



CITY OF TEMPLE CITY

Request for Proposals

Management and Operation of the
Temple City Dial-A-Ride Program



Proposals Due: **6 p.m., May 13, 2011**

INTRODUCTION

This Request for Proposal (RFP) describes the requirements for the management and operation of the Temple City Dial-A-Ride service. The RFP also requests a proposal and quote for a potential expansion of the existing Dial-A-Ride service to include a fixed route trolley shuttle service. All proposals shall be for the complete management and operation of the City's transportation services, as specified and in all respects, so that the proposal contemplates and ensures a complete "turnkey" system such that nothing remains to be purchased, provided or supplied by the City. It is understood by each proposer that his RFP requires, in all cases, all elements of a complete operating system for the City of Temple City.

The successful bidder shall provide the necessary management and administrative personnel whose expertise will assure efficient operation of the service herein specified and assure compliance with all applicable local, state and federal requirements. The successful bidder shall furnish all facilities, equipment, supplies, maintenance and services required in the operation of the Dial-A-Ride service, unless specifically identified in this document to be contributed by the City of Temple City.

The successful bidder shall strive at all times to provide service in a manner, which will maximize productivity while providing a high quality of passenger service. In addition, the successful bidder shall be required to meet periodically with representatives of the City of Temple City to discuss and evaluate service.

The Temple City City Council is the policy making body for the City's transportation programs. Overall administration, planning, monitoring, and marketing of the program is under the purview of the Department of Parks and Recreation.

The City intends to award a three year contract with two one-year extension options. The anticipated start date of the service under the agreement is July 1, 2011.

Customer Service

The Temple City City Council has placed a strong emphasis on the provision of excellent customer service through all levels of the organization. This is especially important in the operation of the City's transportation services. As many of our riders depend on Temple City Dial-A-Ride as their primary means of transportation, providing reliable and efficient service is paramount.

While not City employees, as providers of City services, the contractor's staff are representing Temple City to the public and are important partners in providing the best possible service to our customers. The proposal should include how the staff is trained in customer service skills and handling complaints, including reservationists, dispatchers, drivers, and the project manager.

SCOPE OF WORK

The successful bidder shall furnish service to eligible elderly residents of Temple City (60 years and over) and persons with a physical, psychological or developmental disability certified by a physician, and their escorts or approved guests, at such times and places as may be requested within the City limits; within the city limits of Arcadia, El Monte, Rosemead and San Gabriel for doctor appointments, hospitals, churches, government and daycare facilities, and to the Westfield

Shopping Center in Arcadia. Limited transportation is also provided for residents of certain unincorporated areas of Los Angeles County adjacent to the City of Temple City.

The City currently provides service to approximately 1,200 Dial-A-Ride members and averages 17,000 rides per year; 64 passengers per day, 630 service hours per month. Service is provided from 7 a.m. to 8 p.m. Monday – Friday and from 10 a.m. to 5 p.m. on Saturdays/holidays and 9 a.m. – 5 p.m. on Sundays.

The City is also requesting bids for a **potential** fixed route trolley service. The City may be adding a fixed route trolley service within the next year.

The bids for the Dial-A-Ride service and the fixed route trolley service must be completely separate as the City may award only one component. No renegotiation of the service rate for the Dial-A-Ride program will be considered if the City Council does not move ahead with the fixed route trolley service.

SECTION I - TYPE OF SERVICE

The City is requesting bids for a 72-hour advance reservation Dial-A-Ride program and an on demand service, when it can be accommodated. Services to be provided are curb-to-curb. Drivers are not responsible for taking wheelchairs up or down stairs or steps, but are required to offer and provide all necessary assistance in boarding or alighting the vehicle. For advance reservations, vehicles shall be dispatched so that pick-ups can be completed no more than 5 minutes early to 15 minutes late. A forty-five (45) minute maximum response time is to be maintained at all times for on demand service. Contractor assures that adequate spare vehicle(s) will be available to maintain the required response time.

The City is also requesting bids for a fixed route trolley service. For bidding purposes, the City proposes one trolley that would operate on a 4 mile fixed route, from 10 a.m. to 5 p.m. Monday – Friday.

SECTION II - OPERATIONS

PERSONNEL

The successful bidder shall provide all personnel, which need not be dedicated to this project, subcontractors, supplies and services necessary to meet the City of Temple City Dial-A-Ride requirements. The staff shall consist of a project manager, mechanics, reservationists, dispatchers, office support staff, vehicle drivers and other staff as appropriate. All personnel are responsible for knowledge of the service. Project personnel must maintain a courteous attitude, answering to the best of their ability any questions from the public regarding provision of the service.

The contractor shall be solely responsible for payment of all employees' wages and benefits, shall comply with the requirements of employee liability, worker's compensation, employment insurance and social security, and any other mandated benefits. Contractor shall meet all provisions of the Labor Code of the State of California and shall comply with all applicable federal, state and local laws with regard to discrimination in employment.

Upon request the successful bidder shall supply the City with a copy of their personnel policies, including reimbursement policies for any sick leave, overtime pay and wage scales. A list of current personnel shall be maintained and provided to the City of Temple City.

The contractor shall obtain and provide all required state and local permits, including a City of Temple City Business License, and ensure that all drivers are properly licensed for the service they are providing.

All personnel assigned to the program shall be knowledgeable about the Temple City Dial-A-Ride program, the Americans with Disabilities Act of 1990, California Title 24, the Transportation Development Act and the California Highway Patrol Title 13.

A. PROJECT MANAGER

At the core of the success of operation is the Project Manager. The contractor shall assign a Project Manager who is the primary contact with the City and oversees the day-to-day operation. The Project Manager need not be 100% dedicated to the City of Temple City Dial-A-Ride program; however it is the preference of the City of Temple City that the Project Manager be 100% dedicated. In either case, he/she must be available to the City

of Temple City at all times, either by telephone or in person, to make decisions or provide coordination as necessary. The responsibilities of the project manager shall include, but not be limited to:

1. the ability to demonstrate, by decision and action, competency in all aspects of Temple City's Dial-A-Ride program;
2. line supervision of all project staff and management of the project's accounts and operating records;
3. being available by telephone or in person during all hours of the operational day to make decisions or provide coordination as necessary at the request of the City of Temple City;
4. scheduling and training of all regularly assigned personnel and vehicles;
5. arranging the assignment of back-up personnel and vehicles;
6. distribution and/or collection of daily operating reports, trips and fares;
7. periodic inspection of vehicles;
8. preparation of monthly reports and monthly invoices from the daily operational data;
9. the timely investigation of any operational problems, accidents and/or passenger complaints and accurately reporting these problems to the City of Temple City in a timely manner as appropriate.

B. VEHICLE OPERATORS

Vehicle operators must meet the following standards:

1. A valid California Class B or Class C driver's license, as appropriate, and a current and valid Department of Transportation approved medical examination certificate as well as any other license required by applicable federal, state, and local regulations.
2. Drivers must have knowledge of fares, communication equipment, passenger service requirements and the street network in the service area.
3. Vehicle operators are required to treat all passengers with respect and courtesy. The City of Temple City may require that any driver be removed from transporting Temple City Dial-A-Ride passengers for excessive complaints, rudeness or other inappropriate behavior or appearance.
4. Be drug free and pass drug and alcohol tests in compliance with the FHWA's Drug and Alcohol testing requirements 49 CFR.
5. In addition to the contractor's corporate appearance policy, drivers will be required to adhere to the following appearance standards:

- a) All drivers must be neatly and cleanly dressed in a uniform provided by the contractor and acceptable to the City. Uniform will be of contractor's design, subject to City's approval, and are to be neat, clean and pressed, in good condition and fit properly. While in uniform, drivers must be in conformance with all City regulations on-duty or off-duty.
 - b) All drivers shall wear a Temple City Dial-A-Ride identification badge.
- 6. Vehicle operators shall not be required to perform any medical or quasi-medical functions for passengers. In the event of illness on board a vehicle, the driver shall advise the dispatcher by radio. Drivers shall have the right to refuse any or all passengers if passenger activity will in any way impair the safe operation of the vehicle.
- 7. Vehicle operators shall ensure that all patrons wear seat belts and shall assist, if necessary, the patron in fastening the seat belt. Vehicle operator shall also ensure that all wheelchairs are securely fastened.

C. RESERVATIONISTS/DISPATCHERS

Receipt of customer phone calls, assignment of trips, and communication of this information will be provided by Contractor through a dispatch center. Actual stop sequence will be the responsibility of the dispatcher and the Contractor's driver assigned to the respective vehicle. Contractor will supply sufficient lines so that busy signals will be minimized for callers requesting service with a waiting period of less than 90 seconds.

The patron will call in his/her request for service to the Contractor's dispatch office by telephone. The CITY owns the right to this telephone number and will make it available to the Contractor for use during the period of the contract.

Reservationists/dispatchers are responsible for knowledge of the service and service area. Personnel must maintain a courteous attitude, answering to the best of their ability any questions from the public regarding provision of the service. All complaints must be reported to the Project Manager.

- 1 Contractor shall utilize a systematic method to schedule requests for service through a dispatch center to accommodate both real-time trip requests as well as pre-scheduled trips.
- 2. Dispatch personnel shall quote the patron an estimated pick-up time utilizing the maximum response times stated above, based on a shared-ride concept (5 minutes before to 10 minutes after scheduled time).
- 3. Dispatch personnel shall communicate to vehicle drivers via two-way/open mic radios. If additional calls are/have been received in the vicinity of the call, or near the routing of patrons in the vehicle, the vehicle shall deviate from routing to pick-up additional passengers.
- 4. Dispatchers shall record the time calls are received, the estimated or scheduled pick up time, the actual time the patron is picked up and the actual time the patron is dropped off.

5. Dispatch personnel shall encourage patrons to schedule return rides when they call for a pick up.
6. Dispatchers shall do everything possible to avoid undue delay of any patron, either at the point of pick up or en route. Maximum ride time for a patron shall not exceed sixty (60) minutes.

TRAINING AND SAFETY

The successful bidder shall maintain on-going training procedures which will train and prepare all newly hired and current drivers, maintenance personnel, administration, management, etc. in a manner that conforms with all state and local laws and assures that the contractor's employees will perform all obligations stated in this Request for Proposal. The successful bidder shall implement a safety program and appropriate manuals must be provided to employees. In addition, CPR, first aid and sensitivity training to individuals with disabilities is required of the contractor's employees involved with the Dial-A-Ride program.

VEHICLE ACQUISITION AND PROVISION

A. VEHICLE REQUIREMENTS

It will be the responsibility of the successful bidder to provide and maintain a sufficient number of ADA accessible vehicles to operate the Dial-A-Ride service and the proposed fixed route service. In regards to the Dial-A-Ride program the number of vehicles in use at a given time shall be based on the demand of the transit service. The current service provides:

Monday - Friday

1 vehicle	7:45 a.m. – 5:45 p.m.
1 vehicle	7:00 a.m. – 3:00 p.m.
1 vehicle	10:00 a.m. – 8:00 p.m.

Saturday – Sunday

1 vehicle	9:00 a.m. – 5:00 p.m.
1 vehicle	10:00 a.m. – 5:00 p.m.

There are often days and times when riders are turned away because the vehicles are booked. The City is suggesting at least one of the vehicles be a larger, wheelchair accessible vehicle that can accommodate 8-10 passengers. The successful bidder shall provide back-up vehicles in a clean, operable condition to maintain the required headway time.

For the fixed route trolley service, the City is requesting one trolley, or trolley type vehicle, that is ADA accessible.

The contractor shall be responsible for maintaining all vehicles in a clean exterior and interior condition less normal wear. The contractor shall perform mechanical repairs and overhaul on all vehicles. All vehicles must be equipped with two-way radios, heating, air conditioning and automatic or semi-automatic lift for disabled passengers with a minimum of one tie-down position, all of which must meet appropriate minimum ADA compliance criteria. All vehicles must be painted a uniform color clearly designating "Temple City Dial-A-Ride (and local phone number)" on each side of the vehicle. All vehicles need not be

dedicated to Temple City Dial-A-Ride, however, any vehicle used to provide Temple City Dial-A-Ride service must be individually identified and must bear two "Temple City Dial-A-Ride" identifications, one on each side of the vehicle.

All vehicles used in the Temple City Dial-A-Ride program must meet the following standards:

1. vehicles must be free of obvious body damage;
2. vehicles may not exceed 100,000 miles of previous life when placed into Temple City Dial-A-Ride service;
3. vehicles must have interiors of uniform or matching colors and must be free of tears, damage or graffiti;
4. vehicles, if not new, shall have full maintenance records and such records should demonstrate vehicle reliability;
5. vehicles shall have fully functioning air conditioners, heaters, defrosters, speedometers, fuel gauges, doors and windows, flashers, lights, windshield washers/wipers, mirrors, safety and securement belts, and wheelchair lifts/ramps.

B. BACK UP VEHICLES

The successful bidder shall provide a sufficient number of ADA accessible vehicles to ensure continuous operation of the Dial-A-Ride program. A back-up vehicle shall be placed in service within fifteen (15) minutes of a reported break down of on-line vehicles.

C. VEHICLE MAINTENANCE

The contractor is responsible for properly maintaining all vehicles and performing preventive maintenance to meet manufacturer's minimum requirements. Maintenance of equipment shall be done at a time that will ensure maximum availability of vehicles for Temple City Dial-A-Ride. It is not the intent of this requirement to preclude necessary maintenance during normal hours; it is only to ensure that the maximum number of vehicles will be available for service during the peak periods.

D. VEHICLE CLEANING

The contractor shall provide all labor and materials necessary to keep the vehicles used in the Temple City Dial-A-Ride program clean at all times. The exterior of the vehicles shall be washed as necessary to maintain cleanliness. The interior of the vehicles shall be cleaned daily by picking up litter, cleaning and repairing seats, sweeping or vacuuming the floor and cleaning the windows.

E. RADIOS

The contractor will provide a base radio and mobile radios to be installed in all vehicles and the necessary radio license. Contractor shall perform all radio maintenance. Contractor is responsible for proper radio procedures and will be fully responsible for any actions and/or fines imposed by the FCC for improper use of the system.

F. FACILITY REQUIREMENTS

The contractor shall provide and maintain appropriate vehicle storage and maintenance facilities for garaging and servicing vehicles and related equipment. The location of the facility is to be located within a reasonable distance to the City of Temple City (generally within 10 miles).

HOURS OF OPERATION

The Dial-A-Ride Service shall be based on the following schedule:

Monday - Friday	7:00 a.m. - 8:00 p.m.
Saturday - *Holidays	10:00 a.m. - 5:00 p.m.
Sunday	9:00 a.m. - 5:00 p.m.

* New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

A twenty (20) minute maximum response time is to be maintained at all times for advance reservation requests and forty-five (45) minute maximum response time for on demand requests. Contractor assures that adequate vehicle(s) will be available to maintain the required response time. If service is at capacity, trip requests may be deferred to another time.

The Fixed Route Trolley Shuttle shall be operated Monday – Friday from 10 a.m. – 5 p.m.

Contractor shall accommodate all reasonable requests for additional transportation services requested by the City. Special services shall be billed at the vehicle service hour rate set forth in this proposal.

FARE BOX RECOVERY

The Contractor will assess a ridership fare of fifty (50) cents per one-way ride for all riders. This fare is not based on distance, but on each one-way ride provided. The fares will be in addition to funds provided by the City. Reports on the revenue collected shall be provided to the City in writing on a monthly basis.

ACCIDENT REPORTING

In the event of a traffic accident or serious passenger incident, the Contractor shall notify the City of Temple City within twenty-four (24) hours and prepare all reports. Should the accident involve personal injuries, the Contractor shall notify the designated City representative immediately upon the receipt of such information. All applicable state laws shall be complied with in the case of any accident.

DATA COLLECTION/REPORTING

Contractor shall report transportation data to the City on a monthly basis in accordance with the National Transit Database (formerly Section 15) requirements and the California Highway Patrol Title 13 requirements. All accounts will be available for inspection and/or independent audit at the request of the City.

Monthly reports are to be submitted to the City on or before the 10th of the following month.

Reports shall include, but not be limited to, NTD data, ridership statistics to include the number of elderly riders and the number of riders with a disability transported within the City limits and the number of elderly riders and riders with a disability transported outside the City limits, the number or percent of on time rides, fares collected, safety and training meetings, maintenance and repairs to vehicles, accidents, and other items as required by the City.

CUSTOMER SATISFACTION AND PERFORMANCE STANDARDS

The contractor shall work to ensure customer satisfaction with the service provided. The contractor shall cooperate with the City of Temple City in any outreach activities directed by the City. The contractor will keep the City apprised of any operational and personnel problems as they occur. Contractor will not develop any standard forms or letters without obtaining approval of the City of Temple City before using such forms or letters. The contractor will not develop or procure promotional materials or items without prior approval of the City.

The contractor is required to attain certain levels of performance. Failure to achieve the performance levels, as outlined in this section, may result in assessed penalties and potentially the termination of the contract.

A. PERFORMANCE STANDARDS

The contractor shall strive at all times to provide service in a manner that will maximize productivity and at the same time provide high quality customer service. Recognizing that the goals of service levels and productivity may conflict, the parties agree that the following objectives are reasonable and attainable by the Contractor, fair to the passenger and consistent with service expectations.

1. Air conditioning shall be used whenever the ambient outdoor temperature reaches 75 degrees, or the passenger requests the air conditioning be used, or not used.
2. Sufficient phone lines and dispatchers shall be provided so that busy signals will be minimized with an "on hold" time not to 90 seconds.
2. For on demand service requests, pick-ups shall be within 45 minutes for 85% of all requests. For advance reservation requests, 90% of all requests shall be picked up within 5 minutes early to 15 minutes late. For fixed route trolley service all trips shall arrive at designated stops between 0 and 5 minutes after scheduled time.
3. Maximum dwell time shall not exceed 5 minutes. An exception would be a customer who is within eyesight of the vehicle operator and is clearly making his/her way to the vehicle.
4. Service will be curb to curb.
5. Boarding and disembarking assistance will be provided to any passenger.
6. In the event of a vehicle failure, the contractor shall immediately deploy a vehicle to transport the passengers aboard the failed vehicle.
7. All trips within the authorized service area are to be accepted and delivered regardless of the trip length, origin or destination or trip purpose and without prioritization by the contractor.

8. Complaints shall be resolved as soon as possible but no later than two days.

B. PENALTIES

In the event the contractor fails to meet an on-time performance level of 90% in any month, the City of Temple City may penalize the contractor in an amount not to exceed \$250.

SECTION III - EXPERIENCE AND QUALIFICATIONS

All firms submitting proposals in response to this request shall address the following items:

- A. Proof of experience in the public or contract demand-responsive passenger transportation field, managing and operating such systems that transport elderly and disabled persons, with the following information:
 1. Number of years in business under present name and number of years in business under any other name.
 2. The name, title and qualifications of the proposed project manager should be included in the proposal. If not a dedicated manager, indicate the amount of time to be devoted to the Temple City Dial-A-Ride program.
 3. Describe the public transportation experience of key personnel in your organization.
 4. Provide a list of current and similar former transportation services performed during the past 5 years, including the name of firm for whom services were performed, firm's address, telephone number, person to contact, number of vehicles in service and average daily passengers transported. Information is to be provided on the attached "References" form.
- B. Evidence of number of passengers per day that can be carried, as well as fleet size. A complete description of the contractor's operations shall be included. The description should describe in detail at minimum the following: hiring and staffing, training, passenger counting, scheduling and dispatching, supervision and radio procedures.
- C. Submit information regarding the location(s), size and description of facilities that will be used to perform the services described in the specifications, and proof of ownership or lease/rental interest, which show the facilities will be available for the entire term of the contract.

SECTION IV – LIABILITY AND INSURANCE

During the performance of the duties outlined in the specifications of this Request for Proposal, the successful bidder shall procure the following insurance, which shall be full coverage insurance not subject to self-insurance provisions, except for vehicle collision insurance and comprehensive automobile coverage and shall not, of the contractor's initiative, cause such insurance to be cancelled or materially altered during the contract term:

- A. **COMPREHENSIVE GENERAL LIABILITY INSURANCE** to include premises, operations,

contractual liability and personal injury liability with at least the following combined single limits of liability:

1. Primary Bodily Injury Liability limits of at least \$1,000,000 per occurrence;
 2. Primary Property Damage Liability limits of at least \$1,000,000 per occurrence.
- B. VEHICLE INSURANCE to include owned, hired and non-owned vehicles with at least the following combined single limits of liability:
1. Primary Bodily Injury Liability limits of at least \$1,000,000 per occurrence;
 2. Primary Property Damage Liability limits of at least \$1,000,000 per occurrence.
 3. Uninsured Motorists, Medical Payments, and Collision and Comprehensive Physical Damage Insurance covering the actual cash value of each vehicle.
- Any deductible will be the responsibility of the Contractor. Insurance is to be placed with insurers which are "admitted" in the State of California and have a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.
- C. WORKER'S COMPENSATION INSURANCE shall be maintained by the Contractor as required by law.
- D. Prior to commencement thereof, and except for Worker's Compensation and Employer's Liability Insurance, the successful bidder shall furnish a complete copy of each insurance policy and a Certificate of Insurance thereof to the City of Temple City, which shall certify that the Contractor's insurance policy provides as follows:
1. The City of Temple City, its employees, agents, and officers shall be named as an additional insured on all insurance with respect to performance hereunder.
 2. The coverage shall be primary as to any other insurance with respect to performance hereunder.
 3. Such policies shall provide that they may not be cancelled without at least thirty (30) days written notice to the City of Temple City.

SECTION V - INDEMNIFICATION

Consultant shall indemnify, protect, defend and hold harmless City, and any and all of its employees, officials and agents from and against any liability (including liability for claims, suits, actions, arbitration proceedings, administrative proceedings, regulatory proceedings, losses, expenses or costs of any kind, whether actual, alleged or threatened, including attorneys fees and costs, court costs, interest, defense costs, and expert witness fees), where the same arise out of, are a consequence of, or are in any way attributable to, in whole or in part, the performance of this Agreement by Consultant or by any individual or entity for which Consultant is legally liable, including but not limited to officers, agents, employees or sub-contractors of Consultant.

The Contractor shall, at his own expense and risk, defend any legal proceedings that may be brought against the City of Temple City, its Council, officers, agents or employees therein, within the provision of the above stated insurance.

SECTION VI - TERM OF AGREEMENT

The Agreement awarded to the successful bidder under this Request for Proposals shall be for the period beginning July 1, 2011 and ending on June 30, 2014. The Agreement may be extended for an additional year up to two years upon the mutual consent of both parties.

TERMINATION

The City of Temple City, or the Contractor, may terminate this agreement at any time during its term, upon sixty (60) days prior written notice to the other party without further liability of any sort.

STOP WORK

The City may stop work on City's transportation system upon forty-eight (48) hours written notice to the Contractor. The City shall be liable for all relevant costs incurred prior to the stop-work period and for restart, if any. City shall be obligated for the costs including severance for personnel assigned to the City's transportation system for a period not to exceed four (4) weeks after the stop work goes into effect. The Contractor shall make all reasonable efforts to minimize the costs to the City.

SECTION VII - INDEPENDENT CONTRACTOR

While engaged in carrying out and complying with the terms and conditions of the duties outlined in this Request for Proposal, the Contractor is an Independent Contractor not an Officer, Agent or Employee of the City of Temple City. The personnel performing services shall at all times be under the Contractor's exclusive direction and control and shall be employees of Contractor and not employees of the City of Temple City. The Contractor shall pay all wages, salaries, and other amounts due its employees in connection with this Dial-A-Ride program and shall be responsible for all reports and obligations respecting them, including, but not limited to Social Security, income tax withholding, unemployment compensation, worker's compensation insurance, state disability insurance and similar matters.

All services to be rendered by the Contractor shall be subject to the control of the City. Contractor shall advise City of matters of importance and make recommendations when appropriate, however final authority shall rest with the City.

SECTION VIII - CITY AND CONTRACTOR SERVICES

CITY SERVICES

The City of Temple City shall be responsible for the following:

- A. General supervision, monitoring and evaluation of services provided with regard to the kind, quality, appropriateness, timeliness and amount of service to be performed and the criteria for determining performance of the Contractor.
- B. Authorization of payments to the Contractor.
- C. Qualification of residents to participate as riders in the City of Temple City's Dial-A-Ride program.
- D. Setting of any fares or ridership fees associated with the Dial-A-Ride program.

- E. The City of Temple City shall pay all reasonable and allowable costs in invoices submitted by the Contractor after such adjustment as the City of Temple City may make in accordance with the provisions of the contract. Promptly after the receipt of each invoice, but in no event later than thirty (30) days after its receipt, the City of Temple City shall make payment to the Contractor.

CONTRACTOR SERVICES

The Contractor shall provide the management, dispatching, technical and maintenance services, vehicles, and local telephone information service necessary for the operation of the Dial-A-Ride program. Such services shall include, but not be limited to, the following:

- A. Executive and administrative management of the Contractor's portion of the Dial-A-Ride program.
- B. Supervision of all operating personnel and qualified dispatching personnel.
- C. Supplying of qualified drivers, maintenance, and dispatching personnel.
- D. Supervision over all maintenance and repair of equipment used in the Dial-A-Ride program.
- E. Receiving requests for transportation and scheduling vehicles to deliver service to qualified residents of Temple City.
- F. Preparation of a budget and analysis of financial and other matters pertaining to the Contractor's functions in the performance of the services outlined in this Request for Proposal.
- G. Training of drivers in sensitivity to the needs of elderly and disabled persons.
- H. On or before the 10th of each month, the Contractor shall submit an invoice to the City of Temple City itemizing his/her full and complete performance for the previous period.
- I. Other work or requirements included in this Request for Proposal.

SECTION IX - EMERGENCY PROCEDURES

In the event of a major emergency such as earthquake, dam failure or man-made catastrophe, the Contractor shall make transportation and communication resources available to the degree possible for emergency assistance. If the normal line of direct authority from the City is intact, Contractor shall follow instruction of the City. If the normal line of direct authority is broken, and for the period while it is broken, Contractor shall make best use of the transportation resources to the degree possible from the direction of an organization such as the Los Angeles County Sheriffs Department, American Red Cross or National Guard, which appears to have assumed responsibility. Emergency uses of transportation may include evacuation, transportation of injured, and movement of people to food and shelter. Contractor shall be reimbursed in accordance with the normal payment of the contract or, if the normal method does not cover the types of emergency services involved, then on the basis of fair, equitable and prompt reimbursement of Contractor's actual costs. Reimbursement for such major emergency services shall be over and above the reimbursement for the Dial-A-Ride program. Immediately after the emergency condition ceases, the Contractor shall reinstitute normal transportation services.

SECTION X – RATES AND COMPENSATION

Contractor shall be paid an amount equal to the number of actual hours of operation times the rate bid per "Revenue Hour" for an annual maximum, not-to-exceed amount.

"Revenue Hours" are calculated by the operation of a vehicle from first pick-up to last drop off of passengers. Fueling time, driver break time, down time due to traffic delays, down time due to vehicle road calls, and drive time to and from maintenance facilities are not Revenue Hours. Such time shall be recorded as non-Revenue Hours and be subtracted from all Revenue Hours charged to the City. City shall have final determination of what constitutes a Revenue Hour.

The maximum cumulative compensation to be paid to Contractor for services rendered under this Agreement *shall not exceed the agreed upon amount*. The amount agreed upon shall be all inclusive. The City of Temple City will not be liable for any costs not reflected in the bid.

SECTION XI - PROPOSAL REQUIREMENTS

Submit original, six paper copies, and one CD of proposal with all forms and cover letter. Proposers must complete the forms (or a reasonable facsimile) contained in this RFP. Additionally, proposers should submit descriptive material about their experience and approach to providing service for the City of Temple City. The proposals received shall become the property of the City. At such time as a contract award is recommended, all proposals submitted shall become a matter of public record, with the exception of those elements in each proposal that are trade secrets as that term is defined in government Code 6254.7 and which are so marked as "TRADE SECRET", "CONFIDENTIAL", OR "PROPRIETARY".

A responsive proposal should contain at a minimum the following information:

1. Firm resume
2. Individual resumes for key personnel
3. Specific information requested in Section III above
4. Latest financial audit or certified financial statement
5. Plan of work for the City of Temple City
6. Attached Cost Proposal, Reference, and Vehicle forms

Proposals must be in sealed envelopes with "Temple City Dial-A-Ride Transportation Service" marked on the outside and must be received by the City of Temple City **no later than 6:00 p.m., Friday, May 13, 2011**. Proposals shall be addressed to:

City of Temple City
9701 Las Tunas Drive
Temple City, California 91780
Attn: Cathy Burroughs

SECTION XII - AWARD OF CONTRACT

All bids, once they are opened and declared, are subject to review, acceptance or rejection by the City Council for a period not to exceed 30 calendar days. The City reserves the right to reject any or all bids and waive any irregularities or informalities in any bid.

CITY OF TEMPLE CITY

COST PROPOSAL

DIAL-A-RIDE TRANSPORTATION PROPOSAL

BIDDER INFORMATION

Name of Bidder: _____

Address: _____ Telephone: _____

Signature: _____ Date: _____

Annual cost for 72 hour advance reservation and "on demand" Dial-A-Ride program
(please show rate per service hour as well as capital and operating costs):

Year 1

Rate per service hour \$_____per hour

Vehicles & Equipment: \$_____per year

Operations: \$_____per year

Total: \$_____per year

Year 2

Rate per service hour \$_____per hour

Vehicles & Equipment: \$_____per year

Operations: \$_____per year

Total: \$_____per year

Year 3

Rate per service hour \$_____per hour

Vehicles & Equipment: \$_____per year

Operations: \$_____per year

Total: \$_____per year

CITY OF TEMPLE CITY

COST PROPOSAL

FIXED ROUTE TROLLEY PROPOSAL

BIDDER INFORMATION

Name of Bidder: _____

Address: _____ Telephone: _____

Signature: _____ Date: _____

Annual cost for a fixed route trolley service (please show rate per service hour as well as capital and operating costs):

Please be aware that the bid for the Trolley Service is a proposal only at this time. The City may, or may not, decide to include the trolley service in its transportation program in 2011 or any future years.

Year 1

Rate per service hour \$ _____ per hour

Vehicle & Equipment:	\$ _____ per year
Operations:	\$ _____ per year
Total:	\$ _____ per year

Year 2

Rate per service hour \$ _____ per hour

Vehicle & Equipment:	\$ _____ per year
Operations:	\$ _____ per year
Total:	\$ _____ per year

Year 3

Rate per service hour \$ _____ per hour

Vehicle & Equipment:	\$ _____ per year
Operations:	\$ _____ per year
Total:	\$ _____ per year

CITY OF TEMPLE CITY
DIAL-A-RIDE TRANSPORTATION PROPOSAL
REFERENCES

1. Agency _____
Contact Person _____
Address _____
City/Zip _____
Telephone No. _____ Years Experience with Org. _____

2. Agency _____
Contact Person _____
Address _____
City/Zip _____
Telephone No. _____ Years Experience with Org. _____

3. Agency _____
Contact Person _____
Address _____
City/Zip _____
Telephone No. _____ Years Experience with Org. _____

4. Agency _____
Contact Person _____
Address _____
City/Zip _____
Telephone No. _____ Years Experience with Org. _____

PROPOSED VEHICLES

Please indicate below the vehicles to be used in the performance of the duties outlined in the Request for Proposal. Please include the number of vehicles and make model, year, seating capacity, and all other relevant information pertaining to each vehicle.

1. **Primary Vehicles for the Temple City Dial-A-Ride program:**

Back up Vehicles for the Temple City Dial-A-Ride program:

2. **Primary Vehicle for the Temple City Fixed Route Trolley:**

Back up Vehicle for the Temple City Fixed Route Trolley:

CITY OF TEMPLE CITY
DIAL-A-RIDE TRANSPORTATION SERVICE

ADDITIONAL INFORMATION

The City of Temple City currently operates a Dial-A-Ride program for Temple City residents, and residents of certain unincorporated county areas adjacent to Temple City, who are 60 years and older, or persons of any age who are disabled. Transportation is provided throughout Temple City for any purpose. Service is also available to Arcadia, El Monte, Rosemead and San Gabriel for doctor appointments, hospital, government and daycare facilities, convalescent homes, churches only and the Westfield Shopping Town in Arcadia. Arrangements for transportation are recommended 72 hours in advance. On demand requests may be accommodated, but cannot be guaranteed.

Current Transportation Service Hours:

Monday – Friday	7 a.m. – 8 p.m.
Saturdays & Holidays*	10 a.m. – 5 p.m.
Sundays	9 a.m. – 5 p.m.

* New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

Current Transportation Service (based on 3 vehicles) :

Monday – Friday:

1 vehicle	7:45 a.m. – 5:45 p.m.	10 hours
1 vehicle	7:00 a.m. – 3:00 p.m.	8 hours
1 vehicle	10:00 a.m. – 8:00 p.m.	10 hours

Total Daily Hrs. 28 x 5 days = 140 hrs.

Saturdays/Holidays:

1 vehicle	10 a.m. – 5 p.m.	7 hours
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Total Daily Hrs. 7 x 1 day = 7 hrs.

Sundays:

1 vehicle	9 a.m. – 5 pm.	8 hours
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Total Daily Hrs. 8 x 1 day = 8 hrs.

Total Weekly Vehicle Hrs.	155
Weekly Vehicle Hrs. x 52 Weeks	8,060
Annual Vehicle Hours	8,060

The following table shows statistics for the period of July 2009 - June 2010:

In City Regular Trips	Out City Regular Trips	Total Trips	Total Passengers
7,293	9,978	17,271	21,796

Ridership for this period ranged from a high of 2,224 riders in the month of March to a low of 1,603 riders during October.

The total number of service hours for this time period was 7,584.5. This ranged from a high of 668.9 service hours in July to a low of 591.6 service hours in February.