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SCOPE OF WORK REGIONAL TRANSPORTATION AUTHORITY (RTA) AJO DIAL-A-RIDE AND TRANSIT CONNECTOR SERVICES

A. INTRODUCTION

The Regional Transportation Authority of Pima County (RTA) seeks proposals from qualified professional firms or individuals, either singly or through a joint venture with others to provide dial-a-ride service in the Town of Ajo and transit connector service between Ajo, the City of Tucson, the Town of Gila Bend and points in between. The connector service will provide fixed-route transit service to urban areas that have services not available in rural communities such as Ajo and the dial-a-ride service provides public transportation within the town of Ajo. The service provider for both the connector and dial-a-ride services will be expected to provide high-quality transit service while using regionally integrated fare collection technology. Transit providers are also required to implement an ADA-Accessible, fuel-efficient vehicle fleet that will reduce operation costs. This project will be managed by the Regional Transportation Authority (RTA) of Pima County in coordination with regional stakeholders including RTA member agencies, Sun Tran and other transit providers.

Development of the Regional Transportation Authority (RTA) Plan, approved by voters in 2006, indicated that rural transportation circulators currently in operation provide important transportation connections to the larger urban transit system. Outlying areas that currently have limited or no transit service expressed interest in having expanded or new transit circulator service provided in their areas. Additionally the RTA plan promises voters a seamless regional transit system and as a result this dial-a-ride and transit connector service will appear to be seamless from the larger regional "Sun Tran" system. Transit riders in southeastern Arizona will be able to go to one source for transit information and will be able to easily transfer between systems at no additional cost.

It has been agreed that communication concepts such as one regional phone number, a centralized customer service center, a common branding and marketing program and more availability of information to a broader area will significantly benefit the growing population of residents who rely on the service. Transit connector services and dial-a-ride transit in Ajo will:

- Have regionally consistent marketing materials and customer service policies
- Operate vehicles that are painted and branded in a manner consistent with the larger regional system
- Implement a fare collection system, procured and chosen by the City of Tucson in cooperation with the RTA, that is consistent with those used on the larger regional system



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- Allow transfers from one RTA system transit provider to another at no additional cost
- Adhere to a larger regional fare structure and rider policies so that transit fares and rules for riding throughout the system remain consistent

The respondent must demonstrate the ability to begin 100% provision of the transportation services that are required to be implemented on November 1, 2009.

The Regional Transportation Authority is the fiscal manager of the funds that were approved by voters in the 20-year Regional Transportation Authority Plan on May 16, 2006. The RTA oversees implementation of voter-approved projects while local jurisdictions manage the projects within their boundaries. In some cases the RTA may manage a project that is implemented across jurisdictional boundaries. As jurisdictions implement a project, the RTA reimburses the jurisdictions for the work completed. The RTA will manage the contract associated with the Ajo Dial-a-Ride and transit connector services.

The RTA Board consists of representatives from the incorporated cities and towns within Pima County and the contiguous urbanized area, the Tohono O'odham Nation, the Pascua Yaqui Tribe and Pima County. The Pima County representative to the Arizona State Transportation Board is also a member of the RTA Board.

B. SERVICE OVERVIEW

The RTA is soliciting proposals to provide regional transit circulator services to the general public of Pima County, for all of the following services:

- Ajo Dial-a-Ride
- Route 450: Ajo to Tucson
- Route 451: Ajo to Why
- Route 685: Ajo to Gila Bend

Respondents to this proposal must propose providing services in all service areas.

The contract period will be effective November 1, 2009, for a three-year period, with the option of the RTA to extend the contract for up to two (2) additional years. Service areas and service hours may be increased or decreased depending on future funding availability.

The service called for in this proposal involves providing general-purpose public transportation and fare collection in each of the afore-mentioned service areas. Services shall be provided in accordance with the routes and schedules contained in the Service Specifications of the Scope of Work.

C. SERVICE SPECIFICATIONS



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Below are important terms and definitions associated with the service specifications.

Accompanying Child: Any child or children younger than six (6) years of age traveling with a fare-paying passenger. Accompanying children shall not be charged a fare.

Deadhead: The time or distance required for the transit vehicle to travel to and from the storage or layover location and the beginning or end of a fixed route when it is not available to carry passengers.

Demand Responsive Service: Transportation of persons in response to specific requests for trips characterized by variable times and curb-to-curb routing to serve individual passengers. Vehicles in demand-responsive service may serve more than one passenger trip at a time.

Fixed Route Service: Transportation of persons over prescribed routes according to published schedules that repeat on a daily basis. Deviation in routes to provide service to disabled or elderly persons is still considered fixed route service (**see also Route Deviation.**)

Layover: A break in regularly scheduled fixed route service exceeding thirty (30) minutes in duration, when the vehicle is not available to carry passengers.

Passenger: A person, other than the driver, traveling in the transit vehicle, including an accompanying child. Employees of contractor traveling as part of duties necessitated by service under the Contract (e.g., relief drivers, instructors, inspectors, mechanics) are not considered to be passengers.

Passenger Trip: Transportation provided to a passenger from a point of origin (boarding) to a specific destination point (deboarding.)

Pickup Time: Actual time the transit vehicle arrives at a scheduled stop for fixed route transit, or the passenger's point of origin for demand responsive or route deviation service.

Plug Rate: An additional vehicle operated on the same schedule in the event of a passenger overload.

Pre-Scheduled Trip: A reserved passenger trip called in to CONTRACTOR by or on behalf of the passenger in advance of the trip.

Rider's Brochure: The most recent brochure published by the RTA, in cooperation with Sun Tran containing the official route schedule, map and fare information for each of the RTA Circulator Transit Service areas.



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Route Deviation: Departure from the fixed route to pick up or drop off a disabled or elderly passenger who could not otherwise get to the nearest bus stop location. A route deviation to pick up a passenger shall only be provided as a pre-scheduled trip.

Service Hours: The time period during which a vehicle shall be considered to be in service and available to transport passengers under the terms of this Contract. For fixed route service, this means commencing at the beginning of the scheduled route and ending at the end of the route. A vehicle is considered to be in continuous service if the time between the end of one route and the beginning of the next route is thirty (30) minutes or less. See also **Deadhead** and **Layover**. For demand responsive service, the vehicle is considered to be in continuous service throughout the service hours as published in the rider's brochure for the service area, whether it is transporting passengers or on standby.

Standby: The time a vehicle in demand responsive service is idle but available to carry passengers if a trip request is made.

Service Mile: The actual distance traveled, calculated to the nearest one-tenth of one mile, while the vehicle is considered to be in service under the terms of the Contract.

MANAGEMENT/ADMINISTRATION

The contractor shall provide the necessary management and administrative personnel whose expertise will assure efficient operation of the service as specified in the service specifications. The contractor's services include, but are not limited to, the following:

Day to day operation of public transit services in accordance with routes and schedules for the service area as published by the RTA in the rider guide; executive and administrative management; employment and supervision of all personnel; operation of a driver training and safety program which includes a drug and alcohol testing program meeting all applicable Federal Transportation Administration (FTA) guidelines; maintenance and repair of equipment, including county or RTA owned equipment furnished to contractor if any; assisting in public relations and attending meetings as required; preparation of analysis and reports pertaining to service operation; fare collection and accounting, and other such work as may be necessary to comply with the requirements of the Contract.

The contractor shall provide all vehicles, personnel, communications, facilities, vehicle maintenance and other equipment, supplies and services necessary to transport ambulatory and wheelchair confined persons with disabilities during the scheduled times and along the routes published in the rider's brochure for the service area.

FACILITIES/HOURS OF OPERATION



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The contractor shall provide its own site(s) for administration, operations and vehicle storage. The site(s) must be in a geographic location that is conducive to the ability of the contractor to provide cost effective service and build an excellent relationship with customers. Regular office hours shall be from 8:00 a.m. to 5:00 p.m., Monday through Friday. The contractor shall ensure that the office is adequately staffed with trained personnel to provide vehicle dispatching, public information calls, and any other services or functions necessary and pertinent to the services provided under the terms of this contract. A manager must be available on-site during regular office hours. TTY access must be accommodated.

The contractor shall operate public transit service on the days and during the times specified by the rider's brochure published for each service area route. No service shall be provided on the following holidays if one falls on a scheduled service day: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. The contractor shall ensure that a sufficient number of personnel are on duty during all hours of operation to provide the required services. The days or hours of operation may be adjusted by the RTA depending on the available budget for this service or other considerations. The RTA makes no guarantee or warranty as to the total amount of service to be provided under the Contract.

FUEL

The contractor is required to pay for all operating costs including fuel. The RTA will not reimburse fuel costs on a pass-through basis.

INSURANCE

The Contractor shall obtain insurance as described below and keep such coverage in force throughout the life of the Contract. All policies must contain an endorsement providing that written notice be given to RTA at least ten (10) calendar days prior to termination or cancellation in coverage in any policy. Except for professional liability and workers' compensation insurance the liability insurance policy(s) shall include RTA as an additional insured with respect to liability arising out of the Contract. The Contractor agrees that its insurance will be primary and that any insurance carried by RTA will be excess and non-contributing.

<u>Coverage Required</u>	<u>Minimum Limits of Liability</u>
Worker's Compensation	\$ Statutory
Employees Liability	\$ 100,000.00
General Liability	\$2,000,000.00
Automobile Liability*	\$5,000,000.00 (Combined Single Limit)

**All vehicles used in providing services hereunder, including vehicles owned by RTA*

(Certificates of Insurance) of compliance with these insurance requirements prior to the start of work and shall satisfy RTA regarding their adequacy.

Pima County and the Regional Transportation Authority of Pima County (RTA) and the Arizona Department of Transportation (ADOT) are to be named named as an additional insured for all operations performed within the scope of the Agreement between the RTA and the contractor. The Contractor must present to the RTA Procurement Officer and the above-mentioned entities written evidence of Certificates of Insurance for all jurisdictions.

ADVERTISING/PROMOTION

The contractor shall participate in the promotion of Ajo Dial-a-Ride and transit connector services to ensure that the general public is aware of the program by making available to the general public at its office(s) and on each vehicle in service under the terms of the Contract, the rider's guide for the service area, published and provided by the RTA.

Vehicles in service under the terms of the contract shall all have the regional transit brand prominently displayed on the vehicle using the design and color scheme illustrated in Appendix XI.

The contractor agrees to participate in promotional activities when requested by the RTA, such as on-board rider surveys, displaying promotional materials on vehicles and its official(s) and other promotional activities deemed appropriate by the RTA.

PERFORMANCE STANDARDS

The reliability and quality of services provided under the terms of the contract are of the utmost importance. The contractor shall make every effort to assure that vehicles in service under the terms of the Contract shall operate in accordance with the published rider's guide, and the contractor shall strive at all times to provide service in a manner which will maximize productivity and at the same time maximize customer service. The following objectives will be used to guide the system's performance:

- 1) For regularly scheduled fixed route service, on-time performance is defined as arriving at time points no more than three (3) minutes before or ten (10) minutes after the published scheduled time. In no case will the vehicle in service leave a scheduled stop location before the time published in the rider's brochure for the route.
- 2) For demand responsive service, on-time performance is defined as arriving at the pickup point no more than ten (10) minutes before or fifteen (15) minutes after the scheduled pickup time.



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- 3) The contractor shall adhere to the procedures contained in the Appendix VII: RTA Transit Circulator Services Quality Assurance Procedures, and Appendix VIII: RTA Transit Circulator Services Complaint Monitoring and Tracking Procedures.

The RTA and the contractor shall meet from time to time to evaluate contractor's performance in providing this service. If, in the opinion of the RTA, the contractor is not performing to the RTA'S satisfaction, then the RTA may enact the provisions of Article VII, Termination for Cause, of the Contract.

VEHICLES

The contractor shall provide an adequate number of vehicles to fulfill its service obligations under the terms of this contract. A minimum of one spare vehicle must be available to the contractor to provide service when a vehicle in service is unavailable. The contractor shall provide vehicles that meet the following minimum specifications for equipment and maintenance. County or RTA owned vehicles must be used for service if available during the contract period:

- 1) Vehicles shall be mini-buses with bike racks capable of transporting wheelchair and ambulatory passengers. All vehicles in service must have LED headboards for indicating route information and be branded as indicated in the scope of work. The RTA will pay for all county or RTA vehicles to be branded and out-fitted with the necessary equipment. Contractor owned vehicles must be branded by the contractor. All accessible vehicles used in service under this Contract shall conform to the specifications as required by the Americans with Disabilities Act, 49 CFR part 38, Accessibility Specifications for Transportation Vehicles Subpart B - Buses, Vans and Systems. Additionally all vehicles must be less than four years old, have less than 200,000 miles and have seating capacity for 22 ambulatory passengers and have at least one tie-down.
- 2) The contractor shall at all times maintain vehicles in compliance with all applicable safety and mechanical standards of the Arizona Department of Transportation and the United States Department of Transportation.
- 3) Vehicles shall be equipped with properly functioning air conditioning systems which include an in-dash evaporator and an evaporator for the passenger area system. The evaporator for the passenger area shall be capable of cooling the entire passenger compartment to below 76°F.
- 4) The contractor shall equip all vehicles with first-aid kits, properly functioning fire extinguisher and body fluid clean-up kits.
- 5) The contractor shall provide two-way communications equipment that will allow

dispatchers to be in constant contact with in-service vehicles anywhere within the service areas.

- 6) It shall be the responsibility of the contractor to perform all mechanical maintenance and maintain the vehicle's appearance. Routine mechanical maintenance shall be performed at least at regular intervals as recommended by the vehicle manufacturer. Non-routine maintenance shall be performed as required to keep the vehicle in good operating condition. Trash shall be removed from the vehicle daily, and the vehicle interior and exterior shall be cleaned at least once a week.
- 7) The driver shall perform a "walk around" inspection daily before taking the vehicle into service. This inspection shall include, at a minimum, tires, lift operation, and (seasonally) proper air conditioning and heating function. The driver shall complete a report form of vehicle conditions daily, reporting any defect to contractor's maintenance department. If the driver is uncertain of the safe operability of the vehicle, contractor's maintenance personnel shall inspect the vehicle and determine if it is safe to operate. The RTA may inspect daily condition report on demand.
- 8) Vehicles used in the provision of service under the contract may not be used for other purposes. The contractor shall keep accurate vehicle service logs for the service hours and miles under this Contract.
- 9) The RTA indicates that the RTA would like to operate a fuel efficient vehicle fleet but does not have a standard for fuel efficiency that needs to be met. Proposers will be evaluated favorably for proposing vehicles with higher expected fuel efficiency and/or for the implementation and use of operating and maintenance procedures which promote fuel efficiency.

ROAD CALLS

In the event of a failure of a vehicle in service, contractor shall deploy a vehicle immediately upon notification to replace the failed vehicle. Should any passengers be on board the failed vehicle, passengers shall be transferred to the replacement vehicle and taken to their destination. Continuity of service to passengers shall have priority over returning the disabled vehicle to service.

PERSONNEL SPECIFICATIONS

The contractor agrees to employ, in the service called for under the contract, only drivers who meet the following minimum requirements:

- 1) All drivers shall possess a valid Arizona Drivers License commensurate with the type of

vehicle they are operating. Any vehicle of 15 passengers or more requires a Commercial Drivers License with a passenger endorsement. No person shall be employed as a driver under the terms of the Contract who has, at any time during the previous three years, been convicted of operating a motor vehicle while under the influence of intoxicating liquor or drugs (DUI).

- 2) The contractor shall provide, at his/her own expense, driver identification badges, identifying contractor and including a photograph and name of the driver. Drivers shall wear shirts clearly showing the name of the operating system or if instructed must purchase a regional transit uniform. All clothes worn shall be suitable to the work, neat and clean. The RTA reserves the right of approval.
- 3) General Rules of Conduct for the contractor's employees:
 - a) Employees shall use vehicles only in accordance with their assigned duties.
 - b) Employees shall conduct themselves and operate their assigned vehicles in a safe and courteous manner at all times.
 - c) Employees shall report any defects that their assigned vehicles may have to their supervisor immediately.
 - d) Employees shall not be permitted to smoke or eat aboard vehicles.
 - e) Boisterous or profane language or incivility to anyone shall not be allowed while on duty.
 - f) While on duty, an employee shall not purchase, consume, or be under the influence of any intoxicating beverage or any harmful or narcotic drug, or any medication or substance which may impair his/her ability to operate a motor vehicle.
 - g) All passenger stops will be made in a safe location and manner.
 - h) Gratuities shall not be accepted.
 - i) Any other Provisions of the Contract notwithstanding, the contractor agrees to remove from service under this contract any employee whose service has been unsatisfactory, when requested in writing to do so by the RTA.

RIDER POLICY

For the safety and comfort of all passengers, the contractor shall post and enforce the Rules for Riders. The items below are a summary of those rules:

- 1) Shirt and shoes are required
- 2) No one shall be permitted to smoke or eat aboard vehicles.
- 3) Strollers must be folded and kept out of the aisle

- 4) If you must stand during the ride, use a rail or seat back
- 5) Keep your arms, head and hands inside the bus at all times
- 6) No one shall be permitted to consume alcoholic beverages aboard vehicles.
- 7) Disruptive behavior or language will not be permitted. Repeat offenders may be barred from transportation service with concurrence of the RTA.
- 8) And any additional rules adopted by the RTA

TRAINING/SAFETY

The contractor shall maintain and conduct ongoing training/safety procedures which will train and prepare all employees assigned to the contract in a manner that conforms with all state and local laws and assures that contractor will meet the RTA's operational objectives:

- 1) Provide service, which is safe and reliable.
- 2) Provide service, which will maximize customer services.
- 3) The contractor will participate in ADOT sponsored training required for 5311 grant recipients as directed by the RTA. These expenses will be reimbursed by the RTA.
- 4) Provide service in a manner, which will maximize ridership.

A training/safety program shall be implemented by the contractor and appropriate instruction and manuals shall be provided by contractor to its personnel. The RTA retains the right to review contractor's training/safety program. The Contractor shall provide a training/safety program that includes the following minimum requirements:

- 1) Applicable laws and regulations, especially laws for operation of a vehicle providing public transportation.
- 2) Familiarity with the street network within the service area.
- 3) Customer service and passenger assistance techniques.
- 4) Safe vehicle operations, including driving, boarding and alighting of passengers and wheelchair lift and tie-down use.
- 5) Drug abuse and Alcohol misuse awareness per FTA requirements.

Only personnel who have completed the training/safety program shall be permitted to transport passengers under the terms of the Contract without direct supervision.

SUBSTANCE ABUSE POLICY

The contractor shall adopt a substance abuse policy for its employees to achieve the following goals:

- 1) To assure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner.
- 2) To create a workplace environment free from the adverse effects of drug abuse and alcohol misuse.
- 3) To prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances.
- 4) To encourage employees to seek professional assistance anytime personal problems, including alcohol or drug dependency, adversely affect their ability to perform their assigned duties.
- 5) The policy shall comply with all applicable Federal regulations governing workplace anti-drug and alcohol programs in the transit industry. The Federal Transit Administration (FTA) of the U. S. Department of Transportation has published 49 CFR Part 40 and Part 655, as amended, that mandate urine drug screening and breath alcohol testing for safety-sensitive positions and prohibit performance of safety-sensitive functions when there is a positive test result. The U.S. Department of Transportation has also published 49 CFR Part 40, as amended, that sets standards for the collection and testing of urine and breath specimens. In addition, the Federal government published 49 CFR Part 29, "The Drug-Free Workplace Act" which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA. The contractors' safety sensitive employees must be in a random testing pool.
- 6) The contractor will submit a quarterly invoice to the RTA for costs associated with performing random drug and alcohol testing and post accident testing (if any) for employees assigned to this Contract.

DATA COLLECTION/REPORTING

The contractor shall maintain and submit to the RTA, along with its monthly invoices, a complete operating report of public transit services provided in accordance with the Contract, which includes but is not limited to:

- 1) Daily driver logs which contain, at a minimum, the following information for each service day:
 - a) Driver name or number and vehicle identification number.
 - b) Odometer readings as required to determine total, in-service, and deadhead mileage.
 - c) Number of passengers per trip. As requested by the RTA, drivers will record passenger boarding and debarking by stop location. This generally will occur as a random sample quarterly.
 - d) Amount of cash fares collected per trip.
- 2) A monthly system summary report containing, at a minimum, the following:
 - a) Total number of passenger trips per day.
 - b) Total number of cash fares collected per day and total amount of such fares.
 - c) Total number of miles per day.
 - d) Total number of in-service miles per day.
 - e) Total number of service hours per day.
 - f) Monthly totals for each item a – e
- 3) A listing of missed trips by day and the reason for the missed trip, e.g. vehicle breakdown, weather, etc.

The contractor shall keep accurate records of any of the following accidents/incidents as they relate to services provided under the contract:

- 1) Collisions between a vehicle and another vehicle, person or object.
- 2) Passenger accidents, including falls to vehicle passengers who are entering, occupying or exiting the vehicle.
- 3) Disturbances, ejection, fainting, sickness, deaths or assaults.
- 4) Accidents the driver witnesses.
- 5) Vandalism to the vehicle while in service.

- 6) Passenger complaints of injury or property or other circumstances likely to result in the filing of claims against the contractor or the RTA.
- 7) Any passenger, driver, and service complaint that arises from an accident.
- 8) Breakdowns of in-service vehicle.
- 9) The contractor shall report any of the aforementioned incidents to the RTA on a form and with a time deadline acceptable to the RTA, and shall keep the RTA apprised as to their outcomes. The contractor shall make these records available to the RTA upon reasonable request by RTA.
- 10) The contractor will submit a quarterly list of all safety sensitive employees hired and documentation that they have received the required substance abuse awareness training.
- 11) The contractor will submit a quarterly list of supervisory employees that have received the additional supervisory awareness training.

The contractor will receive all complaints regarding the service, recording them on a form acceptable to the RTA. The contractor will investigate and resolve each complaint appropriately within five days. When the complaint is resolved, the contractor will promptly notify the person who filed the complaint, and will return a completed copy of the complaint form to the RTA.

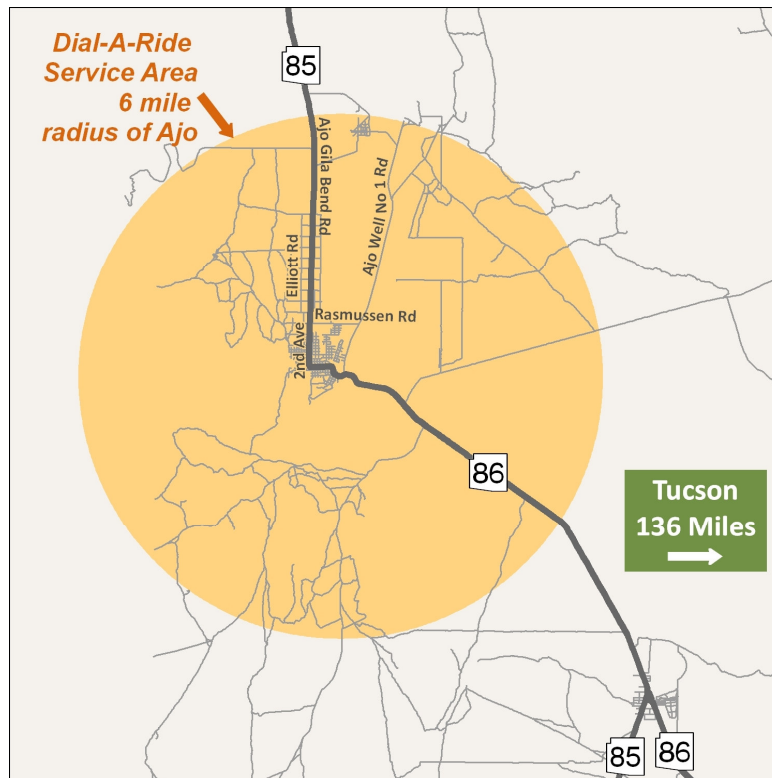
Prior to the end of the first reporting period under the terms of the contract, the RTA and contractor shall agree upon the format of all forms to be used for data collection and reporting by contractor. Upon request, the RTA will provide samples of forms currently used to provide daily and monthly trip data for routes currently in service.

ROUTES

AJO DIAL-A-RIDE

Ajo Dial-a-Ride service provides important curb-to-curb service in the community of Ajo. Service is available from 7 a.m. to 5 p.m., Monday through Friday and 8 a.m. to 5 p.m. on Saturdays. Service is provided with two vehicles during weekday peak travel times and one vehicle during off-peak hours and on Saturdays. Ridership in this retirement community does vary from season to season, but demand for the service is high year-round and many residents depend on the dial-a-ride as their primary mode of transportation. All vehicles must be easy to identify, easily accessed and must have bike racks. Fourteen hours revenue service is available Monday through Friday with nine hours of service on Saturday. The total number of service hours for this area will not exceed 4,108 annually.

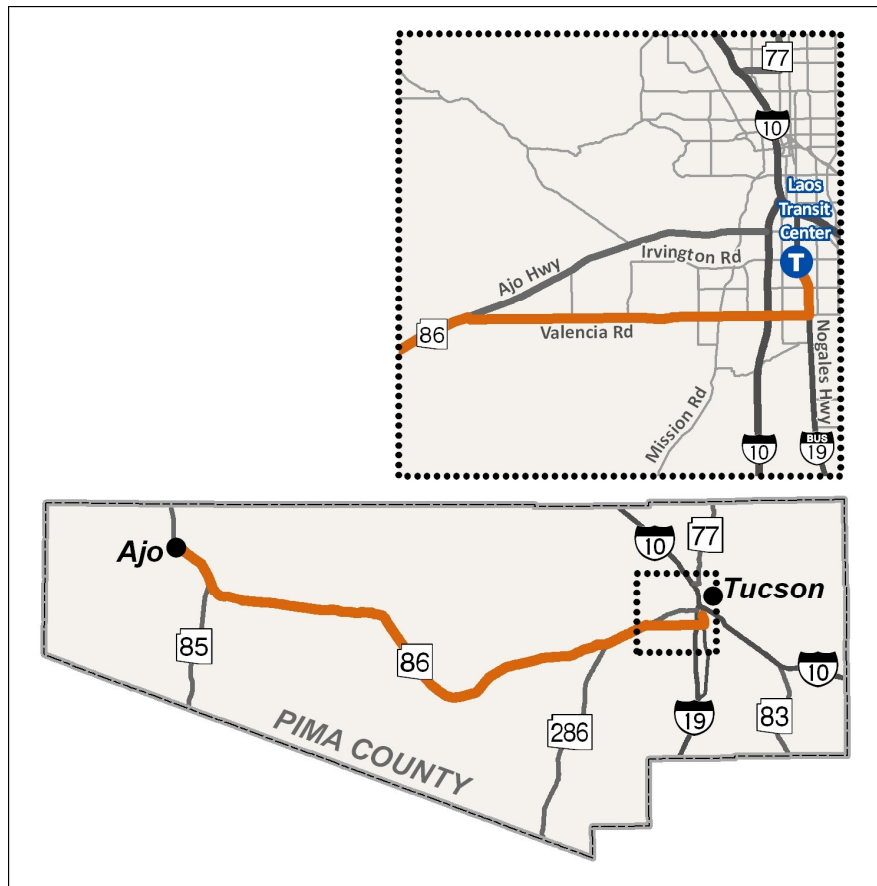
AJO DIAL-A-RIDE MAP



ROUTE 450: AJO TO TUCSON

This regional connector service provides one round-trip (136 miles) between the unincorporated community of Ajo and the Laos Transit Center in Tucson. The service provides important connection to the City of Tucson for the residents of Ajo and the Tohono O'odham Nation to services and jobs in the Tucson metro area. Service hours for this route will be 10 hours a day Monday through Friday. Currently this route had 6.5 hours of service associated with it, but the additional hours are being considered to run shorter connection trips in the urban area during the mid-day and may be implemented at any time during the contract period. No more than a total of 2,600 hours of service are expected annually.

ROUTE 450: AJO TO TUCSON MAP



ROUTE 451: AJO TO WHY

The Ajo to Why route has 1.5 service hours Monday – Friday. On weekdays the Ajo to Why route makes 3, half-hour, 12-mile round trips. All trips originate in the Town of Ajo at 7:00 am, 12:30 pm and 5:30 pm. The route is meant to provide additional connections between these two communities that is unable to be provided by the Tucson to Ajo trips because of their length. No more than a total of 390 hours of service are expected annually.

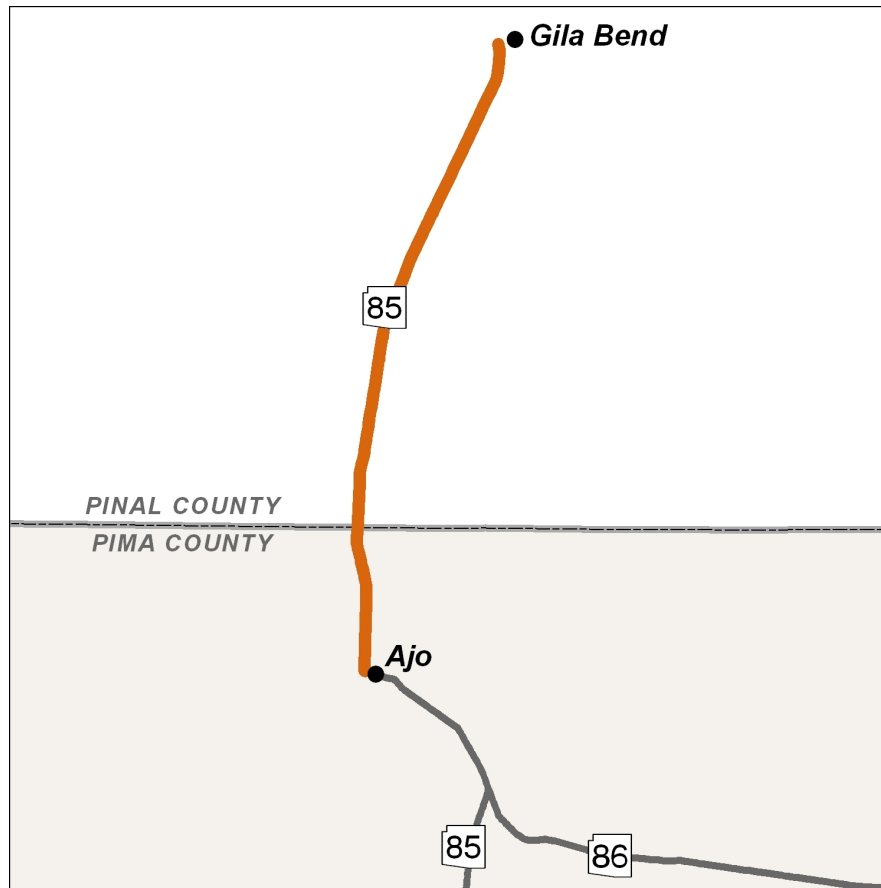
ROUTE 451: AJO TO WHY MAP



ROUTE 685: AJO TO GILA BEND

The Ajo to Gila Bend service provides an important connection for the residents of Ajo to access services in Gila Bend with connection to the Phoenix metro area. Coordination with Valley Metro is necessary for the success of this connector service because access to the Phoenix area is important to Ajo residents, efficient connections with Valley Metro Route 485 is necessary for the success of this service. Service hours for this route are 5.5 per day, one trip per day, Monday through Friday. No more than a total of 1,430 hours of service are expected annually.

ROUTE 685: AJO TO GILA BEND MAP



FOR ALL ROUTES

The contractor shall be responsible for all operating costs of the RTA or county vehicle if provided by the RTA, to include insurance, maintenance and supplies, if applicable. Upon termination of service under this contract, contractor shall return the vehicle to the RTA or county in good condition, normal wear and tear excepted. Ridership by route will be monitored monthly. Passengers per service hours will be calculated and used to evaluate service efficiency. If a running three-month average of passengers per service hours on any



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given route decreases 20%, the overall effectiveness of the route will be reviewed and the RTA may eliminate the route.

The RTA makes no guarantee or warranty as to the total amount of service to be provided under this contract. The RTA reserves the right to increase or decrease the annual vehicle service hours.

QUALITY ASSURANCE PROCEDURES

Background

The RTA, through contracts with private transportation companies, provides rural fixed route and demand responsive public transportation services to residents in certain areas of Pima County. This Quality Assurance procedure is for the purpose of measuring, monitoring and improving customer service as stipulated in the service specifications of this Contract.

Complaint Monitoring and Tracking Procedure

The RTA has implemented a complaint monitoring and tracking procedure. This procedure will monitor complaints regarding performance and compliance with the contract in such areas as on-time performance, driver department and vehicle maintenance. The complaint monitoring and tracking procedures specifies deadlines for acknowledging and resolving complaints. This formal process will provide a statistical basis for regular management reports, identifying service improvements and evaluating contractor performance.

Schedule Adherence

In order to assure adherence to the published schedules and the contracts, the RTA will perform on-time checks on a quarterly basis. Receipt of client complaints will result in more frequent monitoring. These will also provide information for schedule adjustments were point-to-point times may be too tight or too slack, provide runtime data for route changes, and allow measurement of the impact of route deviation provided in some service areas to accommodate disabled passengers.

Vehicle Inspections

The RTA will inspect the contractor's vehicles on a quarterly basis for compliance with the maintenance and repair standards of the contract. This will include review of the maintenance logs required for each vehicle used in the RTA transportation service. Vehicles not in compliance with Contract requirements must be removed from the RTA service until all

deficiencies have been corrected. Receipt of client complaints regarding vehicle condition will result in more frequent inspection.

Client Satisfaction Surveys

During the term of this contract, the RTA will survey the rider base to determine client attitudes and desires with respect to the service provided by the RTA. Surveys will be distributed by self-administered on-board survey in the case of rural public transit. Reports of survey results will be made available to the public. Survey results will be utilized in the design of future service parameters.

Employee Training

The RTA will require a signed acknowledgment of receipt of training by the contractor, per the approved training program, from each vehicle operator and telephone dispatch/reservationist assigned to duty under the Contract within 10 days of employment. The original acknowledgment will be placed in the employee's permanent personnel file and a copy provided to the RTA.

Review of Procedures

The RTA will periodically review contractor's procedures for compliance with new standards and regulations, recommendations from professional advisors (i.e., RTA risk management, Arizona Department of Transportation, Federal Transit Administration) and industry practices. This will require staff attendance at conferences as well as study, continuing education and review of professional journals. Contractor will be apprised of opportunities for participating in training programs.

Annual Report

The RTA will augment current annual reports on transportation system ridership, productivity and expenditures with summary information from the Quality Assurance Program. This information will be compared to industry benchmarks where appropriate. The annual reports will be distributed to the RTA management, the contractors, and, in the case of rural transit service which receives Federal Transit Administration operating assistance, the Arizona Department of Transportation. Copies will also be distributed to the Town of Marana, Town of Sahuarita, Town of Oro Valley and the San Xavier District of the Tohono O'odham Nation for their respective services.

COMPLAINT MONITORING & TRACKING PROCEDURE

Purpose: To measure, monitor and improve customer service to appropriately meet client needs.

Definitions

Complaint: Expression of dissatisfaction from a client or member of the public concerning a service-related element of the Rural Transit Services, such as condition of vehicle, deportment of drivers, timeliness of pickup and/or drop off and schedule adherence. Complaints do not include incidents or accidents. **Incident:** Significant events that are not accidents: i.e., physical altercations between clients and/or clients and drivers, vehicle breakdowns, or other events that are reported. **Accident:** An unexpected happening resulting in damage to property and/or injury to persons. **Resolve:** A complaint will be considered resolved when a properly documented appropriate response is received by the client and by the RTA.

Riders will be notified of the new procedure via posting on the rural transit vehicles. Riders will have the option of filling out a complaint form (available on the vehicles), calling the RTA or calling the contractor. The RTA will make complaint forms available to the contractor for placement on the vehicles. Anonymous complaints will be accepted and processed in all respects except client notification and response.

1) The RTA

The RTA responsibilities in the complaint monitoring and tracking program are as follows:

- a) Upon receipt of a complaint form, The RTA will:
 - i) Verbally notify the contractor of the complaint within 1 working day.
 - ii) Forward the written complaint to contractor within 1 working day of receipt.
 - iii) Enter the complaint into the complaint tracking database within 2 working days.
 - iv) Monitor contractor's response for timeliness.
 - v) Periodically monitor clients to document receipt of contractor response.
 - vi) Track and record the number and type of complaints, the number of on-time resolutions, the number of on-time notifications by contractor.
- b) If the RTA receives the complaint in verbal form, the following additional steps will be taken:
 - i) Encourage the client to notify contractor if they have not done so already.
 - ii) Document the complaint by utilizing the complaint form.

2) Contractor

Contractor's responsibilities in the complaint monitoring and tracking program are as follows:

- a) Upon receipt of a complaint form from the RTA, contractor will:
 - i) Resolve the complaint within 5 working days of receipt.
 - ii) Notify the client in writing of the resolution no later than 6 working days after contractor's receipt of the complaint.
 - iii) Provide a copy of the customer's written notification to the RTA no later than 6 working days after contractor's receipt of the complaint.
 - iv) Note the resolution on the complaint form and return it to the RTA no later than 8 working days after contractor's receipt of the complaint.
- b) If contractor receives a completed complaint form, the following additional steps will be taken: Forward it to the RTA within one (1) working day of receipt.
- c) If contractor receives a verbal complaint, the following additional steps will be taken: complete a complaint form.

3) Complaint Tracking

The RTA will:

- a) Log complaints into the tracking system including, as appropriate, the following:
 - i) Name and address of Complainant (if provided)
 - ii) Name of client, if other than complainant
 - iii) Date of occurrence, referral and receipt
 - iv) Type of complaint
 - v) Date of contractor notification of complaint, both verbal and written
 - vi) Deadline for and date of contractor resolution and response to the RTA and client
 - vii) Resolution
 - viii) Client response to resolution
- b) Prepare and distribute statistical summaries of complaints on a quarterly basis, with comparisons to standard performance benchmarks.
- c) Include review of complaints and resolutions in assessing service requirements and annual contractor evaluation reports.

The *Exhibit A: Utilization by Service Area* portion of this RFP shows the utilization of service by group for those services that are currently operating and estimates for those not currently in operation.

C. Pre-Proposal Conference

A pre-proposal conference will be held for the purpose of clarifying any points or answering any questions that prospective respondents may have with this RFP. It is the responsibility of the prospective respondents to review this RFP and be prepared to address any and all issues at the conference. A proposal timeline can be found on page 8 of the Request for Proposals document.

D. Minimum Requirements

In order for proposals to be evaluated and considered for award, proposals must meet the following minimum requirements:

1. Respondent must demonstrate the ability to begin 100% provision of the transportation services that are required to be implemented on November 1, 2009.
2. Respondent must agree to perform, at its own expense, drivers' background checks at a national level. The background check shall include, but are not limited to, driving record, substance abuse, drug and alcohol use, convictions of sexual and violent crimes.

Proposals not meeting the minimum requirements will be deemed non-responsive and will not be considered for further evaluation.

E. Technical Specifications

The technical specifications described in this RFP are intended to show the kind and quality of service required without being unnecessarily restrictive. All proposals shall substantially meet the criteria set forth in this RFP and scope of work. Minor deviations to these specifications may be accepted for evaluation so long as they are cross-referenced to the criteria set forth, and fully explained with regard to their impact on the work. Exceptions to, or deviations from, the criteria will be analyzed and considered. Acceptance or rejection of such exceptions and or deviations shall be at the sole discretion of the RTA.

1. Demonstrated Experience

Provide a brief history of your organizations qualifications that includes experience in providing public transit services. Please provide examples of specific projects that are similar to the services associated with this RFP if they are available. Service description of previous experience shall include at a minimum the name of agency, number of

vehicles used, ridership statistical data and length of contract and length of time that service was provided. If a contract was terminated before it expired please explain.

2. Key Personnel and Team Members

Respondent shall provide an organization chart including key employee names, job titles, description of duties and resumes. The organizational chart shall also provide an operating structure showing reporting and accountability relationships for personnel proposed for this service. Qualifications and experience should be included for all management personnel. A manager must be on-duty and available during normal business hours defined as 8:00 am to 5:00 pm Monday through Friday. Additionally a manager must be available to respond to a serious accident or incident when any vehicle is on the street.

3. Operation Capability

Provide a description of dispatching and communications facilities, equipment and procedures, including, at a minimum: address of base location, number of phone lines, telephone numbers, TDD equipment (if any) and radio frequencies.

4. Vehicle Capability

Information will be required and capabilities will be evaluated in the context of the following

- Location of maintenance and storage facility.
- Preventive Maintenance Program and roadcall procedures.
- A Completed Appendix II titled "Vehicle Capability Check Form" for the proposed vehicles to be used for this RFP.

5. Training/Safety Program

The proposal shall describe the respondent's training/safety procedures, which will be used to train and prepare all employees assigned to the contract. Copies and/or samples of training/safety materials to be used in this RFP must be provided including a description of the existing or proposed substance abuse policy and drug and alcohol testing program. Only personnel who have completed the training/safety program will be permitted to transport passengers under the terms of the contract without direct supervision.

The RTA's minimum expectations for the scope of items to be covered in a training/safety program are:

- Applicable laws and regulations, especially laws for operation of a vehicle providing public transportation.
- Familiarity with the street network within the service area.
- Customer service and passenger assistance techniques.
- Safe vehicle operations, including defensive driving.

- Substance abuse policy must conform to the Federal Transit Administration (FTA) Drug and Alcohol guidelines.

The RTA will pay for Arizona Department of Transportation sponsored training and for costs associated with performing random drug and alcohol testing and post accident testing (if any) for the employees assigned to any routes that are required to meet certain Federal regulations associated with the 5311 grant program.

6. Accounting, Record Keeping, and Reporting

Describe the proposed accounting, record keeping, and reporting procedures. Include information regarding fare handling and invoicing procedures and methods for providing the information required in the Service Specifications, Number 11 – Data Collection/Reporting. Include a description and samples of all forms proposed for use for data collection and reporting, including accidents, incidents and out of service instances.

If you intend to use any subcontractors for this proposal, you must include their information in responding to the afore-mentioned minimum requirements and technical specifications. Additionally, information regarding a subcontractors percent-share of the services provided must be indicated. Failure to provide such information may cause your proposal to be deemed non-responsive.

F. Pricing

Respondents must provide pricing in the format presented on the pricing page. Respondents shall show their unit price and extension price. Unit Price shall prevail regardless of any extension errors.

Vehicle service hours listed on the pricing page are estimates for evaluation purposes and are approximate only. The RTA reserves the right to increase or decrease vehicle service hours as circumstances may require during the contract period. No minimum or maximum guarantee is made to the exact amount of the services to be performed.

Upon selection of a proposer and award of this RFP, the prices shall remain firm as quoted for the initial three-year term of the contract.

It is the intention of the RTA that prices quoted shall remain firm during the initial 3-year term of the contract. In the event economic conditions are such that price increases become necessary, the vendor must submit to the RTA Procurement Department a formal request for increases with supporting documentation (i.e., manufacturer's price lists, supplier's notices of price increase, increase in minimum wage, etc.). The RTA will review such requests and test the market to determine whether or not said increases are reasonable. The RTA may, at its

sole discretion, approve the price increase or discontinue procurement of specified items of the RFP, and proceed to obtain items on the open market. The RTA will not consider price increases during the initial 3-year contract period, price increases will only be evaluated during contract extension years. Price increases will not be honored by the RTA until such time as a formal amendment is executed.

G. Americans with Disabilities Act

Successful respondent shall comply with all applicable provisions of the Americans with Disabilities Act of 1990 (Public Law 101-336, 42 U.S.C. 12101-12213) and all applicable federal regulations under the Act, including 28 CFR parts 35 and 36.

All accessible vehicles to be used in service under the terms and conditions of this RFP shall conform to the specifications as required by 49 CFR Part 38, Accessibility Specifications for Transportation Vehicles, Subpart B – Buses, Vans and Systems.

H. Billings/Invoicing

All invoices shall be sent to the Regional Transportation Authority located at 177 N. Church Ave., Tucson, AZ 85701, attention: Jeremy Papuga, Transit Planning and Operations Manager, for verification. Invoices then will be forwarded to the RTA Procurement Department for payment. Invoices must be received within 10 days after the close of business for the billing period

I. Certification Form

The certification form must be completed and signed by the respondent. Failure to complete and sign this form may cause the proposal to be rejected. In the event “No” is checked for specifications, terms and/or conditions, failure to fully explain exceptions taken may cause the proposal to be rejected.

J. Submittal

Proposal must be submitted in a sealed envelope clearly marked on the outside with the RFP number, title, due date, time and respondent’s name.

Proposal package must include one (1) original, clearly labeled “ORIGINAL”, and 10 bound copies. The proposal shall contain the following information:

1. Letter of Transmittal
2. Title page
3. Table of Contents
4. Qualifications of Primary Contractor and Sub-Contractor
5. Proposal of Planned Approach
6. Equipment Specifications
7. Administrative Requirements

8. References
9. Appendix I - Minimum Requirements Verification Form (Page 32)
10. Appendix II - Experience Reference Check Form (Page 33)
11. Appendix III - Technical Specifications Response (Page 36)
12. Appendix IV - Vehicle Capability Check Form (Page 38)
13. Appendix V - Pricing Page (Page 39)
14. Appendix VI - Vehicle Branding Illustration (Page 40)

The proposal shall be bound and indexed in the exact order as indicated above. For each section of the proposal supplemental information may be included in addition to the required forms in the appendices of this document. Appendices need not be filled out in the form provided but must include all the information requested. Even if they are not used please attach the forms included in this document in the section with your response.

I. Minimum Requirements Verification Form (Appendix I)

1. Provide an outline of your anticipated start up activities and schedule, including but not limited to: facilities securement, vehicle securement, staffing, etc. Indicate the earliest schedule on which your staff could be in place and the earliest schedule that you could actually begin providing transportation services.
2. Provide a statement of your agreement to perform drivers' background checks. Indicate the level and the types of background check.

II. Experience Reference Check Form (Appendix II)

1. This form must be filled out completely as indicated on the form itself.

III. Technical Specifications Response (Appendix III)

1. A summary of experience in providing public transit services within the last three (3) years. Complete Experience Check Form (Appendix IV.)
2. Provide an organization chart (a detailed staffing plan) for this proposal including resumes of key employees. The organizational chart shall also provide an operating structure showing reporting and accountability relationships for personnel proposed for this service.
3. Provide a description of operation capability, including dispatching and communications facilities, equipment and procedures, address of base location, number of phone lines, telephone numbers, TDD equipment (if any) and radio frequencies.
4. Provide a description of vehicle capability including completion of Appendix VI - Vehicle Capability Check Form

5. Provide a description of Training/Safety programs including examples of all manuals to be used for training/safety procedures
6. Provide a description and examples of accounting and record keeping procedures, including fare handling, invoicing, data collection and reporting as required in the Sample Contract, Article III – Service Specifications, Number 11 – Data Collection/Reporting.

IV. Vehicle Capability Check From (Appendix IV)

1. This form must be filled out completely as indicated on the form itself.

V. Pricing Page (Appendix V)

1. Please indicate the hourly fixed-rate and annual operating, capital and facility costs

VI. Sample Contract (Appendix VI)

1. This form must be filled out completely as indicated on the form itself.

K. Evaluation Criteria

The RTA shall evaluate proposals meeting the minimum requirements and deemed responsive. The RTA reserves the right to request additional information and/or clarification. Recommendation for award will be to the respondent who has submitted the proposal meeting all terms, conditions and specifications and its proposal is determined to be the most advantageous to the RTA and member jurisdictions.

The following will be used by the RTA selection committee in the evaluation of responsive proposals and selection of a contractor(s):

1. Experience and Qualifications	35 points
2. Key Personnel	10 points
3. Technical Requirements	
Operation Capability	10 points
Vehicle Capability	10 points
Training/Safety Program	5 points
Accounting, Record Keeping, and Reporting	5 points
4. Price	25 points



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TOTAL

100 points

The methodology for Points assigned to price will be evaluated scaled from lowest to highest. For example, if the lowest price provided is \$100 for the life of the initial 3-year contract period, the contractor would receive 25 points (the highest available under that scoring category). If another respondent has pricing of \$120 they would receive a score of 5, a reduction of one point per percentage point above the lowest price.

M. Best and Final Offer

In the event that discussions are held and clarifications are requested, a written request for best and final offers may be issued. The request shall set forth the date, time, and place for the submission of best and final offers. If respondents fail to respond to the request for best and final offer or fail to submit a notice of withdrawal, their immediate previous offer will be construed as their best and final offer.

N. Award

It is the intent of the RTA to award one contract to a qualified firm(s) that has the highest score as determined by the evaluation team. If all are in agreement the evaluation team will make a recommendation to the RTA Board. A contract will be finalized and notice to proceed will be issued after approval of the RTA Board. Contract will initially be three years in length with the option to renew for two additional years for a total of five.

All contracts resulting from this RFP that extend beyond the RTA's fiscal year are subject to sufficient funds being appropriated by the RTA Board for such a purpose in the ensuing year. Section 5311 Rural Public Transportation Program grants RTA funding provide the financial support for this RFP program. Service areas and service hours may be increased or decreased depending on available funding.

The RTA Board reserves the right to reject any or all proposals for any reason whatsoever, or to waive any irregularities or informalities in the proposals, if it is deemed in the best interest of the RTA to do so.

Results of this procurement will not be given in response to telephone inquiries. Interested parties are invited to attend the public opening at the time and date stated in this solicitation. Following evaluation and award, all parties responding are notified of results.

In the event that the resulting contract is terminated for any reason during the initial term of the contract, the RTA reserves the right to award to the second highest scoring proposal if deemed in the best interest of the RTA.



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O. Questions

Respondents having questions regarding this RFP shall contact Ellen Cuddeback, RTA Procurement Officer, by email at: ecuddeback@pagnet.org. Verbal requests for clarifications or interpretations will not be accepted. Questions received after July 29 may not be accepted.

EXHIBIT A – UTILIZATION BY SERVICE AREA

The information contained in the tables below display the ridership, fares collected, total vehicle miles and service hours paid for by each route. Where available the most up-to-date information is displayed.

Ajo Dial-a-Ride

The table below illustrates estimates for passenger trips, fares collected, total vehicle miles and service hours paid for the Ajo dial-a-ride service. There will be no additional service added to this route. The data presented is route information as reported for the federal fiscal year for 2008/2009.

Fiscal Year 2008 Route Information Ajo Dial-a-Ride

MONTH	PASSENGER TRIPS	FARES COLLECTED	VEHICLE SERVICE MILES	PAID SERVICE HOURS
July 2008	2,560	\$1,817.25	3,646	348
August 2008	3,160	\$2,085.00	3,787	342.5
September 2008	3,153	\$2,060.75	3,904	342
October 2008	2,010	\$1,948.25	4,001	360
November 2008	2,644	\$1,695.00	3,374	313.5
December 2008	2,971	\$1,868.50	3,632	346
January 2009	3,060	\$1,974.00	3,649	347
February 2009	3,134	\$2,015.25	3,854	333
March 2009	3,133	\$2,033.00	3,940	346
April 2009	4,122	\$2,312.25	4,081	346
May 2009	3,321	\$2,203.00	3,984	341.5
June 2009	2,753	\$1,935.00	3,646	348

Route 450: Ajo to Tucson

The table below illustrates estimates for passenger trips, fares collected, total vehicle miles and service hours paid for the Ajo to Tucson service. There may be additional mid-day service added to this route. The data presented is route information as reported for the federal fiscal year for 2008/2009.

Fiscal Year 2008 Route Information Ajo-Tucson

MONTH	PASSENGER TRIPS	FARES COLLECTED	VEHICLE SERVICE MILES	PAID SERVICE HOURS
July 2008	730	\$3,067.50	5,720	143
August 2008	804	\$3,424.00	5,460	136.5
September 2008	878	\$3,404.00	5,460	134
October 2008	1,069	\$4,091.00	5,980	149.5
November 2008	887	\$3,305.20	4,940	141.5
December 2008	1,110	\$4,171.00	5,720	143
January 2009	491	\$2,168.00	5,720	143
February 2009	450	\$2,123.00	5,460	136.5
March 2009	567	\$2,618.00	5,460	136.5
April 2009	578	\$2,685.00	5,720	143
May 2009	646	\$3,356.50	5,460	136.5
June 2009	597	\$2,997.00	5,460	136.5

Route 451: Ajo to Why

The table below illustrates estimates for passenger trips, fares collected, total vehicle miles and service hours paid for the Ajo to Why service. There will be no additional service added to this route. The data presented is route information as reported for the federal fiscal year for 2008/2009.

Fiscal Year 2008 Route Information Ajo-Why

MONTH	PASSENGER TRIPS	FARES COLLECTED	VEHICLE SERVICE MILES	PAID SERVICE HOURS
July 2008	26	\$26.00	377	66
August 2008	79	\$79.00	840	63
September 2008	106	\$106.00	922	63
October 2008	103	\$103.00	1,091	69
November 2008	111	\$109.00	1,012	57
December 2008	82	\$82.00	871	66
January 2009	32	\$32.00	548	66
February 2009	36	\$36.00	623	63
March 2009	47	\$47.00	817	60
April 2009	59	\$59.00	849	66
May 2009	63	\$63.00	953	63
June 2009	38	\$38.00	755	63

Route 685: Ajo to Gila Bend

The table below illustrates estimates for passenger trips, fares collected, total vehicle miles and service hours paid for the Ajo to Gila Bend service. There will be no



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additional service added to this route. The data presented is route information as reported for the federal fiscal year for 2008/2009.

Fiscal Year 2008 Route Information Ajo-Gila Bend

MONTH	PASSENGER TRIPS	FARES COLLECTED	VEHICLE SERVICE MILES	PAID SERVICE HOURS
July 2008	210	\$1,061.00	3,696	121
August 2008	234	\$530.00	3,948	115.5
September 2008	186	\$860.00	3,360	88
October 2008	235	\$1,054.00	3,864	126.5
November 2008	250	\$1,178.50	3,192	104.5
December 2008	248	\$1,143.75	3,696	121
January 2009	173	\$891.50	3,696	120.5
February 2009	151	\$746.00	3,528	115.5
March 2009	180	\$926.00	3,696	121
April 2009	157	\$746.00	3,696	115.5
May 2009	145	\$764.50	3,528	115.5
June 2009	192	\$1,035.50	3,528	121



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APPENDIX II - EXPERIENCE REFERENCE CHECK FORM

RESPONDENT'S NAME: _____

1. EXPERIENCE – provide references, maximum of five (5), where your firm provides transit services similar to this RFP. Attach more sheets as needed.

CLIENT: _____ FROM: _____ TO: _____

ADDRESS: _____

CONTACT: _____ TITLE: _____ TEL: _____

DESCRIPTION OF SERVICES PROVIDED: _____

Last Three Years (Active)	Annual Service Hours

CLIENT: _____ FROM: _____ TO: _____

ADDRESS: _____

CONTACT: _____ TITLE: _____ TEL: _____

DESCRIPTION OF SERVICES PROVIDED: _____



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Last Three Years (Active)	Annual Service Hours

CLIENT: _____ FROM: _____ TO: _____

ADDRESS: _____

CONTACT: _____ TITLE: _____ TEL: _____

DESCRIPTION OF SERVICES PROVIDED: _____

Last Three Years (Active)	Annual Service Hours

CLIENT: _____ FROM: _____ TO: _____

ADDRESS: _____

CONTACT: _____ TITLE: _____ TEL: _____

DESCRIPTION OF SERVICES PROVIDED: _____



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Last Three Years (Active)	Annual Service Hours

CLIENT: _____ FROM: _____ TO: _____

ADDRESS: _____

CONTACT: _____ TITLE: _____ TEL: _____

DESCRIPTION OF SERVICES PROVIDED: _____

Last Three Years (Active)	Annual Service Hours

2. Has your firm had any experience of transportation contracts been cancelled or suspended?

YES () NO ()

If YES, please explain _____



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APPENDIX III - TECHNICAL SPECIFICATIONS RESPONSE FORM

RESPONDENTS NAME: _____

(Please fill in the blanks provided below or attach your response to this sheet)

1. Summarize your experience in providing public transit services.

2. Provide an organizational chart (a detailed staffing plan) for this proposal and include resumes of key employees.

3. Please describe you operational capabilities including dispatching and communications facilities, equipment and procedures.

4. Describe current training and safety programs and include samples of all manuals to be used for these purposes. Also provide a description of the existing or proposed substance abuse policy and drug and alcohol testing program that meets Federal Transit Administration Drug and Alcohol guidelines.

5. Provide a description and samples of accounting and record keeping procedures as required in this RFP.

6. Vehicle capability information:
 - Location and maintenance of storage facility
 - Description of Preventative Maintenance Program and roadcall procedures
 - **Complete Appendix IV: "Vehicle Capability Check Form"**



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APPENDIX IV - VEHICLE CAPABILITY CHECK FORM

RESPONDENTS NAME: _____

Please identify all designated vehicles licensed in the State of Arizona and immediately available for the proposed transportation services. Those vehicles already indicated on the list are those that will be provided by the RTA for use on the services identified in this RFP. If vehicles outside of the state of Arizona are available and can be transported here for service implementation, please indicate those as well. All routes require the use of ADA accessible vehicles that can be repainted to match the regional transit brand. Additionally, all vehicles are required to have bike racks. One back-up vehicle must be available for the services indicated in this RFP. The proposal will be deemed non-responsive if accessible and back-up vehicles are not provided.

Make, Year and Power (Gasoline, Diesel & Other)	Vehicle ID No./ Current Odometer Reading	Overall Condition (New, Excellent, Fair) Fair Condition shall only be used as a backup	Air Cond./Heater (Y/N)	Seating Capacity Ambulatory	No. of Wheelchair Tie-downs	Hydraulic Lift Equipped (Y/N)	Lift Platform Dimensions	2-Way Radio Equipped	Is the vehicle in state? (Y/N)
At least a total of four vehicles are needed for responses to be deemed compliant									
Ford, 2006 (Diesel)	1FDXE45P46DB26078	Fair	Yes	14	1	Yes	Standard	No	Yes
Chevy, 2007 (Diesel)	1GBE5V1287F414353	Fair	Yes	32	2	Yes	Standard	No	Yes
Chevy, 2007 (Diesel)	1GBE5V1247F413779	Fair	Yes	32	2	Yes	Standard	No	Yes



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APPENDIX V - PRICING PAGE

ROUTE	ANNUAL ESTIMATED VEHICLE SERVICE HOURS	OPERATING RATE PER HOUR	CAPITAL RATE PER HOUR	FACILITY RATE PER HOUR	OPERATING TOTAL	CAPITAL TOTAL	FACILITY TOTAL	GRAND TOTAL
Ajo Dial-a-Ride	4,108							
Route 450: Ajo to Tucson	2,600							
Route 451: Ajo to Why	390							
Route 685: Ajo to Gila Bend	1,430							
TOTAL	8,528							

For operation of less than one hour, the RTA shall pay only proportional to the service hour rate calculated to the nearest one-quarter hour.

Ridership by route will be monitored monthly. Passengers per service hours will be calculated and used to evaluate service efficiency. If a running three-month average of passengers per service hours on any given route decreases 20%, the overall effectiveness of the route will be reviewed and the RTA may eliminate the route.

The RTA makes no guarantee or warranty as to the total amount of service to be provided under this RFP. The RTA reserves the right to increase or decrease the annual vehicle service hours.

APPENDIX VI – VEHICLE BRANDING ILLUSTRATION



C 100	C 00
D 100	D 00
E 100	E 00
F 100	F 00
G 100	G 00
H 100	H 00
I 100	I 00
J 100	J 00
K 100	K 00
L 100	L 00
M 100	M 00
N 100	N 00
O 100	O 00
P 100	P 00
Q 100	Q 00
R 100	R 00
S 100	S 00
T 100	T 00
U 100	U 00
V 100	V 00
W 100	W 00
X 100	X 00
Y 100	Y 00
Z 100	Z 00

Aerotech Ford 220-36" door / rear lift / raised floor. No scale provided with illustration

NOTES:

1. These branding designs are approximate and will be customized by the RTA to match the contractors proposed equipment.
2. Illuminated head sign and bike carrier have been omitted from graphics for clarity.