, services or retrofits performed by the Contractor, warranty provider, component or vehicle manufacturer, including name of services provider, materials and labor, shall be entered into the system.
- Warranty repairs, specifying the nature of the warranty repair (parts, parts and labor, labor only, cash payment).
- Preventive maintenance inspection (PMI) reports
- Vehicle defect cards (DVIR)
- Tire data, including serial number and installed position on vehicle
- Oil and transmission fluid analysis records for the designated intervals, by engine or transmission serial number, by vehicle number, with life to date miles at the time of the sample.
- Differential oil, refrigerant oil analysis records
- Fuel, DEF, engine oil, transmission oil, and coolant daily usage
- Mileage to be identified on all work orders and daily fuel and service reports
- Failures/Road call information

All data required to support the State of Good Repair (SGR) database to ensure compliance with MAP-21 requirements including but not limited to date, bus, subsystem, failure code (type of failure, specific components replaced), type of maintenance (PM/CM), etc. The Contractor shall be required to provide a glossary of all codes and their definitions used to record data, to SRTA and the County.

The Contractor shall maintain the Preventive Maintenance Inspection reports and the oil and fluid analysis records as a permanent entry into the vehicle history. The Contractor shall maintain the Vehicle defect cards (DVIR) for a minimum of three (3) years, unless they are in electronic format. If they are kept electronically, they shall become a permanent part of the vehicle history. If manually



produced, certain DVRs may be required to be maintained for more than three years, with notice given by SRTA or the County, or at the Contractor's discretion, pending incident resolution or litigation.

In the event vehicles are retired or removed from service, all vehicle records shall be stored and provided to the vehicle provider (SRTA or the County).

The respondent shall submit with its Submittal a complete description of its proposed CMMS along with samples of the reporting capabilities of the system. The selected Contractor shall ensure that the system data and reports are in formats that can be accessed and read by SRTA and the County or its designee at any time utilizing standard MS Office Excel software. The Contractor's maintenance management software system (CMMS) must be fully compatible with, and fully interface with, County's TransTrack and SRTA's Clever Devices, EAMS, and Tableau data collection, storage, reporting and analysis systems. The Contractor is responsible for ensuring their CMMS system is fully compatible with SRTA and County EAM system revisions as they occur and with any new EAM systems SRTA and/or the County may procure during the term of this contract.

3.7.3 Warranty Policy and Procedure

The respondent shall submit with its Submittal a complete and comprehensive Warranty Recovery Program for vehicles, components and facilities. The selected Contractor's maintenance personnel and/or subcontractors shall have knowledge of all necessary warranty reimbursement issues to ensure SRTA and the County recover all funds available.

The Contractor shall be responsible for all transportation, towing, pickup, and delivery of vehicles to all facilities performing off-site repairs or service.

The selected Contractor shall be responsible for filing warranty claims utilizing, where available, the manufacturers' on-line warranty claims system. The Contractor shall also be responsible for tagging and shipping warranty parts to such locations as the manufacturer, vendor, supplier, or warranty provider may designate. At the end of each month, the selected Contractor shall prepare individual reports for SRTA and the County, to be delivered not later than the fifth (5th) day of the following month that contains the following information individually for manufacturer, vendor, supplier, warranty provider, and facility warranty claim status:

- Number of warranty claims submitted
- Number of warranty claims approved
- Number of warranty claims denied and the reason for denial
- Total cash payments received
- Total parts (in kind) dollar amount for parts replaced under warranty
- Total labor dollars received for warranty claims
- Total labor claimed for in-house warranty repairs
- Total parts cost for parts provided for in-house warranty repairs

3.7.4 Vehicle Preventative Maintenance Program

An effective Vehicle Preventive Maintenance Program is essential to the performance of this Contract. The assigned transit revenue vehicles in service shall be safe for operation on public streets and freeways and meet all requirements in the federal and state motor vehicle safety



standards for buses, paratransit, and microtransit equipment. If a regulatory agency revokes the permits to operate the vehicles in this service as a result of unsatisfactory inspection ratings, the vehicles shall not operate, and liquidated damages will be applied.

At a minimum, the Contractor shall maintain the assigned transit revenue vehicles and installed equipment, including accessibility features, in conformity with the preventive/scheduled maintenance requirements of the original equipment manufacturer and the Fleet and Facility Maintenance Plan. Only original equipment manufacturer (OEM) parts and supplies, or SRTA and/or County approved equals, shall be used. The Contractor shall ensure that all tasks performed will maintain the vehicle's OEM or SRTA/County revised configuration. This includes, but is not limited to, the wiring configuration and clamping, power and drive train components, air and brake systems, and body assembly. No variation or vehicle system modifications will be allowed without written authorization from SRTA or the County.

The Contractor shall develop and submit a proactive Preventive Maintenance Program for each vehicle type, farebox type, and technology systems for review during the bid process. At a minimum, the Preventive Maintenance Program shall adhere to the preventive maintenance schedules and standards of the industry and manufacturer and shall be sufficient so as not to invalidate or lessen warranty coverage of any assigned transit, paratransit or microtransit vehicle or component. The selected Contractor will propose a Preventive Maintenance Program, utilizing *fixed-point intervals*, including levels of inspections, and the type of inspections and or components service at each interval. The Preventive Maintenance Program at a minimum shall include/address safety equipment, fire suppression system, engine/transmission, hybrid drive system components (including drive unit, coolers, batteries, etc.), fuel tanks and related valve/vent systems, air systems, cooling systems, electrical systems, hydraulic systems, charge air cooler systems, steering, brake, suspension, axles, HVAC systems, wheelchair lifts, ramps and bus kneeling features, destination signs, lighting (interior and exterior), seating, accessories, emergency egress, push out windows, emergency hatches and doors, emergency lighting, and body damage. As new technology is added to existing vehicles, or as new vehicles are added to the fleet, the Contractor shall be responsible for submitting new Preventative Maintenance plans in-line with OEM requirements to SRTA and/or the County for review and approval. When two service categories are provided by the manufacturer, such as "normal service" and "severe service", the severe service category guidelines will be used in establishing the Preventive Maintenance Program by the Contractor. All preventive/scheduled maintenance (including, but not limited to, vehicle PM inspections, brake inspections, interior cleaning, upholstery shampoo, climate control inspections) is monitored by SRTA and County staff.

The Contractor shall not defer maintenance on vehicles requiring repair following a preventive maintenance inspection. All items identified as requiring repair during normal operations shall be repaired in a prompt and efficient manner consistent with SRTA Xpress and GCT Fleet and Facilities plan (not to exceed 3 days). The Contractor shall not place into service vehicles with identified safety defects or vehicles that have not had items identified during the preventive maintenance inspection repaired. Vehicle safety violations identified by SRTA, County, or their designee shall require the vehicle to be placed out of service until satisfactory repairs are completed. Adherence to preventive maintenance inspection (PMI) schedules shall not be regarded as reasonable cause



for deferred maintenance in specific instances where the selected Contractor's employees observe that maintenance is needed in advance of said PMI schedule.

The Contractor shall not defer maintenance for reasons of shortage of maintenance staff or operable vehicles, nor shall service be curtailed for the purpose of performing maintenance without prior written consent of SRTA or the County. The PMIs and running repairs shall receive first priority in the use of the Contractor's maintenance resources. The Contractor shall adjust the work schedules of its employees as necessary to meet all scheduled services and complete preventive maintenance activities according to the schedule approved by SRTA and the County. The Contractor shall retain additional personnel or the services of outside firms, if necessary, to meet SRTA and the County's maintenance requirements.

SRTA and the County (and/or their designee) shall perform independent audits of vehicle maintenance and preventative maintenance records, component maintenance records, and perform spot-checks of vehicles and technology to ensure PMI and repairs are completed and work performed to a satisfactory level.

All Contract vehicles will have a valid vehicle registration, and permanent license plates provided by SRTA and the County. All Commuter fleet vehicles will also have a Peach Pass affixed to the vehicle. It is the contractor's responsibility to obtain the Peach Pass from SRTA and affix it to the vehicle. All revenue and non-revenue vehicles must carry Contractor provided proof of insurance in addition to the current registration.

3.7.4.1 Vehicle Preventive Maintenance Inspections

The Contractor shall maintain stated *fixed point* intervals between vehicle inspections.

Any vehicle PMI inspection completed more than ten percent (10%) before its PMI fixed point interval mileage is considered "EARLY" and completed more than ten percent (10%) past its PMI fixed point mileage interval is considered "LATE." For PMIs scheduled every 6000 miles, the PMI must be completed between 5400 and 6600 miles to be considered "on time."

Any vehicle PMI inspection completed more than fifteen percent (15%) before or after the PMI fixed point interval mileage shall be considered "MISSED." For example, for PMIs scheduled every 6000 miles, a PMI completed before 5100 or after 6900 miles shall be considered "MISSED."

Any incomplete vehicle inspection shall be considered as "MISSED".

The Contractor shall report any "LATE" or "MISSED" vehicle PMIs in the monthly report along with detailed explanation as to why the PMI was either "LATE" or "MISSED" and a corrective action plan. Any "LATE" or "MISSED" vehicle PMIs shall result in the application of Liquidated Damage as specified in the Contract.

3.7.4.2 Technology and Other Preventive Maintenance Inspections

The Contractor shall develop and maintain *fixed point* intervals for technology, component, and/or seasonal inspections. These inspections and intervals shall be presented in final draft form by the Contractor to SRTA and the County no later than 30 days prior to contract start of service.



These inspections intervals shall be in line with OEM and/or SRTA/County requirements whether based on time (days), hours, or mileage.

All *fixed point* interval inspections shall be considered Early, Late, or Missed based on the 10% and 15% methods shown below. The Contractor shall use the 10% and 15% as the standard for all inspections. An example of time *fixed point* intervals (hour based) component requirements:

- Any component PMI inspection completed more than ten percent (10%) before its PMI fixed point interval hour is considered "EARLY" and completed more than ten percent (10%) past its PMI fixed point hour interval is considered "LATE." For PMIs scheduled every 100 hours, the PMI must be completed between 90 and 110 hours to be considered "on time."
- Any component PMI inspection completed more than fifteen percent (15%) before or after the PMI fixed point interval hours shall be considered "MISSED." For example, for PMIs scheduled every 100 hours, a PMI completed before 85 or after 115 hours shall be considered "MISSED."

All technology, component and/or seasonal inspections and repairs must be recorded in the CMMS system in a format compatible with SRTA and GCT EAM systems.

The Contractor shall report any "LATE" or "MISSED" PMIs in the monthly report along with detailed explanation as to why the PMI was either "LATE" or "MISSED" and a corrective action plan. Any "LATE" or "MISSED" PMIs shall result in the application of Liquidated Damage as specified in the Contract.

The Contractor shall be responsible for the safe and efficient maintenance of all assigned transit revenue vehicles and installed on-board equipment, including the Breeze™ fare collection equipment as described below, required in connection with its operation of SRTA and the County's transit service in a clean, safe, sound, and operable condition at all times, and fully in accord with any OEM Specifications and Requirements, in strict conformity to the selected Contractor's approved Preventive Maintenance Program, and applicable requirements of any federal, State, or local statute or requirement.

3.7.5 Mechanical Maintenance Program

The Contractor shall be responsible for the safe and efficient maintenance of all assigned transit revenue vehicles and installed on-board equipment, including the Breeze™ fare collection equipment described below, required in connection with its operation of SRTA and the County's transit service in a clean, safe, sound, and operable condition at all times, and fully in accord with any OEM Specifications and Requirements, in strict conformity to the selected Contractor's approved Preventive Maintenance Program, and applicable requirements of any federal, State, or local statute or requirement.

The Contractor's duty and responsibility to maintain all vehicles and equipment shall not be delegated to any other person, firm or corporation. The Contractor may sub-contract work, but final responsibility for the vehicle appearance, condition, quality of repairs, and repair expediency remains solely that of the Contractor.

All parts, materials, tires, lubricants, fluids, oils and procedures used by the Contractor on all assigned transit revenue vehicles and installed on-board equipment shall meet or exceed OEM



Specifications and requirements. All parts installed on all assigned transit revenue vehicles and equipment shall become property of the County.

The Contractor, at its sole cost and expense, shall provide all:

- Labor
- Repairs
- Parts and Supplies
- Maintenance tools and equipment (in addition to tools and equipment provided by SRTA and the County)
- Diagnostic Equipment and software
- Lubricants and all fluids
- Maintenance
- Cleaning
- Major components
- Component rebuilding and replacement
- Such other components, facilities, and services which may be required to fulfill its maintenance responsibilities pursuant to the Contract (in addition to those provided by SRTA or the County)
- Computer Software fully compatible with current and future revisions/procurements of GCT and SRTA software for tracking maintenance activities (Note: this will be a negotiable item in the contract award process.)
- Tires and wheels

Generally, the selected Contractor's Maintenance Program shall include the following:

- All wheelchair lift, ramp, bus kneeling and related equipment must meet all ADA, federal, state and local requirements. All wheelchair lift, ramp, bus kneeling and related equipment shall be inspected, serviced and lubricated at intervals necessary to ensure that wheelchair lifts, kneeling features and ramps are safe and fully operational before and during use in revenue service. Operator pre-trip inspections must be utilized to check lift/ramp operation before pull-out from the garage. If the lift/ramp is inoperable at the time of pull-out the bus must be repaired or traded before leaving for revenue service. When a lift/ramp is discovered to be inoperative, the Contractor must take the vehicle out of service. Repairs must be made before the vehicle is used in revenue service.
- Brake inspections and adjustment shall be performed at intervals that ensure the safe and efficient operation of the braking system, per manufacturer's specifications. The Contractor shall utilize an approved brake lining gauge to measure brake lining wear. Coach and transit bus disc brakes shall be inspected per APTA and OEM brake inspection recommended practices. Brake repairs shall be completed to the following standards:
 - Drums shall not be turned.
 - Brake linings shall be matched to drums by size; i.e., 1X, 2X, etc.



- Rotors may be turned in accordance with brake manufacturer recommendations
- Both brake sets on an axle shall be replaced at the same time.
- Brake system components shall be replaced in sets on an axle; e.g., a right rear slack adjuster found nonfunctional would require replacement of the right and left rear slack adjusters.
- Vehicle OEM friction material shall be used unless a tested friction material has been approved for use by the County and SRTA.
- Wheel seals shall be replaced with every brake job and bearings shall be checked.
- Brake performance testing shall be conducted by the Contractor following all brake system maintenance and repairs, as a part of all PMI inspections, and as a part of Operator brake system complaint diagnosis. All personnel performing the brake performance testing shall be properly trained on the equipment being used including the operation of the equipment and analyzing test results. All vehicles must pass the brake performance test before returning to service.
- Hydraulic brake systems, including brake fluid replacement, shall be maintained/performed per vehicle OEM requirements.
- All service brake, parking brake, emergency brake, ABS and ATC systems on all vehicles shall be properly maintained, inspected, and tested to ensure full compliance with operational requirements of all federal, state, and local regulations.
- All components of the vehicle bodies, appurtenances, and frames shall be maintained in a safe, sound, and undamaged condition at all times. Cradle motor and transmission mounts shall be replaced in pairs. Body damage (including all vehicle appurtenances) shall be repaired in a professional manner within three weeks (21 calendar days) of occurrences.
- All fluid, and/or hydraulic systems shall be maintained in a safe and fully functional, as designed, condition at all times. Particular attention shall be paid to leaks, seeps, and weeps for all hydraulic and oil lines. Fluid leaks are defined as Class I, II, or III. Class I leaks are leaks that merely show dampness around the fitting or joint; Class II leaks are leaks that have fluid on the outside of the fitting or joint, and Class III leaks are leaks that produce at least one (1) drop per minute on the ground. Class I leaks shall be monitored for further deterioration while Class II and Class III leaks shall be repaired immediately.
- All air systems shall be maintained in a safe and fully functional, as designed, condition at all times. Air systems, including warning lights and signals, shall be maintained per vehicle, component OEM, and FMVSS 121 requirements. Air Dryers shall be serviced, at a minimum, per vehicle and/or OEM requirements. Air system tests, including build rate, leak down, governor, spring brake application, warning indicator tests shall be performed at all PMI. Buses must pass all air system tests before returning to service. Alcohol and alcohol-based products shall not be used in the air systems.
- All steering and suspension system components, including springs, shock absorbers, air bags, leveling valves, kneeling system components, air leveling control systems, tie rods, drag links, steering angle and gear boxes, axle beams, etc. shall be inspected, maintained, and repaired per vehicle and component OEM requirements.



- The entire cooling system shall be thoroughly inspected with all defects repaired as needed. Radiators shall be kept free of dirt and other debris and shall be cleaned on a regular basis. Only high quality stainless-steel constant torque clamps shall be used. Cooling system and charge-air-cooler rubber and silicone hoses and their clamps shall be periodically inspected and replaced as required. Radiators shall be re-cored or replaced at the time of engine replacement or as necessary.
- Engine exhaust systems shall be checked for leaks and tightness on a periodic basis. All passenger compartment access panels shall be checked to ensure that the interior passenger compartment shall be free of exhaust fumes from the engine, engine compartment, and exhaust system of the vehicle.
- All vehicles emissions systems components shall be maintained in line with OEM, federal, state, and local requirements. Exhaust filters shall be cleaned at the appropriate intervals. Exhaust filter failures will be examined to determine root cause with corrections made to the vehicle or fleet.
- All engine, transmission, and hybrid drive units shall be maintained to OEM requirements. All fluid leaks, emissions and drivability problems shall be identified and repaired. Engines must be maintained to ensure state, local, and regional opacity/vehicle emissions (as revised) and emissions standards from their original EPA certification are met.
- All hybrid drive system and battery systems, including batteries, DPIMs, cooling systems, cables, etc. shall be serviced, inspected and maintained to OEM specifications utilizing OEM safety procedures and protective equipment. The Contractor shall monitor component conditions and life status to ensure adequate component availability and avoid long lead times.
- Heating, ventilation and air conditioning (HVAC) systems shall be maintained and used to ensure that the passenger compartment temperature is comfortably maintained under all climatic conditions at all times. **The Contractor shall maintain the vehicle HVAC system in a fully operational state year-round.** Particular attention shall be paid to the air conditioning systems from March 1 through October 31, and the heating systems from November 1 through February 28. All air conditioning repairs and maintenance shall be performed according to established laws and regulations regarding air conditioning service. Defrosters must always be fully functional at all times. The Contractor shall perform semi-annual HVAC preventative maintenance inspections.
- Seats shall be maintained in proper operating condition at all times. All rips, tears, cuts, gum, graffiti and other damage shall be cleaned or repaired in a professional manner immediately upon their discovery. The Contractor shall replace seat covers which are worn or cannot be professionally repaired, using materials which are identical in design and color as those materials being replaced. All seats which can no longer be kept clean, have cushions which have broken or crushed, contain graffiti or stains which cannot be removed, or are damaged beyond repair, shall be replaced with matching fabric/cushions within three (3) days. Bus seats and interiors contaminated with bodily fluids shall require buses to be removed from service until properly cleaned. The Contractor will be responsible for procuring the matching fabric/cushions. If a perfect match becomes unavailable, then the Contractor will work with SRTA or the County to select an acceptable substitute before the Contractor procures the replacement materials. The Contractor shall repair all broken, loose, and/or worn interior



components including stanchions, hand hold straps, compartment latches, lights and covers, flooring, etc.

- Windows with offensive etched graffiti shall be replaced immediately. Broken, cracked, distorted, or clouded/opaque glass shall be repaired or replaced when found, but not more than twenty-four (24) hours after the initial report. The Contractor shall propose a vandal shield system to be installed on all passenger windows to reduce window damage and replacement cost.
- Windshield wiper and washer systems and mirrors shall be maintained in proper operating condition at all times.
- Breeze™ system fareboxes and card readers shall be maintained in proper operating condition at all times.
- All destination signs shall be maintained in proper operating condition at all times. Signs should be operable and displayed at all times when the vehicle is on the street. In the event of route changes that affect the destination sign readings, SRTA or the County will specify the change(s) in writing and the Contractor will reprogram the destination sign to reflect change(s). Paper signs are not permitted.
- Bicycle racks shall be maintained by the Contractor in proper operating condition at all times. All bent, broken, and inoperable components shall be replaced by the Contractor. The Contractor shall maintain the painted/powder coated finish on all components including rust and corrosion abatement.

3.7.6 Onboard Systems

SRTA *Xpress* coaches each have installed onboard a public address (PA) systems that allows Operators to make required stop announcements, destination signs, communications systems, inverter systems, to provide power for customer electronics, and fare systems. The Contractor shall be responsible for the maintenance and repair for the following electronic and optional equipment installed on SRTA coaches:

- CAD/AVL - Clever Systems
- Wi-Fi
- AVS – Clever Systems
- APC – Clever Systems
- Cameras (inside and out) – Apollo
- Farebox –Cubic/Genfare (integrated with Clever Systems)
- Radios – Kenwood (integrated with Clever Systems)
- Ultra-Capacitor Start Assist – Vanner (only on 32 SRTA rehab buses)
- Bike Racks – Sports Works model DL-2
- Fuel Master/AIM system

SRTA coaches have the Clever Devices system which controls and interfaces with multiple systems including the radio, Breeze™ farebox, CCTV, designation signs, stop request, video displays, passenger counter, and PA systems. A Coach cannot be used without it working correctly without SRTA approval.

GCT commuter and local vehicles have CAD/AVL, an automated feature that makes the required



ADA stop announcement, PA system, security camera system, destination signs, communications systems, Wi-Fi, and fare systems. GCT paratransit and microtransit are similarly equipped but without the stop announcement system and destination signs.

The Contractor must provide electronic technicians with sufficient training and skills to remove defective equipment and install and configure for operation equipment installed on board all vehicles.

Additional responsibilities are detailed below:

3.7.7 PA Systems

- Maintenance and repair of automated and manual PA systems shall be the responsibility of the Contractor.
- Most vehicles are equipped with an automated stop announcement system linked to the CAD/AVL system.
- The manual PA system consists of a microphone amplifier and speakers located inside and outside the bus; these systems are to be used by Operators to make stop announcements as required by the American Disabilities Act (ADA). Volume should be set on these units so that customers can easily hear the announcements over the noise of the vehicle.
- The manual PA system should be inspected prior to each pull out. If the vehicle has a non-functioning automated stop announcement system the vehicle can be used for service and upon return to the maintenance facility the system shall be repaired before returning to service. If the vehicle only has a manual PA system and is found defective the bus must not be used in service, unless no other vehicle is available. In the event that a bus must be placed in service with non-functioning equipment the Contractor shall report such to SRTA and GCT for approval.

3.7.8 Inverters

Xpress coaches are outfitted with inverters and USB ports to provide both 120 volts and USB charging for customers. Maintenance and repair of these systems shall be the responsibility of the Contractor. These units should be inspected and repaired periodically to ensure they are functioning properly. Currently, GCT vehicles do not have inverters or USB charging ports but are being considered for installation on the planned commuter bus overhaul and as part of future new commuter coach procurements. Inverters being replaced must have the same functions and be of the same type (sine wave) as the OEM.

3.7.9 Fare Systems

SRTA participates with the regional Breeze™ fare collection system which is used for collection of all passenger fares, the Breeze™ fare collection system, other participants include the Metropolitan Atlanta Rapid Transit Authority (MARTA), Cobb County (CobbLinc), and Gwinnett County (GCT).

Passengers may complete a journey on vehicles from any of these systems using a Breeze™ card, which is also used to permit transfers between systems. Data from each use of the card is collected into a central computer shared by all agencies.

The system consists of a regional back office and clearinghouse managed by MARTA, GFI probing and vaulting equipment at garage locations and GFI Fastfare fare boxes with Cubic breeze card



readers (TR2). The fareboxes onboard its coaches are used to collect cash, with integrated smartcard technology for support of Breeze™ Smartcard fare products.

GCT also participates regional Breeze™ fare collection system but utilizes GFI Odyssey fare boxes.

Responsibilities for each are as follows:

SRTA Xpress Service

- SRTA will provide all equipment necessary for operation of the Breeze™ fare collection system for Xpress services including but not limited to probing equipment, Wi-Fi, garage PC/Server with firewall, UPS power supply, a network switch, a network jack, adequate space for this equipment and all power and cooling necessary to maintain this equipment according to manufacturer specifications.
- SRTA has contracted with Breeze™ fare collection system vender Cubic for maintenance services, Cubic is responsible for providing system maintenance and repairs as detailed below.
- The GFI Fastfare fareboxes are equipped with Breeze™ card readers. The farebox accepts cash and Breeze™ cards.
- Cubic has a service contract with SRTA for on call system maintenance and depot repair service until October 19, 2020. Following the expiration of the maintenance and service contract between SRTA and Cubic the SRTA intends to renew this agreement with Cubic and add onsite services for depot repairs and preventive maintenance for the Breeze™ system equipment. The Contractor shall provide space at North and South Operations facilities for use by Cubic in performing its duties.
- SRTA will furnish an appropriate number of spare fare boxes and Breeze™ equipment for use by the Contractor at the start of this agreement. The cost of any additional fare box equipment will be the responsibility of the Contractor.

The contractor is responsible for all costs of repairs to components of the Breeze™ equipment that have been subject to abuse, improper corrective maintenance (CM) or preventive maintenance (PM), accident or vandalism.

- SRTA is responsible maintaining control for fare box locks and keys, and any replacement keys or locks needed for ongoing maintenance of GFI fare box equipment. Replacement locks and keys must be coordinated through the SRTA Chief Finance Officer. If the contractor misplaces any keys any costs with replacing keys will be the responsibility of the contractor.
- The Contractor will be required to acquire OEM service, maintenance, and repair training for the GFI fareboxes and Cubic card readers, and is responsible for ensuring that an inventory of new or repaired spare components in good condition will be available at North and South maintenance facilities for all onboard fare equipment.

GCT Service

- The Contractor will complete all repairs and preventive maintenance for the GFI Cents-A-Bill and Odyssey fare boxes, receivers, and vaults used for acceptance of cash as defined in the supplier OEM manuals. Maintenance records will be kept for major components in the fare box, including but not limited to; coin mechanism, bill acceptor, mater controller, cashbox etc.



- Contractor is responsible for the maintenance of the Garage Computer systems used for GFI System fare collection system, including probes, computers, networks, and other associated fare collection equipment.
- GCT will furnish an appropriate number of spare fare boxes, and Breeze™ equipment for use by the Contractor. Any additional fare box equipment will be the responsibility of the Contractor.
- The Contractor will be responsible ensuring that an inventory of farebox, Breeze, and fare collection spare components is maintained in good condition and stored in a secure location.
- The Contractor is responsible maintaining control of fare box locks and keys, and any replacement keys or locks needed for ongoing maintenance of GFI fare box equipment must be coordinated through Gwinnett County Transit Staff.
- GCT has a combination of GFI and Cubic fare collection systems. GCT's Cubic equipment is maintained by Cubic under a separate contract between the County and Cubic. Cubic's contract with the County covers maintenance and servicing for on-vehicle and Cubic equipment in support of the Contractor.
- The responsibility for assuring all Cubic and GFI fare collection equipment (including spare component inventory) is fully functional is with the Operations and Maintenance Contractor.

Ticket Vending Machines (TVM) may be installed during the contract period. The plan shall include TVM reconciliation procedures. The deployment of a mobile fare payment system is anticipated during the term of this contract. The plan shall include a proposed method of fare reconciliation.

Breeze™ System

SRTA Xpress

Contractor will be responsible for identifying issues with Breeze™ onboard Operator Control Unit (DCU) equipment through review of GFI and Breeze™ maintenance reports, information provided by Operators during pre-trip and post-trip inspections, or as reported by Xpress or GCT Customer Service or staff.

The Contractor will have corrective and preventive hardware maintenance performed through a Regional Warranty and On-Call Support agreement with MARTA's Breeze™ support contractor, Cubic. This includes all maintenance activities on Operator Control Units (DCU).

When the Contractor identifies faulty parts in the DCU, those parts shall be removed and processed for repair using the RMA process that follows.

Prior to shipment or pickup of the defective component(s), a Return Material Authorization (RMA) Number must be obtained from Cubic's Depot Repair Center. The Contractor will phone Cubic's repair facility at 404-724-2205.

For each RMA request, the Contractor must provide the following information:

- Callers Name and Agency (SRTA)
- Part number and serial number of the defective module
- Brief description of the problem



All parts shipped or picked up by Cubic for repair will be tagged and properly identified by SRTA or GCT with a "Cubic Repair Tag", indicating all above information as well as the RMA number. Cubic will pick up the defective modules from a single location designated by SRTA once per week.

GCT Service

GCT currently has a contract with Cubic to address Breeze™ DCU/LV problems and concerns. The Contractor shall contact Cubic when problems occur. The Contractor shall maintain a record of all requests to Cubic including dates and times of request and response.

3.7.10 Radio Communications

The Contractor shall be responsible for ensuring that all SRTA and GCT vehicle radio systems are maintained good operating condition. The Operator must test radio communication as part of the pre-trip inspection process by contacting dispatch. If the radio is not operational, the Operator must inform the appropriate Contractor personnel, who should then assign a vehicle with a working communications system.

3.7.11 CAD/AVL

The Contractor's maintenance department will be responsible for running equipment diagnostics to determine root cause of any equipment malfunction. It is the responsibility of the Contractor's electronic technicians to retrieve proper replacement components from the AVAIL or Clever Devices from the IT personnel or project manager.

Items that might require replacement include but are not limited to:

- Cameras (interior & exterior)
- IVU's
- DVR's
- APC's
- Hard Drives
- RCU's
- Amplifiers
- Wi-Fi
- Tough books (laptops)
- Power supplies
- MDT displays
- GPS antennae

For additional assistance with equipment diagnostics, equipment replacement and general troubleshooting the Contractor shall reference the AVAIL or Clever Troubleshooting Guides as appropriate. The AVAIL troubleshooting guides will be provided by Gwinnett County along with a copy of GCT's CAD/AVL Standard Operational Procedure (SOP). The SOP will contain all areas related to troubleshooting and routine preventive maintenance of the system per the warranty and contractual requirements. Any equipment that is found damaged by means of abuse or neglect and not covered under the warranty will be replaced at the expense of the Contractor.

The Contractor shall be required to maintain all aspects of the CAD/AVL systems including SRTA coaches which utilize Clever Devices CAD/AVL radio functionality.



3.7.12 Tires

The Contractor shall be responsible for providing tires for all revenue vehicles without additional cost to SRTA or the County. Tires shall be of the same type and rating as installed by the OEM bus manufacturer when new. The tires on the vehicles, once installed on SRTA or County wheels, will be owned by SRTA or the County and will remain SRTA or the County's property at the termination of the Contract. All vehicles shall be maintained with a full set of tires (including a spare tire if originally equipped) for each vehicle. Tire pressure shall be maintained in accordance with the OEM or tire manufacturer's recommendation and shall be checked at minimum on a weekly basis. Tire pressure shall be checked on a minimum 20% sample of buses for each service mode (SRTA Xpress and GCT) on a daily basis.

Tires shall always be matched (by brand, size, and tread pattern) on each axle. Tires shall meet the bus manufacturer's load requirements. Tires shall not vary more than 3/32" between inner and outer tires and not more than 4/32" between curbside and roadside. Tires that are worn below 4/32 shall be replaced or the vehicle placed out of service.

Tires shall be branded with serial numbers and tracked by vehicle number and installation position.

Buses originally equipped with low rolling resistance tires shall only have tires replaced with the same manufacturer and low rolling resistance model as originally equipped.

Recap, retread and/or re-grooved tires shall not be permitted on any bus.

Buses originally equipped with Tire Pressure Monitoring Systems (TPMS) shall only have tires replaced with the appropriate sensor equipped wheels and tire assemblies. The selected Contractor shall maintain and keep the TPMS systems fully operational.

The steering axle shall always have worn tires replaced with new tires. Tires removed from the steering axle may be used on either the tag or drive axle if they are undamaged and have sufficient tread wear remaining. Rims shall be inspected, cleaned, and polished as tires are removed and replaced. The selected Contractor shall be responsible, at their own expense, for replacement of rims with like rims when the rims are found to be damaged. Tires may not be removed for re-use on other vehicles from new vehicles that are stored awaiting service or from damaged vehicles unless approved in writing by SRTA or the County. All tires shall be balanced.

Tire disposal expenses shall be borne by the Contractor.

3.7.13 Vehicle Damage

The Contractor shall repair all revenue vehicle damage that occurs through the performance of the Contract. All repairs made shall be performed by competent repair facilities qualified to restore the damaged vehicle to its original configuration, appearance, and structural integrity. SRTA and the County shall have prior approval of any repair facility proposed by the Contractor. SRTA and the County retains the right to have any vehicle that has not been sent to a competent repair facility for appropriate repairs within thirty (30) days taken to a repair facility of its choice for repair. Those repair costs will be invoiced to the Contractor or the amount will be deducted from current monies owed to the Contractor.

If the transit revenue vehicles are damaged due to neglect of maintenance, poor workmanship, or



inappropriate repairs by the Contractor, SRTA or the County retains the right to have the vehicle(s) repaired by its company of choice and subsequently invoice the Contractor for the cost of repairs, or deduct the invoice amount from current monies owed to the Contractor, if any.

3.7.14 Parts Inventory

The Contractor shall provide all parts and materials required to maintain all revenue vehicles. These parts and materials include, but are not limited to, parts for scheduled and unscheduled repair, preventive maintenance inspections, maintenance of HVAC, wheelchair lift and related equipment, destination signs, fareboxes, CAD/AVL systems, and all other parts required to maintain the vehicle and on-board equipment. The Contractor may use either OEM or after-market parts with the exception of steering and braking systems. Should the Contractor wish to use after-market parts for steering and braking systems, the Contractor must receive written permission from SRTA or the County prior to installing the parts on the vehicle. SRTA and the County reserve the right to reject the use of any after-market products that may be found not to provide better or equal service as the OEM product.

The Contractor shall be responsible for maintaining an inventory of spare parts and materials and for providing any and all parts and materials necessary for the proper maintenance of all revenue vehicles and equipment used in the provision of service. The Contractor shall establish and maintain reasonable inventory levels to enable timely repair of vehicles and equipment of no more than 3 days. No parts forbearance for liquidated damages will be given due to the inability to obtain any mechanical parts. Body parts forbearance will be considered on a case by case basis. The Contractor-supplied parts inventory shall remain the property of the Contractor until installed on a bus. Upon completion of the term of this Contract, the Succeeding Contractor at its own discretion, may choose to purchase the inventory at a mutually agreed upon fair market price.

Parts inventory for non-revenue vehicles is not required as those vehicles must be taken to the OEM dealer for repair.

The Contractor shall only use parts that will maintain OEM and component warranty and/or extended warranty status. SRTA and GCT reserve the right to reject any part from any supplier or manufacturer at their discretion.

3.7.15 Tools and Equipment

All tools and equipment required to maintain the assigned transit revenue vehicles are the responsibility of the Contractor, except as may be noted in the Contract.

As part of a new bus procurement, SRTA has acquired and shall provide 4 bus-in-a-box units to use for training and trouble-shooting the CAD/AVL systems; probalizer sampling equipment, TPMS Smart Tire equipment, Nexiq USB Link 2 Diagnostic Adapter, Cummins Inline 6 Diagnostic Adapter, Cummins Insite Software, and Allison DOC Premium Software for use on their new MCI coaches. The Contractor shall be responsible for the condition, maintenance, software renewals and updates for all SRTA owned equipment. The Contractor shall return all SRTA owned equipment in good working condition to SRTA at the end of the contract.

3.7.16 Vehicle Towing

In the event that towing of any assigned transit revenue vehicle is required due to mechanical



failure or damage, the Contractor shall be responsible to provide such towing at the Contractor's sole expense. The Contractor shall provide a written policy and procedure regarding Vehicle Towing and shall provide a list of selected towing providers that the Contractor has an agreement with.

3.7.17 Emissions Control Programs

The Contractor shall perform and certify such tests of equipment required to meet SRTA, County, other local, State, and federal requirements related to exhaust smoke and engine emissions.

3.7.18 Oil and Fluid Analysis

The Contractor must develop and implement a laboratory engine oil, transmission fluid, differential oil, and refrigerant oil analysis program and submit it for SRTA and County approval. Oil and fluid analysis shall be entered into the CMMS for tracking and analysis. The Contractor shall review all oil analysis reports upon receipt and take proactive measures to repair or remedy anomalies noted on the reports. The Contractor shall provide to SRTA and the County a monthly oil analysis report due by the fifth (5th) day of the following month. The report shall contain the number of samples taken, the number of discrepancies noted, and the corrective action taken for each discrepancy noted. Fluid samples will be tested at the following intervals:

- Engine oil – every 6000 miles as part of the PMI
- Transmission oil – every 30000 miles as part of the PMI
- Differential oil – every 30000 miles as part of the PMI
- Refrigerant oil – once per year as part of the semi-annual HVAC inspection (except hermetically sealed compressors)

3.7.19 Maintenance Evaluations

The Contractor shall allow SRTA and the County access to the Contractor's facilities and records to monitor the Contractor's maintenance performance as SRTA or the County deems necessary. SRTA and/or the County may perform or use independent consultants to perform regular, unannounced maintenance inspections of vehicles and equipment maintained by the Contractor which are used in this Contract to determine the Contractor's maintenance performance. SRTA or the County shall be permitted to view and copy any vehicle maintenance records, inspect vehicles and equipment, and request Contractor to provide space to inspect vehicles, and personnel to lift the vehicle up for undercarriage inspections, and to drive vehicles as is necessary to evaluate the condition of vehicles and equipment used in the performance of the Contract. The Contractor's Quality and Training Manager shall assist as needed. SRTA and/or the County shall make every effort to not disrupt the Contractor's normal routine or work functions during announced or unannounced inspections.

The Contractor shall, upon request by SRTA or the County, immediately remove from operation any bus that is determined by SRTA, County, or their designee to not be in compliance herewith and shall repair, clean, or take any other actions reasonably requested by SRTA or the County in order to cause such vehicle to be in compliance. Nothing in this provision or in any inspection or approval by SRTA or the County of any vehicle shall relieve the Contractor of its obligation to maintain and operate each vehicle in strict compliance with the provisions hereof.

- Out of Service Designation



- Tires with air pressure below 20% of recommended pressure
- Inoperative emergency exits/doors/windows
- Inoperative communications devices
- Inoperative, expired or missing safety equipment
- ADA Wheelchair lift, ramp and kneeling features inoperable for any reason
- ADA Wheelchair tie downs or seat sliders inoperable for any reason
- Inoperative PA system per section 2.7.6
- Leaking and/or cracked hydraulic lines; oil lines, coolant lines, or fittings, seals, or joints with either a Class II or Class III leak, as outlined; unsecured wiring harnesses, and harnesses or hoses and lines that are rubbing or chafing
- Inoperative Automatic fire suppression system
- Any condition not in compliance with applicable federal or State Regulations

Vehicle shall continue to have the "Out of Service" designation until it is brought into compliance. The Contractor shall establish a lock-out, tag-out procedure to clearly mark Out of Service vehicles and prevent them from being placed in service. New out-of-service designations shall be included in daily operations reports. In the event of conflicting Out-of-Service requirements between CVSA, SRTA, and the County, the more stringent requirement shall prevail.

3.7.19.1 Daily Vehicle Servicing

The Contractor shall perform daily vehicle servicing on all assigned transit revenue vehicles and equipment. For purposes of the Contract, daily servicing shall include, but not be limited to:

- Fueling
- Engine oil, coolant level in all reservoirs, windshield wiper fluid, hydraulic or power steering fluid, brake fluid, and transmission fluid check/add. Transynd is the only authorized transmission fluid.
- Farebox probing, vault pulling and replacement
- Tire inspection (air pressure, tread depth, and wear) (20% of the fleet per day)
- Lights and flashers check
- Interior sweeping and dusting.
- Movable seat tracks must be cleaned and kept clear of all debris to permit easy movement of seats for mobility device access
- Exterior and interior visual inspection
- Litter - Removal of all litter/trash from all areas in the interior and exterior of the vehicle
- Graffiti - All graffiti, interior and exterior, shall be removed as soon as practicable, but within twenty-four (24) hours, preferably before the vehicle is returned to service. If the graffiti is obscene or gang related, it shall be removed immediately, or the vehicle shall not be used in revenue service until corrected.



- At a minimum, all buses shall have the exterior washed daily. The rear of the bus must be clean and may require manual cleaning. In the event of sand and/or salt/brine use on roads, buses shall be washed upon their return from service before being returned to service.

The Contractor shall develop, implement, and maintain a written checklist of items included in the daily servicing of each vehicle. The checklist shall be utilized and kept on file for SRTA or County review for three (3) years. If the selected Contractor uses the CMMS to generate service work orders, the work orders shall become a permanent part of the vehicle history file. Either way, fluid and fuel amounts, by quarts and gallons, and miles shall be entered into the CMMS vehicle history record.

3.7.19.2 Vehicle Cleaning

The Contractor shall be responsible for maintaining the interior and exterior cleanliness of all bus, paratransit, and microtransit revenue vehicles in order to provide a positive public image and appearance. The Contractor shall ensure the cleanliness of each vehicle scheduled for revenue service prior to the commencement of each service day. At all times, vehicles in revenue service shall be free of noxious odors from cleaning products, pest control products or other such products. Contractor will provide MSD sheets for chemicals being used during the cleaning process.

Vehicle exteriors should be washed daily, and interiors cleaned daily; including floors swept, windows wiped down, and trash removed, after each day's use. Ceilings, dashes, walls, upholstery, stanchions and grab rails shall be subject to a detailed cleaning as necessary, but at least every thirty (30) days. All foreign matter such as gum, grease, dirt and graffiti shall be removed from interior surfaces during the interior cleaning process. Upholstery damage shall be repaired immediately upon discovery. Movable seat tracks must be cleaned daily and kept clear of all debris to permit easy movement of seats for mobility device access.

All graffiti, interior and exterior, shall be removed as soon as practicable, but within twenty-four (24) hours, preferably before the vehicle is returned to service. If the graffiti is obscene or gang related, it shall be removed immediately, or the vehicle shall not be used in revenue service until corrected.

Bus seats and interiors contaminated with bodily fluids shall require buses to be removed from service until properly cleaned. The Contractor shall provide instruction to all employees detailing safety procedures when exposed to bodily fluids and other contaminants on buses. The Contractor shall provide all protective equipment required to safely clean contaminated buses.

Rubber or vinyl exterior components such as tires, bumper fascia, fender skirts and door edge guards shall be cleaned and treated with a preservative at least once every six (6) months, or as necessary to maintain an attractive appearance.

Radiator, engine, battery, air conditioning components, and lift compartments shall be cleaned in accordance with the manufacturer's recommended maintenance intervals, or more frequently as needed.



3.7.19.3 Minor Detail Services

The Contractor will perform a Minor Detail on each vehicle every 30 days. Minor Detail will consist of the following items and items are subject to change by SRTA or the County with 48-hour notice to the Contractor:

- Exterior Work: All wheel wells, flaps, and heavily soiled areas will be hand scrubbed. Service provider will clean engine compartment doors, all exterior access doors, handles and latches, and any seams and joints on the exterior of the unit.
- Exterior Glass: Clean all windows, including front and side glass at the front and side destination signs and mirrors, using glass cleaner and scraper when necessary for the removal of graffiti, finger prints, and other markings. All windows and mirrors will be hand dried or squeegeed by the service provider. Clean all window tracks: No residue must be left on windows after the cleaning process is complete.
- Litter: Removal of all litter/trash from all areas in the interior and exterior of the vehicle.
- Cleaning: Cleaning of ceilings, sidewalls (all), escape hatches, mirrors, front and rear doors, luggage/storage compartments where present, all chrome/stainless railings, movable seat tracks, and interior light lenses. Clean all air conditioning vents.
- All graffiti, interior and exterior, shall be removed before the vehicle is returned to service. If the graffiti is obscene or gang related, it shall be removed immediately, or the vehicle shall not be used in revenue service until corrected.
- Interior Glass: Clean all glass/acrylic and/or window protectors and mirrors. Any damaged or etched glass or acrylic surface is to be reported to SRTA or the County. No residue must be left after the cleaning process is complete.
- Floors: Clean flooring areas with soap and water to include Operator's area, passenger area, wheel housing, steps and ramps/wheelchair lifts. All gum, candy, and other substances that have adhered to the surfaces shall be removed. All dirt and gum must be removed from the flooring. *Using a water hose for cleaning the inside floors or walls is strictly prohibited and the use of said water hose will result in the termination of the Contract.*
- Seats: Clean and sanitize all seat cushions and backs, by brushing and vacuuming. Removal of all gum and/or local spots and stains shall be required. Service provider will report to SRTA or the County any tears or worn seat that cannot be repaired.
- Clean Operator compartment. Clean all switches, wipe all gauges, wipe rear-view mirror, clean radio area left of Operator's seat, dash area, Operator's safety barrier.
- Clean fare box with general purpose cleaner.

Required items are subject to change by SRTA or the County with 48-hour notice to the Contractor.

3.7.19.4 Major Detail Services

The Contractor will perform a Major Detail on each vehicle at least every six months. Major Detail will consist of all monthly Minor Detail Services and the following items:



- Interior Light Fixtures: Disassemble, clean, and reassemble all transit bus overhead light covers. Extreme care must be taken and safeguards in place to protect all electrical components and systems from water damage during the cleaning process.
- Seats: All passenger seats will be steam cleaned within the coach using upholstery style equipment only. This will include the Operator’s seat. Removal of all gum and/or local spots and stains shall be required. The rear seating area will be required to be lifted and cleaned underneath and around it. Service provider will report to SRTA or the County any tears or worn seats that require replacement.
- Surface Treatment: Armor-All or equivalent product will be used on all seats where applicable, all black rubber and the entire dash. The only exception to this rule is the Lexan surface of the gauges and steering wheel and fare box. Armor-All or equivalent will be applied to all tires, bumpers, and fender flares. Aluminum Wheels: Clean and polish, then wax the outside of all aluminum wheels by hand.
- Exterior Waxing- All coaches will be required to be completely cleaned to remove all oxidation, dirt, tar, stains, gums, eggs, and any other items from the exterior of the unit, and waxed at least two (2) times per year. Final product is to be free of swirl marks and haze.
- Pressure wash engine and undercarriage

Required items are subject to change by SRTA or the County with 48-hour notice to the Contractor.

3.7.19.5 Vehicle Cleanliness Inspections

SRTA or the County will conduct inspections of cleaning work performed by the service provider. The inspections must meet the following definitions of a clean bus:

Interior:

No dirt, dust, trash, stains, gum, or any kind of residue on seats, floors, side panels, walls, wheel wells, step wells, dashes, ledges, handrails, Operator's area, Operator's control, light panels, and ceiling; no graffiti on any interior surface; no dirt, stickers, residue, or graffiti on windshields or window glasses; inside mirror glass clean; no damaged advertising signs, no cut seats, no debris in moveable seat tracks; and step wells and floors sealed

Exterior:

No dirt on the front, sides, or rear of the bus; no sticky or oily residue on the front, sides, or rear of the bus; no graffiti on the front, sides, or rear of the bus; no dirt, stickers, residue, or graffiti on the windshields or window glass of the bus; all outside mirrors clean; no soap streaking on the body or exterior glass of the bus; and all wheels painted or polished.

Items to be checked are not limited to, but shall include the following:

(a) Operators Work Station	• Front dash and fare box
• Operator’s area	• Floor area
• Pedal area	• All dash controls
• Windshield cleaned	• Operator’s side windows and tracks cleaned



• All panels in Operator's area top and bottom	
(b) Interior Coach Area	• Fender wells
• Kick panels	• Radio box
• Area behind radio box	• All interior windows and glass
• All interior window seals and tracks	• Grab rails
• Walls, left and right side, upper and lower	• Ceiling
• All seats free from gum	• All seats free from soiling, stains, and graffiti
• All seats backs free from markings or graffiti	• Rear step well area
• All modesty panels	• Interior light lenses
• Seat frames upper and lower	• Rear and front standee lines
• A/C grills	• Step lights
• Emergency hatches	• Wheelchair tie down areas and equipment
• Clean and wipe down overhead bins where applicable	• Floors moped
• Front/rear doors cleaned, including seals	• Moveable seat tracks free from debris
(c) Exterior Coach Area	• Headlight assembly under and above cavity
• Windshield	• Mirrors/mirror housing
• Doors front and rear	• Light lenses
• Side/top marker lights	• Tail/stop lights
• License plate	• Body panels
• Air intake panels	• Compartment doors
• All seam and joints	• Fuel door
• All fender skirts	• Bumpers front/rear treated
• All exterior windows/glass	• All exterior light fixtures and cameras
• All seams and joints cleaned on entire vehicle	• Check decals and their condition
• Engine door, exterior/interior doors cleaned and inside and out.	• License plate and lenses
• Tail/brake/reverse lights lenses and rims cleaned/polishes/waxed	• Window tracks
• Seals	• Fender wells
• All doors	• Access doors

3.7.19.6 Vehicle Pest Control

Vehicles shall be kept free of vermin and insects at all times. At least twice a year or immediately upon discovery of an infestation, all assigned transit revenue vehicles will be treated and/or exterminated to prevent infestation by ants, fleas, roaches, bed bugs, and other insects and vermin, utilizing safe, non-hazardous and EPA approved insecticides/materials by a licensed and IPM certified exterminator. The methods of control and application shall minimize exposure of the Operators, employees, customers, pets, service animals, and protected wildlife to the applied pesticides. No liquid spray or fogging will be allowed unless specifically approved by the Integrated Pest Management (IPM) Coordinator and the Transit Maintenance Manager. The Contractor shall be required to identify a licensed exterminator and certified IPM coordinator and to acquire and maintain SDS information for all pesticides used. All pest control



services costs shall be borne by the Contractor.

3.7.19.7 Compliance Monitoring

SRTA and the County will monitor the cleanliness, maintenance, wheelchair accessibility device operation, destination signs, public address system, damage condition, heating/air-conditioning operation, and maintenance reporting of all SRTA and County vehicles operated by the Contractor. Monitoring will be accomplished by SRTA and County Operations staff, management personnel, QA Inspectors, and undercover ride monitors (“mystery riders”). Adverse reporting will constitute prima facie evidence of violation of the Vehicle Cleanliness and Maintenance provision of this Contract and may result in Liquidated Damages. Communications from passengers and other individuals relative to proper bus maintenance will be thoroughly evaluated as to their probative value in establishing occurrences with this section.

SRTA and the County may utilize the services of an independent maintenance auditing firm to inspect a portion of the *Xpress* or County bus fleet on a periodic basis. The results of these maintenance audits will be used to monitor the effectiveness of the Contractor’s maintenance program and to provide a snapshot of the condition of the Contractor’s vehicles and maintenance records.

3.7.20 Maintenance Reports

The Contractor shall submit the following maintenance reports to SRTA and the County Monday morning for the preceding week:

3.7.20.1 Weekly Reports

- Preventative Maintenance Inspection (PMI) Reports (by Vehicle Number) – For each assigned revenue vehicle, PMI Reports shall include:
 - Vehicle Life Miles
 - Date of PMI
 - Scheduled PMI Mileage
 - Next PMI Mileage
 - PMI status (i.e. Early, On-Time, Late or Missed)
- “Out of Service” Vehicle Report – For each assigned revenue vehicle that is “Out of Service”, the report shall include:
 - Vehicle number
 - Date taken “Out of Service”
 - Reason vehicle is “Out of Service”
 - Date repair parts were ordered and expected delivery date or date vehicle was sent out for repair and expected completion date
 - Major vehicle damage report
 - If applicable, does vehicle have an inoperable wheelchair lift? If so, provide reason.



- “Failure in Service Repair Report” Vehicle Report – For each assigned revenue vehicle that had a failure in service, whether chargeable or not, the report shall include:
 - Vehicle number
 - Failure in service date
 - Reason vehicle failed in service
 - Date repair parts were ordered and expected delivery date or date vehicle was sent out for repair and expected completion date
 - History review of vehicle and fleet for trend analysis
- “Fleet Consumption” Vehicle Report – For each assigned revenue vehicle the report shall include:
 - Vehicle number
 - Daily usage of all fluids (including fuel, oil, coolant etc.)
 - Outliers identified and investigated
 - Date repair parts were ordered and expected delivery date or date vehicle was sent out for repair and expected completion date
 - History review of vehicle and fleet for trend analysis

3.7.20.2 Monthly Reports

The following monthly reports are to be submitted to SRTA and the County no later than the 5th day of the following calendar month:

- Preventive Maintenance Inspection (PMI) Summary Report of all assigned revenue vehicles by Vehicle Number
- Diesel Fuel, DEF, Fluids and Oil Consumption and Mileage Report by Vehicle Number
- Road Call Report-separated by chargeable and non-chargeable incidents including top five reasons for failures
- Monthly Management Report of major maintenance, including all major maintenance work performed on vehicles and equipment during the month and costs associated with parts (i.e. engine replacement, transmission replacement, oil analysis, etc.)
- Minor and major detailed cleanings by fleet number and date cleaning was conducted
- Summary of preventative and corrective maintenance accomplished including cost by bus to be imported into the SGR database
- Summary of Weekly “Out of Service” reports including status of all vehicles identified on the weekly reports
- Warranty reports
- Fluid Analysis reports
- Vehicle Defect summary report



- Other Reports

The Contractor may be required to submit other reports as determined by SRTA and the County. Requirements and due dates will be determined for the Contractor by SRTA and the County. Other reports include, but are not limited to, the following:

- Annual Asset Condition Assessment
- NTD reports

3.8 Facilities and Equipment Maintenance

The Contractor shall develop a **Facility and Equipment Maintenance Program** that addresses all Contractor-owned and Client-owned facilities and equipment used in the operation and maintenance of the SRTA Xpress and GCT transit systems, and submit the document to each client prior to Contract start-up. The program is subject to SRTA and the County's approval.

Note that if repairs are necessary to SRTA (leased or owned) or County (leased or owned) facilities or equipment due to vandalism or negligence by employees of the Contractor, SRTA or the County may require the Contractor to have the repairs completed at Contractor's expense. If Contractor fails to complete necessary repairs, SRTA or the County may have these repairs completed and bill repair expenses to the Contractor. The amounts of these expenses may be withheld from the monthly amount due to the Contractor.

3.8.1 Fueling Equipment Maintenance

The Contractor will be responsible for maintenance and repair of County-owned fueling equipment, storage, controls and related electrical, mechanical, piping and valve equipment, diesel fuel dispensers, nozzles and hoses at the North facility. The Contractor will be responsible for maintenance and repair of Contractor-owned or supplied components of the fueling facility. The Contractor shall maintain the fuel dispensing equipment at the North facility such that mileage and fuel dispensed records for each vehicle fueled will be electronically recorded into a permanent vehicle record on a daily basis.

Respondents will submit a plan with their responses to the RFP that emphasizes the appropriate preventive maintenance, on a scheduled basis per manufacturer's recommendations, obtaining replacement parts, and record-keeping in accordance with FTA's triennial review requirements. The respondent's plan shall include inspection and preventive maintenance programs to ensure the fueling facility meets all applicable federal, State, and local requirements for fuel storage and handling. The Contractor must provide any computer hardware and software required to access the equipment database. Monthly written certification of required testing, to include a description of items tested, shall be provided to the County.

The contractor shall provide all monitoring, recording, filing, reports, and preservation of reports required by local, State, and Federal authorities in regard to Underground Storage Tank facilities and equipment at the South facility. SRTA participates in a state-wide program that monitors and provides repair services for UST and fueling equipment at no additional cost to SRTA or the contractor. The contractor will repair any UST and associated equipment not otherwise covered by the state-wide program, as needed to comply with local, State, and Federal regulations. Any fines resulting from compliance or the lack of compliance shall be borne by the contractor.



The Contractor shall be responsible for maintaining DEF storage, dispensers, nozzles, piping, and pumps, etc. at the North and South facilities.

3.8.2 Passenger Facilities (GCT service only)

The Contractor will be responsible for cleaning and maintaining one (1) transit center (Gwinnett), three (3) park and ride facilities, and approximately 700 bus stops (including 11 County-owned bus shelters), including IPM scheduled and unscheduled pest and weed control. In addition to the requirements below, unsightly conditions reported to the Contractor by the County or the public will be corrected within twenty-four (24) hours. Unsafe conditions, such as damaged facilities, will be responded to as quickly as possible, but no longer than twenty-four (24) hours after being reported. The Contractor will be responsible for removing snow and ice from parking lots and walkways and applying sand and/or salt as appropriate for vehicular and pedestrian safety.

3.8.2.1 Transit Center and Park and Ride Facilities (Gwinnett County Transit service only)

The Contractor shall monitor the Gwinnett Transit Center Monday through Saturday and park and ride lots Monday through Friday. The Park and Ride properties are leased by the County on a long-term basis, while the Gwinnett County Transit Center is owned by the County. The Gwinnett Transit Center is located at Gwinnett Place Mall adjacent to the intersection of Satellite Boulevard and Gwinnett Plantation Way and includes a circular bus bay/transfer area, small park-ride lot, and taxi queuing area. The four park-ride lots are located at 1) I-985 and Buford Drive, 2) Sugarloaf Mills at I-85 and Sugarloaf Parkway/North Brown Road and, 3) I-85 and Indian Trail-Lilburn Road. The Contractor's road supervisors, bus Operators, and park and ride lot attendants shall be utilized to monitor the properties. Customer comments and requests also will provide information related to maintenance requirements. The Contractor will be responsible for labor and materials used in the performance of this work.

General cleaning/maintenance of passenger facilities will be conducted, at a minimum, as follows:

Daily. The Contractor shall empty and clean trash receptacles; remove trash and litter from the immediate surrounding area (20 feet); remove pine straw, leaves and debris; eliminate any graffiti or unauthorized advertising; and perform a field inspection to identify and document any additional maintenance requirements.

Weekly. At minimum during growing season, and other weeks as may be required, the Contractor shall, mow, edge, blow, trim turf, and weed landscape beds; control litter as required; and clean shelters, including glass and benches.

For any eroded areas, the Contractor shall fill with topsoil and grass the area, or mulch if the area is a landscaping bed.

Semi-annual. The Contractor shall clean and replenish any mulched areas with mulch placed to a 4" thickness of material.

The Contractor shall be responsible for maintaining shelters, benches, trash receptacles, smokers, bike racks and landscaping. Landscaping maintenance will be done in accordance with the American Nurserymen's Association Guidelines for turf, shrubs and trees.



At the I-985, Sugarloaf Mills, and Indian Trail park and ride lots, the Contractor shall be responsible for providing attendants at these lots, Monday through Friday, at minimum from 8:30 a.m. to 5:30 p.m. The lot attendants required for security will be responsible for the general cleaning/maintenance functions as described above, as well as their security monitoring activities. Subject to approval by the County, the respondent shall develop a staffing plan that, in addition to lot attendants, utilizes other Contractor employees such as road supervisors, etc. While maintaining coverage, the staffing plan can be designed to be rotational across times of day and lots in ways that are non-discernible.

The Contractor will complete and maintain documentation (e.g., checklists) for inspection, reporting, and maintenance activities.

The County is responsible for maintaining asphalt, concrete, signs, striping, and other pavement markings at the facilities. The County is responsible for lighting maintenance and utility costs at the facilities.

3.8.2.2 Bus Stops and Shelters (Gwinnett County Transit service only)

The Contractor shall monitor all bus stops and shelters on a continuous basis. The Contractor's road supervisors and bus Operators can be used as a monitoring resource. Customer comments and requests also will provide information related to maintenance requirements. The Contractor will be responsible for labor and materials used in the performance of this work. Contractor also will be responsible for cleaning and maintaining current and future bus stop and County-owned shelter improvements. While InSite Street Media LLC or its successor maintains its bus shelter locations under a separate contract, the Contractor will be responsible for notifying InSite Street Media LLC of any issues noted at their shelters as part of the monitoring process.

General cleaning/maintenance of bus stops will be conducted at a minimum as follows:

Twice a Week. The Contractor shall remove pine straw, leaves and debris; remove trash and litter from surrounding areas (20 feet) at all bus stop locations within the County and GCT bus stops on route 10 between the county line and the MARTA Doraville station (note that surrounding areas include private property if the trash/litter reasonably appears to have been generated by GCT patrons); empty and clean trash receptacles where provided; eliminate any graffiti or unauthorized advertising; and perform a field inspection to identify and document any additional maintenance requirements such as related to signposts, signs, etc. The Contractor will be responsible for responding to any maintenance issue that may occur outside the regular maintenance schedule.

Weekly. At minimum during growing season, and other weeks as may be required, the Contractor shall, mow, edge, blow, trim turf, and weed landscape beds within ten (10) feet of the bus stop sign and/or County-owned shelter; control litter as required; and clean County-owned bus shelter surfaces and benches.

For any eroded areas, the Contractor shall fill with topsoil and grass the area, or mulch if the area is a landscaping bed.

Semi-annual. The Contractor shall clean and replenish any mulched areas with mulch



placed to a 4" thickness of material.

The Contractor will complete and maintain documentation (e.g., checklists) for inspection, reporting, and maintenance activities.

The Contractor is responsible for maintaining and updating the computerized GCT bus stop inventory which delineates the location of all bus stops, the routes that serve each stop, and the improvements located at each stop. This stop database is currently being developed in Transtrack.

The Contractor shall evaluate requests for additional stops and make recommendations to the County on stop additions, removal and relocations. The recommendations shall be based on ADA, safety and community considerations. The recommendations shall be accompanied by complete documentation for each of the proposed signs, including sketches of the site with information on adjacent roads, land uses, and ADA requirements. In addition, the Contractor will undertake this task for any new routes or realigned routes.

As directed by the County, the Contractor will install bus stop sign posts at the stops approved by the County. The work will not involve any engineering or construction of concrete pads. Immediately upon Contractor observation of need for a replacement bus stop post, or notification of same by the County, the Contractor will call Georgia 811 and wait the required 48-hours, and then replace the bus stop post and sign.

The County will provide all sign faces and the specifications for posts. The Contractor will provide all signposts in accordance with the County's requirements. The Contractor will store and maintain the inventory of all sign posts and sign faces by type and advise the County when additional sign faces need to be purchased.

The Contractor shall also assist the County to identify bus stops that are appropriate candidates for improvements, such as trash receptacles, benches or shelters. The County reserves the right to purchase and install its own bus stop improvements, to negotiate with the Contractor to perform this work or to contract with an independent contractor, whichever is deemed in the best interests of the County.

3.8.3 Technology and Other Equipment

The Contractor will, at its sole cost, repair, maintain in good condition, and replace, as necessary, equipment outlined throughout this RFP used in Gwinnett County transit maintenance and operations or SRTA *Xpress* transit maintenance and operations. The Contractor is responsible for the replacement of any equipment damaged through negligent operations. All replacements made by Contractor shall be of like size, kind and quality to the items replaced as such items existed when originally installed and shall be subject to Gwinnett County or SRTA's approval. Submittals must detail how all Contractor responsibilities will be discharged. Part 12 to this RFP lists the County-owned and SRTA-owned shop equipment.

The Contractor shall provide a final draft IT Asset Management (ITAM) plan covering all aspects of SRTA and GCT technology for review and approval by SRTA and the County no later than 30 days prior to contract service start date. The Contractor's ITAM plan shall include a detailed inventory of all IT assets including hardware, software, network, software and other licenses; cybersecurity



policies, radio use policies, and technology support.

SRTA Xpress and GCT will provide equipment and support for the successful operation of technology systems provided by SRTA Xpress and GCT in support of Operations. The Contractor will coordinate training with SRTA or the County for staff in use of systems provided for their use.

Control of and accountability for all radios is a critical security requirement. As such, quarterly inventory control audits must be performed by the Contractor and submitted to SRTA. If a radio is lost or stolen, it must be reported to SRTA at servicedesk@srtga.gov within one (1) hour of confirming that it is lost or stolen. SRTA will remotely disable the radio. If the radio is found or recovered, SRTA can re-enable the radio. If a radio is lost, it is the Contractor's responsibility to replace the radio with a similar model and features.

Upon termination of the Contract, all Xpress cell phones/radios must be returned to SRTA. SRTA will charge the Contractor the replacement costs of any cell phones and radios missing at the time of Contract expiration.

3.8.3.1 Computer Hardware and Software

SRTA Xpress Service

The Contractor shall provide and maintain all personal computers, printers and software utilized by its employees. SRTA will provide computer(s) and Tablets necessary for the operation of Clever CAD/AVL and Dispatch Radio Communications

The Contractor shall provide OEM diagnostic software and hardware used to troubleshoot Xpress buses.

SRTA is responsible for systems security and compliance of all Xpress technology systems.

SRTA shall provide networks services and support for Xpress operations, including Internet access needed for business operations and fare systems networks.

SRTA maintains a copier at its South Operations Facility, available for use by the contractor. The Contractor shall be responsible for reimbursing SRTA for all PR costs associated with use of SRTA owned copiers.

SRTA will provide Security and Access Control Systems for its South Ops facility, the contractor shall administer this system and ensure that the system installed at garage under their control are compatible with SRTA's HID based keycard systems.

GCT Service

The Contractor shall provide and maintain all personal computers, printers and software utilized by its employees with the exception of County-owned maintenance diagnostic laptop, GFI fare collection hardware/software, and Breeze™ fare collection hardware/software as listed; the Contractor equipment will remain the property of Contractor upon Contract termination.

The County will also provide OEM diagnostic software used to troubleshoot GCT vehicles, additional software is the responsibility of the Contractor.



The Contractor is responsible for systems security and compliance of all GCT technology systems.

The Contractor is responsible for all device networking and internet connections with the exception of the DSL connection to the Breeze™ equipment at the operations and maintenance facility (for Breeze™ garage computer) and at the customer service center (for Breeze™ ticket office machine and Card 5 machine).

The County will provide Security and Access Control Systems for the North facility, the contractor shall ensure that the system installed at garage under their control are compatible with County's HID based keycard systems. The Contractor will be responsible for issuing of ID's.

3.8.3.2 Communications

Gwinnett County Service/North Garage

The Contractor will be responsible for providing a communication system for all assigned revenue vehicles, maintenance of the equipment, and paying all costs associated with use (e.g., air time). The current contractor has a digital trunked system that provides dispatch, onboard and mobile communications for Gwinnett County Operations.

This system is integrated with SRTA Dispatch Communication and utilizes a shared Radio Console for communications with both SRTA and GCT buses. The contractor is responsible for providing phone and internet services necessary for operations as detailed below.

Failure to have operational phones and internet for a period longer than 30 minutes will result in a contract reduction. The selected contractor should have redundant system in place to ensure critical communication methods are able to maintain continuity.

SRTA Xpress Service

SRTA shall provide dispatch communications equipment and services required for Xpress operations. The dispatch communications system is a digital trunked system that provides dispatch, onboard and mobile communications for Xpress Operations.

Maintenance and Support for this system is currently provided by SRTA's Contractor Radio One

The Contractor will be responsible for notifying Radio One of any problems with radio communications systems, and shall coordinate access to vehicles for the purposes of installation and repair of radio equipment and shall provide training to its employee as required for proper operations Xpress Dispatch communications equipment.

The Contractor must ensure that all buses operating under this Contract have a properly operating bus radio at all times while in Revenue Service and/or that all inoperative bus radios are promptly identified and reported to SRTA for repair.

Telephones

Gwinnett County Service

The Contractor will provide all telephone equipment and pay all costs for its maintenance and



use. As discussed under Customer Service in Section 2.9.1 below, the County will release to the Contractor three telephone land lines currently in use for customer service purposes. The Contractor is responsible for paying all expenses associated with local and long-distance telephone use and for providing its own DSL and/or cable connections.

SRTA Xpress Service

SRTA shall provide telephone service required for Xpress Operations at the South facility.

3.8.3.3 Electronic Destination Signs

SRTA and the County shall provide the electronic destination signs for the fixed-route buses. The Contractor will maintain electronic destination signs and program/change destinations as necessary.

3.9 Customer Service

SRTA and the County place great importance upon Customer Service. The Contractor will be required to attach the same significance to each passenger complaint or inquiry. The Contractor shall be required to establish a process for the thorough and prompt response to all complaints and inquiries. Customer Service and Professionalism is expected from any employees with direct contact to the public. Any employee that has 3 valid unprofessional conduct or inappropriate behavior complaints within a given quarter may be removed from the contract.

The Contractor will operate a Customer Service Program which accomplishes the following:

3.9.1 Customer Inquiries, Complaints, and Commendations

A main focus of the Customer Service Program is the handling of all customer/public inquiries, complaints or commendations received by mail, e-mail, phone, or in person. The Contractor also will be responsible for following up on citizen complaints or other calls referred to them by the County for GCT transit service. The Contractor shall make special efforts to respond to customer service requests from disabled persons who are deaf, hard of hearing, speech disabled, or have other disabilities, and from persons with limited English proficiency.

The Contractor shall provide Customer service Monday through Friday from 6:00 AM to 8:00 PM and on Saturday from 7:00 AM to 8:00 PM.

All inquiries, complaints, or commendations shall be entered into the County's Transtrack database. The comments are to be routed to the appropriate department for research and follow-up action. All complaints shall be initially responded to within three (3) business days (non-ADA) or 48 hours if ADA (Sunday excluded) from complaint receipt; if the complaint cannot be resolved within this time frame, the customer will be notified that the complaint has been received and is being investigated. A completed investigation and follow-up response (telephone or email) will be provided to the customer within five (5) business days from complaint receipt. The Contractor must make and document a minimum of three (3) attempts to contact the person filing any GCT Customer complaints. The Contractor shall email, or email copy the appropriate County staff on communications with the customer regarding resolution of complaint. On a monthly basis, the County may conduct a 10% random callback of all complaints received.

An important requirement of the program is the supervision of information responses to assure



quality control, accuracy and customer service. In addition, the Contractor shall monitor and schedule personnel necessary to effectively respond to incoming calls at a quality and level consistent with customer demand.

The Contractor shall provide to the County a plan for ensuring that all Customer Service Representatives are sufficiently trained to provide the highest quality of customer service. This plan shall include but is not limited to:

- Ensuring that all commuter and local, and paratransit customer service representatives are knowledgeable of all aspects of the GCT service including routes, fares, and special programs.
- Ensuring that all customer service representatives are sufficiently trained in the area of phone etiquette.
- At least one full time Spanish speaking representative
- 24-hour access to a language interpretation line for both customer service and dispatchers for all languages.
- **Complaint Resolution Training** - The Contractor shall provide on-going and appropriate classroom and hands on Complaint Resolution Training to each person involved in the complaint resolution process. This training shall also include an ADA complaint resolution process. Certificates of Complaint Resolution Training completion shall be provided to SRTA and the County.
- **De-escalation Training** - The Contractor shall provide on-going and appropriate classroom and hands on De-escalation Training to each bus, paratransit, and microtransit Operator; road supervisors, dispatchers, inspectors, and all supervisory staff. Certificates of De-escalation Training completion shall be provided to SRTA and the County.

The Contractor shall install and maintain telephone equipment to handle 12,000 calls per month and will meet or exceed incoming call volumes up to 1,500 per day and 190 calls per hour. The County will release the existing GCT telephone number in the directory (770.822.5010) to the Contractor for continuity.

The Contractor shall provide a call accounting system that will provide information on the number of calls answered, the average length of time callers are on hold, the number of calls abandoned and the number of calls on hold for more than two minutes. Contractor shall refer to section 2.2.2.3 for specific Paratransit call requirements.

The Contractor is required to review all call accounting system reports and monitor call-taking performance on a weekly basis to ensure that calls are answered promptly.

If the call accounting system is not working properly, the Contractor is to use other means to monitor call-taking performance.

The Contractor's employees may receive complaints from time to time (telephone, written, e-mail, walk-up, etc.) and will always be the principal recipient of customer inquiries/complaints in the buses and paratransit vans. The Contractor shall document operational problems and passenger complaints and describe any action taken regarding these problems or complaints. Copies of such documentation shall be emailed to SRTA or the County no later than the work day following identification of the operational problem or receipt of such passenger complaint. Passenger



complaints related to safety or serious operational deficiencies shall be reported by telephone to SRTA's or the County's Transit Division Director immediately following the Contractor's receipt of complaint.

SRTA *Xpress* will continue to operate its own call center but will need the coordination of the Contractor for customer service investigations and responses to complaints and inquiries. SRTA will maintain the current structure for Customer Service which is housed in their main office at 245 Peachtree Center Ave. Suite 2200, Atlanta GA 30303. SRTA staff will document all passenger comments/complaints it receives relative to all *Xpress* service and forward them to the Contractor for investigation and response. SRTA Customer Service staff will respond to all customer complaints for *Xpress* service. The Contractor shall provide responses as described below:

- The Contractor shall provide an initial response to SRTA within three (3) business days (non-ADA) or 48 hours if ADA (Sunday excluded) for complaint, inquiry, or investigation request from SRTA
- The Contractor shall provide a completed investigation and follow-up response to SRTA within five (5) business days from complaint, inquiry, or investigation request from SRTA
- The Contractor shall provide all responses in electronic format (Microsoft Word) via e-mail to SRTA

The Contractor will retain complaints in database format, by categories as agreed to by SRTA and the County, for monthly and annual reporting to SRTA and the County.

All complaints received by the contractor need to be documented for SRTA and the County even if they are not submitted through the customer service line. This includes customers calling dispatch, paratransit or the safety office.

SRTA is currently in the process of developing a new Back Office. This new system will house all *Xpress* complaints and details. SRTA may require the contractor to update complaint information/investigation results directly into this system at some point during the term of this contract.

3.9.2 Reporting of Communications with GCT Customers

The Contractor shall provide a comprehensive monthly report to the County of all communications (both received and sent) between GCT customers and the Contractor. The Contractor will use the Feedback portion of the County owned Transtrack Database to log and manage the communications with customers. The Contractor will be responsible for documenting not only the initial communication but also the follow up communication in the program.

All complaints more than seven (7) business days old that have not resulted in a completed investigation and follow-up response to the customer (either by telephone or in writing) must be specifically identified in the report with a corresponding action plan.

This report shall be forwarded to the County within five (5) calendar days from the close of the previous month.

The respondent shall provide a sample of proposed customer service reports indicating how complaints would be categorized and retained for the County's analysis on a monthly basis.



3.9.3 Ticket/Pass Sales Program (Gwinnett County service only)

The Contractor will sell GCT tickets/passes and Breeze™ media fare for all GCT services at the Customer Service Center during business hours. The County also may add additional locations where the Contractor shall sell media fare. The County reserves the right to modify the hours of ticket and pass sales.

The Contractor will accept payment by cash, check, money order, and electronic payment format. A mail-in ticket and pass program also is to be provided. However, paper ticket and mail-in ticket programs are expected to be phased out and a mobile fare payment system is anticipated to be deployed during this contract period.

The Contractor also is required to administer a ticket and pass Consignment Program to Transportation Management Associations and major employers. This program is also expected to complete the transition to the TMA/Breeze™ Card system during this contract period. However, the contractor may be responsible for the program in its new format

All revenues from the media fare sales are to be included in the passenger fare deposits and belong to the County. The Contractor must provide complete accountability to the County for this program. A periodic inventory of tickets and passes will be conducted quarterly, or at the County's request. The Contractor is responsible for ticket inventory control. If the inventory of tickets and passes indicates missing tickets or passes, the Contractor will be required to reimburse the County the face value of the ticket or pass.

3.9.4 Schedules, Maps, Passes, Tickets, Transfers (Gwinnett County service only)

The County, or its designee, shall prepare, print and provide to Contractor all passes, tickets, and like materials (including Breeze™ card stock) required by GCT operations. The Contractor shall be responsible for the design and printing of all schedules, system maps, rider's guides, transfers, and like materials required by Gwinnett County transit operations. The Contractor shall submit all print items to the County for approval of content and design 30 days prior to printing.

The Contractor shall store, inventory, distribute and disseminate such materials in accordance with the provisions of this Contract and any directions supplemental thereto provided by the County. The Contractor shall be responsible for the monetary value of the passes, tickets, and transfers in its possession.

3.9.5 Half Fare Program (Gwinnett County service only)

The Contractor is responsible for issuing photo identification GCT Half fare Breeze™ cards to seniors (65 or older) and disabled individuals (those who do not qualify for ADA services) under the guidelines associated with the GCT Half Fare Program. The cards will be issued at the Customer Service Center. The County will provide the Breeze™ photographic/validating equipment and the Breeze™ card stock to the Contractor. The Contractor shall be responsible for managing the Half Fare Program and maintaining accurate and up to date files on all passengers who have been issued Half Fare Identification Cards. This information shall be maintained on a computerized database. The Contractor shall recertify half fare passengers once every three years.

3.9.6 Lost and Found Program

The Contractor will be responsible for operating a Lost and Found Program and shall manage all



goods and personal items lost and found on the buses or at the transit facilities. This may include fielding inquiries on the phone or in person.

GCT lost and found items are to be held in a secure location for thirty (30) days (unless the item is of great value). Items of great value shall be reported to the County and held until further notice. After 30 days, all items must be inventoried and turned over to the County for proper disposal.

All SRTA lost and found items must be cataloged and transferred daily to SRTA lost and found located at:

Peach Pass Retail Center
245 Peachtree Center Ave, NE
Ground Floor Level
Atlanta GA, 30303-1224
Open Monday-Friday, 8:00 AM – 5:00 PM

3.9.7 Customer Service Center (Gwinnett County service only)

The Contractor will be responsible for leasing accessible customer service office space within reasonable walking distance (not to exceed ¼ mile) of the Gwinnett Transit Center, or other feasible location along local route 10. The existence of such facility will be incorporated in respondent's Customer Service Program costs. All expenses of this site, including utilities, will be borne by the Contractor. The current contractor leases approximately 2,161 sq. ft. of office space for approximately \$2,500 per month for the customer service center at 3525 Mall Boulevard, Suite 5-C, Duluth, GA 30096.

3.10 Revenue Collection, Reconciliation and Deposit

SRTA and Gwinnett County own all fare collection equipment on their respective vehicles. The Contractor will be responsible for all phases of revenue collection and processing. Contractor will be responsible for collection of fares and vaulting. Respondents shall submit cost estimates with their bids and a copy of their proposed cash handling procedures. Respondents shall provide a detailed revenue collection plan with their technical Submittals to ensure that revenue collection, reconciliation, reporting, and deposit procedures meet industry standards and conform to local and federal requirements.

- All revenue collected by the Contractor for all GCT commuter, local and paratransit service is the property of the County; and all SRTA *Xpress* service revenue collected is the property of SRTA.
- All SRTA and GCT buses must only be vaulted with their respective vault equipment. The North facility is equipped with separate vaults for SRTA and GCT.
- The Contractor shall reimburse SRTA or the County for any revenues missing or stolen from vehicles or facilities.
- The County will establish the fare structure for the GCT system. SRTA will establish the fare structure for the SRTA *Xpress* system. Any changes to the fare structure, authorized by the County or SRTA, will be implemented by the Contractor in the manner and at the time prescribed by the County or SRTA for each respective system.



- Operators shall be required to ensure that each patron pays the required fare for the service being provided. If at any time SRTA or GCT discover that an Operator failed to collect the appropriate fare(s) from a passenger(s), the contractor may be required to reimburse SRTA or the County for any loss fare revenue. If it is determined the farebox was inoperable, it is the responsibility of the Operator to immediately report the issue to Dispatch and write up the issue on their post-trip inspection form. The contractor must repair the farebox prior and verify full functionality prior to the bus being released into revenue service.
- Operators will not handle cash or make change for passengers.
- If a passenger is unable to deposit a fare into the farebox due to a disability, the Operator may assist the passenger.
- Operators will record ridership counts by passenger categories using the electronic farebox or Operator's manifests on paratransit and microtransit vehicles where electronic farebox is not installed.
- The Contractor shall maintain the security of the fareboxes on the buses and the associated revenue collection system. Fareboxes must be working on all in-service equipment. Operators will immediately report to dispatch all problems arising with the farebox including the coin mechanism, dollar bill mechanism power supply boards, logic boards, and keypads. The Contractor is to immediately take actions to fix the farebox problem, either by providing verbal directions to Operators, dispatching supervisory or maintenance personnel to the bus, or taking the bus out of service.
- Contractor service personnel will probe the fareboxes at the probing station and will place the cash boxes in the vault. Accurate records will be kept of the cash boxes removed and replaced for each bus. Any problems with these procedures shall immediately be reported to dispatch. Dispatch will then secure the assistance of supervisory or service personnel to complete these tasks.
- When paratransit or microtransit fareboxes are used, paratransit supervisors will take paratransit fareboxes off the vehicles when they return to the garage and place them in the vault room.
- Money is not to be left in any revenue vehicle overnight or when the vehicle is transported to an off-property garage or site.
- When used, paratransit and microtransit Operators are to complete and sign their Operator's manifest, which includes the revenue, tickets and passes collected from each passenger.
- The Contractor, subject to approval by the County, shall provide for security of vaults, vault pulling area, and revenue on-hand (particularly between the Friday and Monday collection of revenue); and shall designate a room for the counting of revenue money at each of the Contractor's operations and maintenance facility.
- Revenue is to be counted daily by staff, independent from paratransit, microtransit, commuter and local route operations. There must be a minimum of two staff members in the count room at all times during the count. A surveillance system will record activity in the count room at all times. The Contractor will provide the surveillance system. The



revenue is to be totaled by fare category and separated between SRTA Xpress, GCT commuter, GCT fixed route local, paratransit and microtransit. Revenue is to be reconciled daily with the farebox records –Cubic reports for Xpress; GFI reports for GCT fixed route and commuter service; and Operator’s manifests when used for paratransit and microtransit.

- The County and SRTA in effect operate dual fare collection systems with the GFI electronic farebox and the regional Breeze™ smartcard option. The Contractor shall record Breeze™ ridership counts and revenues counts. The Contractor shall reconcile total ridership counts and total revenues recorded and collected by the two systems.
- Contractor shall investigate all discrepancies with an explanation report to SRTA or the County. This report must be received within two business days of the discrepancy.
- The Contractor shall subcontract with an armored car company for collection of revenue once a day Monday through Friday. The Contractor shall deposit GCT farebox revenue in a designated County bank account. The Contractor shall deposit SRTA Xpress revenue in a bank designated by SRTA.
- The Contractor shall provide daily, monthly, and annual revenue reconciliation reports.

The Contactor is to regularly review procedures and their implementation to ensure that the process is being administered properly and that all revenue is reported and handled in a manner that meets SRTA, County and federal requirements.

The County and SRTA reserve the right to conduct audits of the Contractor’s revenue collection procedures and reports and make changes as needed.

3.11 Contractor’s Personnel

The Contractor is responsible for developing an organization and personnel plan for the operation and for all the responsibilities relating to the employment, training and supervision of the employees.

North and South facilities shall have their own full time and dedicated key personnel assigned to their respective facilities. North and South facilities shall also have their own dedicated Dispatchers, Supervisors, Mechanics, Trainers, Operators and non-classified employees assigned to their respective facilities.

3.11.1 Wages and Policies

The Contractor shall be solely responsible for the satisfactory work performance of all its employees and subcontractors. The Contractor shall be solely responsible for establishment and payment of wages and benefits for its employees and shall cause the withholdings to be made as required in the performance of the Contract. SRTA and the County encourage the Contractor to provide wages and benefits in line with regional levels for similar positions and tasks. The Contractor shall comply with the requirements of employee liability, worker’s compensation, unemployment insurance, social security and any other current and future legal requirements.

Employees of the Contractor shall not be considered employees of SRTA or the County and the Contractor’s employees shall not be entitled to participate in any wage and benefit package provided by SRTA or the County to its employees.



The Contractor shall hold SRTA and the County harmless from any liability, damages, claims, costs, and expenses of any nature arising from alleged violations of personnel practices.

3.11.2 49 USC Section 5333(b) Agreement (Formerly Section 13C)

The Contractor shall have financial liability for any Section 13(c) claims or obligations that are created by acts or omissions of the Contractor that are not directed by the County or SRTA. (Section 13(c) of the Federal Transit Act is currently codified in 49 U.S.C. §5333(b).) The Contractor agrees it is bound to the terms of the 13(c) Agreement. In addition, the Contractor shall cooperate with the County and SRTA (including the provision of payroll records and other information) in the resolution or defense of any 13(c) claims or disputes, and in the implementation of any Section 13(c) remedies.

The Contractor shall not assist or encourage any employee to file or otherwise pursue a Section 13(c) claim against the County or SRTA, or take any action which is contrary to the interests of the County or SRTA under Section 13(c) or its Section 13(c) arrangements or agreements, relating to the termination of services under this Contract, any future transition from the Contractor to another service provider, or any other action or event relating to the Contract. If the Contractor fails to comply with this obligation, the Contractor shall be financially liable for all costs incurred by the County and SRTA (including attorneys' fees) associated with any Section 13(c) claims or delays in the receipt of federal grants.

3.11.3 Personnel and Organizational Plan

The respondent will provide SRTA and the County with a personnel plan identifying staffing levels for each operations and maintenance facility. The plan shall identify staff by department and include an organizational chart and documents that clearly show management, supervisory, dispatch and other functions, duties and responsibilities by location. The staffing levels and organization need to enable the delivery of a public transportation service that meets or exceeds SRTA and the County's goals.

As conditions change during the life of the Contract, the Contractor is required to develop revisions to this plan to ensure the delivery of quality transit service. The Contractor shall also provide SRTA and the County with policies and procedures that govern the Contractor's methods of management and operation. SRTA and the County reserve the right, given cause, to reject management and operational procedures.

3.11.4 Management

The respondent will supply job descriptions and resumes for management or supervisory positions dedicated to this project. SRTA and the County reserve the right to approve each member of Contractor's management staff and to require the Contractor to add or eliminate management positions.

Once approved by SRTA and the County, the Contractor's key management personnel shall not be reassigned for at least twelve (12) months, unless SRTA or Gwinnett County exercise its right to demand removal from the project, for reasonable cause, any of Contractor's key personnel.

The Contractor is required to fully staff those key positions proposed in its submittal. Any change in the General Manager, Operations Manager, Maintenance Manager, or other key personnel shall require prior written consent by SRTA and the County. Contractor shall have a maximum of 30 days



to fill any vacant staff positions (key personnel, office management, administrative, or support staff). Contract deductions may be implemented for staff positions left vacant more than thirty days without SRTA or County approval.

SRTA and the County recognize the importance of developing and maintaining a qualified and successful management team, and to that end suggest a career development plan be implemented that incentivizes longevity, accomplishments, education, and advancement.

The Contractor shall provide management staffing at a level and capability sufficient to oversee its functions and employees. Specific management positions required include:

General Manager – The Contractor shall designate two full-time General Managers; one each for North and South operations who shall provide overall management and supervision of both the SRTA Xpress and GCT transit services under the terms of the Contract. Because the role of General Manager is critical to the success of the operations, the respondent must identify permanent General Manager candidates. SRTA and the County reserve the right to approve or reject the General Manager candidates at its discretion.

The General Managers shall provide a pro-active management approach and environment and shall work cooperatively with SRTA and County staff in matters relating to service quality, providing operational and other data as described in this RFP, responding to comments from passengers and the general public, and responding to specific requests for other assistance as the need arises.

Each General Manager must have a minimum of ten years in public transportation operations, including experience in commuter, local and paratransit service operations; and shall have at least five years of upper level supervisory experience.

The Contractor shall assure SRTA and the County that the General Managers designated for this project will not be replaced without the written consent of SRTA and the County. Should the services of the General Manager become unavailable to the Contractor, the resume and qualifications of the proposed replacement shall be submitted to SRTA and the County for approval as soon as possible, but in no event later than ten (10) working days prior to the departure of the incumbent General Manager, unless the Contractor is not provided with such notice by the departing employee. SRTA and the County shall respond to the Contractor within three (3) working days following the receipt of these qualifications concerning acceptance of the candidate for the replacement General Manager.

The departing General Manager will adequately brief any new General Manager of ongoing and upcoming issues. The office of each General Manager will be physically located at the Contractor's operations and maintenance facilities. The North and South facilities shall have offices for their respective General Managers. The General Manager will be expected to remain at the facility or otherwise within their respective service area as appropriate to the maximum extent possible. At all times, the General Manager, or an Operations Manager designated to act on behalf of the General Manager, shall be available either by phone or in person to make decisions regarding day-to-day SRTA Xpress and GCT operations or provide coordination as necessary, and shall be authorized to act on behalf of the Contractor regarding all matters pertaining to the Scope of Work.

Operations Manager – The Contractor shall designate three full-time Operations Managers who



shall provide management and supervision of transit system operations functions under the terms of the Contract. Operations Managers shall be assigned with dedicated responsibilities to their respective agencies at the North and South facilities. The North facility shall have two Operations managers; one for SRTA Xpress and one for GCT. The South facility shall have its own dedicated Operations manager. SRTA and the County reserve the right to approve or reject the Operations Manager candidates at its discretion.

The Operations Managers shall provide pro-active management and supervisory skills to ensure the performance of Contractor operations duties and responsibilities.

Each Operations Manager shall have a minimum of six years in public transportation operations, including experience in express and local and paratransit service operations; and shall have at least three years of supervisory experience.

Should the services of the Operations Managers become unavailable to the Contractor, the resume and qualifications of the proposed replacement shall be submitted to SRTA and the County for approval as soon as possible, but in no event later than five (5) business days prior to the departure of the incumbent Operations Manager, unless the Contractor is not provided with such notice by the departing employee. SRTA and the County shall respond to the Contractor within three (3) business days following the receipt of these qualifications concerning acceptance of the candidate for the replacement Operations Manager.

Maintenance Manager – The Contractor shall designate two full-time Maintenance Managers which will assigned with dedicated responsibilities to their respective North and South facilities. Maintenance Managers shall provide management and supervision of transit system maintenance functions under the terms of the Contract. SRTA and the County reserve the right to approve or reject the Maintenance Manager candidates at its discretion.

The Maintenance Managers shall provide pro-active resource management, including, but not limited to: preventive maintenance scheduling and supervision, repair supervision, technical training, and other such activities as may be necessary to ensure the performance of Contractor maintenance duties and responsibilities.

The Maintenance Manager shall implement the approved Quality Management Plan. The Maintenance manager shall work with the Quality and Safety managers to analyze data and effect changes to promote efficiencies, develop and implement maintenance policies and procedures, and ensure all maintenance is performed in a safe, efficient, and timely manner.

Each Maintenance Manager shall have a minimum of five years' experience managing the maintenance functions of a diesel bus shop similar in size and complexity to the services herein described; a minimum of five years journeyman level experience with large and small diesel bus engines, transmissions and related component air, hydraulic, electrical and other systems, fire suppression and other safety systems, air conditioning systems, wheelchair lifts and ramps, destination signs and other electronics, and GFI electronic farebox systems; a minimum of five years' experience supervising the work of other maintenance personnel and a valid CDL with all endorsements (and medical card) required to operate all equipment in the fleet.

Should the services of a Maintenance Manager become unavailable to the Contractor, the resume



and qualifications of the proposed replacement shall be submitted to SRTA and/or the County for approval as soon as possible, but in no event later than five (5) working days prior to the departure of the incumbent Maintenance Manager, unless the Contractor is not provided with such notice by the departing employee. SRTA and/or the County shall respond to the Contractor within three (3) working days following the receipt of these qualifications concerning acceptance of the candidate for the replacement Maintenance Manager.

Other Management /Supervisory Staff – The North and South facilities shall have their own dedicated Safety, Quality Assurance, and Training Managers... The Contractor shall have a dedicated staff member responsible for SRTA customer complaint investigations at both facilities. The respondent should offer candidates with appropriate qualifications and relevant experience for other respective management positions. SRTA and the County reserve the right to approve or reject the key management candidates.

All Safety, Training, Commuter, Fixed route, Paratransit, Microtransit, and Maintenance managers shall hold a valid CDL license, medical card (self-certification), and endorsements required to operate all equipment in the fleet. This requirement can only be waived by the County and/or SRTA. Employees hired for these positions must acquire a CDL license, medical card (self-certification), and endorsements to operate all SRTA and GCT vehicles within 180 calendar days of hire and maintain (keep current) for the term of their employment.

3.11.5 Operators and Field Supervisors

Revenue vehicles shall be operated with due regard for the safety, security, comfort and convenience of passengers and the general public. Field Supervisors and vehicle Operators must have a valid Commercial Operator's License (CDL) Class B with the appropriate Passenger endorsement, medical card, and Homeland Security Highway Watch Program certification.

The Contractor shall dedicate specific Operators and field supervisors to the North and South facilities.

Vehicle Operators must be trained in all operational procedures relating to the transit system. Training must include techniques for interacting with the public in a helpful and courteous manner.

The Contractor shall be responsible for providing additional new vehicle training to all personnel that shall coincide with the delivery of new equipment.

While performing their duties, revenue vehicle Operators and supervisors must wear a uniform that displays the employee's name or other means of identification (e.g., badge number). The Contractor's employees shall provide their names and badge numbers to the public if requested. At all times while on duty, Operators and supervisors shall have access to a clock/watch/vehicle display synchronized with the clock used by Dispatch, i.e. the National Bureau of Standards clock or CAD/AVL system.

A Street Supervisor fills the following role: Provides support and assistance to bus Operators in the performance of their daily duties in order to maintain a safe, efficient and reliable transit system. Monitors bus service and investigates and analyzes situations which impact or may impact bus service. He or she communicates information and/or recommendations to appropriate management personnel when needed. Interacts with management, bus Operators, other



employees, passengers and the public to coordinate problem resolution, provide information, carry out assignments and maintain high quality and timely transit service. This is a safety sensitive position subject to the rules and regulations of the Drug and Alcohol Policy.

Duties/Responsibilities:

- Conducts self in an appropriate manner as a representative of the Contractor, SRTA and the County working effectively in a diverse work environment.
- Investigates accidents, incidents, disputes and disturbances as assigned, in accordance with policy, and in conjunction with involved authorities.
- Monitors and coach's Operator performance and behavior; models passenger interaction skills, coaches Operators in use of time, checks and instructs periodically on proper revenue, transfers and farebox data collection, and recommends training or retraining, as appropriate to ensure compliance with safety policies.
- Conducts time point and passenger load checks to ensure schedule and route efficiency.
- Re-schedules buses due to disruptions in service, in conjunction with dispatch and as appropriate.
- Audits service, routes and road conditions and recommends alternate routes to dispatch or suggests service improvements to supervisors, as appropriate. Recommends adjustments to running time or additions/deletions to schedules and routes to ensure quality service.
- Writes reports regarding service disruptions, security incidents and Operator performance/behavior in accordance with policies and procedures. May assist Operators in filing of reports.
- Assists in the processing and follow-up of customer service complaints and requests.
- Assesses ability of Operators to continue in service when investigating accidents, incidents and potential substance abuse problems.
- Works with security and police agencies regarding assaults, disturbances, and undercover operations.
- Routinely visit Park and Ride lots, making note of any outstanding issues that need to be addressed
- Coordinates problem resolution among SRTA, the County and other private contractor Operators, management, passengers and the public.
- Performs as assigned during special events and snow emergencies to minimize service disruption. Works with SRTA and the County to assist with detours affecting contracted service, including, but not limited to, notifying passengers of detour routing, transporting passengers, posting notices, checking Park and Ride lots for accessibility, and directing bus Operators.
- Prioritizes assignments and organizes time.
- Performs physical work as needed, such as sanding icy streets or Park and Ride lots, assisting stuck/sidetracked buses, helping wheelchair passengers on or off buses, etc.



- Inspects buses for general appearance, safety compliance and maintenance condition. Operates buses and other equipment as required.
- Conducts individually or in conjunction with SRTA and the County; fare inspections, accident investigations, policy adherence campaigns, and assists in drug and alcohol program, special campaigns as needed.
- Sets up short term detours and communicates detour information with SRTA and the County.
- Monitors traffic congestion and directs bus movement in downtown or at Park and Ride locations.

The Contractor must have a sufficient number of Operators, dispatchers, and supervisory staff available to provide service according to the requirements detailed in the Scope of Work/Services and to manage the day-to-day operations on the street. Dispatch for North and South can be situated at the North facility, however, SRTA and GCT shall have their own dedicated dispatch personnel.

3.11.6 Maintenance Personnel

The Contractor shall employ (or subcontract) personnel to perform maintenance on SRTA and County vehicles, equipment, and facilities. SRTA and the County require the Contractor to use ASE-certified technicians for all vehicle repairs. SRTA and Gwinnett County reserves the right to approve or reject a sub-contractual relationship for the maintenance of its equipment. If the respondent wishes to provide maintenance via subcontract, SRTA or the County will require evidence of the maintenance subcontractor's capability and experience with transit rolling stock and/or the subject equipment.

The selected Contractor shall demonstrate that it has sufficient numbers of qualified maintenance personnel employed to conduct all required preventative and corrective maintenance on the assigned SRTA and GCT vehicles. Contractor must maintain a proper ASE certified mechanic/technician-to-bus ratio as stated in the Contractor's response to the RFP throughout the term of the Contract.

Examples of proof of qualifications are, but not limited to, the following:

1. ASE Certifications (required), particularly in Medium/Heavy Duty Vehicles or Transit:

Maintenance personnel must maintain a minimum number of ASE (or approved alternate) certifications as noted below. These certifications must be obtained within 6 months of the first year of the Contract. New hire mechanics shall be required to achieve class "C" status within 6 months of hire. The contractor may submit a request for exception and substitute for ASE certifications for individuals with extensive prior experience in bus or transit maintenance, or an alternate certifying entity (i.e. Marta). These will be considered on an individual basis by GCT and SRTA.

"A" Transit Bus Master Mechanic/Technician

At least one 'A' Transit Bus Mechanic/Technician shall be required at the North and South facilities. A Transit Bus Master Mechanic/Technician shall have attained (and shall keep current) ASE Master Transit Bus certification after having passed all the following:



- H2 – Diesel Engines (or CNG Engines)
- H3 – Drive Train
- H4 – Brakes
- H5 – Suspension and Steering
- H6 – Electrical/Electronic Systems
- H7 – Heating Ventilation & Air Conditioning
- H8 – Preventative Maintenance and Inspection (PMI)

“A” Medium/Heavy Duty Master Mechanic/Technician

At least one ‘A’ Medium/Heavy Duty Master Mechanic/Technician shall be required at the North facility and assigned to the Paratransit/Microtransit fleet. A Medium/Heavy Duty Master Mechanic/Technician shall have attained (and shall keep current) ASE Master Medium/Heavy Duty certification after having passed all the following:

- T2 – Diesel Engines (or Gasoline Engines)
- T3 – Drive Train
- T4 – Brakes
- T5 – Suspension and Steering
- T6 – Electrical/Electronic Systems
- T7 – Heating Ventilation & Air Conditioning
- T8 – Preventative Maintenance and Inspection (PMI)

“B” Mechanic/Technician – 4 or more certifications

All ‘B’ Mechanic/Technicians shall maintain and keep current a minimum of ASE PMI certification plus a minimum of three additional ASE certifications.

- H2 – Diesel Engines (or CNG Engines)
- H3 – Drive Train
- H4 – Brakes
- H5 – Suspension and Steering
- H6 – Electrical/Electronic Systems
- H7 – Heating Ventilation & Air Conditioning
- H8 – Preventative Maintenance and Inspection (PMI)

“C” Mechanic/Technician – 2 or more certifications

All ‘C’ Mechanic/Technicians shall maintain and keep current a minimum of two of the following ASE certifications.

- H2 – Diesel Engines (or CNG Engines)
- H3 – Drive Train
- H4 – Brakes
- H5 – Suspension and Steering
- H6 – Electrical/Electronic Systems
- H7 – Heating Ventilation & Air Conditioning
- H8 – Preventative Maintenance and Inspection (PMI)

2. Certifications from various OEMs or sub-tier suppliers. (Examples are Cummins or Detroit Diesel)



engine certifications, Allison transmission certifications, Carrier or ThermoKing HVAC certifications, MACS Section 608 and/or 609 certifications, electronic troubleshooting certifications, air brake OEM course certifications; MCI, Gillig, Eldorado, etc. training; etc.)

3. Safety certification
4. Demonstrated proficiency in conducting Preventive Maintenance Inspections
5. In house documented vehicle and component training

Maintenance personnel assigned to work on assigned SRTA and County vehicles and equipment shall have thorough knowledge of:

- Large and small diesel bus engines, transmissions and related component air, hydraulic, electrical and other systems, fire suppression and other safety systems, air conditioning systems, wheelchair lifts and ramps, destination signs and other electronics, and GFI electronic farebox systems.
- Methods and procedures used in servicing mechanical equipment
- Vehicle chassis and bodies.
- Tools, precision instruments, equipment, and procedures used in the general repair and maintenance of vehicle equipment.
- Decimals, fractions, and specifications related to vehicle maintenance.
- Fire suppression systems and other on-board safety systems.
- Shop safety policies and procedures.
- Road service procedures including safety, radio communication, and road side repair protocol

In addition, maintenance personnel must be skilled at performing the following duties:

- Conducting preventive maintenance inspections and completing the associated documentation.
- Inspecting, diagnosing, and repair of vehicle engines, transmissions, and related component air, hydraulic, electrical and other systems, fire suppression and other safety systems, air conditioning systems, wheelchair lifts and ramps, destination signs and other electronics, and GFI electronic farebox systems.

Maintenance personnel must have a valid CDL and the appropriate endorsements, and medical card allowing them to operate all transit equipment maintained at their assigned facility. Any personnel not having a CDL with a P endorsement will have 6 months from contract inception to obtain the certification.

All maintenance personnel must receive a minimum of 40 hours of vehicle specific training per year. This training may include Contractor or vendor-provided refresher/update training on various aspects of bus maintenance and/or SRTA/County provided maintenance classes. Contractor must provide documentation on an annual basis of all maintenance training provided during the year. This information must be provided electronically and must include detail on training topics, curriculum, and hours of training.



Hostlers shall receive 4 hours training every 6 months. This training shall include vehicle specific training, spill prevention, and emergency response.

The Contractor shall be responsible for providing additional new vehicle training for all maintenance personnel and shall coincide with the delivery of new equipment.

Staff charged with maintenance and servicing of hybrid and/or electric vehicles shall receive maintenance and safety training, including arc-flash training, NFPA 70E or OSHA training per 29 CFR 1910, and related OEM servicing and maintenance training for high voltage systems. All staff assigned to servicing and maintenance of hybrid and/or electric vehicles shall be issued all the required personal protective equipment (PPE) to safely perform their duties.

Staff charged with Maintenance of GFI fare systems equipment should complete GFI factory training on repair of fare boxes and TRIM units.

Staff charged with Maintenance of Cubic card readers systems shall complete Cubic factory training on repair of Cubic card readers.

Staff charged with Maintenance of Braun and Ricon wheelchair lifts or ramps should complete factory training on repair and maintenance of the wheelchair lifts.

Staff charged with Maintenance of the Amerex and Kidde Fire Suppression equipment should complete Amerex and Kidde factory training on repair and maintenance of the fire suppression system.

Staff charged with Maintenance of Breeze™ fare systems equipment should complete Breeze™ factory training on repair of fare boxes and LV units.

Staff charged with Maintenance of Cubic fare systems equipment should complete Cubic factory training on repair of Cubic fare box modules, readers, and kiosks.

3.11.7 Employee Screening and Selection

The Contractor shall use appropriate screening and selection criteria to employ all staff. A detailed method for the selection of all employees must be developed and approved by SRTA and the County prior to service start-up. The selection method must identify a process for evaluation minimum requirements. The following shall be addressed in the screening and selection program:

- Proven ability in the area of customer service. This is vital to the delivery of quality transit services.
- Review of driving ability for all employees operating transit vehicles.
- Background checks.
- References of past employment.
- Drug and alcohol testing for safety sensitive employees.
- Job related requirements for each position.

3.11.8 Employee Training

The Contractor shall develop, implement and maintain a formal training and retraining program that shall be subject to review and approval by SRTA and the County. All operations, dispatch,



maintenance, customer service, supervisory and management employees shall participate in the program

An important part of the program will be a Customer Relations component. All employees having contact with the public must complete the Customer Relations course. The course shall also include conflict resolution training. The purpose of the course is to help provide employees with skills in providing quality customer service to passengers and the public.

Dispatchers, paratransit reservation personnel, telephone Operators, supervisors, and any other personnel who may, from time to time, be assigned to telephone information or paratransit reservation lines shall be trained in customer relation skills, telephone manners, accident/incident procedures, conflict resolution, and all operating policies. Operations control personnel assigned to paratransit trip scheduling and vehicle dispatching duties shall have a detailed knowledge of the applicable procedures, professional techniques, and rules regarding the GCT paratransit program.

3.11.8.1 General Requirements

As part of the training program, the Contractor shall prepare and distribute Operator's manual specific to each mode of service, e.g., GCT Commuter Operator's Manual, Local Fixed Route Service Operator's Manual, Xpress Service Operator's Manual, Paratransit Operator's Manual, and Microtransit Operator's Manual to all Operators, dispatchers, telephone Operators, reservation personnel, and supervisors. Contents of the Operator's Manual shall include, but not be limited to, the following subject areas: Operator's rules; Georgia bicycle laws, accident/incident policies and procedures; safety and security policies and procedures; communication policies and procedures; passenger interaction; courtesy; personal safety; electronic and manual farebox policies and procedures; video surveillance policies and procedures; fog and inclement weather policy; vehicle inspection, care and maintenance policy and procedures; reporting procedures and sample forms. Three copies of each Operators Manual shall be forwarded to the County prior to service start-up. Any updates to the manual must be provided promptly to the County.

At a minimum, all new-hire training (for every position) shall include policies, procedures, ADA requirements, conflict resolution, safety, and customer service. The Contractor shall provide on-going refresher training of a minimum of four (4) hours every six (6) months. On-going training shall primarily focus on safety and customer-oriented topics. The Contractor's supervisors will receive training to assist with identification and appropriate handling of employee/subcontractor drug and alcohol problems.

The Contractor shall maintain current documentation of completed training sessions for all employees and schedules for future training sessions. The documentation will be provided to the County upon request.

3.11.8.2 Revenue Operation

The Contractor shall provide all bus and paratransit Operators training in vehicle operation, safety, passenger assistance techniques, passenger relations, conflict resolution, fare collection, route and schedule orientation, and on-time performance prior to permitting any Operator to operate any vehicle in revenue service. The Contractor must certify in writing, by name, each individual Operator as having satisfactorily completed all requirements and training



courses prior to allowing that individual to operate a vehicle in revenue service. This certification shall require a minimum of eighty (80) hours of training for each Operator, full and part-time. The exception shall be any person for whom the Contractor can provide written documentation of both one year of experience as an Operator for the Contractor in a different location and at least forty (40) hours of formal training by the Contractor at SRTA and/or Gwinnett County's operation.

The minimum eighty (80) hours shall include the eight (8) hour minimum National Safety Council Defensive Driving Course or equivalent, with satisfactory scores. It shall also include a minimum of thirty-two (32) hours of wheel time, including at least two round trips on each local route and one round trip on each commuter route. Each Operator shall operate all types of revenue vehicles during training. At least eight (8) hours of classroom instruction shall be performed for each of the following categories:

- Passenger relations.
- Accident reporting procedures.
- Communication procedures and codes.
- Schedules, routes, fares, farebox procedures.
- ADA regulations for fixed-route operations.

To maintain each individual Operator's certification, the Contractor must provide and document annual refresher training of at least eight (8) hours for each Operator covering passenger relations, operating procedures, ADA regulations, conflict resolution and equipment operation. Changes to routes, assignments, vehicles, and equipment will require additional Operator training. Additionally, the Contractor's trainer shall conduct and document an on-board evaluation with each Operator. Each ride check shall be a minimum of one hour and shall be conducted every three months on each Operator.

The Contractor is responsible for training all fixed route Operators on the requirements for public transit as set out in the Americans with Disabilities Act of 1990, as amended, and in the regulations of U.S. Department of Transportation at 49 CFR Part 37 implementing ADA requirements. A comprehensive, ongoing training program shall be developed and implemented by the Contractor addressing fixed-route ADA requirements. The County and SRTA will strictly enforce compliance with the ADA law and will establish performance standards to ensure the Contractor's employees are responsible in this area.

Paratransit training will include all requirements identified for fixed-route Operators. In addition to the training requirements previously identified, paratransit Operators will be required to complete additional sensitivity training related to transporting persons with disabilities. This training shall be more comprehensive than the general sensitivity training programs, emphasizing the ADA requirements, sensitivity, beyond curb pickup and drop off procedures, boarding and wheelchair securement skills, and will provide a higher awareness of the various disabilities.

3.11.8.3 Maintenance

The Contractor shall provide technical training for all maintenance personnel necessary to ensure a consistent level of current, thorough knowledge in the maintenance and repair of the



assigned vehicle fleet including, but not limited to, air conditioning systems, wheelchair lifts and other ancillary equipment. This training is defined in section 2.11.6. The selected Contractor shall provide a technical training schedule along with course descriptions for all maintenance personnel, including the Maintenance Manager.

3.11.8.4 Other

Dispatchers, paratransit reservation personnel, telephone Operators, supervisors, and any other personnel who may from time to time be assigned to telephone information or the paratransit service request line shall be trained in customer relations skills, telephone manners, accident/incident procedures and operating policies.

Dispatchers shall be assigned to either SRTA or GCT. Due to different CAD/AVL systems being utilized by SRTA and GCT, dispatchers shall receive training specific to their assigned fleets. Dispatchers shall not cover both the SRTA and GCT fleets.

3.11.9 Supervision

The Contractor's supervision program must ensure that a high quality level of service is being delivered to *Xpress* and GCT passengers at all times. Supervisor staffing levels, in all departments, should be evaluated carefully by the Contractor to meet the above goal. Supervisors must have and maintain a Commercial Operator's License Class B with a passenger endorsement and medical card. Supervisors shall complete or already be certified in the National Incident Management Systems training program within the first year of contract award. Supervisors are required to have the following courses completed within the first year (ICS) classes 100, 200, and 300.

The Contractor must document and report to SRTA and the County all instances where supervisors and dispatchers are used as Operators. The Contractor must develop a plan for ensuring adequate supervision in these instances.

Additionally, every three months, or at the direction of SRTA and the County, the Contractor shall conduct spot checks of all supervisors in the field to evaluate the performance of each supervisor and provide SRTA and the County a copy of the spot checks.

3.12 Uniforms

The Contractor shall provide standardized uniforms for all Operators, supervisors, lot attendants, and maintenance personnel. SRTA and the County shall determine the uniform policy. The Contractor may not alter or replace uniform parts without the express approval of SRTA and the County. The Contractor shall supply SRTA and the County with a plan for the proposed uniform pieces and supplier. Uniforms shall meet all OSHA performance standards for tasks performed for each job classification. However, the system logo, name, and colors are determined by SRTA and the County.

While in service, or when performing other SRTA or GCT work related duties, vehicle Operators, supervisors, and lot attendants must remain in the approved uniform and maintain a clean, neat and professional appearance. Each Operator and supervisor also must adhere to a code of personal grooming and hygiene established by the selected Contractor in conjunction with SRTA and the County. SRTA or GCT uniforms may not be worn while personnel are off duty, except while traveling to and from their residence. Minor stops (e.g. service station, cleaners, grocery store, etc.) are authorized while in route to the Operator's residence. Uniforms may not be worn in establishments that sell alcoholic beverages.



As managers set the example for their employees, managers should pay particular attention to their attire, and shall be clean and professionally dressed at all times.

3.13 Equal Employment Opportunity (EEO) Affirmative Action

The Contractor must develop and implement an EEO and Affirmative Action program that meets or exceeds all federal, State and County regulations and policies.

3.14 Progressive Disciplinary Policy

The Contractor shall provide SRTA and the County with a copy of their Progressive Disciplinary Policy. The policy should be detailed in the type of violations and penalties for violations. The Contractor shall follow their progressive disciplinary policy.

3.15 ADA Requirements

The Contractor will be responsible for compliance with all public transit requirements related to the Americans with Disabilities Act (ADA), including the policies, regulations and training of all Operators in the safe use of all ADA vehicle equipment. Requirements include, but are not limited to, operation of the wheelchair lift equipment, wheelchair tie-down procedures, wheelchair lift standee policies, operation of bus kneeling and ramp features, requirements for stop announcements, boarding and securing of mobility devices, service animal regulations, first aid, CPR and an awareness of a variety of disabilities and the medical symptoms or risks associated with them. The program shall also include an extensive Sensitivity Training Program. The Contractor shall provide an outline of the ADA and Sensitivity Program that is provided for new hires and as on-going refresher training for employees.

The Contractor shall identify qualified and trained key personnel responsible at the North and South facilities for ADA and Title VI complaint investigation. The Contractor shall establish and provide a Complaint Review Process including intake procedures, investigation, and potential resolution. The process shall encompass all aspects of ADA and Title VI complaint investigation including employee and customer complaints. Customer ADA and Title VI processes shall be in-line with the individual SRTA and County requirements of Section 3.3 Customer Complaints. The contractor shall be responsible for procuring and updating the Title VI statement inside the buses whenever it is updated or changed.

3.16 Drug and Alcohol Testing

The Contractor shall establish a drug policy and program that, at a minimum, complies with USDOT and Federal Transit Administration requirements and other drug testing rules and regulations as are required now, or may be required in the future, by State and federal agencies.

In accordance with "Option 2" of the federal Drug and Alcohol Testing requirement (included in Part 7 for proposer acknowledgement and agreement), the Contractor agrees to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 655 and 40, produce any documentation necessary to establish its compliance with Parts 655 and 40, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of Georgia, State Road and Tollway Authority or Gwinnett County, to inspect the facilities and records associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 655 and 40 and review the testing process.

The Contractor agrees further to certify annually its compliance with Parts 655 and 40 before December 31



of each year and to submit the Management Information System (MIS) report before February 15 of each year to the State Road and Tollway Authority – Chief Human Resources Administrator and the Gwinnett County Department of Transportation - Transit Operations & Maintenance Coordinator, prior to transmitting it electronically to FTA before March 15 of each year.

To certify compliance the Contractor shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements," which is published annually in the Federal Register.

3.17 Security and Emergency Management

The Contractor shall be responsible for achieving the highest practical level of security for *Xpress* and GCT passengers, assigned fleet vehicles, equipment and facilities including the Contractor's operations and maintenance facilities, the Gwinnett Transit Center, and park and ride lots. SRTA *Xpress* will continue to provide security services at *Xpress* park and ride lots, as needed. A current concern at the GCT park and ride lots is patron vehicle break-ins and theft. In response, Gwinnett County is requiring lot attendants at the I-985, Sugarloaf Mills, and Indian Trail park and ride lots that will perform both security and maintenance functions (see Section 2.8.2.1). The County reserves the right to add facilities in the future. SRTA reserves the right to have the Contractor take over the function of providing lot attendants at *Xpress* park and ride locations during the term of this Contract. The Contractor shall be responsible for providing security services at the South facility during non-service hours and on holidays and weekends.

The Contractor shall develop and maintain security and emergency management plans that address policies, procedures, elements and systems disseminated by the Department of Homeland Security's Transportation Security Administration, FEMA and the Federal Transit Administration.

The Contractor shall provide a Continuity of Operation Plan (COOP) per FEMA guidelines to ensure continuity of operations in the event of disaster or emergency. The Contractor shall submit their plan for approval prior to Service Start and shall test and update their plan annually.

The Contractor shall be required to participate in regional and local safety and security planning, development, and exercises at no additional cost to GCT and/or SRTA.

The Contractor shall provide a cyber security plan for the protection of SRTA, GCT, and the contractor's assets used/operated by the Contractor as part of providing Operations and Maintenance services outlined in this RFP. The cost of providing cyber security shall be borne by the Contractor. The Contractor's cyber security plan shall outline methodology and resources to be utilized locally or from remote locations.

In response to this RFP, the proposer shall provide a general outline for the plans and describe development process and the schedule for full implementation including initial and on-going training for all employees.

3.18 Safety

FTA requires transit agencies to implement a Public Transportation Agency Safety Plan (49 CFR Part 673) by 7/20/2020. SRTA and GCT are required to provide individual plans. The Contractor shall implement individually the SRTA and GCT PTAS SMS plans, achieve individual performance targets, utilize data to effect procedural changes and provide reports to SRTA and GCT.

The Contractor shall be fully responsible for ensuring that the safety of passengers, personnel, and members of the public, the assigned fleet vehicles, equipment and facilities are maintained at the highest



practical level throughout the term of this Contract.

The Contractor will develop and implement an ongoing System Safety Emergency Program Plan that addresses policies, procedures, elements and systems disseminated by the Federal Transit Administration. In response to the RFP, the proposer will submit its written safety policy and detailed system safety program plan document for review and approval by SRTA and the County.

The use of cellular phones and other personal communication devices while operating a revenue vehicle is prohibited. In response to the RFP, the proposer will submit its corporate policy on communication and electronic devices for review and approval by SRTA and the County.

The System Safety Emergency Program Plan must, at a minimum, require mandatory quarterly safety meetings and meet all applicable federal, State and local regulations. All personnel of the Contractor are required to participate in the System Safety Emergency Program Plan.

The following areas are to be included in the System Safety Emergency Program Plan:

- Program elements and how safety is incorporated into the organization; what kinds of emphasis is placed on safety; how the safety program is managed; and how various responsibilities are communicated to personnel at all levels.
- Investigation procedures for major incidents; what circumstances and conditions determine which incidents will be investigated; who does the investigation and to whom do reports go; and what follow-up action is taken and by whom.
- Baseline and ongoing process for identifying key safety issues and how they are addressed.
- Baseline and ongoing process for hazard identification and resolution; and when corrective action is needed, how is it initiated and followed up.
- Accountability for safety and how it is carried out, e.g. job description inclusion, clear lines of responsibility, part of annual personnel evaluation, etc.
- Comprehensive safety training program; the elements; and who conducts training and what is included in the program.
- Process for compiling and submitting monthly NTD safety data.

All Key personnel and all staff with direct safety oversight responsibility shall have already completed, or will complete within six months of NTP, all “voluntary” Safety training courses identified in 49 CFR part 672 (final rule or latest revision). Refresher courses shall be completed at the recommended intervals. The Contractor shall be responsible for all costs associated with the training. Certificates shall be provided to the County by the Contractor upon completion of each course for all personnel. The Safety Training course list includes:

- SMS Awareness (Online course)
- Safety Assurance (e-Learning course)
- SMS Principles for Transit
- Effectively Managing Transit Emergencies
- Transit Bus System Safety
- Fundamentals of Bus Collision Investigation



Safety performance measurement criteria shall include:

- Safety Objective-
- Safety Performance Target
- Safety performance Indicator

3.19 Quality Management System

The Contractor shall provide a Quality Management System Plan designed to cover all aspects of Operations and Maintenance services being provided on this contract. The Quality Plan shall closely interface with the Safety plan.

The Contractor's Quality Plan shall,

- Follow the latest revision FTA Quality Management System Guidelines (October 2019 or newer as revised)
- Clearly define:
 - Key personnel
 - Staff responsibilities
 - Process and procedures (including Standard Operating Procedures)
- promote reliability
- proactively monitor service performance standards
- promote ongoing process improvements
- emphasize a proactive as opposed to reactive approach to operations and maintenance
- develop and analyze reports and perform trend analysis
- reduce waste

3.19.1 Standard Operating Procedures

The Contractor is required to implement all Standard Operating Procedures provided by SRTA and GCT during the term of this contract.

The Contractor shall provide preliminary draft Standard Operating Procedures during the Pre-transfer Meeting (Section 5.1.3) with a final draft due to the County and SRTA during the Initial Turnover Meeting (Contract Award) per section 5.1.4.

3.20 Use of Vehicles/SRTA and Gwinnett County Assets

The Contractor shall not enter into an agreement with any other party for use of equipment and/or personnel dedicated to this service without the prior written consent of SRTA or the County.

3.20.1 Advertising on Vehicles

The Contractor will not permit any advertising, political or other printed and/or published material to be placed on or distributed on any assigned revenue vehicle without the express written permission of SRTA and the County. The Contractor will place advertising material only as specified by SRTA and the County on the interior or exterior of the vehicles. The Contractor will not use or



permit to be used any loudspeaker, video or other device for the purpose of such advertising or other communication other than as designated by SRTA and the County. In the event that Contractor receives any payment or other consideration in connection with any such material, payment or consideration shall be promptly delivered to SRTA or the County and any and all advertising revenues shall be the property of SRTA or the County.

3.20.2 Capital Items Provided by SRTA and/or the County

The title to capital items provided by SRTA or the County shall remain with SRTA, the County and/or Georgia Department of Transportation. The Contractor shall be required to maintain such items utilizing manufacturers' recommended maintenance standards, at a minimum, or those standards provided by SRTA or the County, at SRTA or the County's sole discretion. Furthermore, the Contractor shall maintain adequate property control records of all SRTA and County-furnished property in accordance with sound industry practice and as approved by SRTA and the County. (See attachments for list)

The Contractor shall maintain all equipment in accordance with SRTA and GCT Capital Management, and Fleet & Facilities plans.

3.21 Marketing and Promotional Activities

SRTA and the County will be responsible for marketing program development and implementation. The Contractor will review marketing activities upon request of SRTA or the County and provide comments and recommendations.

3.21.1 Public Meetings

Upon request by SRTA or the County, the Contractor will attend public meetings to provide information concerning the transit system.

3.21.2 Promotional Services

The Contractor may be asked by SRTA or the County on an occasional basis during the term of this Contract to provide promotional transit services. The Contractor shall make available to SRTA or the County the buses and Operators for special marketing and promotional activities that may involve operation of the vehicle as well as stationary exhibitions. Such service shall be provided at the same rate as charged for regular fixed route revenue service (arrival time to end time), and the rate shall be paid from the start of scheduled revenue service to the end of schedule revenue service, excluding deadhead. This shall be considered a special event service request as defined in section 2.3.3, Special Event.

3.21.3 Surveys

The Contractor will cooperate and comply with reasonable requests by SRTA or the County to distribute notices, schedules, or other promotional materials to passengers in connection with the services provided or to support data collection programs.

SRTA and Gwinnett County reserve the right to conduct passenger surveys and other service-related data collection at its sole discretion. These surveys may be administered by authorized representatives of either agency or a designee. It is the responsibility of the Contractor to ensure the cooperation of all personnel affected by a survey, including the distribution by vehicle



Operators of survey questionnaires or other actions to obtain service-related information.

The Contractor shall not conduct passenger surveys whether with their own staff or through a third-party vendor without written consent from SRTA and the County. Any request by the Contractor to SRTA and GCT to conduct surveys must include survey content and schedule.

3.22 Contractor/County Service Responsibilities

This section is intended to be a concise summary of the division of responsibility between the Contractor and both clients SRTA and Gwinnett County for the Service Scope of Work. Keep in mind that all elements of services and support needed to meet the requirements of this RFP, which are not listed as responsibilities of SRTA or Gwinnett County, are assumed to be responsibilities of the Contractor, whether specifically set forth or not. **It is not a substitute for the text above. If there are any discrepancies between this subsection and the remainder of Parts 2, 4 or 5, the text here will be superseded by the relevant subsection above.**

- **General and Operations Responsibilities**

Contractor's Responsibilities - These shall include, but not be limited to, the following:

- (a) Day-to-day management and operation of all transit services to the levels and standards required as described throughout this RFP
- (b) Safety of passengers and employees
- (c) Transit personnel recruiting, employment, and retention
- (d) Employee training, retraining, testing and supervision
- (e) Implementation of all current and future federally required programs, such as drug and alcohol testing and ADA, and Title VI compliance
- (f) Personnel administration and policy
- (g) Employee payroll
- (h) Internal budgeting and accounting
- (i) Documentation of standard operating procedures
- (j) Reporting to both clients SRTA for *Xpress* service and Gwinnett County for GCT service
- (k) Service dispatching and street supervision
- (l) Printing of system maps, schedules, rider's guides, and transfers (**excluding SRTA *Xpress* routes**)
- (m) Distribution of schedules and other printed materials
- (n) Service run cutting
- (o) Paratransit reservations, scheduling, and application processing, eligibility determinations and issuance of picture paratransit identification cards (Gwinnett County only)
- (p) Half-fare eligibility determinations and issuance of picture identification cards (Gwinnett County only)
- (q) Revenue collection and cash handling, including subcontracting with an armored car service
- (r) Support vehicles, support vehicle fuel, and radio communications equipment for support vehicles
- (s) Operations computer hardware, wiring to the personal computers, DSL or cable costs and computer software
- (t) Uniforms
- (u) Assistance with bus and paratransit operations planning
- (v) Assistance with bus and paratransit marketing program
- (w) Security
- (x) Contingency plan for service disruptions
- (y) Customer service and telephone equipment



Client Responsibilities – SRTA for Xpress service and Gwinnett County for commuter, local and paratransit service shall be responsible for the following:

- (a) Providing revenue vehicle fleet
- (b) Establishing route, service level and fare policies
- (c) Approving Contractor's drug and alcohol testing program and monitoring compliance with federal and state requirements
- (d) Approving all procedures, programs and plans as required in the RFP, and monitoring Contractor's compliance
- (e) Service planning
- (f) Releasing three customer service telephone numbers to Contractor (**Gwinnett County responsibility**)
- (g) Marketing, public relations, advertising
- (h) Maintaining/updating the transit web site
- (i) Provision of regular, paratransit, and half-fare Breeze™ card stock (**Gwinnett County responsibility**)
- (j) Printing of passes and tickets
- (k) Coordination with other transit providers in the region

- **Vehicle and Maintenance Responsibilities**

Contractor's Responsibilities – These shall include, but not be limited to, the following:

- (a) Vehicle maintenance computer hardware, wiring to the personal computers, DSL and/or cable costs and computer software
- (b) Management information and reporting system
- (c) Documentation of standard maintenance procedures
- (d) Preventive Maintenance Program (OEM or approved equal per manufacturer guidelines). Must meet the Fleet and Facility Maintenance Plan requirements.
- (e) Parts required for maintenance of bus and paratransit revenue vehicles and equipment (inventory of quantities necessary for revenue service should always be maintained).
- (f) Tires for all revenue and non-revenue vehicles
- (g) Maintenance and shop supplies
- (h) Parts inventory management (to include CAD/AVL & in-vehicle camera system equipment)
- (i) Fluids and lubricants required for revenue vehicle maintenance, servicing and cleaning
- (j) Revenue vehicle cleaning, fueling, service and maintenance program
- (k) Revenue vehicle body maintenance including repair of accident damage
- (l) Heavy maintenance as necessary, such as engine and transmission repair and rebuild, either directly or through a subcontractor
- (m) Revenue vehicle towing
- (n) Maintenance/repair of wheelchair lift equipment
- (o) Proper disposal of hazardous waste (EPA, and Georgia, and local standards)
- (p) Vehicle fuel (diesel, gasoline) for revenue service
- (q) Support vehicles and support vehicle fuel (exception noted below)
- (r) Uniforms
- (s) Maintenance tools
- (t) Procuring matching fabric/cushions as needed for replacement
- (u) Pest control
- (v) Maintain, troubleshoot and repair CAD/AVL systems & in-vehicle camera systems



Client Responsibilities – SRTA for Xpress service and Gwinnett County commuter, local, paratransit and microtransit service shall be responsible for the following:

- (a) Providing revenue vehicle fleet
- (b) Initial complete painting of revenue vehicles
- (c) Approving all procedures, programs and plans as required in this RFP, and monitoring Contractor's compliance

- **Facilities and Equipment Maintenance Responsibilities**

Contractor's Responsibilities – These shall include, but not be limited to, the following:

- **Operations & Maintenance Facility**

- (a) Comply with the Facility & Equipment Maintenance Program developed by SRTA
- (b) Maintenance and repairs of buildings including: painting and repair of shop floors and walls; electrical systems; plumbing, drainage, and water separator systems; heating, ventilation and air conditioning (HVAC) systems; doors and windows, including lock repairs
- (c) Maintenance and repair of all equipment and material including: lifts and hoists; air compressor, shop reels and dispensers; exhaust extraction system; revenue collection vault units
- (d) All utility costs
- (e) Exercise and enforcement of all warranties related to equipment, and material.
- (f) Janitorial services for all interior areas including rest rooms, Operators' lounge, administrative and maintenance offices, shop areas, etc.
- (g) Maintenance and repair of the bus wash rack including lubrication of grease fittings, changing and checking filters, cleaning of drain traps, etc.
- (h) Maintenance of fire suppression equipment
- (i) Maintenance and repair of concrete and asphalt surfaces
- (j) Groundskeeping; maintenance of fencing, signage and security features
- (k) Removal of snow/ice; applications of sand/salt as indicated for safety
- (l) Removal of oil leak stains from concrete and asphalt, inside and outside
- (m) Any other janitorial and minor routine building maintenance function not specifically addressed above
- (n) Maintenance and repair of all diesel fueling equipment
- (o) Pest and weed control
- (p) Storm Water Runoff Plan (SWPPP), Spill Prevention, Control, Countermeasure Plan (SPCC) and the Facility Response Plan (FRP)

Passenger Facilities (GCT service only)

- (q) Groundskeeping as detailed above
- (r) Maintenance and repair of County-owned shelters, benches, trash receptacles, smokers, bike racks
- (s) Regularly updated computerized bus stop inventory
- (t) Installation of bus stop signposts; storing and maintaining appropriate inventory of sign faces (County will provide) and posts (Contractor will provide)
- (u) Pest and weed control

Other Equipment

- (v) Maintain and repair all equipment, and replace as necessary



- (w) Provide all computer hardware, software and wiring and pay all associated costs (**excluding SRTA Xpress Service**)
- (x) Provide all vehicle/dispatch communications equipment and pay all associated costs (**excluding SRTA Xpress Service**)
- (y) Provide all telephones and pay all associated costs (**excluding SRTA Xpress Service**)
- (z) Maintain and repair fareboxes
- (aa) Maintain and repair electronic destination signs

Client Responsibilities – SRTA and Gwinnett County shall be responsible for the following:

- (a) Providing fareboxes, vaults and associated fare collection equipment
- (b) Providing electronic destination signs for buses
- (c) Bus shelter installation
- (d) Maintenance and repair of concrete and asphalt surfaces at park & ride lots and transit center
- (e) Maintenance and repair of curbs and sidewalks at park & ride lots and transit center
- (f) Striping parking areas at park & ride lots and transit center
- (g) Maintenance and repair of lighting/fencing at park & ride lots and transit center
- (h) Repair and replacement of traffic signs at park & ride lots and transit center
- (i) Utility costs of security lighting at park & ride lots and transit center
- (j) Providing bus stop post specifications; providing bus stop sign faces



4 Part III. Reporting Requirements

All records and reports are the property of SRTA and the County, respectively.

The Contractor must maintain detailed records in all areas of the operation. This information is vital to ensure compliance with county, federal, and State requirements, and to enable a thorough monitoring and evaluation of the system, including ridership, revenue, maintenance activities, fixed route, commuter and paratransit service efficiency and effectiveness of customer feedback.

The Contractor must develop and implement a plan to ensure the development of a comprehensive and accurate record keeping and reporting program that encompasses all aspects of the operation. **This record keeping/reporting plan is to be submitted to SRTA and the County prior to service start-up, and is to be approved by SRTA and the County prior to start up.**

The following are to be incorporated in the Contractor's record keeping/reporting plan:

- The contractor must utilize automated data processing to facilitate the efficient compilation and comprehensive analysis of the required data reports.
 - The County utilizes TransTrack and as much reporting as possible should be done through this program. While experience and expertise in the program is not required by the selected contractor, demonstrated experience should be detailed in the Submittal. All expense to ensure data flow into the Transtrack database from any of the contractor proposed programs will be at the expense of the contractor. This set up is to be completed within 90 days of startup.
 - SRTA is implementing a Clever Devices solution including CAD/AVL, incident reporting, automatic passenger counters (APCs), and automatic vehicle health monitoring (AVM) systems; and there will be a future implementation of an Enterprise Asset Management (EAM) system. Contractor is required to maintain complete and accurate records in these systems; demonstrated experience should be detailed in the proposal. SRTA further utilizes Tableau for business intelligence, data visualization, and analysis. While experience and expertise in Tableau is not required by the selected contractor, demonstrated experience should be detailed in the proposal. At the outset of this contract period, the APC and EAM systems are likely to still be under development, testing, or validation. Until these systems are fully operational and validated, the Contractor must provide 100% ridership counts and all maintenance management-related data through supplementary means that are easily received by and integrated with the Tableau reporting environment in a manner acceptable to SRTA. All expense to ensure the Contractor-generated data flow into the SRTA data systems will be at the expense of the contractor. SOPs for these data flows must be maintained by the Contractor and approved by SRTA.
 - SRTA uses???
- All data and records collected pertinent to the Contract must be accessible in the form of a hard copy and an electronic medium accessible by SRTA and the County at any time. This information also needs to be accessible by the Federal Transit Administration, the Comptroller General of the United States or any of their authorized representatives pursuant to 49 CFR 18.36(i) or any other representative as allowed by SRTA or the County.
- Data processing records must have the ability to be downloaded onto a SRTA or County medium and must be accessible to SRTA or the County at any time.
- The Contractor agrees to maintain all books, records, accounts and reports required under this Contract for a period of not less than three (3) years after the date of termination or expiration of this Contract.



- In the event of litigation claim, negotiation, audit or other action involving the records has been started before expiration of the three-year period are subject to the provisions of 49 CFR 18.42
- The Contractor shall allow SRTA and the County access and inspection of records and reports. Further, any duly authorized representative of SRTA or the County shall be permitted to observe and inspect any and all of the Contractor's subcontracted facilities and activities for the purpose of evaluating and judging the nature and extent of the Contractor's compliance with the provisions of this agreement. In such instances, the County's representatives(s) shall not interfere with or disrupt such activities.
- The Contractor is responsible for ensuring all information regarding the fixed route commuter, local and paratransit operations, including vehicle revenue hours, vehicle mileage, passenger trips and service failures for the preparation of the National Transit Database report. This report is critical to the receipt of federal funding, and the Contractor must insure that all deadlines and procedures established by the FTA regarding the report are followed and any follow-up responses are addressed in a timely manner. For the County all this data will be collected in Transtrack and it is up to the contractor to ensure data compliance on the Daily, Monthly and Yearly intervals as prescribed in this scope of work.
- The Contractor operations staff shall have technical training and a clear understanding of all aspects of the NTD Report including how to develop an FTA approved methodology for collecting passenger data during mandatory sampling years. In addition, on a monthly basis, the Contractor shall provide the required NTD information along with all backup information. This information shall be verified and completed in Transtrack and any reporting that Transtrack cannot support shall be supplied with the monthly invoice.

4.1 Financial Records

The Contractor shall establish and maintain a separate account of all project expenditures and any other relevant financial records or documents. The Contractor must conform to the FTA's Uniform System of Accounts. SRTA and the County reserve the right to contract at any time with an independent firm to perform a financial and data collection audit of the Contractor's operation of GCT and Xpress.

4.2 Operations Reports

Daily Operations Report – No later than 11:00 AM on the following business day, the Contractor shall submit a Daily Operations Report in Transtrack for the County unless it is otherwise unsupported by the program and in a format approved by SRTA. This report shall summarize the previous day's operations activities relevant for each service separately (SRTA Xpress and GCT Express, local, paratransit, and microtransit). At a minimum the following shall be required as part of the Daily Operations Report:

- Dispatch log that records all radio communication received from Operators, Supervisors, Maintenance and Safety identified by vehicle number, block number and brief summary of incident, Operator reporting
- Vehicles required, availability, and utilized
- Scheduled trips, per route
- Revenue hours and miles per route
- Dead head hours and miles per route
- Bus number and route assignments
- Early and late trips



- Percent on-time performance
- Missed trips by route, block number and number or revenue hours missed
- Road calls including any interruptions to revenue service, problem reported with the vehicle, vehicle number, date, time, block number, vehicle mileage, and how the service was handled
- Ridership by trip and route and fare type
- Wheelchair and bicycle boardings
- Detours with all relative information including routes/trips affected, begin and end time, reason for detour, bus stops not served, time Customer Service and SRTA staff notified
- Trips and timepoint observations conducted by Supervisors and number of buses observed running late, early or on time with time difference notated
- Vehicles with inoperable ADA equipment including wheelchair lifts, PA systems, destination sign, talking bus identified by bus number/trip to be performed and resolution of the issue
- CAD/AVL issues
- Farebox issues prior to or during revenue service
- Lists of any Supervisors and others not classified as Operators that operated a revenue vehicle in revenue service including block number and number of revenue hours as noted in section 2.2
- Number of dispatchers and supervisors on duty for AM and PM service,
- Accidents, incidents and other unusual circumstances affecting daily operations. Reports shall include investigation documentation
- New out-of-service designations per section 2.7.20
- Ticket sales
- Paratransit operations summary including revenue hours, revenue miles, passenger trips, passenger trip information (including, but not limited to, passenger name and identification number, origin and destination, pick-up and drop-off time, and mileage) companion and PCA counts, late trips, no-shows, trip denials, reservation hold times, cancellations, call abandonment rate, average length of time to service call, dedicated paratransit supervisor and coverage, on-time checks, service request overview (data summary), Operator's manifests per section 1.30.3
- Microtransit operations summary including percentage of vehicle capacity, number of connections to fixed route, number of people transported, number of boardings per hour, trips per hour and mile per section 1.30.3
- Vehicle HVAC status (air conditioning and heat system operating status to be recorded by vehicle number)
- Fare collection and reconciliation per section 2.10

Weekly Operations Report – No later than 1:00 PM on each Wednesday, the Contractor shall submit a Weekly Operations Report for the weekly period ending on the previous Saturday (in a format approved by



SRTA and the County). The Weekly Operations Report shall be “rolled-up” from the daily reports using the Contractor’s Management Information System (MIS) database. The County will be using Transtrack for this reporting and can be used in the place of the Contractor’s MIS database. Additional reports shall include:

- The Contractor shall measure OTP at stops and perform gap and bunching analysis with reports provided to GCT and SRTA
- Training status of all employees. Report shall include scheduled training requirements and level of completion for each employee in-line with sections 1.30.3, 2.2.2, 2.7.10, 2.8.3, 2.11.5, 2.11.6, 2.11.8, 2.11.8.1, 2.11.8.2, 2.11.8.3, 2.15, 2.17, 3.3
- Microtransit operations summary of operating cost per trip, mile, and hour; and customer satisfaction survey results in-line with sections 1.30.3
- Drug and alcohol testing summary identifying types of tests performed and results in-line with the Contractor’s drug and alcohol policy and testing performed in sections 2.11.7 and 2.16
- Customer service and satisfaction surveys as identified in the Contractor’s Customer Service Program per section 1.30.3 and 2.20.3
- Safety and security reports including safety related training, facilities, operations, and maintenance per the Contractor’s Safety and Security plan as referenced in section 1.30.3, 2.8.3, 2.17, 2.18, and noted in section 2.11 subsections
- Vehicle maintenance status including vehicle inspection (PMI) status, “out of service” vehicle report, “failure in service repair report”, miles between failures, fleet cost data (including consumption reports—fuel, DEF, oil, etc.), materials usage, maintenance trends per section 2.7.22.1
- Contractor’s facility condition and maintenance reports per Part III

Any subsequent revisions to the weekly reports will be submitted to SRTA and the County within one week of when errors are detected.

Monthly Operations Report – No later than five working days into the next month, the Contractor shall submit a Monthly Operations Report (in a format approved by SRTA and the County). The Monthly Operations Report shall be “rolled-up” from the daily and weekly reports using the Contractor’s MIS database. The County will be using Transtrack for this reporting and can be used in the place of the Contractor’s MIS database. Any subsequent revisions to the monthly reports will be submitted to SRTA and the County, within one month of when errors are detected. Additional reports shall include:

- Employee incentive program awards per section 1.30.3
- ADA certification applications and status per section 2.2.2.1
- Pre and post trip inspection summaries to include defects observed, repairs, and trends per section 2.7.22.2 and 3.5
- Warranty reports per section 2.7.3
- PMI report including identification of any missed or late inspections per sections 2.7.4 and 2.7.22.2



- Fluid analysis reports per section 2.7.18 and 2.7.22.2
- Road call report including top reasons for failures per section 2.7.22.2
- Monthly Management Report of major maintenance, including all major maintenance work performed on vehicles and equipment during the month and costs associated with parts (i.e. engine replacement, transmission replacement, etc.) per section 2.7.22.2
- Summary of preventative and corrective maintenance per section 2.7.22.2
- Communications with GCT customers per section 2.9.2
- Vehicle cleaning, minor and major detailing report including cleaning schedule and vehicles cleaned and detailed per sections 2.7.21.2, 2.7.21.3, and 2.7.21.4
- Customer complaint investigation and resolution reports per section 3.3

Other Reports – The Contractor may, from time to time, be requested by SRTA or the County to prepare and deliver service performance reports and other data in addition to or as a substitute for the data required to be reported as part of the MIS submissions. The County will be using Transtrack for this reporting and can be used in the place of the Contractor’s MIS database. Other reports shall include:

- The Contractor shall be required to submit NTD reports per section 3.8
- Annual Asset Condition Assessment reports as requested by SRTA and/or the County whether for their internal use or for NTD reporting
- Supervisor evaluations to be performed every three months per section 2.11.9
- Annual Drug and Alcohol compliance certification per section 2.16
- Accident and incident reports as required in section 3.6
- Semi-annual DBE reports per section 3.9
- Equal Employment Opportunity Affirmative Action Reports as required per section 3.10

The proposer shall submit with its proposal a complete description of its proposed MIS along with samples of the reporting capabilities of the system. Attachment XXX lists minimum report requirements. The selected Contractor shall ensure that the system data and reports are in formats that can accessed and read by SRTA and the County or its designee at any time utilizing standard MS Office software.

REPORT REQUIREMENT AND SCHEDULE											
REPORT NAME	SECTION REFERENCE	SRTA	GCT	DAILY	WEEKLY SUMMARY	MONTHLY SUMMARY	SRTA XPRESS	GCT EXPRESS	GCT LOCAL	GCT PARATRANSIT	GCT MICROTRANSIT
DAILY OPERATIONS & MAINTENANCE REPORTS	3.2	X	X		X	X	X	X	X	X	X
DISPATCH LOG	3.2	X	X	X	X	X	X	X	X	X	X
FLEET AVAILABILITY	3.2	X	X	X	X	X	X	X	X	X	X
SCHEDULED TRIPS	3.2	X	X	X	X	X	X	X	X	X	
REVENUE HOURS	3.2 and 1.30.3	X	X	X	X	X	X	X	X	X	X
REVENUE MILES	3.2 and 1.30.3	X	X	X	X	X	X	X	X	X	X



DEAD HEAD HOURS	3.2	X	X	X	X	X	X	X	X	X	X
DEAD HEAD MILES	3.2	X	X	X	X	X	X	X	X	X	X
BUS NUMBERS WITH ROUTE ASSIGNMENTS	3.2	X	X	X	X	X	X	X	X	X	X
EARLY AND LATE TRIPS	3.2	X	X	X	X	X	X	X	X	X	
TRIP AND TIMEPOINT OBSERVATIONS	3.2	X	X	X	X	X	X	X	X	X	X
ON-TIME PERFORMANCE	3.2	X	X	X	X	X	X	X	X	X	
MISSED TRIPS/REVENUE HOURS	3.2	X	X	X	X	X	X	X	X	X	X
ROAD CALLS	3.2	X	X	X	X	X	X	X	X	X	X
RIDERSHIP BY TRIP	3.2 and 1.30.3	X	X	X	X	X	X	X	X	X	X
RIDERSHIP BY ROUTE	3.2	X	X	X	X	X	X	X	X	X	X
RIDERSHIP BY FARE TYPE	3.2	X	X	X	X	X	X	X	X	X	X
WHEELCHAIR BOARDINGS	3.2	X	X	X	X	X	X	X	X	X	X
BICYCLE BOARDINGS	3.2	X	X	X	X	X	X	X	X	X	X
DETOURS	3.2	X	X	X	X	X	X	X	X	X	X
INOPERABLE ADA EQUIPMENT	3.2	X	X	X	X	X	X	X	X	X	X
CAD/AVL STATUS	3.2	X	X	X	X	X	X	X	X	X	X
FAREBOX STATUS	3.2	X	X	X	X	X	X	X	X	X	X
SUPERVISORS OPERATING BUSES IN REVENUE SERVICE	3.2 and 2.2	X	X	X	X	X	X	X	X	X	X
DISPATCHER AND SUPERVISOR ON-DUTY	3.2	X	X	X	X	X	X	X	X	X	X
ACCIDENTS AND INCIDENTS	3.2	X	X	X	X	X	X	X	X	X	X
NEW OUT-OF-SERVICE DESIGNATIONS	2.7.20	X	X	X	X	X	X	X	X	X	X
TICKET SALES	3.2	X	X	X	X	X	X	X	X	X	X
VEHICLE HVAC STATUS	3.2	X	X	X	X	X	X	X	X	X	X
PARATRANSIT OPERATIONS SUMMARY	3.2 and 1.30.3		X	X	X	X				X	
MICROTRANSIT OPERATIONS SUMMARY	3.2 and 1.30.3		X	X	X	X					X
FARE COLLECTION AND RECONCILIATION	2.10	X	X	X	X	X	X	X	X	X	X
WEEKLY OPERATIONS & MAINTENANCE SUMMARY REPORTS	3.2	X	X		X	X	X	X	X	X	X



GAP AND BUNCHING ANALYSIS	3.2	X	X		X	X	X	X	X		
TRAINING UPDATES FOR ALL EMPLOYEES	3.2	X	X		X	X					
WEEKLY MICROTRANSIT COSTS AND CUSTOMER SATISFACTION REPORTS	3.2, 1.30.3		X		X	X					X
DRUG AND ALCOHOL TESTING SUMMARY	3.2, 2.11.7, 2.16	X	X		X	X					
CUSTOMER SERVICE AND SATISFACTION	3.2, 1.30.3, 2.20.3	X	X		X	X	X	X	X	X	X
SAFETY AND SECURITY REPORTS	3.2, 1.30.3, 2.8.3, 2.11, 2.17, 2.18	X	X		X	X	X	X	X	X	X
MAINTENANCE DATA (INSPECTIONS, MBF, ETC.)	2.7.22.1	X	X		X	X	X	X	X	X	X
FACILITIES CONDITION AND MAINTENANCE	Part III,	X	X		X	X					
MONTHLY OPERATIONS & MAINTENANCE SUMMARY REPORTS	3.2	X	X			X	X	X	X	X	X
EMPLOYEE INCENTIVE PROGRAM	3.2, 1.30.3	X	X			X					
ADA CERTIFICATION STATUS REPORT	3.2, 2.2.2.1		X			X					
PRE AND POST TRIP INSPECTION SUMMARIES	2.7.22.2 and 3.5	X	X			X	X	X	X	X	X
WARRANTY REPORTS	2.7.3	X	X			X	X	X	X	X	X
PMI REPORT INCLUDING MISSED OR LATE	2.7.4 and 2.7.22.2	X	X			X	X	X	X	X	X
FLUID ANALYSIS REPORTS	2.7.18	X	X			X	X	X	X	X	X
ROAD CALL REPORTS	2.7.22.2	X	X			X	X	X	X	X	X
MAJOR MAINTENANCE	2.7.22.2	X	X			X	X	X	X	X	X
CORRECTIVE AND PREVENTATIVE REPAIR SUMMARY	2.7.22.2	X	X			X	X	X	X	X	X
COMMUNICATIONS WITH GCT CUSTOMERS	2.9.2		X								
VEHICLE CLEANING AND DETAILING	3.2, 2.7.21.2, 2.7.21.3, 2.7.21.4	X	X			X	X	X	X	X	X



CUSTOMER COMPLAINT REPORTS	3.3	X	X								
NTD REPORTS	3.8	X	X				X	X	X	X	X
ANNUAL ASSET CONDITION ASSESSMENT	3.2	X	X								
SUPERVISOR EVALUATIONS	2.11.9	X	X								
DRUG AND ALCOHOL TESTING COMPLIANCE	2.16	X	X								
ACCIDENT AND INCIDENT REPORTS	3.6	X	X								
SEMI-ANNUAL DBE REPORTS	3.9	X	X								
EEO/AFFIRMATIVE ACTION REPORTS	3.10	X	X								

4.3 Vehicle Records and Reports

The Contractor shall maintain a complete electronic history file for every assigned revenue vehicle. The Contractor shall also be required to prepare and submit regular vehicle maintenance reports to SRTA and the County.

For the County all the electronic maintenance reporting needs to be compatible with the Transtrack Database. The Contractor shall be responsible for the expense and implementation of that data connection.

4.4 Vehicle Defect Reports

The Contractor shall maintain records regarding any vehicle defect that occurs. Vehicle defect cards (also referred to as a DVIR) shall be made available to Operators on all vehicles operated under this Contract. A vehicle defect report shall be completed daily on each vehicle prior to service and after service and filed chronologically by vehicle number. The vehicle defect reports shall be kept on file for the duration of the Contract term and copies of all defect reports shall be turned over to SRTA or the County upon termination of the Contract. The Contractor shall submit a summarized vehicle defect report to SRTA and the County by the fifth (5th) of each month. These reports shall be in a form mutually agreed to by SRTA, GCT and the Contractor. Electronic DVIR's may be required during the contract for SRTA.

4.5 Accident/Incident Reports

The Contractor shall be required to notify SRTA or the County **immediately** regarding any and all disruptions in service provision, including but not limited to vehicle breakdowns, missed trips, detours or deviations off normal routes (including deadhead routes), accidents (any vehicle or passenger), incidents that delay routes more than 10 minutes, any incidents whereby police, fire or HERO units are contacted for assistance. All service interruptions shall be entered by the Contractor into SRTA and/or GCT software systems. All service interruption entries shall contain all supporting documentation with correct spelling and accuracy. The Contractor also shall notify SRTA and the County of any of the following events which may not disrupt service:

- (a) Passenger accidents, including falls while passengers are entering, occupying or exiting the vehicle.
- (b) Disturbances such as fainting, sickness, assaults or deaths.
- (c) Accidents an Operator witnesses.



- (d) Vandalism to the vehicle while in service.
- (e) Passenger complaints of injury or property damage or other circumstances likely to result in the filing of a claim against the Contractor or the County.

The Contractor must report any serious accident/incident that involves fatality or serious injury (requiring transporting victim(s) to a hospital) by telephone **immediately to SRTA for Xpress and Gwinnett County for GCT service. The Contractor shall email, text and call each listed points of contact:**

- SRTA transit service in the following order: Chief External Affairs Officer, Transit Operations Director, Operations Specialist.
- GCT transit service the Transit Operations or Maintenance, DOT Transit Manager, DOT Transit Division Manager, DOT Deputy Director, and DOT Director.

Leaving a voicemail message does not constitute making contact in an emergency situation.

The Contractor shall provide copies of all initial accident/incident reports to SRTA or the County within twenty-four (24) hours of the time of the accident/incident. The Contractor also will notify SRTA or the County directly of any specific accidents/ incidents for which the FTA mandates notification. The Contractor shall provide copies of all final accident/incident reports to SRTA or the County within seven (7) days of the accident/incident.

4.6 National Transit Database Reporting

The Contractor shall be responsible for collecting NTD data and preparing all possible NTD reporting elements for SRTA and the County to submit to the Federal Transit Administration (FTA). The Contractor shall be responsible for ensuring that all reported NTD data is accurate and meets FTA requirements and definitions. The County uses Transtrack for NTD reporting collection and the Contractor is responsible for ensuring data and information is complete in the program. The Contractor shall maintain the most recent NTD data collection procedures for reporting at the appropriate level. The NTD Reporting Plan shall address the following required reports:

Monthly Reports – The Contractor will submit the following NTD reports to SRTA and the County with the monthly performance reports and invoice:

- (a) Ridership Activity (MR-20) by mode
- (b) Safety and Security Monthly Summary Report

Quarterly Reports – Within thirty (30) days of the previous quarter the Contractor shall complete and submit to SRTA and the County the following NTD reporting forms:

- (c) Form F-30, Operating Expenses (by mode)
- (d) Form F-40, Operating Expenses Summary
- (e) Form S-10, Transit Agency Service. Back-up documentation justifying the data shown regarding “service supplied”, “service operated” and “service consumed” shall be supplied. This includes all passenger mile sampling data, summary, and tabulation. The County is on the 3-year cycle for passenger mile data collection. The next data collection year for the Contractor will be calendar year 2020.
- (f) Form A-30, Revenue Vehicle Inventory (unless new vehicles, only mileage data need updating)

Annual Reports – The Contractor shall assist SRTA and the County in compilation and submission of its annual report, due to FTA by a specific date following the end of SRTA’s fiscal year in June and the County’s



fiscal year in December. Rather than waiting until the end of a report year, NTD report preparation may include the Contractor's periodic submittal of data throughout the report year. In any event, the Contractor will submit to SRTA and County required information pertaining to the NTD 30 days prior to the NTD submission date. Should FTA request revisions or explanations for any portion of the annual NTD report, the Contractor will provide enhanced or additional data in a timely manner – at least five (5) days prior to the FTA deadline. If data is not provided in a timely manner or is inaccurate, the Contractor will reimburse SRTA and/or the County for any costs associated with compiling the data.

For the County, the Contractor shall provide all reports in the Transtrack Database.

4.7 Disadvantaged Business Enterprise (DBE) Report

The Contractor shall prepare semi-annual DBE reports for SRTA and GCT separately for the periods April 1-September 30 and October 1-March 31 to be submitted to SRTA and the County no later than 30 days after the end of each reporting period. SRTA and the County will provide the report form to the Contractor. The semi-annual reports will require the Contractor to provide their total amount (both number and dollar amount) of subcontracts and the total amount (both number and dollar amount) awarded to DBE firms for the reporting period.

4.8 Equal Employment Opportunity (EEO) Affirmative Action Report

The Contractor shall maintain and implement an Equal Employment Opportunity/Affirmative Action program and policy in accordance with FTA guidelines.

The FTA Master Agreement requires all applicants, recipients, subrecipients, and contractors receiving FTA funding to comply with applicable Federal civil rights laws and regulations and to follow applicable Federal guidance. Any FTA applicant, recipient, subrecipient, and contractor who meet both of the following threshold requirements must implement all of the EEO Program elements:

- Employs 100 or more transit-related employees, and
- Requests or receives capital or operating assistance in excess of \$1 million in the previous Federal fiscal year, or requests or receives planning assistance in excess of \$250,000 in the previous Federal fiscal year.

Any FTA applicant, recipient, subrecipient, and contractor who meets both of the following threshold requirements must prepare and maintain an abbreviated EEO Program:

- Employs between 50-99 transit-related employees, and
- Requests or receives capital or operating assistance in excess of \$1 million in the previous Federal fiscal year, or requests or receives planning assistance in excess of \$250,000 in the previous Federal fiscal year.

An abbreviated EEO Program includes the Statement of Policy, dissemination plan, designation of personnel, assessment of employment practices, and a monitoring and reporting system. (See Part 7 for an EEO Program Format Checklist.)

If the selected Contractor employs more than 50 transit-related employees, it must submit a formal Equal Employment Opportunity (EEO) Program to SRTA and the County for approval within 30 days of Contract execution. The requirements for an EEO Program are defined in FTA Circular 4704.1A.

Contractor shall be required to prepare and file EEO data per the latest revision of EEOC requirements as



amended. The Contractor shall advise SRTA and County of their compliance with reporting requirements.

Contractors who do not meet the EEO Program threshold above are still required to comply with all Equal Employment Opportunity statutes and regulations.

5 Part IV. Turnover/Contract Completion

5.1 General

Upon expiration or termination of the Contract, the Incumbent Contractor shall return all assigned revenue vehicles, facilities, and equipment to SRTA and the County fully functional in the appropriate state of repair for the age of the asset.

Schedules for Meetings, Inspections, and Turnover etc. for contract expiration and termination are in Sections 4.1.7 and 4.1.8 below.

5.1.1 Definitions

To assist in the understanding of the transfer process, the following definitions are provided for use in Section 4:

COUNTY-means Gwinnett County, Georgia, a political subdivision of the State of Georgia and is also referred to in this document as GCT.

EQUIPMENT-means all tools, computers, facility camera systems, fences, gates, fuel systems, bus wash equipment, shop equipment, etc. covered by the contract

FACILITY-means North and South facilities, employee parking areas, bus storage areas, bus stops, park and ride lots and all associated items covered by the contract

GCT-means Gwinnett County Transit and is also referred to in this document as COUNTY.

INCUMBENT CONTRACTOR-means the Contractor currently providing Operations and Maintenance services.

INDEPENDENT THIRD PARTY AUDITOR-means a contractor chosen by State Road and Tollway Authority and/or GCT to perform audits, evaluations, and condition assessment of vehicles, facilities, and equipment. The Independent Third Party Auditor shall not be the Incumbent Contractor, Succeeding Contractor, or an auditor or firm used by the Incumbent Contractor as part of the performance of their operations and maintenance services under the contract with SRTA and GCT.

SRTA-means State Road and Tollway Authority.

SUCCEEDING CONTRACTOR-means the Contractor chosen to provide Operations and Maintenance services under the provisions of a new contract.

5.1.2 Pre-Transfer Meeting (Contract Expiration, Termination, or Fleet Adjustment)

Upon notice of expiration or termination of the Contract, SRTA, the County and the Incumbent Contractor shall hold a Pre-Transfer Meeting in the Metro Atlanta area in advance of the transfer



of assigned revenue vehicles, facilities, equipment to SRTA and the County or the Succeeding Contractor. The location shall be provided by SRTA and/or the County. The Incumbent Contractor shall be represented by their Key personnel at this meeting. SRTA and GCT shall be represented by their appropriate personnel. The purpose of the Pre-Transfer Meeting shall be to schedule a date for the initial and final vehicle, facility, and equipment inspections; discuss vehicle, facility, and equipment inspection guidelines and procedures; and discuss the procedures for the actual transfer of the vehicles, facilities, and equipment to SRTA and the County or the Succeeding Contractor.

5.1.3 Incumbent Contractor Pre-Initial Turnover Inspection Requirements

Upon notice of expiration or termination of the contract, the Incumbent Contractor shall prepare Individual Asset Turnover Folders for each vehicle, facility, and piece of equipment. Each folder shall contain records including:

- The last vehicle, facility, and equipment Preventive Maintenance Inspection (PMI) with follow-up repair orders
- A detailed set of pictures of the assets (both interior and exterior where applicable),
- Life-to-date mileage
- Life to date equipment hours
- Campaign completion information
- Fluid analysis reports (including analysis date and life miles or hours when performed)
- Vehicle, facility, and equipment maintenance history for the previous six (6) months.
- Park and ride lots, bus stop, satellite parking area inventory list including addresses and maintenance records

The Incumbent Contractor shall provide 3 hard copies and 3 electronic file copies in searchable Adobe .pdf formats and submitted on secure USB flash drive (Kingston Data Traveler Vault Privacy 3.0 or latest revision secure flash drive) each to SRTA and GCT for their respective assets. Each asset folder (hard copy and electronic) shall be labeled with the asset's vehicle number, make and model, and/or identifying name (as applicable),

The Incumbent Contractor shall be required to provide the completed vehicle, facility, and equipment folders to SRTA and GCT for their individual assets, 14 days prior to the scheduled start of the Initial Turnover Inspection. SRTA and GCT shall provide the folders to the Independent Third Party or Parties' Auditor to aide in the Initial Turnover Inspection.

The cost of preparing all required Individual Asset Transfer Folders shall be borne by the Incumbent Contractor.

5.1.4 Initial Turnover Inspection (Contract Expiration, Termination, or Fleet Adjustment)

Upon notice of expiration or termination of the Contract, an Initial Turnover Inspection of the assigned revenue vehicles, facilities, and equipment shall occur prior to transfer of the vehicles to SRTA and the County or its Succeeding contractor.

An Independent Third Party or Parties Auditor(s) chosen by SRTA and/or the County shall conduct the Initial Turnover Inspection. The Initial Turnover Inspection shall be conducted in accordance



with the procedures described below. At the Initial Turnover Inspection, the Incumbent Contractor shall make available its vehicle operations and maintenance facility, vehicles, equipment, and such personnel as necessary to move and inspect vehicles, operate hoists, inspect facilities, check equipment functionality and condition. The cost of the Incumbent Contractor's personnel required to perform all Inspection tasks shall be borne by the Incumbent Contractor. The Incumbent Contractor shall also make available to SRTA and the County's Independent Third Party Auditor all preventive maintenance inspection records, daily Operator inspections, oil analyses, test results, maintenance data, facilities and equipment records and other requested records at the Initial Turnover Inspection.

Within fourteen (14) days following completion of the Initial Turnover Inspection, SRTA and the County will issue the Independent Third Party Auditor's Initial Inspection Report to the Incumbent Contractor.

The Initial Inspection Report shall contain:

- Pictures of damage, wear, and defects for vehicles, facilities, and equipment
- Condition assessment of all vehicles including corrective action cost estimates to return vehicles to a state of good repair
- Condition assessment of both facilities including corrective action cost estimates to return the North and South facilities to a state of good repair per the NTD scoring methodology in section 4.3
- Condition assessment of all park and ride facilities and bus stops including corrective action cost estimates to return these facilities to a state of good repair per the NTD scoring methodology in section 4.3
- Condition assessment of all equipment including corrective action cost estimates to return equipment to a state of good repair per the NTD scoring methodology in section 4.3
- Review of records and documentation for vehicles, facilities, equipment, and personnel
- Review of all inspections and permits for all vehicles, facilities, and equipment

Following SRTA and/or the County issuing the Initial Inspection Report to the Incumbent Contractor, the Incumbent Contractor shall notify SRTA and/or the County whether it intends to complete the repair work itself or, if approved by SRTA and the County, whether it intends to pay for the cost of said work (see Section 4.1.9). If the Incumbent Contractor chooses to perform the repair work, the Incumbent Contractor shall provide SRTA and the County a plan including a schedule for effecting all repairs for all vehicle, facility, and equipment defects etc. identified in the Initial Inspection Report. The Incumbent Contractor shall provide weekly updates on schedule adherence to SRTA and the County.

5.1.5 Final Turnover Inspection

Following the resolution of issues or repair of defects by the Incumbent Contractor as identified in the Initial Inspection Report, SRTA, the County, the Incumbent Contractor, and the Succeeding Contractor along with the Independent Third Party Auditor(s) shall conduct a Final Turnover Inspection of assigned revenue vehicles, facilities, and equipment to determine that the repair work



required to be performed pursuant to the Initial Inspection Report has been completed in a satisfactory manner. The Final Turnover Inspection shall also identify any additional repairs that may be needed due to conditions that arose following the Initial Turnover Inspection.

At the Final Turnover Inspection, the Incumbent Contractor shall make available its vehicle operations and maintenance facility, vehicles, equipment, and such personnel as necessary to move and inspect vehicles, operate hoists, inspect facilities, check equipment functionality and condition. The cost of the Incumbent Contractor's personnel required to perform all Inspection tasks shall be borne by the Incumbent Contractor.

The Final Turnover Inspection shall include a physical re-examination of the vehicles, facilities, and equipment inspected during the Initial Turnover Inspections with a focus on defects identified on the Initial Turnover Inspection. The Incumbent Contractor shall also make available to SRTA, the County, and the Independent Third Party Auditor all preventive maintenance inspection records, daily Operator inspections, oil analyses, test results, maintenance data, facilities and equipment records and other requested records during the Final Turnover Inspection.

All systems reviewed in the Initial Turnover Inspection shall be re-examined. The Incumbent Contractor shall maintain written records documenting items which have been repaired, if any, since the Initial Turnover Inspection and shall submit such records to SRTA, the County, and the Independent Third Party Auditor. During the Final Turnover Inspection, the current condition of every vehicle, facility, and piece of equipment, and the status of every outstanding repair item shall be determined and documented.

The Independent Third Party Auditor shall provide a Final Inspection Report to SRTA and the County. SRTA and the County will provide the Final Inspection Report to the Incumbent Contractor. The Final Inspection Report shall include:

- A determination as to whether the repair work required to be performed pursuant to the Initial Inspection Report is in fact complete.
- Includes review of work orders and other documentation including physical inspection
- Repair cost estimates for additional items needing repair not identified in Initial Inspection Report.
- Pictures of damage, wear, and defects for vehicles, facilities, and equipment
- Revised condition assessment of all vehicles including corrective action cost estimates to return vehicles to a state of good repair
- Revised condition assessment of both facilities including corrective action cost estimates to return the North and South facilities to a state of good repair per the NTD scoring methodology in section 4.3
- Revised condition assessment of all park and ride facilities and bus stops including corrective action cost estimates to return these facilities to a state of good repair per the NTD scoring methodology in section 4.3
- Revised condition assessment of all equipment including corrective action cost estimates to return equipment to a state of good repair per the NTD scoring methodology in section 4.3



- Revised review of records and documentation for vehicles, facilities, equipment, and personnel
- Record reviews include fluid analysis, deferred maintenance, and out of service lists etc.
- An inventory of installed and spare tires, by vehicle number including tread depth, pressure, installed tire location on vehicle, and tire serial number.
- In the event the Incumbent Contractor chose to pay for the cost of work required on the Initial Inspection Report, the Independent Third Party Auditor shall ensure the Final Inspection Report repair costs do not include those repairs costs paid by the Incumbent Contractor.

Vehicle, facility, and equipment repair estimates shall be used to provide state of good repair status and ensure a clean transition to the Succeeding Contractor. The Succeeding Contractor shall assume full responsibility for operations and maintenance for all vehicles, facilities, and equipment at Service Start date.

5.1.6 Final Walk-Through Inspection

A Final Walk-Through inspection shall be performed by SRTA, the County, Independent Third Party Auditor, the Incumbent Contractor, and the Succeeding Contractor at the time of turnover to review any changes to vehicle, facilities, and equipment conditions.

At the Final Walk-Through Inspection, the Incumbent Contractor shall make available its vehicle operations and maintenance facility, vehicles, equipment, and such personnel as necessary to move and inspect vehicles, operate hoists, inspect facilities, check equipment functionality and condition. The cost of the Incumbent Contractor’s personnel required to perform all Inspection tasks shall be borne by the Incumbent Contractor.

Any new changes to vehicles, facilities, and equipment necessitating repairs shall be the responsibility of the Succeeding Contractor. The repair estimates shall be provided by the Independent Third Party Auditor with Incumbent Contractor responsible for the repair costs.

The Final Walk-Through shall also include a full inventory and accounting of GCT tickets and passes and County owned inventory such as signs identified in Section 2.8.2.

5.1.7 Contract Expiration Transfer Schedule

The Contract Expiration Transfer Schedule shall apply to transfers to SRTA, GCT, and the Succeeding Contractor.

Pre-transfer meeting (4.1.2)	120 days prior to Contract expiration date
Individual Asset Turnover Folders due (4.1.3)	14 days prior to Initial Turnover Inspection
Initial Turnover Inspection (4.1.4)	No later than 90 days prior to Contract expiration date
Initial Inspection Report (4.1.4)	Within 14 days following Initial Turnover Inspection
Incumbent Contractor repair intention due (4.1.4)	Within 15 days following issuance of Initial Inspection Report



Incumbent Contractor payment or security due (4.1.4) (4.1.9)	Within 5 days of Incumbent Contractor Repair intention
Incumbent Contractor repair schedule due (4.1.4)	Within 15 days following issuance of Initial Inspection Report
Final Turnover Inspection (4.1.5)	Completed no later than 7 days prior to the contract expiration date
Final Inspection Report (4.1.5)	Within in 2 days of contract expiration date
Final Walk-Through (4.1.6)	At time of turnover

5.1.8 Contract Termination Transfer Schedule

The Contract Termination Transfer Schedule shall apply to termination by choice but not termination by cause.

Pre-transfer meeting (4.1.2)	No later than 7 days after Notice of Termination
Individual Asset Turnover Folders due (4.1.3)	2 days prior to Initial Turnover Inspection
Initial Turnover Inspection (4.1.4)	No later than 14 days after Notice of Termination
Initial Inspection Report (4.1.4)	Within 14 days following Initial Turnover Inspection
Incumbent Contractor repair intention due (4.1.4)	Within 3 days following issuance of Initial Inspection Report
Incumbent Contractor payment or security due (4.1.4) (4.1.9)	Within 3 days of Incumbent Contractor Repair intention
Incumbent Contractor repair schedule due (4.1.4)	Within 3 days following issuance of Initial Inspection Report
Final Turnover Inspection (4.1.5)	Completed no later than 7 days prior to the contract termination date
Final Inspection Report (4.1.5)	Within in 2 days of contract termination date
Final Walk-Through (4.1.6)	At time of turnover

5.1.9 Final Payments

SRTA and the County expect the Incumbent Contractor to make all repairs identified in the Initial Inspection Report. The Incumbent Contractor shall perform such identified repairs at its sole cost and expense or, if approved by SRTA and the County, pay SRTA and/or the County the sums set forth in the Initial Inspection Report for such repairs. Per the applicable schedule in Section 4.1.7 (Contract Expiration) or 4.1.6 (Contract Termination by Choice), the Incumbent Contractor shall notify SRTA and/or the County whether it intends to complete the repair work itself or whether it intends to pay for the cost of said work. In the event the Incumbent Contractor elects to do the



work itself, it shall, per the applicable schedule, post a letter of credit or other security acceptable to SRTA and/or the County in an amount equal to the estimated repair costs as determined by the Initial Inspection Report, to be payable to SRTA and the County for repairs not completed by the conclusion of the Contract. In the event the Incumbent Contractor elects to pay SRTA or the County for the cost of the repairs, it shall do so in full per the applicable schedule.

- If any repair work remains incomplete from the Initial Inspection Report as of the date vehicles, facilities, and equipment are returned to SRTA and the County or transferred to the Succeeding Contractor, then the Incumbent Contractor shall pay to SRTA and the County on that date an amount equal to the cost of the remaining repair work as determined in the Initial Inspection Report and/or SRTA/the County shall use the security posted by the Contractor.
- If any repair work remains incomplete from the Final Inspection Report as of the date vehicles, facilities, and equipment are returned to SRTA and the County or transferred to the Succeeding Contractor, then the Incumbent Contractor shall pay to SRTA and the County on that date an amount equal to the cost of the remaining repair work as determined in the Final Inspection Report.
- In the event the Incumbent Contractor chose to pay for the cost of work required on the Initial Inspection Report, the Independent Third Party Auditor shall ensure the Final Inspection Report repair costs do not include those repairs costs paid by the Incumbent Contractor
- In the event the Final Walk-Through inspection reveals new changes necessitating repairs, the Independent Third Party Auditor shall provide estimates for repair. The Incumbent Contractor shall be responsible for all repair costs. The repair costs shall be deducted from the Incumbent Contractor's final invoice.
- In the event SRTA and/or the County determines the level of incomplete vehicle maintenance at the end of the contract could negatively impact required service levels during the new contract, the Incumbent Contractor (from the expiring or terminated contract) shall be required to provide leased vehicles as required by SRTA and the County for a period of up to 60 days following the contract termination date. Leased vehicles shall be similar to the vehicle types being supplemented. The expiring or terminated contract's Incumbent Contractor shall be responsible for all lease costs incurred during the 60 days following contract termination.
- The Incumbent Contractor is responsible for ticket and pass inventory control. If the inventory of tickets and passes performed on the Final Walk-Through Inspection indicates missing tickets or passes, the Incumbent Contractor will be required to reimburse the County the face value of the ticket or pass.

The Incumbent Contractor shall ensure all letters of credit, security and payments shall be made payable individually to SRTA and GCT for their respective assets covered by the contract.

Provided the Incumbent Contractor either posts security acceptable to SRTA or the County or pays to SRTA or the County any payments required to complete the repair work, SRTA or the County shall not withhold or deduct any sums otherwise due the Contractor pursuant to the invoices rendered by it for services completed up to and including the date the Contract expires or terminates, and all such invoices shall be paid in accordance with the Contract.

The Independent Third Party Auditor shall be the sole arbiter providing binding decisions, albeit in a fair and equitable manner, in the event of disputes arising between the parties (SRTA, GCT,



Incumbent Contractor, and/or Succeeding Contractor) resulting from Initial Inspection Report, Final Inspection Report, and Final Walk-Through Inspection identifications of defects requiring corrective action and those considered 'normal wear and tear'.

5.1.10 Access

The Incumbent Contractor shall provide SRTA and the County and/or SRTA's or the County's agents including the Independent Third Party Auditor, and the Succeeding Contractor, reasonable access to its operating and maintenance facilities and all assigned revenue vehicles throughout the Contract close-out and turnover/transfer process.

5.1.11 Data

To the extent permitted by law, the Incumbent Contractor shall share with SRTA, County, and the Succeeding Contractor, employee records and wage, benefit, and other relevant information relating to any of the Contractor's employees who at any time engaged in the provision of Xpress and/or GCT service.

5.1.12 Documents

The Incumbent Contractor shall provide SRTA and the County with copies of all leases, permits, licenses, and other relevant documents related to the Contractor's provision of Xpress and GCT service.

5.1.13 Substance Testing

The Incumbent Contractor shall provide SRTA and the County with all documents pertaining to FTA's Drug and Alcohol requirements associated with its Contract with SRTA for Xpress service and the County for GCT service. These records shall include a completed FTA Drug and Alcohol summary MIS report for its period of operations on the Appendix H to Part 40 DOT Drug and Alcohol Testing MIS Data Collection Form, or subsequent revision.

5.1.14 Maintenance

The Incumbent Contractor shall provide SRTA and the County with all records associated with its contract with SRTA for Xpress service or the County for GCT service, including all FTA-required maintenance documentation.

5.1.15 Record Retention

- The Incumbent Contractor shall provide a copy of all maintenance and operations records associated with the SRTA/GCT contract to SRTA and GCT at the end of the contract. The Incumbent Contractor shall retain all records in its possession associated with its contract with SRTA for Xpress maintenance, operations, and service and the County for GCT maintenance, operations, and service for a minimum of three (3) years following expiration of the contract. In the event of litigation claim, negotiation, audit or other action involving the records has been started before expiration of the three-year period are subject to the provisions of 49 CFR 18.42

5.2 Vehicles

Upon expiration or termination of the Contract, the Incumbent Contractor shall return all assigned revenue vehicles to SRTA and the County in sound mechanical and operating condition less normal wear and tear, in accordance with the standards of the Contract. SRTA and the County expect the vehicles shall be in ready



to use condition. The condition of the assigned revenue vehicles shall be determined by fleet inspections conducted by an Independent Third Party Auditor(s). Inspections shall include:

- All vehicles shall be road tested
- Vehicle exterior finish and appearance
- Vehicle interior finish and appearance
- Drivetrains, including engines, drive units, and axles
- Suspension and steering
- The Incumbent Contractor shall perform performance brake testing on all vehicles with the Independent Third Party Auditor
- All vehicle equipment sub-systems shall be checked for function (including radio, sign, CAD/AVL, fare system, camera systems etc.
- All ADA equipment including restraints, seats, ramps, and lifts shall be inspected
- All work history, PMI inspections and repairs, fluid analysis, shall be reviewed
- Tire inspection noting pressure, tread depth, installed location on vehicle, tire serial number
 - The Incumbent Contractor shall ensure that all tires are safe for transit operation prior to transfer of a vehicle to SRTA, the County or the Succeeding Contractor

5.3 Facilities and Equipment

Upon expiration or termination of the Contract, the Incumbent Contractor shall return the North and South facilities, bus stops, park and ride lots, and all equipment to SRTA and the County in sound physical and operating condition less normal wear and tear, in accordance with the standards of the Contract. The condition of the North and South facilities, bus stops, park and ride lots, and equipment shall be determined by inspections conducted by an Independent Third-Party Auditor(s). Inspections shall be performed per the latest revision FTA Facility Condition Assessment Guidebook. Facility and equipment scoring shall be measured using FTA's TERM scale.

- 5 - Excellent
- 4 - Good
- 3 - Adequate
- 2 - Marginal
- 1 - Poor

SRTA and the County expect the Incumbent Contractor to maintain the North and South facilities, bus stops, park and ride lots, and all equipment to the same or better sub-component rating score achieved on the most recent NTD Facility Condition Assessment performed prior to the current contract base award. The Incumbent Contractor ensure the North and South facilities, bus stops, park and ride lots, and all equipment shall meet the minimum scoring requirements at the Initial and Final Turnover Inspections:

- The North and South facilities, park and ride lots, and bus stop scores for each sub-component shall be no lower than 3 (Adequate)



- The scores for each piece of equipment shall be no lower than 3 (Adequate)
- No sub-component or equipment score shall drop 2 points or more (example: from 5 to 3) over the term of the contract

The Incumbent Contractor shall ensure all facility and pieces of equipment have the required valid inspections and permits through the end of the contract termination day. This requirement shall apply to all inspections and permits, such as vehicle hoist inspections, fuel systems, and waste systems etc.

6 Part V. Turnover/Contract Start

6.1 General

Upon Contract execution, SRTA and the County shall provide revenue vehicles to the Succeeding Contractor that are ready for use in SRTA Xpress and GCT service; and facilities and equipment provided by SRTA and GCT are in a fully functional and appropriate state of repair, less normal wear and tear, for the age of the asset.

A schedule outline for Meetings, Inspections, Turnover etc. for contract start of service are in Sections 5.1.9 below.

6.1.1 Contract Signing

The Succeeding Contractor shall provide the signed contract, performance bond, and payment bond to SRTA within 10 days of Contract award.

6.1.2 Pre-Transfer Meeting (Contract Award)

Upon notice of Contract award (Notice to Proceed), SRTA, the County and the Succeeding Contractor shall hold a Pre-Transfer Meeting in the Metro Atlanta area in advance of the transfer of assigned revenue vehicles, facilities, equipment from SRTA and the County or the Incumbent Contractor to the Succeeding Contractor. The location shall be provided by SRTA and/or the County. The Succeeding Contractor shall be represented by their Key personnel at this meeting. SRTA and GCT shall be represented by their appropriate personnel. The purpose of the Pre-Transfer Meeting shall be to review the Succeeding Contractor's understanding of the SRTA and GCT Operations and Maintenance contract, requirements, and timetable. The Succeeding Contractor shall be responsible for carrying out an effective and smooth transition and start-up process and ready to assume responsibility for all required operations and maintenance by the Service Start Date. As part of the Pre-Transfer Meeting, the Succeeding Contractor shall provide their transition plan and schedule to SRTA and the County for review and comment. At a minimum, the Succeeding Contractor's transition plan and schedule shall include:

- Service continuity plan
- Turnover audit participation
- Transition process for facilities, equipment, and staff
- Reporting dates for all personnel
- Talent acquisition and retainment (including plans for labor agreements)



- Training milestones for all staff
- Staff chain of command
- Staff job description and duties
- Materials inventory plan
- Safety program plan and implementation schedule
- Implementation of Quality Plan
- Dates and plan for acquiring vehicle insurance
- Vehicle permits
- Facility and equipment licensing and permits
- Schedule for acquiring facilities (lease, purchase, etc.)
- Schedule for attaining fully equipped and operational facilities status
- Pickup and staging of all vehicles at their assigned facilities
- SOP, Safety, and Training milestones, documentation, procedures preliminary drafts
- Innovation proposal and plan

The Pre-Transfer Meeting's discussions shall also include:

- Schedule a dates for follow-up meetings
- Discuss procedure for document draft review to achieve final draft submission schedule
- Discuss vehicle, facility, and equipment inspection guidelines and procedures
- Discuss the procedures for the actual transfer of the vehicles, facilities, and equipment to the County or the Succeeding Contractor.
- Succeeding Contractor to provide draft of their maintenance record format (Section 2.7.2)
- Succeeding Contractor to provide documentation to SRTA and GCT affirming compatibility of the Contractor's, SRTA, and GCT CMMS/EAM systems (Section 2.7.2)
- Succeeding Contractor to provide Employee Screening and Selection methodology (Section 2.11.7)

6.1.3 Initial Turnover Meeting (Contract Award)

As part of the of expiration or termination of the Contract, an Initial Turnover Inspection performed by an Independent Third Party Auditor of the assigned revenue vehicles, facilities, and equipment shall occur prior to transfer of the vehicles to SRTA and the County or the Succeeding Contractor.

The Independent Third Party Auditor shall provide an Initial Inspection Report to SRTA and the County. The Initial Inspection Report shall contain price estimates to return all vehicles, facilities and equipment to the standards required in Section IV and the contract. Following the Initial Inspection, the Incumbent Contractor shall notify SRTA and/or the County whether it intends to



complete the repair work itself or whether it intends to pay for the cost of work identified in the Initial Inspection Report.

Following the decision by the Incumbent Contractor, an Initial Turnover Meeting (Contract Award) shall be held in the Metro Atlanta area between SRTA, the County, and the Succeeding Contractor. The Succeeding Contractor shall be represented by their Key personnel at this meeting. SRTA and GCT shall be represented by their appropriate personnel. The meeting location shall be provided by SRTA and/or the County. At this meeting, SRTA and the County shall provide an electronic copy of the Initial Inspection Report to the Succeeding Contractor and will inform the Succeeding Contractor of the Incumbent Contractor's decision to either provide a repair plan or pay for the cost of repairs for all repairs required.

If the Incumbent Contractor chooses to pay for the cost of repairs, SRTA and the County shall require the Succeeding Contractor to develop a plan to complete all remaining vehicle, facilities and equipment repairs.

During this meeting, the Succeeding Contractor shall provide the following to SRTA and the County:

- Operator's Manuals (Final Draft) (Section 2.11.8.1)
- Standard Operating Procedures (Final Draft) (Section 2.19.1)
- Drug and Alcohol Program (Final Draft) (Section 2.16)
- Safety Plan (Final Draft) (Section 2.18)
- Quality management Plan (Final Draft) (Section 2.19)
- Employee Uniforms (Final Approval) (Section 2.12)

6.1.4 Intermediate Turnover Meeting (Contract Award)

SRTA, the County and the Succeeding Contractor shall hold an Intermediate Turnover Meeting in the Metro Atlanta area in advance of the transfer of assigned revenue vehicles, facilities, equipment from SRTA and the County or the Incumbent Contractor to the Succeeding Contractor. The location shall be provided by SRTA and/or the County. The Succeeding Contractor shall be represented by their Key personnel at this meeting. SRTA and GCT shall be represented by their appropriate personnel. The purpose of the Intermediate Turnover Meeting shall be to review the Succeeding Contractor's plans and timetable. During this meeting the Succeeding Contractor shall provide:

- Vehicle Maintenance Plan (Final Draft) (Section 2.7)
- IT Asset Management Plan (Final Draft) (Section 2.8.3)
- COOP Plan (Final Draft) (Section 2.17)
- Succeeding Contractor's plan to complete all remaining repairs during the first 60 days following Service Start. (If Incumbent Contractor chose to pay for cost of repairs) (Section 5.1.5)
- Record Keeping and Reporting plan (Final Draft) (Section 3)
- Provide updates on staffing level attainment
- Provide updates on inventory procurement



6.1.5 Final Turnover Inspection (Contract Award)

SRTA, the County, the Incumbent Contractor, and the Succeeding Contractor along with the Independent Third Party Auditor(s) shall conduct a Final Turnover Inspection of assigned revenue vehicles, facilities, and equipment to determine that the repair work required to be performed pursuant to the Initial Inspection Report has been completed in a satisfactory manner. The Final Turnover Inspection shall also identify any additional repairs that may be needed due to conditions that arose following the Initial Turnover Inspection.

At the Final Turnover Inspection, the Incumbent Contractor shall make available its vehicle operations and maintenance facility, vehicles, equipment, and such personnel as necessary to move and inspect vehicles, operate hoists, inspect facilities, check equipment functionality and condition. The cost of the Incumbent Contractor's personnel required to perform all Inspection tasks shall be borne by the Incumbent Contractor.

The Final Turnover Inspection shall include a physical re-examination of the vehicles, facilities, and equipment inspected during the Initial Turnover Inspections with a focus on defects identified on the Initial Turnover Inspection.

All systems reviewed in the Initial Turnover Inspection shall be re-examined. The Incumbent Contractor shall maintain written records documenting items which have been repaired, if any, since the Initial Turnover Inspection and shall submit such records to SRTA, the County, and the Independent Third Party Auditor. During the Final Turnover Inspection, the current condition of every vehicle, facility, and piece of equipment, and the status of every outstanding repair item shall be determined and documented.

The Independent Third Party Auditor shall provide a Final Inspection Report to SRTA and the County. SRTA and the County will provide the Final Inspection Report to the Incumbent Contractor and the Succeeding Contractor. The Final Inspection Report shall include:

- A determination as to whether the repair work required to be performed pursuant to the Initial Inspection Report is in fact complete.
- Includes review of work orders and other documentation including physical inspection
- Repair cost estimates for additional items needing repair not identified in Initial Inspection Report.
- Pictures of damage, wear, and defects for vehicles, facilities, and equipment
- Revised condition assessment of all vehicles including corrective action cost estimates to return vehicles to a state of good repair
- Revised condition assessment of both facilities including corrective action cost estimates to return the North and South facilities to a state of good repair per the NTD scoring methodology in section 4.3
- Revised condition assessment of all park and ride facilities and bus stops including corrective action cost estimates to return these facilities to a state of good repair per the NTD scoring methodology in section 4.3



- Revised condition assessment of all equipment including corrective action cost estimates to return equipment to a state of good repair per the NTD scoring methodology in section 4.3
- Revised review of records and documentation for vehicles, facilities, equipment, and personnel
- Record reviews include fluid analysis, deferred maintenance, and out of service lists etc.
- In the event the Incumbent Contractor chose to pay for the cost of work required on the Initial Inspection Report, the Independent Third Party Auditor shall ensure the Final Inspection Report repair costs do not include those repairs costs paid by the Incumbent Contractor.

Vehicle, facility, and equipment repair estimates shall be used to provide state of good repair status and ensure a clean transition to the Succeeding Contractor. The Succeeding Contractor shall assume full responsibility for operations (including personnel) and maintenance for all vehicles, facilities, and equipment at contract Service Start date.

6.1.6 Final Walk-Through Inspection

A Final Walk-Through inspection shall be performed by SRTA, the County, Independent Third Party Auditor, the Incumbent Contractor, and the Succeeding Contractor at the time of turnover to review any changes to vehicle, facilities, and equipment conditions.

At the Final Walk-Through Inspection, the Incumbent Contractor shall make available its vehicle operations and maintenance facility, vehicles, equipment, and such personnel as necessary to move and inspect vehicles, operate hoists, inspect facilities, check equipment functionality and condition. The cost of the Incumbent Contractor's personnel required to perform all Inspection tasks shall be borne by the Incumbent Contractor.

Any new changes to vehicles, facilities, and equipment necessitating repairs shall be the responsibility of the Succeeding Contractor. The repair estimates shall be provided by the Independent Third Party Auditor with Incumbent Contractor responsible for the repair costs.

6.1.7 Service Start (Contract Award)

The Succeeding Contractor shall be responsible for carrying out an effective and smooth transition and start-up process and ready to assume responsibility for all required operations and maintenance by the Service Start Date. The Succeeding Contractor shall not alter or deviate from SRTA and/or the County's service requirements and schedules.

The Succeeding Contractor shall ensure all vehicles have the required permits and insurance.

The Succeeding Contractor shall have inventory available to perform all preventative maintenance, projected basic repairs, and tire replacement on the Service Start date.

The Succeeding Contractor shall ensure that all employees have the appropriate uniforms on Service Start date.

The Succeeding Contractor shall ensure sufficient staff has been hired and properly trained to perform all required duties on Service Start date.

The Succeeding Contractor shall ensure that all communications and computer systems are properly deployed and fully operational on the Service Start date.

The Succeeding Contractor shall have 60 days following the service start date to complete all



remaining work identified on the Final Inspection Report. The Succeeding Contractor shall be responsible for identifying and ordering any materials with a long lead time required for effecting and ensuring all remaining repairs are completed during the 60 day window.

Within 10 days following Service Start, the Succeeding Contractor shall provide a schedule to SRTA and the County for completing all remaining work during the first 60 days of service.

The Succeeding Contractor shall provide a copy of the repair estimate from the Final Inspection Report along with a copy of the work order showing completed repairs including all labor and materials to SRTA and/or the County (as appropriate) weekly. SRTA and/or the County shall pay the Succeeding Contractor the amount estimated by the Independent Third Party Auditor. The Succeeding Contractor shall provide a single monthly invoice by the tenth (10th) of each month, referencing each work order, to SRTA and the County for payment. The Succeeding Contractor shall not invoice SRTA or the County for materials on backorder and paid for by the previous Incumbent Contractor. SRTA and the County shall pay the Succeeding Contractor on the twenty-fifth (25th) of the month for completed, invoiced work. The Succeeding Contractor shall only be paid for remaining work repairs completed during the first 60 days of the contract and invoiced by the tenth (10th) calendar day of the first month following the 60 day period, unless a prior waiver was agreed to by SRTA and/or the County. Any outstanding or deferred maintenance work that remains uncompleted at the end of the approved Repair Schedule shall be considered the responsibility of the Succeeding Contractor and shall be completed at the Succeeding Contractor's sole expense.

In the event SRTA and/or the County determines the level of incomplete vehicle maintenance at the end of the previous contract could negatively impact required service levels during the new contract, the Incumbent Contractor (from the expiring contract) shall be required to provide leased vehicles as required by SRTA and the County for a period of up to 60 days following the contract termination date. Leased vehicles shall be similar to the vehicle types being supplemented. The expiring contract's Incumbent Contractor shall be responsible for all lease costs incurred during the 60 days following contract termination.

The Final Inspection Report assessment shall be used as the baseline for vehicles, facilities, and equipment condition for the new contract beginning on the Service Start date. The baseline shall be updated once the remaining vehicle, facilities, and equipment repairs are complete.

6.1.8 Contract Award Transfer Schedule

The Contract Award Transfer Schedule shall apply to transfers from SRTA, GCT, and the Incumbent Contractor to the Succeeding Contractor.

Signed Contract returned to SRTA (5.1.2)	Within 10 days of Contract Award
Performance Bond (5.1.2)	Within 10 days of Contract Award
Payment Bond (5.1.2)	Within 10 days of Contract Award
Pre-Transfer meeting (5.1.3)	Within 14 days of Contract Award



Initial Turnover Meeting (Contract Award) (5.1.4)	No later than 60 days prior to Service Start date
Intermediate Turnover Meeting (Contract Award) (5.1.5)	No later than 30 days prior to Service Start date
Final Turnover Inspection (5.1.6)	Completed no later than 7 days prior to the contract expiration date
Final Turnover Report (5.1.6)	Within in 2 days prior to Service Start date
Final Walk-Through Inspection (5.1.7)	At time of turnover
Service Start (5.1.8)	July 1, 2021
Succeeding Contractor's plan for completing remaining repairs (5.1.8)	Within 10 days following Service Start
Prior Contract remaining repairs completion date (5.1.8)	Within 60 days following Service Start

7 Part VI. Vehicle Condition at Turnover

7.1 General

The Incumbent Contractor is responsible for transferring all vehicles to SRTA, the County, and the Succeeding Contractor in ready to use condition for use in SRTA Xpress and GCT service.

Below is a general description of what constitutes minimum standards for vehicles in ready to use condition. The description is not all-inclusive and is provided as a general guideline to the Incumbent and Succeeding Contractors.

- Starting systems, batteries and engines so that a vehicle starts and idles normally within one (1) minute of the first attempt to start the vehicle without the aid of external starting assistance.
- The engine compartment and undercarriage steam cleaned with no accumulation of dirt, oil, or other debris present.
- No exterior body damage including any dents, scratches, and missing or torn decals, bumper or bike rack damage. No interior body damage, graffiti, scratches or missing or torn decals.
- No broken, cracked, scratched, etched, or fogged glass.
- No seats with rips or tears in the seat covering including the Operator's seat. All hand rests, reclining mechanisms are fully functional through each area of adjustment or movement.
- Fully functional interior and exterior doors and latches.
- No rips, tears, or graffiti on the interior surfaces of the coach.
- Fully functional fuel systems including DEF systems
- No fluid leaks.
- No pinion seal leaks or moisture of any kind around the pinion seal.
- Tires must be serviceable and properly matched on each axle.



- No belts or hoses with any dry rot, cracking or sign of wear, all clamps present and of constant torque type.
- All lines, hoses, and harnesses properly secured and not rubbing against any surface or touching each other.
- No wheel bearing leaks or moisture around wheel seals.
- Brake linings or pads at 75% of original specifications.
- Air systems without any noticeable oil discharge; air compressor must pass standard discharge test.
- Fully functional electrical systems with all bulbs working and properly positioned.
- Fully functional wheelchair lifts capable of smoothly lifting to its rated capacity without fault. Fully functional kneeling and ramp systems.
- Wheelchair tie downs in excellent condition with a full set of tie downs that are clean and serviceable without rips, frays or tears.
- Smooth operation from 0 to 65 MPH without noticeable vibration.
- Smooth operation of the engine without any misfire.
- Retarder and Jake Brake fully functional.
- All fluids at the proper level.
- Engine oil use of less than one gallon per 1,000 miles based upon the last month's service oil consumption report.
- Engine and transmission oil analysis completed within 30 days of turnover demonstrating no out of range results.
- Proper balance and alignment for all tires.
- Vehicle freshly and properly greased/lubricated.
- Serviceable radius rods, shocks, airbags, leveling valves, and steering components.
- No bent or discolored rims.
- Functional County-owned bus related equipment including fare collection, communications, ITS, and safety equipment.
- Functional emergency window exits.
- Fully functional heating and air conditioning capable of cooling the coach at least 20 degrees lower than actual ambient air temperature.
- All required inspections performed with shortcomings and deficiencies found during said inspections repaired.
- No Out of Service conditions
- All announcement systems and signs in full working condition.